

Hindustan Petroleum Corporation Limited is in the business of supplying Aviation Turbine Fuel (ATF) JET A-1 to airlines. HPCL provides ATF fuelling services to Aviation industry through its business unit, "HP Aviation". Presently HPCL provides fuelling services to Domestic and International customers at 33 airports across India.

ATF is supplied to both civil as well as defense aircrafts.

Our network covers all the major airports in India. HPCL has plans to expand it further.

List of airports, where HPCL is extending refueling services are given below:

- Delhi (T1 & T3 Terminal)
- Chennai
- Trivandrum
- Bangalore (New International Airport)
- Guwahati
- Goa
- Pune
- Coimbatore
- Trichy
- Tirupati
- Mangalore
- Jammu
- Lucknow
- Indore
- Vijaywada
- Varanasi
- Naliya
- Mumbai
- Kolkata
- Cochin International Airport
- Hyderabad (New International Airport)
- Ahmedabad
- Amritsar
- Jaipur
- Calicut
- Bhubaneshwar
- Vishakhapatnam
- Belgaum
- Dehradun
- Juhu
- Rajahmundry
- Hubli
- Bhuj

Fuelling activities are carried out by us at all airports except Open Access Airports and hospitality locations.

At Open Access Airports – Delhi Airport (Terminal-3), New Bangalore International Airport and New Hyderabad International Airport, we have contracts in place with into-plane concessionaires for into-plane refueling.

## **Approach for Supplies :**

One can contact us for refueling requirements of aircraft at above airports where HPCL is operating or at the following address :

Chief Manager - Aviation (Sales)  
Hindustan Petroleum Corporation Limited,  
Aviation SBU, Ground Floor, Hindustan Bhavan,  
8, S. V. Marg, Ballard Estate, Mumbai – 400001.  
Phone: 022-22637452  
Email us at [mktghqo@hpcl.co.in](mailto:mktghqo@hpcl.co.in)

One can also contact our Station Manager at the airports where we have facilities, for addresses log on to <http://www.hindustanpetroleum.com/aviationlocation.html>

ATF price applicable for the day is available on our website:

**<http://goo.gl/Qp9WKh>**

Customers can also reach us on : <http://www.hpaviation.in>

## **Quality Control System :**

The Jet Fuel manufactured / supplied by us conforms to :

- BIS specification IS: 1571: 2008. (Latest Issue)
- International standard specification DEFSTAN 91-91 (Latest Issue)

All the refueling facilities at Civil Airports operate under the license of the Director General of Civil Aviation (DGCA) conforming to Civil Aviation Requirements (CAR)

HPCL has a robust system to inspect and control the quality of ATF from the time it leaves Refinery till it is delivered to the aircraft. All locations have advance filtration systems and use internally epicoated tanks with floating suction so that the fuel supplied to the customer meets the approved quality at all times. Trained manpower is available with locations to carry out daily as well as periodical Quality Control checks of ATF. Adherence to operating standards and product quality is verified with strict adherence to inspection schedules.

At Open Access airports, Fuel hydrant facility operations and Into-plane (ITP) refueling is carried out through authorised third parties trained to handle ATF and operational activities.

### **Health, Safety and Environment :**

All the Aviation Service Facilities are constructed with a view to provide safe, reliable and quality service to our customers. Adequate storage capacity, pumping arrangements and allied facilities with trained manpower ensure that ASF meets the expectations of the customers.

The facilities are well equipped to take care of all the safety requirements. All the ASF facilities are regularly inspected on all operational parameters by internal as well as by external agencies like DGCA, IATA Fuel Quality Pool, Domestic and International Airline customers.

### **Feedback System :**

We have comprehensive system of interaction with our customers to get their feedback and suggestions.

On-line feedback form is available on our Corporate website :  
<http://www.hindustanpetroleum.com/feedback?id=aviation>

### **Complaint Resolution :**

A Customer who wishes to register feedback or complaint about fuel or service may lodge the same by any one of the following methods

- Buyer can write the feedback / complaint on ADR (Aircraft Delivery Receipt), which is handed over by our staff (or ITP agency staff) at the time of refueling.
- Buyer can contact our Location in-charge / Officer at the airport and convey verbally or in writing. Alternatively, they can send an e-mail to Location

in-charge whose e-mail ID/phone No. is available on at our website :  
<http://www.hindustanpetroleum.com/aviationlocation.html>

- Buyer can write the feedback / complaint on our Corporate :  
<http://www.hindustanpetroleum.com>
- Buyer can also send a communication to the following officer:

Chief Manager - Aviation (Mktg)  
Hindustan Petroleum Corporation Limited,  
Aviation SBU, Ground Floor, Hindustan Bhavan,  
8, S. V. Marg, Ballard Estate, Mumbai – 400001.  
Phone: 022-22637456  
Email : [mktghqo@hpcl.co.in](mailto:mktghqo@hpcl.co.in)