

Qualification Pack



LPG Mechanic

QP Code: HYC/Q3401

Version: 4.0

NSQF Level: 3

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HYC/Q3401: LPG Mechanic

Brief Job Description

Individuals at this job need to do installation of LPG cylinders for the new connection at customers premises (domestic, commercial and industrial), while following standard safety procedures. The individual is also responsible for creating customer awareness on safe usage of LPG and allied equipment as well as DOs and DONTs in case of emergency and must have technical knowledge for attending complaints of LPG and allied products. The job also requires to carry out mandatory inspection periodically at customer premises and attending emergency complaints within specified timeline. The personnel must demonstrate customer centricity and foresee potential obstacles and hazards that may occur.

Personal Attributes

The personnel must be physically fit to carry the filled cylinder on his shoulder or by hand from the customer's place to LPG godown if required. The personnel must be observant, detail oriented and should display presence of mind at all times. Individual must demonstrate good conduct and be able to communicate effectively.

Applicable National Occupational Standards (NOS)

Compulsory NOS:

1. [HYC/N3401: Carry out Installation of LPG Cylinders at Customer Premises with adherence to Safety](#)
2. [HYC/N3402: Attending complaints of LPG leakage, allied LPG equipment & non-functioning of equipment](#)
3. [HYC/N3403: Carry out mandatory inspection of consumer premises once in every two years](#)
4. [HYC/N3103: Maintain Health and Hygiene Habits](#)
5. [DGT/VSQ/N0102: Employability Skills \(60 Hours\)](#)

Qualification Pack (QP) Parameters

Sector	Hydrocarbon
Sub-Sector	Downstream
Occupation	LPG Distribution, LPG Distribution
Country	India

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NSQF Level	3
Credits	11
Aligned to NCO/ISCO/ISIC Code	NCO-2015/Nil
Minimum Educational Qualification & Experience	5th grade pass (with 4-years of relevant experience) OR 8th grade pass (with 1-year of relevant experience) OR 9th grade pass OR 8th grade pass (with one year of National Trade Certificate (NTC) after 8th)
Minimum Level of Education for Training in School	8th Class
Pre-Requisite License or Training	NA
Minimum Job Entry Age	18 Years
Last Reviewed On	NA
Next Review Date	17/11/2025
NSQC Approval Date	17/11/2022
Version	4.0
Reference code on NQR	2022/HYC/HSSCI/06773
NQR Version	4.0

Remarks:

NA

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HYC/N3401: Carry out Installation of LPG Cylinders at Customer Premises with adherence to Safety

Description

This unit is about performing LPG installation activities at domestic, commercial and industrial customer premises for new connection holder and adherence to safety

Scope

The scope covers the following :

- Pre-checking before installation
- During Installation
- Post-Installation
- Creating Awareness on Safety

Elements and Performance Criteria

Pre-Installation

To be competent, the user/individual on the job must be able to:

- PC1.** visit the Distributor Show Room, collect the new customer details, address, phone number etc. as per the days schedule and plan installation.
- PC2.** ensure the tool kit is ready with all the essential tools and replenish the required consumables.
- PC3.** ensure all the requisite details are printed on the documents carried.
- PC4.** carry ID card provided by Distributor at all times, and wear proper uniform while visiting the customer premises for installation.
- PC5.** ensure sufficient ventilation in the place where filled LPG cylinders are to be kept.
- PC6.** ensure that ventilation for cupboards is provided, if cylinders are placed in the cupboard
- PC7.** ensure sufficient space for keeping cylinder in vertical position only
- PC8.** ensure to stick the tear off slip with house-lock intimation on the customers main door if the house is locked, and inform the showroom supervisor accordingly
- PC9.** ensure availability of Fire Extinguishers (DCP / CO₂), two buckets filled with water, two buckets filled with sand are available at Industrial and commercial Installation
- PC10.** ensure specification of Fire Extinguishers is as per IS 6044 (Part 1: 2000)

Installation

To be competent, the user/individual on the job must be able to:

- PC11.** ensure to greet the customer
- PC12.** educate the customer on properties of LPG and safe usage of LPG equipment
- PC13.** avoid making noise while Installing and moving the cylinder in the house.
- PC14.** roll the cylinder on foot ring to the kitchen
- PC15.** ensure there are no other inflammable items in the kitchen and no open flames during installation.

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- PC16.** ensure cylinders to be installed in vertical position with valve on top and safety cap tied on to the stay plate of the cylinder
- PC17.** ensure to place hot plate / stove at a higher level than the cylinder
- PC18.** ensure that there are no T-joints between cylinder and stove / hot plate
- PC19.** ensure cylinders are not installed or used below ground level, in cellar / basement
- PC20.** ensure no trolley is used for keeping cylinders in domestic / industrial installation
- PC21.** open the seal, connect the regulator with the cylinder and ensure that the regulator fits the cylinder properly
- PC22.** check for any leakage in the cylinder (from the joint and valve)
- PC23.** check the pressure regulator and rubber hose while installing the cylinder
- PC24.** ensure to switch on the regulator
- PC25.** switch on the gas stove to make sure that flame is ignited
- PC26.** in case of any leakage, remove the regulator, put on the safety cap on the valve of the cylinder, mark the cylinder as faulty and send it back to the Godown
- PC27.** in case of faulty O-ring, replace it
- PC28.** demonstrate the use with a live demo to the customer
- PC29.** switch off the knob of the gas stove and also the regulator
- PC30.** ensure all equipment such as pressure regulator and other installation material (industrial / commercial installation) comply with distributing companys stipulations and adhere to IS specifications, wherever applicable.
- PC31.** ensure BIS standards while carrying out installation for industrial purpose
- PC32.** ensure usage of ISI mark rubber tube without any cover / insulation
- PC33.** Ensure cylinders are installed at places which are free from overheating, proximity to steam pipes and boilers.
- PC34.** ensure cylinders are installed at places free from obstruction / prone for damage or vulnerable to unsafe conditions
- PC35.** ensure cylinders are placed at least 1 meter away from culverts / depressions / openings to prevent hazardous collection of gas

