



ZHENOR

ENERGY

PVT LTD

EV CHARGING STATION

Dealership Policy & Guidelines 2026

Version 1.0 | 2026

COCO

CODO

DODO

DOCO

Proposed commercial framework for dealer / site-partner discussions. Final execution documents should be vetted by Zhenor's legal, tax, electrical-safety and regulatory advisers for the relevant State and site.

1. Purpose and Status

This policy establishes Zhenor Energy Pvt Ltd's proposed framework for developing and operating an EV charging network through Company Owned Company Operated (COCO), Company Owned Dealer Operated (CODO), Dealer Owned Dealer Operated (DODO) and Dealer Owned Company Operated (DOCO) models.

EV charging stations in India are a de-licensed activity, subject to compliance with the applicable Ministry of Power charging-infrastructure guidelines, electricity-supply conditions, Central Electricity Authority safety requirements, BIS/charger standards where applicable, State regulations and local permissions.

2. Model Matrix

Model	Site / Land	Charging CAPEX	Operations	Primary commercial logic
COCO	Zhenor-owned or Zhenor-leased	Zhenor	Zhenor	Full company control; flagship and strategic sites
CODO	Zhenor-owned / leased / controlled	Primarily Zhenor	Appointed dealer	Dealer operating commission + incentives
DODO	Dealer-owned / leased	Dealer	Dealer	Dealer retains station economics; pays Zhenor network/platform/brand fees
DOCO	Dealer / land partner	Primarily Zhenor	Zhenor	Land rent and/or agreed variable site compensation

3. Applicant Eligibility

- Individual, proprietorship, partnership, LLP, company or other legally permitted entity.
- Demonstrated financial capacity appropriate to the selected model and proposed site.
- Clear KYC, tax and entity documentation and satisfactory due diligence.
- Ability to provide clear land title or legally valid lease / possession rights where the model requires dealer land.
- No material conflict that may compromise Zhenor's brand, safety, network integrity or lawful operation.

4. Site Requirements

- Safe and lawful ingress / egress with adequate turning and parking space.
- Power-supply feasibility, sanctioned load potential and space for transformer / panels / upstream infrastructure where required.
- Adequate charger bays with provision for future expansion.
- Road visibility, traffic potential, surrounding EV demand and complementary amenities.
- Drainage, lighting, security, accessibility, fire safety and emergency access.
- For highway sites, design and access must comply with the requirements of the relevant road-owning authority.

Indicative Zhenor Site Score

Criterion	Weight
Traffic / demand potential	25
Access and visibility	20

Criterion	Weight
Power feasibility	20
Land dimensions / layout	10
Amenities / dwell-time potential	10
Competitive intensity	5
Future EV growth potential	10
Total	100

Suggested internal qualifying benchmark: 70/100, subject to management discretion and strategic exceptions.

5. Selection Procedure

Application → KYC & document review → site survey → power feasibility → commercial assessment → internal approval → Letter of Intent (LOI) → definitive agreement → design approval → civil/electrical works → charger installation → testing & commissioning → training → Zhenor go-live.

6. Common Operating Rules

- All appointments are subject to site feasibility, due diligence, execution of definitive agreements and applicable approvals.
- Zhenor branding, charger specifications, software, pricing controls and customer-experience requirements shall be followed as stated in the applicable model agreement.
- No dealer or operator may sub-license, sublet, transfer or create third-party rights in the appointment without prior written approval.
- Meter tampering, bypassing the charging-management system, unauthorized collections, falsification of transactions, unsafe electrical modifications and misuse of the Zhenor brand are prohibited.
- Zhenor may conduct operational, technical, safety, financial and brand audits. Material non-compliance may lead to corrective action, suspension or termination in accordance with the agreement.
- Customer data, transaction data and charger telemetry shall be handled only through approved systems and in accordance with applicable privacy and cybersecurity requirements.
- Each site must maintain applicable electrical safety, fire safety, earthing, protection, signage, accessibility, CCTV and emergency-response arrangements.

7. Performance Standards

- Indicative network target: charger service availability of at least 98%, measured using Zhenor-approved methodology and exclusions.
- 24x7 operation may be specified for highway and other designated stations, subject to applicable permissions.
- Preventive maintenance and fault-response SLAs must be followed.
- Charging bays shall be kept clear for charging use and station housekeeping shall meet Zhenor standards.
- Customer complaints, refunds and failed transactions shall be handled within published SOP timelines.

8. Commercial Principles

Commercial rates must be issued through a separate Schedule of Commercial Terms for each site. Illustrative figures in internal planning documents are not offers. Electricity cost, demand charges, payment-gateway charges, GST/taxes, software fees, maintenance, rent, insurance and revenue share must be clearly allocated.

9. Term, Renewal, Suspension and Termination

- Indicative initial appointment : 5 years, renewable subject to performance ,site tenure and mutually agreed terms.
- Agreements should specify cure periods for remediable defaults and immediate protective suspension rights for serious safety, fraud or system-integrity events.
- On expiry/termination, branding, software access, customer-facing representations and company assets must be removed/returned as applicable.
- Exit provisions should address charger ownership, de-installation, restoration, deposits, unpaid dues and surviving obligations.

10. Regulatory Reference Notes

- Ministry of Power : Guidelines for Installation and Operation of Electric Vehicle Charging Infrastructure-2024, issued 17 September 2024.
- The 2024 framework applies to EV charging infrastructure in private, semi-restricted and public locations including petrol pumps and highways/expressways.
- The framework provides that setting up and operation of EV charging stations is a de-licensed activity subject to compliance.
- It also addresses electricity connections, charging-network planning, land models, service-charge principles and connected/interoperable infrastructure.
- Central Electricity Authority EV charging safety/standards resources and applicable electricity safety regulations should be checked at engineering approval stage.

11. Disclaimer

This document is a business-policy draft, not legal, tax or engineering advice and not a government dealership scheme. Zhenor should have the final policy, application, LOI and model agreements reviewed by counsel and qualified electrical professionals before public issue or signature.