

RTI AUDIT
on

RTI ACT IMPLEMENTATION IN IOCL,
Refineries Division, Lodhi Complex, New Delhi
(COMPLIANCE OF SECTION-4 & OM: 15-04-2013)

FOR
(2017-2018)

BY

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1.0 INTRODUCTION

Corporate Overview

Indian Oil Corporation (Indian Oil) is India's flagship national oil company with business interests straddling the entire hydrocarbon value-chain — from refining, pipeline transportation and marketing of petroleum products to exploration & production of crude oil & gas, marketing of natural gas and petrochemicals, besides forays into alternative energy and globalisation of downstream operations. It is the leading Indian corporate in Fortune's prestigious 'Global 500' listing of the world's largest corporate, ranked at the 96th position for the year 2014. Having set up subsidiaries in Sri Lanka, Mauritius and the UAE, Indian Oil is simultaneously scouting for new business opportunities in the energy markets of Asia and Africa.

With a 34,000-strong work-force, Indian Oil has been helping meet India's energy demands for over half a century. With a corporate vision to be 'The Energy of India,' the Corporation closed the year 2014-15 with a sales turnover of Rs. 4,37,526 crore (USD 71,538 Million) and profits of Rs. 5,273 crore (USD 862 Million).

Reach and Network

Indian Oil and its subsidiary CPCL (Chennai Petroleum Corporation Ltd) account for over 49% of India's petroleum products market share, 31% national refining capacity, and 71% downstream sector pipelines through capacity. The Indian Oil Group owns and operates 10 of India's 22 refineries with a combined refining capacity of 65.7 Mil/II-PA (million metric tonnes per annum), i.e., approx. 1.31 million barrels per day. The Corporation's cross-country pipelines network, for transportation of crude oil and finished products spans over 11,220 km, with a throughput capacity of 80.49 MMTPA for crude oil and petroleum products and 9.5 MMSCMD for gas. This network is the largest in the country and meets the vital energy needs of the consumers in an efficient, economical and environment-friendly manner.

The Corporation has a portfolio of powerful and much-loved energy brands that includes Indane LPG cooking gas, SERVO lubricants, XTRAPREMIUM petrol, XTRAMILE diesel, PROPEL petrochemicals, etc. Besides Indian Oil, both SERVO and Indane have earned the coveted Super brand status.

Indian Oil's network of almost 43,000 customer touch-points spread across urban and rural India reach petroleum products to every nook and corner of the country. These include over 24,400 petrol & diesel stations, including over 6,200 Kisan Seva Kendra outlets (KSKs) in the rural markets. They are backed for supplies by 136 bulk storage terminals and depots, 98 aviation fuel stations and 91 LPG bottling plants.

Indane LPG cooking gas reaches the doorsteps of 8.8 crore households in about 3,264 markets through a network of 7,934 distributors. Almost 6,400 dedicated pumps are also in operation for the convenience of large-volume consumers like the defence services, railways and state transport undertakings, ensuring products and inventory at their doorstep. Indian Oil's Aviation Service commands a 63.6% market share in aviation fuel business, serving national and international flag carriers, private airlines and the Indian defence services. The Corporation also has a 65% share of the bulk consumer, industrial, agricultural and marine sectors.

The Corporation is currently investing Rs. 56,200 crore in a host of projects that include augmentation of refining capacity, expansion of petrochemicals infrastructure, and building the E&P portfolio.

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Innovation is key

Indian Oil's sprawling R&D Centre at Faridabad near Delhi is perhaps Asia's finest. It has won recognition for its pioneering work in lubricants formulation, refinery processes, pipeline transportation and alternative fuels, and is also the nodal agency of the Indian hydrocarbon sector for ushering in Hydrogen fuel economy in the country. The Centre holds 384 active patents, with over 233 international patents.