Post-installation

To be competent, the user/individual on the job must be able to:

- PC36.** explain the safety instructions for using the LPG cylinder to the customer
- PC37.** provide details of emergency contacts and online complaint service to the customer
- PC38.** obtain the customers signature on the counter slip and retain the copy
- PC39.** update the serial number, date of installation in the customers book
- PC40.** communicate politely to the customer against unsafe practices
- PC41.** inform the customer about available ARB products at his distributorship
- PC42.** ensure to get the customer feedback, record the same and convey the same to the showroom staff
- PC43.** thank the customer before leaving
- PC44.** return the relevant documents/feedback form to showroom

Creating Awareness on Safety

To be competent, the user/individual on the job must be able to:

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- PC45.** create customer awareness regarding safe usage of LPG and allied equipment
- PC46.** conduct Safety Clinic on a weekly basis
- PC47.** ensure customer always use ISI mark hot plate and Suraksha LPG hose
- PC48.** educate customer on safe usage of LPG / LPG equipment (cylinder, valve, regulator, gas stove) during every visit, including installation & post installation

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** company policies on timing/shift hours of LPG plants and reporting structure of LPG distributorship
- KU2.** problem escalation procedure in case of complaints and customer not adhering to safety norms despite specific advice
- KU3.** basic knowledge about the OMC and products sold by the OMC
- KU4.** role of the LPG mechanic and their significance in enhancing the brand image of the organization
- KU5.** LPG gas cylinders and its uses
- KU6.** Understanding of characteristics of LPG
- KU7.** system of filling LPG cylinders and how LPG cylinders are checked to ensure there is no defects
- KU8.** Know-how & functioning of gas stoves / hotplates, valves, regulators
- KU9.** repair & maintenance of LPG equipment (Cylinder, Valve, Regulator) and Gas Stoves / hot plates
- KU10.** Safe operation of LPG equipment including gas stoves / hot plates
- KU11.** tools, equipment, kit, consumables and other requirements to be carried while on visit to customer premises for new connection installation or mandatory checkings or emergency handling.
- KU12.** method to fit the cylinder in the customers kitchen
- KU13.** dos and don'ts during LPG cylinder installation and emergency complaint handling
- KU14.** LPG cylinder post-installation activities
- KU15.** Feedback process and various modes of complaint registration (other digital modes)

Generic Skills (GS)

User/individual on the job needs to know how to:

- GS1.** read the address details/complaint details in local language as well as in english.
- GS2.** update the serial number, date of installation, date of mandatory inspection in the dealers book as well as in customers book.
- GS3.** accept digital complaint modes
- GS4.** inform the customer about safety tips, latest schemes, emergency number, complaint number, booking number printed on the cash memo, etc.
- GS5.** ask for feedback from the customer

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- GS6.** apologise (whenever necessary) and thank the consumer
- GS7.** plan and prioritise the installation as per addresses and criticality
- GS8.** display polite and courteous behaviour
- GS9.** display proactive behaviour with regards to new schemes and offers
- GS10.** build a rapport with the customer
- GS11.** maintain a positive and effective relationship with the customer
- GS12.** explain the safe use of lpg cylinders and tips to save fuel to the customers
- GS13.** apply problem-solving approaches in different situations
- GS14.** apply balanced judgment to different situations

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Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Pre-Installation</i>	34	35	-	-
PC1. visit the Distributor Show Room, collect the new customer details, address, phone number etc. as per the days schedule and plan installation.	5	5	-	-
PC2. ensure the tool kit is ready with all the essential tools and replenish the required consumables.	5	5	-	-
PC3. ensure all the requisite details are printed on the documents carried.	5	5	-	-
PC4. carry ID card provided by Distributor at all times, and wear proper uniform while visiting the customer premises for installation.	2	3	-	-
PC5. ensure sufficient ventilation in the place where filled LPG cylinders are to be kept.	5	5	-	-
PC6. ensure that ventilation for cupboards is provided, if cylinders are placed in the cupboard	2	2	-	-
PC7. ensure sufficient space for keeping cylinder in vertical position only	2	3	-	-
PC8. ensure to stick the tear off slip with house-lock intimation on the customers main door if the house is locked, and inform the showroom supervisor accordingly	3	2	-	-
PC9. ensure availability of Fire Extinguishers (DCP / CO ₂), two buckets filled with water, two buckets filled with sand are available at Industrial and commercial Installation	3	3	-	-
PC10. ensure specification of Fire Extinguishers is as per IS 6044 (Part 1: 2000)	2	2	-	-
<i>Installation</i>	65	70	-	-
PC11. ensure to greet the customer	-	2	-	-
PC12. educate the customer on properties of LPG and safe usage of LPG equipment	3	4	-	-

