



---

# **E-MAIL ACCESS & USAGE POLICY**

---

For Retail Dealers



VERSION 1.0  
JULY 1, 2014



## e-mail Access and Usage Policy for Dealers

### 1. Introduction and Applicability

This document describes the policies of Hindustan Petroleum Corporation Limited hereinafter referred as "Corporation" with regard to use of electronic mail ("e-mail") messages sent or received by Retail Dealers hereinafter referred as "Dealers" or "Users", with the use of the Corporation provided e-mail system with registered domain of "**retail.hpcl.co.in**" or any other sub-domain(s). It also sets forth policies on the proper use of the e-mail system provided by the Corporation and covers e-mail services provided in the dealership premises, e-mail access from home / remote PCs on Dial-up connections and e-mail Internet Gateways. This policy can be modified by the Corporation at any time, as and when required, without any prior notice. Updated copy of the Policy will however be available on Dealer Portal.

### 2. Eligibility

All active dealers of HPCL are eligible to get e-mail accounts which would be created on submission of duly filled and approved form (Annexure I), available on Dealer Portal. These requests are to be recommended by the concerned Sales Officers and approved by Regional Manager. Dealerships having pending legal cases, MDG action etc., are not eligible for e-mail account. However, in exceptional cases, such accounts can be provided for a specified duration and purpose, upon recommendation of Regional Manager and approval from ED-Retail /GM-Retail.

### 3. Norms for e-mail ID

The e-mail ID would be created as [dealershipcode@retail.hpcl.co.in](mailto:dealershipcode@retail.hpcl.co.in). Decision of the e-mail administrator on the ID provided to User is final. This norm applies to all accounts created from the date of enforcement of this email policy. User's e-mail ID will remain unchanged on movements on account of re-sitements etc.

### 4. Usage

**GENERAL :** The e-mail accounts are provided to Dealers, by the Corporation, primarily to assist them in carrying out the Corporation's business and not as a general privilege. The e-mail system should be used for business related purposes only to transmit business communication. The Corporation treats all messages sent, received or stored in the e-mail system (storage on server as well as client PC) as business messages and as such the property of the Corporation. The Corporation reserves the right to access, review, copy or delete any message sent, received or stored on the e-mail system for any purposes and to disclose them to authorities, in case required (inside or outside the Corporation), and if it deems appropriate.

Users of the system are refrained to send e-mails with content which are against the law of the land or against the interest of the nation or the Corporation. Users are also advised to be guided by the usage of electronic assets / facility provided as part of dealership agreement as well as the circulars released time to time.



## **e-mail Access and Usage Policy for Dealers**

**AVAILABILITY** : e-mail is a store and forward application, where messages flow from one server to another, hopping their way over one or more intermediate servers. Due to the multiple stages involved in the sending/receiving of e-mail, Users should not expect the delivery / receipt of e-mails to be instantaneous, particularly, when there are large attachments. The messaging system is a facility provided for sending/receiving e-mail(s) and Retail SBU does not guarantee delivery of any e-mail.

**MODE(S) OF ACCESS** : All connected Users should configure their e-mail accounts for POP3 access using the client software in their private desktop / laptop. Occasional Web Access desktop / laptop / mobile is permitted.

**MAILBOX SIZE** : Mailbox size for each user is limited to 50MB. Users are required to do housekeeping of their mail accounts and maintain remote mailbox(es) on their Desktop(s). Web Access users should delete their mails periodically, to keep their mailbox size in order. If the mailbox reaches its specified limit, the user will not be allowed to send any mail, till some messages are deleted and the size of the mailbox reduced to within the limit. Administrator can prune e-mail boxes, which are larger than the specified size without giving any notice to the user.

**ATTACHMENT SIZE & TYPE OF DOCUMENTS**: Attachment size allowed is 4 MB for mails. Type of attachments to be enclosed are also restricted to Office documents like word, excel, powerpoint, PDF and image files like jpeg, jpg, bmp.

**NO. OF RECIPIENTS** : The no. of recipients is limited to 10 (maximum).

**FORWARDING MAILS TO PERSONAL / PRIVATE INTERNET ACCOUNT** : Users are prohibited from sending their official emails to their personal / private accounts on the Internet.