Indian Oil is the second largest player in the domestic petrochemicals market, besides exports to nearly 70 countries. The Corporation made its big-ticket entry into petrochemicals with the commissioning of the country's largest Linear Alkyl Benzene (LAB, used in the production of detergents) plant at its Koyali Refinery in August 2004. An integrated Paraxylene/Purified Terephthalic Acid (PX/PTA) complex came up at Panipat in Haryana in 2006. The PTA plant is the single largest unit in India, with a world-scale capacity of 5,53,000 MTPA, and produces polyester intermediates. A world-class Naphtha Cracker with downstream polymer units, set up at Panipat in 2010, is the largest operating cracker capacity in India producing polymer (plastics) intermediates.

The Corporation offers a full slate of petrochemical products and intermediates covering all the major segments of petrochemicals under the brand name PROPEL. To strengthen its presence in the petrochemicals business, Indian Oil is setting up a polypropylene plant at Paradip Refinery. An ethylene glycol plant is also scheduled to be set up at Paradip.

In Exploration & Production, Indian Oil has participating interest in 10 domestic and seven overseas blocks. Out of the 10 domestic blocks, IOC is operator with 100% participating interest (PI) in 2 onshore exploration blocks in Cambay basin. In the remaining 8 domestic blocks, Indian Oil holds a non-operating participating interest ranging between 20% to 43.5%. The seven overseas blocks are located in Libya, Gabon, Nigeria, Yemen, Venezuela, Canada and USA.

Indian Oil entered natural gas marketing business in 2004. Since then, by leveraging its inherent strengths and countrywide reach, the Corporation has significantly enhanced its customer base. As co-promoter of Petronet LNG Ltd. (PLL) for setting up LNG (Liquefied Natural Gas) terminals at Dahej & Kochi, Indian Oil has marketing rights for 30% of the LNG procured by PLL. It is also in the process of sourcing more quantities of LNG to meet the increasing domestic requirements and is setting up a 5-MMTPA LNG import terminal at Ennore near Chennai.

Indian Oil currently operates city gas distribution networks in Agra and Lucknow through the joint venture Green Gas Ltd. Similar networks are coming up at Allahabad and Chandigarh, to be followed by Ernakulam, Daman and Panipat geographical areas. Furthermore, in consortium with GSPC, HPCL and BPCL, Indian Oil has won gas pipeline bids for Mallavaram to Bhilwara and Ajaypur via Bhopal, Mehsana to Bhatinda and Bhatinda to Jammu and Srinagar. Indian Oil has formed a consortium with IWS Adani Gas Ltd. to develop CGD networks on pan-India basis.

Alternative fuels

Indian Oil is fervently working on broadening its energy basket with alternative energy options such as wind, solar, bio fuels and nuclear power.

Wind power systems to the tune of 69.3 MW have been installed in States of Gujarat and Andhra Pradesh. A 5-MW grid-connected Solar Power Plant at Rawra, Rajasthan, is operational since 2012. Solar power systems of about 900 kW have also been installed at various Indian Oil

installations and offices across the country. Steps are underway to set up additional 200 MW of wind power and 60 MW of solar power systems.

A major initiative to solarise retail outlets has gained importance in reducing carbon emissions. About 2600 Retail Outlets in rural and urban areas have already been solarised. To reduce carbon soot generated by the use of kerosene lamp in households, over 1.4 lakh solar lanterns have been sold through the Indian Oil retail network.

Indian Oil has the largest captive plantation — covering 8,000 hectares — for bio-fuel production in India in the States of Chhattisgarh, Madhya Pradesh and Uttar Pradesh. To straddle the complete bio-fuel value chain, Indian Oil has formed two joint ventures, IndianOil CREDA Bio fuels Ltd. and Indian Oil Ruchi, Biofuels LLP. Currently, the possibilities of ethanol production from lignocelluloses sources are being actively explored by Indian Oil.

With facilities at multiple locations and ever-expanding market opportunities, Indian Oil is poised to become an integrated energy company. As the flagship public sector enterprise of India, Indian Oil has also successfully combined its corporate social responsibility agenda with its business offerings, meeting the energy needs of millions of people every day, across the country.