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Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC13. avoid making noise while Installing and moving the cylinder in the house.	1	1	-	-
PC14. roll the cylinder on foot ring to the kitchen	1	1	-	-
PC15. ensure there are no other inflammable items in the kitchen and no open flames during installation.	3	3	-	-
PC16. ensure cylinders to be installed in vertical position with valve on top and safety cap tied on to the stay plate of the cylinder	5	5	-	-
PC17. ensure to place hot plate / stove at a higher level than the cylinder	3	2	-	-
PC18. ensure that there are no T-joints between cylinder and stove / hot plate	3	2	-	-
PC19. ensure cylinders are not installed or used below ground level, in cellar / basement	3	2	-	-
PC20. ensure no trolley is used for keeping cylinders in domestic / industrial installation	3	2	-	-
PC21. open the seal, connect the regulator with the cylinder and ensure that the regulator fits the cylinder properly	2	3	-	-
PC22. check for any leakage in the cylinder (from the joint and valve)	5	5	-	-
PC23. check the pressure regulator and rubber hose while installing the cylinder	5	5	-	-
PC24. ensure to switch on the regulator	-	1	-	-
PC25. switch on the gas stove to make sure that flame is ignited	-	3	-	-
PC26. in case of any leakage, remove the regulator, put on the safety cap on the valve of the cylinder, mark the cylinder as faulty and send it back to the Godown	5	5	-	-
PC27. in case of faulty O-ring, replace it	2	1	-	-

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Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC28. demonstrate the use with a live demo to the customer	6	6	-	-
PC29. switch off the knob of the gas stove and also the regulator	-	1	-	-
PC30. ensure all equipment such as pressure regulator and other installation material (industrial / commercial installation) comply with distributing companys stipulations and adhere to IS specifications, wherever applicable.	3	3	-	-
PC31. ensure BIS standards while carrying out installation for industrial purpose	2	2	-	-
PC32. ensure usage of ISI mark rubber tube without any cover / insulation	2	3	-	-
PC33. Ensure cylinders are installed at places which are free from overheating, proximity to steam pipes and boilers.	3	3	-	-
PC34. ensure cylinders are installed at places free from obstruction / prone for damage or vulnerable to unsafe conditions	2	2	-	-
PC35. ensure cylinders are placed at least 1 meter away from culverts / depressions / openings to prevent hazardous collection of gas	3	3	-	-
<i>Post-installation</i>	27	25	-	-
PC36. explain the safety instructions for using the LPG cylinder to the customer	5	5	-	-
PC37. provide details of emergency contacts and online complaint service to the customer	5	5	-	-
PC38. obtain the customers signature on the counter slip and retain the copy	2	2	-	-
PC39. update the serial number, date of installation in the customers book	2	2	-	-
PC40. communicate politely to the customer against unsafe practices	3	3	-	-

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Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC41. inform the customer about available ARB products at his distributorship	2	1	-	-
PC42. ensure to get the customer feedback, record the same and convey the same to the showroom staff	5	5	-	-
PC43. thank the customer before leaving	-	2	-	-
PC44. return the relevant documents/feedback form to showroom	3	-	-	-
<i>Creating Awareness on Safety</i>	22	22	-	-
PC45. create customer awareness regarding safe usage of LPG and allied equipment	5	5	-	-
PC46. conduct Safety Clinic on a weekly basis	5	5	-	-
PC47. ensure customer always use ISI mark hot plate and Suraksha LPG hose	5	5	-	-
PC48. educate customer on safe usage of LPG / LPG equipment (cylinder, valve, regulator, gas stove) during every visit, including installation & post installation	7	7	-	-
NOS Total	148	152	-	-

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National Occupational Standards (NOS) Parameters

NOS Code	HYC/N3401
NOS Name	Carry out Installation of LPG Cylinders at Customer Premises with adherence to Safety
Sector	Hydrocarbon
Sub-Sector	Downstream
Occupation	LPG Distribution, LPG Distribution
NSQF Level	3
Credits	3.5
Version	3.0
Last Reviewed Date	NA
Next Review Date	17/11/2025
NSQC Clearance Date	17/11/2022

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HYC/N3402: Attending complaints of LPG leakage, allied LPG equipment & non-functioning of equipment

Description

This unit is about attending complaints of customers within 30 minutes of receiving complaints, fulfilling their needs and achieving customer satisfaction.

Scope

The scope covers the following :

- Addressing customer complaint and resolving them in a timely manner
- Achieving customer satisfaction
- Fulfilling customer requirement

Elements and Performance Criteria

Addressing complaint in a timely manner

To be competent, the user/individual on the job must be able to:

- PC1.** receive the complaint
- PC2.** listen to the customer attentively and politely respond to them
- PC3.** ensure to attend leakage complaints within 30 minutes
- PC4.** ensure to attend complaints on stoves / burners within 24 hours
- PC5.** ensure clarity, honesty and transparency while dealing with customers

Achieving Customer Satisfaction

To be competent, the user/individual on the job must be able to:

- PC6.** provide excellent service to existing customers
- PC7.** build a good rapport with the customers by discussing with them about general likes and dislikes in the market, latest trends, etc.
- PC8.** create an awareness on the various schemes and benefits for customers by using various marketing strategies
- PC9.** increasing the brand value of the LPG Agency
- PC10.** ensure customers expectations are met
- PC11.** tackle and intervene angry customers promptly to maintain the brand image of the LPG Agency
- PC12.** convey customers feedback (especially, negative feedback) to concerned authority
- PC13.** receive a regular feedback from the customers on current service, complaints and improvements to be made

Fulfilling Customer Requirement

To be competent, the user/individual on the job must be able to:

- PC14.** understand the customers needs for service quality requirements
- PC15.** resolve all complaints within 48 hours and convey it to concerned authority

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- PC16.** maintain a record of all customer complaints and the time frame for resolution
- PC17.** ensure that complaints from District Authorities, Tehshildar, Police, Collector etc. are attended & resolved on priority
- PC18.** carry out root-cause analysis of repetitive complaints to avoid recurrence

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** organisations policies on behaviour of customer and work place ethics and practices
- KU2.** organisations hierarchical structure and human resources policies
- KU3.** lpg gas cylinders and its uses
- KU4.** characteristics of lpg
- KU5.** tools, equipment, kit, consumables and other requirements to be carried while on visit to customer premises for emergency handling.
- KU6.** method to connect & disconnect the cylinder in the customers kitchen
- KU7.** dos and donts during lpg cylinder emergency complaint handling
- KU8.** domestic gas stove for use with lpg
- KU9.** principle of operation of lp gas appliances
- KU10.** characteristics of lp gas domestic burner
- KU11.** characteristics of good flame of lp gas domestic burner
- KU12.** major reason of product failure, possible cause & remedy

