

GUIDELINES FOR INFRACTIONS ON BUSINESS OPERATIONS PROCESSES

**PETROLEUM
EQUALISATION FUND
(MANAGEMENT) BOARD**



INTRODUCTION

The Petroleum Equalisation Fund (Management) Board Values
And promotes high ethical standard of a responsible public
service organization, and is specifically committed to:

CORE VALUES

People First

Service

Integrity

Innovation

One Team



**GUIDELINES
FOR INFRACTIONS ON
BUSINESS OPERATIONS
PROCESSES**



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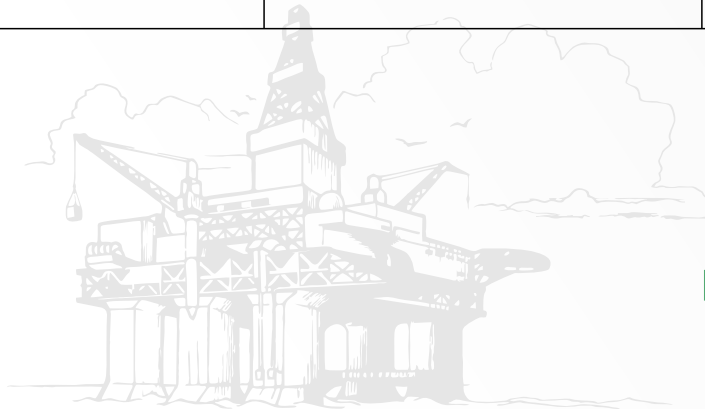
IDENTIFIED INFRACTIONS -1

| S/N | INFRACTIONS | DESCRIPTION | PENALTY | OFFICER TASK(S) | TIMELINE |
|-----|--|--|--|---|---|
| 1 | Falsifications and forgery of document | Presentation of confirmed fake documents (CAC, DPR, Bulk Purchase Agreement, Approval to construct, Approval to operate, Meter Tickets, Receipts, Way bills, Vehicle particulars, PEF(M)B Acknowledgment certificate and other relevant documents. | <ol style="list-style-type: none"> 1. For a first time offender the following shall apply: <ol style="list-style-type: none"> a. Invalidation of application/ transaction b. A letter of apology/ undertaking written on company letter-head. c. where transaction has been completed and payment made, the marketer shall refund payment in full. 2. Subsequent offences by the same marketer shall be referred to relevant security agencies. 3. Where a staff of the Board is found to be complicit in the CPPG shall apply. | <ol style="list-style-type: none"> 1. GM (Operations) 2. GM (Corporate Services) 3. Head of security & investigations. | Action to be completed in 30 days and communicated to marketer. |



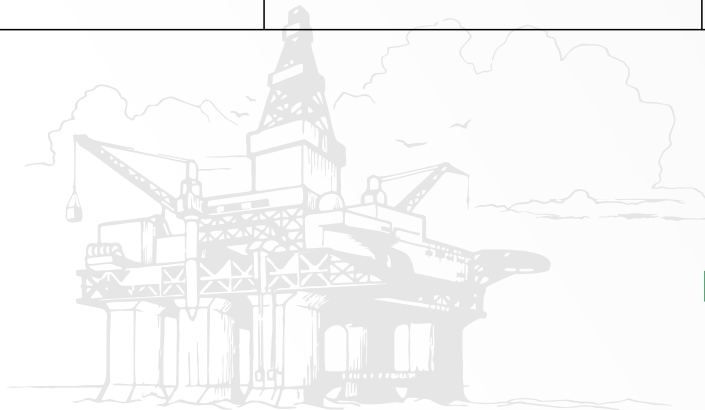
IDENTIFIED INFRACTIONS -2

| S/N | INFRACTIONS | DESCRIPTION | PENALTY | OFFICER TASK(S) | TIMELINE |
|-----|-------------------------------------|---|---|---|---|
| 2 | Tampering with DPM Marking and Tags | Marketer is confirmed to have defaced, removed, re-positioned or tampered with the original nature and position of the DPM marking and tags | <ol style="list-style-type: none"> 1. For a first time offender the following shall apply: <ol style="list-style-type: none"> a. invalidation of the transaction/DPM marking/ Tag. b. A letter of apology/ undertaking written on company letter- head. c. Payment of determined replacement charge (NOW N50,000.00). d. The penalty shall be applicable to the particular vehicle involved in the infraction. 2. Subsequent tempering involving the same truck shall attract the permanent disablement of same. 3. Where a staff of the Board is found complicit, the appropriate penalty in the CPPG shall apply. | Head customer service/ Head of security & Investigation/Head IT | Action to be completed in 30 days and communicated to marketer/ transporter |