2.0 Implementation of the RTI Act.2005 & Procedures Followed

IOCL as per the records available in the RTI cell, had started the implementation of the RTI Act 2005 immediately after the enactment of the RTI Act in 2005. As per the records the company had nominated the Appellate Authority (AA), Central Public Information Officer (CPIO) & Assistant Public Information Officer (APIO) during the year 2005 and also notified the same on their website.

As per the system being followed for the implementation of the act in IOCL, there is one centralise monitoring cell at Corporate Office, under the General Manager (CA). There are 45 CPIOs, 45 APIOs and thirty 3(three) Appellate Authorities for all business unit heads & Corporate & Regional offices. Also, there are 45 ACPIOs assisting CPIOs for smooth implementation of the RTI Act in IOCL for all its business Units/ Corporate & Regional Offices. There are 11 CPIOs, 11 APIOs and 1(one) Appellate Authority for Refinery Division and its offices across India.

Applications are being received by CPIOs or APIOs as per provisions in the RTI Act and implementation guidelines of IOCL. However, correspondence or information to the applicant is being provided by respective CPIO only.

Appellate Authority (AA) is independently receiving the appeals related to his refinery business unit and disposing of the same in line with the provisions in the act within 30 days except in some exceptional cases.

In Refinery Division at Head Office, SCOPE, New Delhi there is one CPIO, one APIO and One Appellate Authority, who are assisted by Nominated nodal Officers from various departments. All the replies are vetted by the legal cell in order to ensure the compliance of the RTI Act.

List of the Appellate Authorities, CPIOs & APIOs is attached at Annexure "I"

At present following officers are directly responsible for smooth implementation of the RTI act 2005 in across IOCL. The list of AAs/CPIOs and APIOs of Refinery Division is attached in the Audit report.

| | |
|------------------|------------------------------|
| Mr.Sanjiv Singh | Chairman |
| Thirty three(33) | Appellate Authorities |
| Forty five | CPIOs |
| Forty five | ACPIOs |
| Business units | ED/HEADS |
| All Departments | Nominated Officers |
| All Employees | As Custodians of Information |

3.0 Officers contacted for the Audit;

In order to conduct the RTI audit of the Refinery Division of IOCL, SCOPE, New Delhi following officials have been contacted for discussions and obtaining the relevant inputs for smooth audit.

Mr N.K.Das, Chief General Manager (HR)

Mr.Vivek Narain GM (ER).

Mr. Karun Kumar, Chief Manager, (Law) & RTI Cell

Ms. J.Rupa Rani ,Manager(HR),

Mr. Mayank Deep,AM(Law),

Mr.Ishan Shukla, Law Officer, Noida

4.0 Compliance of RTI Act in IOCL (Compliance of Section 4(1)(b))

In accordance with the act it was the obligations of all the public authorities to comply with the provisions of the section 4(1)(b),(c) & (d) and to publish the same within 120 days from 15-06-2005 the day of enactment of the RTI Act 2005, for smooth implementation of the statute from the date which was made effective from 12-10-2005. Accordingly, IOCL had to proactively & suo-motu disclose & share with citizen of India all the information as mentioned in 19 paras i.e.(a) i to xvii, b & c of section 4. IOCL has disclosed most of the data/details/ information with respect to 17 points, out of total 19 points on the website under RTI portal. Detailed point / para wise status/ compliance against each point/ Para is given in the attached **Annexure II**.

5.0 Procedure for obtaining of information by citizen of India

Detailed procedure for obtaining information by the citizen of India from IOCL has been provided under RTI portal, including particulars of CPIO.

For making appeal as per section 19 of the act, IOCL has also provided the complete details of all the Appellate Authorities along with their contact details & procedure.

6.0 Acceptance of cash by IOCL for RTI Fee

IOCL is accepting cash against application fee as well as for additional fee upon appropriate receipts for providing information, as per the RTI act Fee Rules, 2005.

7.0 Compliance of Section 4(1) (a)

Detailed discussions were held with heads of two departments for implementation of the act & providing of information as well as with respect to record management being followed by them. Both the departments' i.e. Law and HR have confirmed for maintaining the proper records management system in their respective departments for faster disposal of RTI applications. In RTI cell there is no separate record retention policy, which must be in place. It has been told that all the departments are ISO Certified, and the ISO procedures are being followed in decision making process & with respect to the retention of the documents and weed out of the same as per the life of documents mentioned in the respective procedures which are being followed.