Generic Skills (GS)

User/individual on the job needs to know how to:

- GS1.** read and interpret relevant organisational policies and procedures regarding customers
- GS2.** read and interpret job sheets, company policy documents and information displayed at the outlet
- GS3.** engage with customer to understand their expectations
- GS4.** listen and resolve customer complaints
- GS5.** communicate customer feedback to the concerned authority
- GS6.** Carefully handle angry customers
- GS7.** interact with team members to work efficiently
- GS8.** make decisions on a suitable course of action or response
- GS9.** make prompt decisions to handle angry customers
- GS10.** address complaints and feedback of dissatisfied customers
- GS11.** be polite and courteous towards the customer
- GS12.** understand the customer requirement and priority, and respond accordingly
- GS13.** provide information to customers on specific facilities and services available
- GS14.** be proactive with regards to new schemes/offers available at the LPG Agency

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- GS15.** ensure quality of services offered caters to the needs of customer
- GS16.** maintain a positive and effective relationship with the customer
- GS17.** apply different problem-solving strategies to resolve customer issues
- GS18.** seek advice, assistance and support to solve problems, if needed
- GS19.** analyse situations to resolve customer complaints/feedback
- GS20.** apply balanced judgments to different situations
- GS21.** assess complexity of task and carry out corrective action as per requirement
- GS22.** read and interpret relevant organisational policies and procedures regarding customers
- GS23.** read and interpret job sheets, company policy documents and information displayed at the outlet
- GS24.** engage with customer to understand their expectations
- GS25.** listen and resolve customer complaints
- GS26.** communicate customer feedback to the concerned authority
- GS27.** Carefully handle angry customers
- GS28.** interact with team members to work efficiently
- GS29.** make decisions on a suitable course of action or response
- GS30.** make prompt decisions to handle angry customers
- GS31.** address complaints and feedback of dissatisfied customers
- GS32.** be polite and courteous towards the customer
- GS33.** understand the customer requirement and priority, and respond accordingly
- GS34.** provide information to customers on specific facilities and services available
- GS35.** be proactive with regards to new schemes/offers available at the LPG Agency
- GS36.** ensure quality of services offered caters to the needs of customer
- GS37.** maintain a positive and effective relationship with the customer
- GS38.** apply different problem-solving strategies to resolve customer issues
- GS39.** seek advice, assistance and support to solve problems, if needed
- GS40.** analyse situations to resolve customer complaints/feedback
- GS41.** apply balanced judgments to different situations
- GS42.** assess complexity of task and carry out corrective action as per requirement

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Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Addressing complaint in a timely manner</i>	22	23	-	-
PC1. receive the complaint	2	3	-	-
PC2. listen to the customer attentively and politely respond to them	5	5	-	-
PC3. ensure to attend leakage complaints within 30 minutes	5	5	-	-
PC4. ensure to attend complaints on stoves / burners within 24 hours	5	5	-	-
PC5. ensure clarity, honesty and transparency while dealing with customers	5	5	-	-
<i>Achieving Customer Satisfaction</i>	29	26	-	-
PC6. provide excellent service to existing customers	3	2	-	-
PC7. build a good rapport with the customers by discussing with them about general likes and dislikes in the market, latest trends, etc.	2	3	-	-
PC8. create an awareness on the various schemes and benefits for customers by using various marketing strategies	5	2	-	-
PC9. increasing the brand value of the LPG Agency	2	2	-	-
PC10. ensure customers expectations are met	2	2	-	-
PC11. tackle and intervene angry customers promptly to maintain the brand image of the LPG Agency	5	5	-	-
PC12. convey customers feedback (especially, negative feedback) to concerned authority	5	5	-	-
PC13. receive a regular feedback from the customers on current service, complaints and improvements to be made	5	5	-	-
<i>Fulfilling Customer Requirement</i>	25	25	-	-

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Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC14. understand the customers needs for service quality requirements	5	5	-	-
PC15. resolve all complaints within 48 hours and convey it to concerned authority	5	5	-	-
PC16. maintain a record of all customer complaints and the time frame for resolution	5	5	-	-
PC17. ensure that complaints from District Authorities, Tehshildar, Police, Collector etc. are attended & resolved on priority	5	5	-	-
PC18. carry out root-cause analysis of repetitive complaints to avoid recurrence	5	5	-	-
NOS Total	76	74	-	-

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National Occupational Standards (NOS) Parameters

NOS Code	HYC/N3402
NOS Name	Attending complaints of LPG leakage, allied LPG equipment & non-functioning of equipment
Sector	Hydrocarbon
Sub-Sector	Downstream
Occupation	LPG Distribution, LPG Distribution
NSQF Level	3
Credits	2.5
Version	3.0
Last Reviewed Date	NA
Next Review Date	17/11/2025
NSQC Clearance Date	17/11/2022

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HYC/N3403: Carry out mandatory inspection of consumer premises once in every two years

Description

This unit is about Mandatory inspection conducted at customer premises once in every two years.

