



**GOVERNMENT OF SIKKIM
FOOD AND CIVIL SUPPLIES DEPARTMENT
LEGAL METROLOGY UNIT AND CONSUMER PROTECTION CELL**

Ref. No.: 216/LMU/F&CSD

Dated: 28/10/2025

ORDER

Whereas, the state government has time and again asserted the maintenance of basic customer amenities like hygienic washrooms with running water facilities, for both male and females in all petroleum pumps/ retail outlets (ROs) of the state.

However, many Retail Outlets in our state have failed to maintain such basic standards despite repeated government directives.

All Retail Outlet dealers are informed that as per the Marketing Discipline Guidelines (MDGs) for Oil Companies (IOCL, BPCL, HPCL) and all Private Dealers Oil Companies shall mandatorily ensure the following:

1. **Toilets are clean all the time.**
2. **Proper lighting is available.**
3. **Flush (wherever provided) is working properly.**
4. **Water is available.**
5. **Working latch is available on the toilet door.**
6. **Signage is available.**
7. **Toilet facilities must be accessible to all customers (including physically challenged individuals) and Transit travelers at all times & subject to adhering to all safety protocols. Display of "Darpan" QR code near the toilet for feedbacks mandatory.**

In addition to the above, the dealers must also provide:

1. **Air with calibrated Air Gauge,**
2. **Telephone,**
3. **First-Aid Box with medicines at the premises.**

Therefore, all Petroleum Retail Outlets are hereby directed to strictly ensure the immediate provision of the required customer facilities as listed above.

Failure to maintain such facilities shall obligate the Legal Metrology Unit & Consumer Protection Cell to withhold the calibration and issuance of Verification Certificates to faulting petroleum ROs until all the above amenities are made available.

By order.




Additional Controller,
LMU & CP Cell, F&CSD

Additional Controller
Legal Metrology Unit & Consumer Protection Cell
Food & Civil Supplies Deptt.
Government of Sikkim