It was suggested that in order to reduce administrative time, IOCL, Refinery Division should use the soft ware program after customising the existing program DoPT as per their requirements.

8.0 Suo-motu disclosures under section 4(2), 4(3) & 4(4)

IOCL as per requirement of Suo-motu disclosures under 4(2), 4(3) & 4(4) has provided adequate information related to IOCL, on the web site as well as in the annual report. In addition to above, details of all type of products being produced, procedure for making available to the customers by IOCL and technical details of these products have been adequately given. It has also given in details about domestic & global markets, future plans, annual report also covering all the financial parameters etc.

9.0 Status of RTI applications for the year 2017-2018 (Only for Refinery Division single CPIO & single AA)

| | |
|---|---------------------------|
| No. Of applications received during the year | = 993 (52Opening Balance) |
| No. Of applications disposed of during the year | = 844 |
| No. Of applications disposed of within 30 days | = 99% |
| No. Of applications disposed of after 30 days | = 1% |

10.0 Status of RTI appeals to first Appellate Authority for the year 2017-2018

| | |
|---|-------|
| No. of appeals received during the year | = 76 |
| No. of appeals disposed off during the year | = 67 |
| No. of appeals disposed of within 30 days | = 58 |
| No. Of Appeals disposed of after 45 days | = NIL |

11.0 Status of RTI Second appeals to CIC for the year 2017-2018

| | |
|---|-----|
| No. of Notices received during the year from CIC | = 0 |
| No. of Second appeals disposed of during the year | = 0 |

12.0 Annual & Quarterly Reports (section 25)

As per the records physically seen related to the Quarterly Reports of Refinery Division of IOCL, they are regularly submitting quarterly reports to RTI Cell, IOCL, Ministry of Petroleum & CIC, in the prescribed Performa of DoPT. (Quarterly Reports for all the four quarters for the year 2017-18 are enclosed at (Annexure III). Quarterly Reports are being collected by the RTI Cell, Corporate Affairs Department at Corporate Offices, IOCL, New Delhi from all the 45 CPIOs & 33 AAs. Based on these reports consolidated single report is being prepared and forwarded to the concerned authorities by Corporate Affairs Department at CO, Delhi.

13.0 Training on RTI (Section 26)

IOCL, Pipelines Division time to time deputing its officers for RTI Programs & Seminars..In house training one No's has been conducted during 2017-18 for officers handling RTI matters. It was suggested to have more in house training on RTI for creating awareness as per section 26 of the RTI Act and DoPT OM 24-06-2008. It was informed by the CPIO that from this financial year, training on RTI has been included in the Training Calendar.

14.0 Update of information (Section 4 (xvii)

IOCL has confirmed that, it is updating the information every year & as and when required. Presently, updated information is available on the website as on 17-02-2018. IOCL has been advised to update the RTI portal in line with the deficiencies observed & recommendations made.

15.0 Upload of Replies on Website

Regarding Update of RTI replies on website, IOCL is uploading the RTI replies on the website in order to comply with the DoPT Circular No. 1/1/2013-IR, Dated: 21-10-2014.

16.0 Availability of latest circulars, guidelines and notifications on RTI

Most of the relevant circulars, guidelines and notifications of DoPT & CIC, are available in the folder on desk top in soft form as well as in hard copies of all guidelines, circulars and amendment in the RTI Cell for day to day reference by any concerned officer.

17.0 CITIZEN CHARTER

IOCL has published the information regarding citizen charter on the website as per DoPT Circular dated 15-04-2013.

18.0 PPP CONTRACTS/ AGREEMENTS

IOCL has to publish the information regarding PPP contracts/Agreements on the website as per DoPT Circular dated 15-04-2013. Presently IOCL is not having any such agreement/ assignments.