Scope

The scope covers the following :

- Demonstrate how to carrying out mandatory inspection for all customers under the distributor periodically

Elements and Performance Criteria

Carrying out Mandatory inspection

To be competent, the user/individual on the job must be able to:

- PC1.** carry out Mandatory Inspection for all customers under the Gas agency, as per the mandatory inspection format for domestic gas installation check list or through mobile app.
- PC2.** Inform customer in advance regarding the mandatory inspection.
- PC3.** wear proper uniform with identity card before going to any customer premises
- PC4.** take pictures / photos of defective equipment or unsafe practices witnessed at customers premises and upload in portal
- PC5.** update all inspection points in Inspection Portal on same day, if inspection is carried out with hardcopy check list.
- PC6.** explain the need and importance of Mandatory Inspections
- PC7.** receive regular feedback from the customers on current service, complaints and improvements to be made

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** organisations policies on behaviour of customer and work place ethics and practices
- KU2.** organisations hierarchical structure and human resources policies
- KU3.** thorough knowledge on mandatory inspection requirements
- KU4.** skill to use tools & equipment during mandatory inspection
- KU5.** thorough knowledge on lpg, lpg equipment (cylinder, valve, regulator), stove, hot plates, burners etc.

Generic Skills (GS)

User/individual on the job needs to know how to:

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- GS1.** read and interpret relevant organisational policies and procedures regarding customers
- GS2.** read and interpret job sheets, company policy documents and information displayed at the outlet
- GS3.** engage with customer to understand their expectations
- GS4.** listen and resolve customer complaints
- GS5.** communicate customer feedback to the concerned authority
- GS6.** Carefully handle angry customers
- GS7.** interact with team members to work efficiently
- GS8.** make decisions on a suitable course of action or response
- GS9.** make prompt decisions to handle angry customers
- GS10.** address complaints and feedback of dissatisfied customers
- GS11.** be polite and courteous towards the customer
- GS12.** understand the customer requirement and priority, and respond accordingly
- GS13.** provide information to customers on specific facilities and services available
- GS14.** be proactive with regards to new schemes/offers available at the LPG Agency
- GS15.** ensure quality of services offered caters to the needs of customer
- GS16.** maintain a positive and effective relationship with the customer
- GS17.** apply different problem-solving strategies to resolve customer issues
- GS18.** seek advice, assistance and support to solve problems, if needed
- GS19.** analyse situations to resolve customer complaints/feedback
- GS20.** apply balanced judgments to different situations
- GS21.** assess complexity of task and carry out corrective action as per requirement
- GS22.** read and interpret relevant organisational policies and procedures regarding customers
- GS23.** read and interpret job sheets, company policy documents and information displayed at the outlet
- GS24.** engage with customer to understand their expectations
- GS25.** listen and resolve customer complaints
- GS26.** communicate customer feedback to the concerned authority
- GS27.** Carefully handle angry customers
- GS28.** interact with team members to work efficiently
- GS29.** make decisions on a suitable course of action or response
- GS30.** make prompt decisions to handle angry customers
- GS31.** address complaints and feedback of dissatisfied customers
- GS32.** be polite and courteous towards the customer
- GS33.** understand the customer requirement and priority, and respond accordingly
- GS34.** provide information to customers on specific facilities and services available
- GS35.** be proactive with regards to new schemes/offers available at the LPG Agency
- GS36.** ensure quality of services offered caters to the needs of customer
- GS37.** maintain a positive and effective relationship with the customer
- GS38.** apply different problem-solving strategies to resolve customer issues

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- GS39.** seek advice, assistance and support to solve problems, if needed
- GS40.** analyse situations to resolve customer complaints/feedback
- GS41.** apply balanced judgments to different situations
- GS42.** assess complexity of task and carry out corrective action as per requirement

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Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Carrying out Mandatory inspection</i>	38	37	-	-
PC1. carry out Mandatory Inspection for all customers under the Gas agency, as per the mandatory inspection format for domestic gas installation check list or through mobile app.	10	10	-	-
PC2. Inform customer in advance regarding the mandatory inspection.	3	2	-	-
PC3. wear proper uniform with identity card before going to any customer premises	5	5	-	-
PC4. take pictures / photos of defective equipment or unsafe practices witnessed at customers premises and upload in portal	5	5	-	-
PC5. update all inspection points in Inspection Portal on same day, if inspection is carried out with hardcopy check list.	5	5	-	-
PC6. explain the need and importance of Mandatory Inspections	5	5	-	-
PC7. receive regular feedback from the customers on current service, complaints and improvements to be made	5	5	-	-
NOS Total	38	37	-	-

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National Occupational Standards (NOS) Parameters

NOS Code	HYC/N3403
NOS Name	Carry out mandatory inspection of consumer premises once in every two years
Sector	Hydrocarbon
Sub-Sector	Downstream
Occupation	LPG Installation & Complaint Handling, LPG Installation and Complaint Handling
NSQF Level	4
Credits	1.5
Version	2.0
Last Reviewed Date	NA
Next Review Date	17/11/2025
NSQC Clearance Date	17/11/2022

Qualification Pack

HYC/N3103: Maintain Health and Hygiene Habits

Description

This unit is about maintaining good health and hygiene

Scope

The scope covers the following :

- Maintain cleanliness at workplace
- Follow personal hygiene habits
- Undertake precautionary health measures

Elements and Performance Criteria

Maintain cleanliness at workplace

To be competent, the user/individual on the job must be able to:

- PC1.** keep the workplace regularly clean and clear of waste or other litter
- PC2.** identify poor organizational practices with respect to hygiene and cleaning

follow personal hygiene habits

To be competent, the user/individual on the job must be able to:

- PC3.** sanitise hands whenever necessary
- PC4.** maintain personal hygiene habits and practices
- PC5.** maintain dental hygiene

Undertake precautionary health measures

To be competent, the user/individual on the job must be able to:

- PC6.** report any personal health issues related to injury and infectious diseases
- PC7.** use a tissue, cover the mouth and turn away from people while sneezing or coughing
- PC8.** wash/wipe hands after coughing and sneezing
- PC9.** undergo preventive health check-ups at regular intervals
- PC10.** take prompt treatment from a registered doctor in case of illness
- PC11.** get appropriate precautionary vaccines regularly
- PC12.** maintain general sense of hygiene and appreciation for cleanliness