### **5. Security**

In order to guard against dissemination of confidential Corporation information, Dealers should not access their e-mail messages in the presence of others. e-mail windows should not be left open on the screen when the computer is unattended. e-mail system should not be used to copy and/or transmit any documents, software, or other information protected by the copyright and any other laws. Dealers owning the e-mail accounts are fully responsible for the content of e-mail originated, replied or forwarded from their account to other users inside or outside the Corporation and Corporation is in no way responsible for content of the e-mail, be it body of the mail or attachments. Use of the e-mail system to engage in any communication that is in violation of Corporation's Policy is prohibited.

**SHARING OF E-MAIL ACCOUNTS** : No user should resort to sharing the password of his/her mail account with anyone, for any reason. Every user's e-mail password (and other computer passwords) should be kept secret and changed periodically.

**CONTENT FILTERING** : All incoming/outgoing mails to HPCL domain are filtered for virus, attachment size, profanity, spam, chaining etc.



## **e-mail Access and Usage Policy for Dealers**

### **6. Etiquette**

- i. Dealers should be guided by the Policy at all times and any deviation from the rules laid down will be treated as violation of the e-mail Policy.
- ii. Dealers should view their incoming mail(s) regularly and take action on them.
- iii. Dealers must refrain from originating, forwarding mails to many users, unsolicited broadcast mails and chain mails. The e-mail account of any dealer will be disabled if bulk mails, unsolicited broadcast mails, chain mails etc. are sent or forwarded from his / her account.
- iv. Dealers should not send pornographic material, executable files etc. Many computer viruses are propagated through such mails. Users should ensure that they have updated antivirus programs installed in their machines.
- v. Users should treat sending an e-mail as an act of responsibility.

### **7. Disclaimer**

All messages sent to external domains will have following disclaimer :

**"This e-mail message is only to be used by intended recipients and all others may kindly delete it and notify the sender. It may be noted that the sender of this mail is a dealer of HPCL engaged by the Corporation for a specific assignment. Unless expressly authorized by HPCL the views expressed and the message itself is that of the individual sender and the recipients may check with the concerned HPCL officials on the contents of the message. All recipients are cautioned to check messages/attachments for any viruses before use. Users acknowledge that messages may contain confidential, proprietary or privileged information and that HPCL neither assures nor guarantees integrity or content of messages."**

### **8. Action on Violation of e-mail Policy**

e-mail account of user who violates the policy set out in this document, would be disabled immediately, without any notice to the concerned user. It will be recreated / reactivated only on advice of the ED-Retail/GM-Retail, basis the recommendation received from the concerned Regional Manager. The User may lose all the mails in their box and the mails sent by others addressed to them during the period of discontinuation. e-mail administrators can disable a User's account at his discretion.

**This Policy comes into effect immediately and will remain in force till any further change or advice.**



## e-mail Access and Usage Policy for Dealers

Annexure - I

### HINDUSTAN PETROLEUM CORPORATION LIMITED

#### Form for e-mail Account Opening / Activation / Password Change

Date: \_\_\_\_\_

PLEASE READ THE INSTRUCTIONS ON THE NEXT PAGE BEFORE FILLING THE FORM

Dealership Code: \_\_\_\_\_ Name & Address: \_\_\_\_\_

Requested for: e-mail Account Opening / Activation / Password Change  
(Tick the ones appropriate)

Description / Justification for the requirement: \_\_\_\_\_

Signature: \_\_\_\_\_  
(of the dealer with seal)

Reviewed & Recommended for implementation: (To be filled by the Sales Officer)

Employee No.: \_\_\_\_\_ Name: \_\_\_\_\_ Designation: \_\_\_\_\_

Sales Area Code & Name: \_\_\_\_\_ Signature: \_\_\_\_\_

Approved by: (To be filled & approved by Regional Manager)

Employee No.: \_\_\_\_\_ Name: \_\_\_\_\_ Designation: \_\_\_\_\_

Region : \_\_\_\_\_ Signature: \_\_\_\_\_

Action Taken by (To be filled by Retail – ITES / designated officer at SBU) :

Employee No.: \_\_\_\_\_ Name: \_\_\_\_\_ Designation: \_\_\_\_\_

Location : \_\_\_\_\_ Signature: \_\_\_\_\_

#### INSTRUCTIONS:

1. Justification must be given for any requirement.
2. Forms to be forwarded to Retail – ITES / designated officer at SBU.
3. Incomplete forms will be rejected.