

RTI Application for LPG Refill Delay: Indane HP Bharat Sample 2026

**RTI Wiki**

Right to Information, India

RTI Application for LPG Refill Delay

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Direct answer. When an LPG distributor of Indane, HP or Bharat Petroleum does not deliver a booked refill within the time-line in the dealership agreement, file a free RTI to the CPIO of the oil company asking for the dealership agreement, the refill log for your consumer number and the distributor's allotment record. The CPIO must reply in 30 days.

Drafting notes. This is a sample application. Customise each item before filing. See Guide for applicants for procedure, fee, and appeal path. After 14 November 2025, requests seeking information about a named individual engage Section 8(1)(j) as amended by Section 44(3) of the Digital Personal Data Protection Act, 2023. See the practitioner note for the test the Public Information Officer must apply.

When to use this RTI

- Your LPG refill is not delivered within the time-line in the dealership agreement
- You suspect black-marketing or short supply by the distributor
- Home-delivery is denied even though you booked through the official channel
- You want to compare actual deliveries against allotment to the distributor

When NOT to use this RTI

- If you have not yet booked a refill (book first, then RTI on delay)
- If the dispute is purely on price and government rate is published (price is in the public

domain)

- If you want personal delivery records of other consumers (Section 8(1)(j) applies)

Sample RTI application

To,
The Central Public Information Officer
[Indane / HP / Bharat] Petroleum Corporation Ltd
[Full Address, Pin Code]

Sub: Request for information under Section 6(1) of the RTI Act, 2005,
regarding non-supply of LPG refill by my distributor.

Sir / Madam,

Please supply me the following information.

Details of LPG connection:

Name of LPG distributor: M/s _____
Address of LPG distributor: _____
Consumer number: _____
Address of consumer: _____
Date of last refill booking: _____

Information sought:

- [1] Certified copy of the dealership agreement between [Indane / HP / BP] and M/s _____ (distributor name) for distribution of LPG cylinders, including the terms and conditions and the services and facilities required to be provided by the dealer to consumers.
- [2] List showing (a) consumer number, (b) date of booking, (c) date of delivery and (d) bill / cash-memo number and date for all domestic LPG cylinders booked and delivered by M/s _____ from _____ to _____ (two days before the date of booking and one day after delivery, or the date of this application if refill is not received).
- [3] Date-wise quantity in number of cylinders supplied by [Indane / HP / BP] to M/s _____ (distributor name) from _____ to _____.
- [4] List showing date-wise home-delivery and cash-and-carry delivery of LPG refill in respect of my consumer number _____ from _____ to _____ (six months prior date to date of application).
- [5] Reasons in writing for non-supply of refill within the time-line in the dealership agreement.
- [6] Names, designations and office addresses of officers responsible for monitoring the said distributor.

Application fee of Rs 10 is enclosed as IPO No. _____ payable to the Accounts Officer, [Oil Company]. Please send the information to the address below by registered post.

Yours faithfully,
[Signature]
[Name, consumer number, address]
[Phone, email]
[Date]

If the PIO does not reply or refuses without reasons: First Appeal

[Date]
To,
The First Appellate Authority
[Public Authority Name]
[Address]

Sub: First appeal under Section 19(1) of the RTI Act, 2005, against the order of the PIO dated [____] / against deemed refusal under Section 7(2), in respect of my RTI dated [____].

Sir / Madam,

1. I had filed an RTI application dated [____] seeking the information described in the enclosure (Annexure A).
2. The PIO has [refused / not replied / partly replied] vide letter dated [____]. The reply does not satisfy the requirements of Sections 7(8) and 8 of the RTI Act, 2005, for the reasons set out below.
3. Grounds of appeal:
 - (a) The reply does not record reasons for refusal, contrary to Section 7(8) and Section 19(5).
 - (b) The PIO has not applied Section 8(2) public-interest balancing.
 - (c) Severable parts under Section 10 have not been supplied.
 - (d) [add specific factual grounds].
4. Prayer: I pray that the FAA may be pleased to direct the PIO to supply the information sought, free of cost under Section 7(6), and to record findings on PIO conduct.

Yours faithfully,
[Name and signature]
[Address, phone, email]

Frequently asked questions

Can a private dealer be made to reply under RTI?

The dealer is the agent of the oil company; the oil company is the public authority. The CPIO of the oil company holds or can compel the records under Section 5(4). File the RTI with the oil-

company CPIO, not the dealer directly.

Will the dealership agreement be released?

Generally yes. Section 8(1)(d) commercial confidence may be raised in part, but the standard terms and conditions and service obligations are routinely disclosed in the larger public interest under Section 8(2).

My consumer number is required by the dealer for refill. Will RTI overrule that?

RTI gives you records, not service. After RTI exposes a pattern of delay, escalate to the oil-company nodal grievance officer. The two routes work in parallel.

Related

- Guide for RTI applicants
- All sample RTI applications
- AI RTI Drafter
- PIO RTI Reply Guide
- FAA guide
- PIO reply after DPDP Rules 2025
- RTI for complaint status
- Section 8 exemptions

Sources

1. The Right to Information Act, 2005 (Sections 6, 7, 8, 10, 11, 19)
2. The Right to Information (Regulation of Fee and Cost) Rules, 2012
3. The Digital Personal Data Protection Act, 2023, Section 44(3)
4. Petroleum and Natural Gas Regulatory Board, <https://pngrb.gov.in>
5. Indian Oil Corporation, customer charter, <https://iocl.com>
6. Hindustan Petroleum, customer charter, <https://hindustanpetroleum.com>
7. Bharat Petroleum, customer charter, <https://bharatpetroleum.in>

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Right to Information Wiki

The working reference for India's Right to Information Act, 2005.



Read online

<https://righttoinformation.wiki/guide/applicant/application/sample/lpg-delay>

Main website

<https://righttoinformation.wiki/>

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