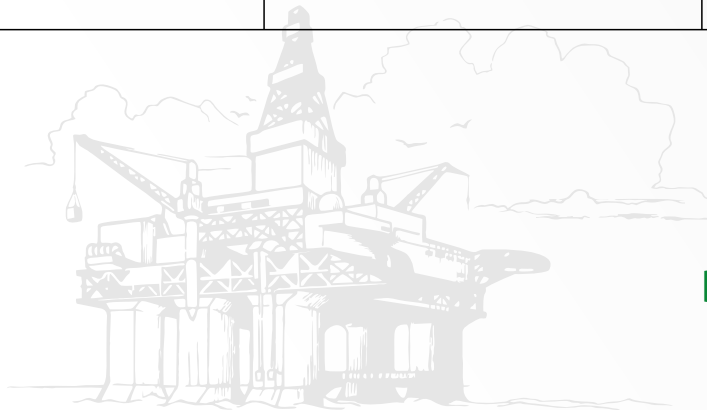
IDENTIFIED INFRACTIONS -3

| S/N | INFRACTIONS | DESCRIPTION | PENALTY | OFFICER TASK(S) | TIMELINE |
|-----|--|---|--|---|---|
| 3 | Detachment and Physical Movement of DPM Marking/ Tags (Flying of Tags) | Presentation of detached DPM marking and tags for loading or receiving other than on trucks on which they were originally attached. | <ol style="list-style-type: none"> 1. Immediate invalidation of transaction. 2. The marketer shall be suspended for a period of three months. 3. The marketer shall pay an administrative fee of N250,000 to be reinstated in Board's database. 4. Where a staff of the Board is found to be complicit, the appropriate penalties in the CPPG shall apply. | <ol style="list-style-type: none"> 1. GM Operations 2. GM Corporate Services. | Action to be completed in 30 days and communicated to marketer. |



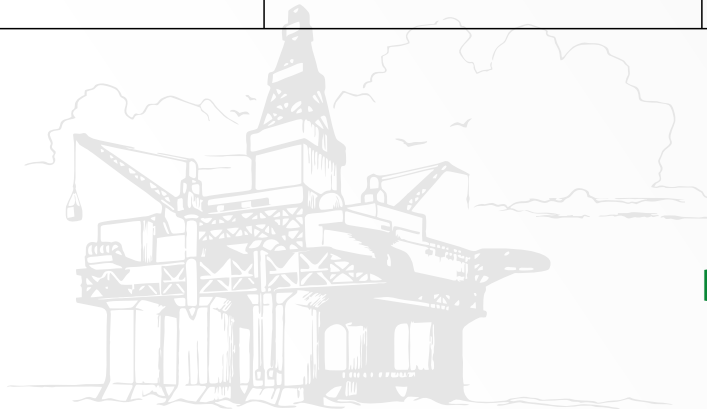
IDENTIFIED INFRACTIONS -4

| S/N | INFRACTIONS | DESCRIPTION | PENALTY | OFFICER TASK(S) | TIMELINE |
|-----|--|---|---|--|--|
| 4 | Presentation of Empty Trucks at Depots | 1. Marketers presenting empty trucks at the receiving depots. | <p>1. The transaction shall be invalidated immediately.</p> <p>2. Marketer shall be suspended for a period of 3 months.</p> <p>3. The Marketer shall pay an administrative fee of N250,000.00 to be reinstated in the Board's database.</p> | <p>1. GM Operations</p> <p>2. GM Corporate Services.</p> | Action to be completed in 14 days and communicated to marketers. |



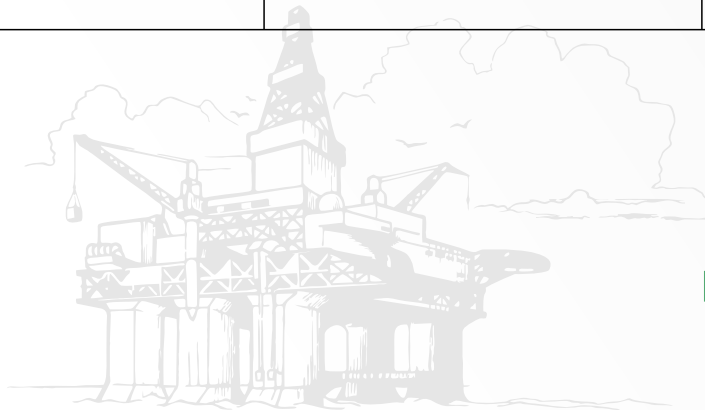
IDENTIFIED INFRACTIONS -5

| S/N | INFRACTIONS | DESCRIPTION | PENALTY | OFFICER TASK(S) | TIMELINE |
|-----|---|--|---|--|--|
| 5 | Presentation of Trucks with water or any other liquid substance at Depots | 1. Marketers presenting trucks with water or any liquid substance at the receiving depots. | <p>1. The transaction shall be invalidated immediately.</p> <p>2. Marketers shall be suspended for a period of 3 months.</p> <p>3. The market shall pay the administrative fee of N250,000. to be reinstated in the Board's database.</p> | <p>1. GM Operations</p> <p>2. GM Corporate Services.</p> | Action to be completed in 14 days and communicated to marketers. |