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** companys policies on health and hygiene at workplace
- KU2.** healthy work practices
- KU3.** grooming and be well-groomed
- KU4.** personal hygiene and follow it

Qualification Pack

KU5. need to maintain cleanliness at workplace

KU6. need to display company id at all times during work hours

Generic Skills (GS)

User/individual on the job needs to know how to:

GS1. how to plan the work to meet the deadline

GS2. apply problem solving approaches in different situations

GS3. apply balanced judgments in different situations

GS4. read instructions, guidelines/procedures and reports

GS5. identify and report potential sources of danger

GS6. communicate effectively by writing

Qualification Pack

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Maintain cleanliness at workplace</i>	3	5	-	-
PC1. keep the workplace regularly clean and clear of waste or other litter	1	2	-	-
PC2. identify poor organizational practices with respect to hygiene and cleaning	2	3	-	-
<i>follow personal hygiene habits</i>	5	7	-	-
PC3. sanitise hands whenever necessary	1	2	-	-
PC4. maintain personal hygiene habits and practices	2	3	-	-
PC5. maintain dental hygiene	2	2	-	-
<i>Undertake precautionary health measures</i>	12	18	-	-
PC6. report any personal health issues related to injury and infectious diseases	2	3	-	-
PC7. use a tissue, cover the mouth and turn away from people while sneezing or coughing	1	2	-	-
PC8. wash/wipe hands after coughing and sneezing	2	3	-	-
PC9. undergo preventive health check-ups at regular intervals	2	2	-	-
PC10. take prompt treatment from a registered doctor in case of illness	2	3	-	-
PC11. get appropriate precautionary vaccines regularly	1	2	-	-
PC12. maintain general sense of hygiene and appreciation for cleanliness	2	3	-	-
NOS Total	20	30	-	-

Qualification Pack

National Occupational Standards (NOS) Parameters

NOS Code	HYC/N3103
NOS Name	Maintain Health and Hygiene Habits
Sector	Hydrocarbon
Sub-Sector	Downstream
Occupation	Generic, Generic
NSQF Level	3
Credits	1.5
Version	3.0
Last Reviewed Date	NA
Next Review Date	17/11/2025
NSQC Clearance Date	17/11/2022

Qualification Pack

DGT/VSQ/N0102: Employability Skills (60 Hours)

Description

This unit is about employability skills, Constitutional values, becoming a professional in the 21st Century, digital, financial, and legal literacy, diversity and Inclusion, English and communication skills, customer service, entrepreneurship, and apprenticeship, getting ready for jobs and career development.

Scope

The scope covers the following :

- Introduction to Employability Skills
- Constitutional values - Citizenship
- Becoming a Professional in the 21st Century
- Basic English Skills
- Career Development & Goal Setting
- Communication Skills
- Diversity & Inclusion
- Financial and Legal Literacy
- Essential Digital Skills
- Entrepreneurship
- Customer Service
- Getting ready for Apprenticeship & Jobs

Elements and Performance Criteria

Introduction to Employability Skills

To be competent, the user/individual on the job must be able to:

- PC1.** identify employability skills required for jobs in various industries
- PC2.** identify and explore learning and employability portals

Constitutional values - Citizenship

To be competent, the user/individual on the job must be able to:

- PC3.** recognize the significance of constitutional values, including civic rights and duties, citizenship, responsibility towards society etc. and personal values and ethics such as honesty, integrity, caring and respecting others, etc.
- PC4.** follow environmentally sustainable practices

Becoming a Professional in the 21st Century

To be competent, the user/individual on the job must be able to:

- PC5.** recognize the significance of 21st Century Skills for employment
- PC6.** practice the 21st Century Skills such as Self-Awareness, Behaviour Skills, time management, critical and adaptive thinking, problem-solving, creative thinking, social and cultural awareness, emotional awareness, learning to learn for continuous learning etc. in personal and professional life

Basic English Skills

To be competent, the user/individual on the job must be able to:

Qualification Pack

- PC7.** use basic English for everyday conversation in different contexts, in person and over the telephone
- PC8.** read and understand routine information, notes, instructions, mails, letters etc. written in English
- PC9.** write short messages, notes, letters, e-mails etc. in English

Career Development & Goal Setting

To be competent, the user/individual on the job must be able to:

- PC10.** understand the difference between job and career
- PC11.** prepare a career development plan with short- and long-term goals, based on aptitude

Communication Skills

To be competent, the user/individual on the job must be able to:

- PC12.** follow verbal and non-verbal communication etiquette and active listening techniques in various settings
- PC13.** work collaboratively with others in a team

Diversity & Inclusion

To be competent, the user/individual on the job must be able to:

- PC14.** communicate and behave appropriately with all genders and PwD
- PC15.** escalate any issues related to sexual harassment at workplace according to POSH Act

Financial and Legal Literacy

To be competent, the user/individual on the job must be able to:

- PC16.** select financial institutions, products and services as per requirement
- PC17.** carry out offline and online financial transactions, safely and securely
- PC18.** identify common components of salary and compute income, expenses, taxes, investments etc
- PC19.** identify relevant rights and laws and use legal aids to fight against legal exploitation

Essential Digital Skills

To be competent, the user/individual on the job must be able to:

- PC20.** operate digital devices and carry out basic internet operations securely and safely
- PC21.** use e- mail and social media platforms and virtual collaboration tools to work effectively
- PC22.** use basic features of word processor, spreadsheets, and presentations

Entrepreneurship

To be competent, the user/individual on the job must be able to:

- PC23.** identify different types of Entrepreneurship and Enterprises and assess opportunities for potential business through research
- PC24.** develop a business plan and a work model, considering the 4Ps of Marketing Product, Price, Place and Promotion
- PC25.** identify sources of funding, anticipate, and mitigate any financial/ legal hurdles for the potential business opportunity

Customer Service

To be competent, the user/individual on the job must be able to:

- PC26.** identify different types of customers
- PC27.** identify and respond to customer requests and needs in a professional manner.

