

**GOVERNMENT OF INDIA
PETROLEUM AND NATURAL GAS
LOK SABHA**

UNSTARRED QUESTION NO:4370
ANSWERED ON:21.04.2005
VEHICLE CARE CENTRES BY BPCL
Verma Shri Ravi Prakash

Will the Minister of PETROLEUM AND NATURAL GAS be pleased to state:

- (a) whether Bharat Petroleum Corporation Limited has launched 'Vehicle Care Centres' at its retail outlets;
- (b) if so, the rationale behind opening of such vehicle care centres; and
- (c) the number of such centres proposed to be opened during the current year?

Answer

MINISTER OF PETROLEUM & NATURAL GAS AND PANCHAYATI RAJ (SHRI MANI SHANKAR AIYAR)

(a) &(b): Yes, Sir. Bharat Petroleum Corporation Limited (BPCL) has launched Vehicle Care Centres at its Retail Outlets under the brand name V-Care with the following objectives:

- (i) To provide greater customer convenience due to the locational advantage of BPCL's Retail Outlets and extended operating hours (Retail Outlet timings).
- (ii) To assure enhanced customer service and genuine products at reasonable prices, thereby ensuring higher customer satisfaction and customer loyalty.

(c): BPCL propose to open 200 Vehicle Care Centres during the current financial year.