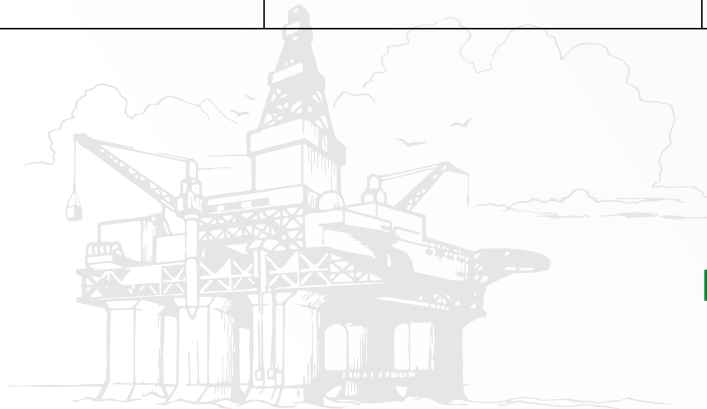
IDENTIFIED INFRACTIONS -6

| S/N | INFRACTIONS | DESCRIPTION | PENALTY | OFFICER TASK(S) | TIMELINE |
|-----|---|---|--|--|--|
| 6 | Marketers using non-functioning outlet(s) to make claims from the Board | 1. Confirm case of marketer making claims on non-functioning outlets. | <p>1. The transaction shall be invalidated immediately.</p> <p>2. Marketer shall be suspended until the outlet is re-verified and confirmed to be functional.</p> <p>3. Marketers shall be required to refund payments made while outlet was proven to be non-functional.</p> <p>4. The marketer shall pay an administrative fee of N250,000 to be reinstated in the Board's database.</p> | <p>1. GM Operations</p> <p>2. GM Corporate Services.</p> | Action to be completed in 30 days and communicated to marketers. |



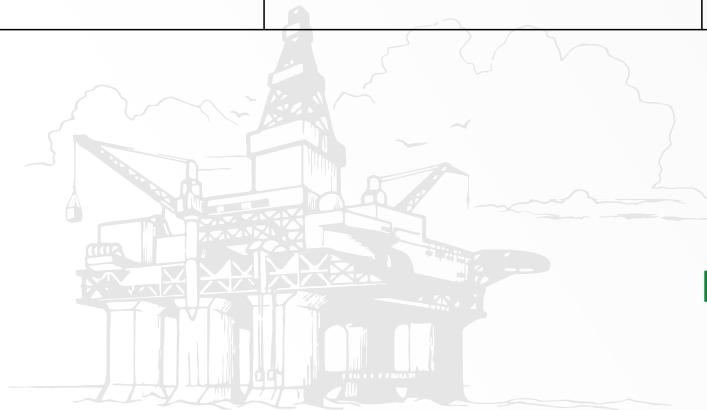
IDENTIFIED INFRACTIONS -7

| S/N | INFRACTIONS | DESCRIPTION | PENALTY | OFFICER TASK(S) | TIMELINE |
|-----|---|--|---|---|--|
| 7 | Marketer using non-existing outlet(s) to make claims from the Board | 1. Confirm case of marketer making claims on non-existing outlets. | 1. The transaction shall be invalidated immediately. 2. Marketer shall be required to refund money paid by the Board through the non-existing outlet. 3. Marketer shall be blacklisted from doing business with the Board. 4. Marketer shall be referred to relevant security agencies | 1. GM Operations 2. GM Corporate Services. | Action to be completed in 30 days and communicated to marketers. |



IDENTIFIED INFRACTIONS -8

| S/N | INFRACTIONS | DESCRIPTION | PENALTY | OFFICER TASK(S) | TIMELINE |
|-----|---|---|--|---|---|
| 8 | Marketers selling products above approved price | Confirm case of marketer selling products above approved price. | <ol style="list-style-type: none"> 1. The transaction shall be invalidated on confirmation. 2. The marketer shall pay a penalty of N500,000. | <ol style="list-style-type: none"> 1. GM Operations 2. GM Corporate Services. | Action to be completed in 7 days and communicated to marketers. |



IDENTIFIED INFRACTIONS -8

PROJECT AQUILA

The New PEF(M)B E- Loading Solution

| BENEFITS OF THE SOLUTION TO YOU | REQUIREMENTS FROM YOU |
|---|--------------------------------|
| Faster claims processing | Registration details with CAC |
| Faster payment of claims | Registration details with DPR |
| Transparency of Processing | Registration details with NNPC |
| Reduction of human errors in processing/interferances | Addresses of retail outlets |
| Eliminate wastage | Trucks for tagging |
| | Particulars of Trucks |



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