Qualification Pack

PC28. follow appropriate hygiene and grooming standards

Getting ready for apprenticeship & Jobs

To be competent, the user/individual on the job must be able to:

PC29. create a professional Curriculum vitae (Résumé)

PC30. search for suitable jobs using reliable offline and online sources such as Employment exchange, recruitment agencies, newspapers etc. and job portals, respectively

PC31. apply to identified job openings using offline /online methods as per requirement

PC32. answer questions politely, with clarity and confidence, during recruitment and selection

PC33. identify apprenticeship opportunities and register for it as per guidelines and requirements

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

KU1. need for employability skills and different learning and employability related portals

KU2. various constitutional and personal values

KU3. different environmentally sustainable practices and their importance

KU4. Twenty first (21st) century skills and their importance

KU5. how to use English language for effective verbal (face to face and telephonic) and written communication in formal and informal set up

KU6. importance of career development and setting long- and short-term goals

KU7. about effective communication

KU8. POSH Act

KU9. Gender sensitivity and inclusivity

KU10. different types of financial institutes, products, and services

KU11. how to compute income and expenditure

KU12. importance of maintaining safety and security in offline and online financial transactions

KU13. different legal rights and laws

KU14. different types of digital devices and the procedure to operate them safely and securely

KU15. how to create and operate an e- mail account and use applications such as word processors, spreadsheets etc.

KU16. how to identify business opportunities

KU17. types and needs of customers

KU18. how to apply for a job and prepare for an interview

KU19. apprenticeship scheme and the process of registering on apprenticeship portal

Generic Skills (GS)

User/individual on the job needs to know how to:

GS1. read and write different types of documents/instructions/correspondence

GS2. communicate effectively using appropriate language in formal and informal settings

Qualification Pack

- GS3.** behave politely and appropriately with all
- GS4.** how to work in a virtual mode
- GS5.** perform calculations efficiently
- GS6.** solve problems effectively
- GS7.** pay attention to details
- GS8.** manage time efficiently
- GS9.** maintain hygiene and sanitization to avoid infection

Qualification Pack

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Introduction to Employability Skills</i>	1	1	-	-
PC1. identify employability skills required for jobs in various industries	-	-	-	-
PC2. identify and explore learning and employability portals	-	-	-	-
<i>Constitutional values - Citizenship</i>	1	1	-	-
PC3. recognize the significance of constitutional values, including civic rights and duties, citizenship, responsibility towards society etc. and personal values and ethics such as honesty, integrity, caring and respecting others, etc.	-	-	-	-
PC4. follow environmentally sustainable practices	-	-	-	-
<i>Becoming a Professional in the 21st Century</i>	2	4	-	-
PC5. recognize the significance of 21st Century Skills for employment	-	-	-	-
PC6. practice the 21st Century Skills such as Self-Awareness, Behaviour Skills, time management, critical and adaptive thinking, problem-solving, creative thinking, social and cultural awareness, emotional awareness, learning to learn for continuous learning etc. in personal and professional life	-	-	-	-
<i>Basic English Skills</i>	2	3	-	-
PC7. use basic English for everyday conversation in different contexts, in person and over the telephone	-	-	-	-
PC8. read and understand routine information, notes, instructions, mails, letters etc. written in English	-	-	-	-
PC9. write short messages, notes, letters, e-mails etc. in English	-	-	-	-
<i>Career Development & Goal Setting</i>	1	2	-	-

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Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC10. understand the difference between job and career	-	-	-	-
PC11. prepare a career development plan with short- and long-term goals, based on aptitude	-	-	-	-
<i>Communication Skills</i>	2	2	-	-
PC12. follow verbal and non-verbal communication etiquette and active listening techniques in various settings	-	-	-	-
PC13. work collaboratively with others in a team	-	-	-	-
<i>Diversity & Inclusion</i>	1	2	-	-
PC14. communicate and behave appropriately with all genders and PwD	-	-	-	-
PC15. escalate any issues related to sexual harassment at workplace according to POSH Act	-	-	-	-
<i>Financial and Legal Literacy</i>	2	3	-	-
PC16. select financial institutions, products and services as per requirement	-	-	-	-
PC17. carry out offline and online financial transactions, safely and securely	-	-	-	-
PC18. identify common components of salary and compute income, expenses, taxes, investments etc	-	-	-	-
PC19. identify relevant rights and laws and use legal aids to fight against legal exploitation	-	-	-	-
<i>Essential Digital Skills</i>	3	4	-	-
PC20. operate digital devices and carry out basic internet operations securely and safely	-	-	-	-
PC21. use e- mail and social media platforms and virtual collaboration tools to work effectively	-	-	-	-
PC22. use basic features of word processor, spreadsheets, and presentations	-	-	-	-

Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Entrepreneurship</i>	2	3	-	-
PC23. identify different types of Entrepreneurship and Enterprises and assess opportunities for potential business through research	-	-	-	-
PC24. develop a business plan and a work model, considering the 4Ps of Marketing Product, Price, Place and Promotion	-	-	-	-
PC25. identify sources of funding, anticipate, and mitigate any financial/ legal hurdles for the potential business opportunity	-	-	-	-
<i>Customer Service</i>	1	2	-	-
PC26. identify different types of customers	-	-	-	-
PC27. identify and respond to customer requests and needs in a professional manner.	-	-	-	-
PC28. follow appropriate hygiene and grooming standards	-	-	-	-
<i>Getting ready for apprenticeship & Jobs</i>	2	3	-	-
PC29. create a professional Curriculum vitae (Résumé)	-	-	-	-
PC30. search for suitable jobs using reliable offline and online sources such as Employment exchange, recruitment agencies, newspapers etc. and job portals, respectively	-	-	-	-
PC31. apply to identified job openings using offline /online methods as per requirement	-	-	-	-
PC32. answer questions politely, with clarity and confidence, during recruitment and selection	-	-	-	-
PC33. identify apprenticeship opportunities and register for it as per guidelines and requirements	-	-	-	-
NOS Total	20	30	-	-

Qualification Pack

National Occupational Standards (NOS) Parameters

NOS Code	DGT/VSQ/N0102
NOS Name	Employability Skills (60 Hours)
Sector	Cross Sectoral
Sub-Sector	Professional Skills
Occupation	Employability
NSQF Level	4
Credits	2
Version	1.0
Last Reviewed Date	NA
Next Review Date	31/03/2025
NSQC Clearance Date	31/03/2022

Assessment Guidelines and Assessment Weightage

Assessment Guidelines

1. Criteria for assessment for each Qualification Pack will be created by the Sector Skill Council. Each Element/ Performance Criteria (PC) will be assigned marks proportional to its importance in NOS. SSC will also lay down proportion of marks for Theory and Skills Practical for each Element/ PC.
2. The assessment for the theory part will be based on knowledge bank of questions created by the SSC.
3. Assessment will be conducted for all compulsory NOS, and where applicable, on the selected elective/option NOS/set of NOS.
4. Individual assessment agencies will create unique question papers for theory part for each candidate at each examination/training center (as per assessment criteria below).
5. Individual assessment agencies will create unique evaluations for skill practical for every student at each examination/ training center based on these criteria.
6. To pass the Qualification Pack assessment, every trainee should score the Recommended Pass % aggregate for the QP.
7. In case of unsuccessful completion, the trainee may seek reassessment on the Qualification Pack.

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Minimum Aggregate Passing % at QP Level : 50

(Please note: Every Trainee should score a minimum aggregate passing percentage as specified above, to successfully clear the Qualification Pack assessment.)

Assessment Weightage

Compulsory NOS

National Occupational Standards	Theory Marks	Practical Marks	Project Marks	Viva Marks	Total Marks	Weightage
HYC/N3401.Carry out Installation of LPG Cylinders at Customer Premises with adherence to Safety	148	152	-	-	300	20
HYC/N3402.Attending complaints of LPG leakage, allied LPG equipment & non-functioning of equipment	76	74	-	-	150	20
HYC/N3403.Carry out mandatory inspection of consumer premises once in every two years	38	37	-	-	75	20
HYC/N3103.Maintain Health and Hygiene Habits	20	30	-	-	50	20
DGT/VSQ/N0102.Employability Skills (60 Hours)	20	30	-	-	50	20
Total	302	323	-	-	625	100

Qualification Pack

Acronyms

NOS	National Occupational Standard(s)
NSQF	National Skills Qualifications Framework
QP	Qualifications Pack
TVET	Technical and Vocational Education and Training
SS	Stainless Steel
PPE	Personal Protective Equipment

Qualification Pack

Glossary

Sector	Sector is a conglomeration of different business operations having similar business and interests. It may also be defined as a distinct subset of the economy whose components share similar characteristics and interests.
Sub-sector	Sub-sector is derived from a further breakdown based on the characteristics and interests of its components.
Occupation	Occupation is a set of job roles, which perform similar/ related set of functions in an industry.
Job role	Job role defines a unique set of functions that together form a unique employment opportunity in an organisation.
Occupational Standards (OS)	OS specify the standards of performance an individual must achieve when carrying out a function in the workplace, together with the Knowledge and Understanding (KU) they need to meet that standard consistently. Occupational Standards are applicable both in the Indian and global contexts.
Performance Criteria (PC)	Performance Criteria (PC) are statements that together specify the standard of performance required when carrying out a task.
National Occupational Standards (NOS)	NOS are occupational standards which apply uniquely in the Indian context.
Qualifications Pack (QP)	QP comprises the set of OS, together with the educational, training and other criteria required to perform a job role. A QP is assigned a unique qualifications pack code.
Unit Code	Unit code is a unique identifier for an Occupational Standard, which is denoted by an 'N'
Unit Title	Unit title gives a clear overall statement about what the incumbent should be able to do.
Description	Description gives a short summary of the unit content. This would be helpful to anyone searching on a database to verify that this is the appropriate OS they are looking for.
Scope	Scope is a set of statements specifying the range of variables that an individual may have to deal with in carrying out the function which have a critical impact on quality of performance required.

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Knowledge and Understanding (KU)	Knowledge and Understanding (KU) are statements which together specify the technical, generic, professional and organisational specific knowledge that an individual needs in order to perform to the required standard.
Organisational Context	Organisational context includes the way the organisation is structured and how it operates, including the extent of operative knowledge managers have of their relevant areas of responsibility.
Technical Knowledge	Technical knowledge is the specific knowledge needed to accomplish specific designated responsibilities.
Core Skills/ Generic Skills (GS)	Core skills or Generic Skills (GS) are a group of skills that are the key to learning and working in today's world. These skills are typically needed in any work environment in today's world. These skills are typically needed in any work environment. In the context of the OS, these include communication related skills that are applicable to most job roles.
Electives	Electives are NOS/set of NOS that are identified by the sector as contributive to specialization in a job role. There may be multiple electives within a QP for each specialized job role. Trainees must select at least one elective for the successful completion of a QP with Electives.
Options	Options are NOS/set of NOS that are identified by the sector as additional skills. There may be multiple options within a QP. It is not mandatory to select any of the options to complete a QP with Options.