19.0 PROCUREMENTS /BID AWARDS

IOCL has to publish the information regarding contracts/bid awards on the website as per DoPT Circular dated 15-04-2013. IOCL, is putting the information related to procurement giving complete details of the awards such as name of the contractor and value.

20.0 CAG & PAC PARA

IOCL has included the CAG & PAC Para in their annual report, (Page 386 & 387) which is available on the web site of the company as well as in the hard copy of the annual report 2017-2018. Annexure IV.

21.0 RTI Para in Annual Report

IOCL in their Annual Report have included a para on implementation of RTI Act 2005 as per provision of the DoPT circular of 15-04-2013. At page no.61 Annexure V.

22.0 Transfer Policy & Transfer Orders

The transfer policy of employees is available on the website of IOCL, however, the transfer orders are being put on the intranet of IOCL, which is available only to the employees. In case any applicant asking for the specific transfer order of the employee is being provided as per the provision under the act after applying the section 8 of the RTI Act 2005 if applicable.

23.0 Examination/ Audit of CPIO Office/AA Office/ APIO Office

Detailed discussions were held in the office of IOCL, Refinery Division with concerned officers on 13-08-2018 & 14-08-2018 as per the details given at point no.3 above, along with Mr. Karun Kumar, Chief Manager, (Law), CO with respect to implementation of RTI Act & RTI application disposal process in IOCL Refinery Division. Also, implementation process was discussed with the concerned officers about the method of providing the Information to the

applicant, management of records / documents, availability of relevant circulars /guidelines, training of officers on RTI etc.

All the concerned documents, registers, files, website of IOCL including RTI Portal were examined and detailed observations are given below;

24.0 Observations;

1.0 On examinations of records of replies & information provided to the applicants, it has been found that consistently IOCL is providing information, however not making the interim replies to the applicants within 30 days for the applications getting delayed .

2.0 On examinations of records of appeals filed by applicants to the the Appellate Authorities of IOCL at SCOPE Office, it has been found that the Appellate Authority is disposing of the appeals within 30 days except few , but not more than 45 days.

3.0 There is same register for the RTI applications and the First Appeals; there should be separate register in the offices of CPIO & FAA. It was informed that from May 2018, it has been separated.

4.0 The RTI Status register needs improvement such as clear demarcation of Financial Year, preferably in the soft copy.

5.0 As the status cum quarterly reports for the offices of all the refineries being compiled and sent to corporate office, the backup details received from the Refineries office needs to be maintained.

6.0 Regarding Upload of RTI replies on Web site IOCL, is uploading of the RTI replies to comply the DoPT circular No. 1/1/2013-IR, Dated: 21-10-2014.

7.0 Most of the relevant circulars, guidelines and notifications of DoPT & CIC, are available in the folder on desk top in soft form as well as in hard copies of all guidelines, circulars and amendment in the RTI Cell.

8.0 IOCL in their Annual Report have included a para on implementation of RTI Act 2005, as per provision of the DoPT circular of 15-04-2013 as suggested.

9.0 The transfer policy of employees is available on the intranet of IOCL, also, the transfer orders are being put on the intranet of IOCL, which is available only to the employees. In case any applicant asking for the specific transfer order of the employee is being provided as per the provision under the act after applying the section 8 of the RTI Act 2005 if applicable.

10.0 IOCL, Refinery Division time to time deputing its officers for RTI Programs & Seminars. As far as, in house training, only one No's has been conducted during 2017-18 for officers handling RTI matters. It was suggested to have more in house trainings on RTI for creating

awareness as per section 26 of the RTI Act and DoPT OM 24-06-2008. This shall certainly help in faster disposal of the RTI applications.

11.0 The orders passed by the first Appellate Authority were also examined and found that FAA is passing clear speaking orders.

25.0 Final Conclusions / Recommendation to IOCL

IOCL has complied the obligations of public authority by pro active disclosures of the adequate information as per section 4(1) (b)(c) &(d) of the RTI Act.

Refinery Divisions, SCOPE, New Delhi implementing RTI ACT 2005 in right and true spirit may be seen from the status of applications and appeals that all the applications & appeals have been disposed of by CPIO mostly within the time limit of 30 days.

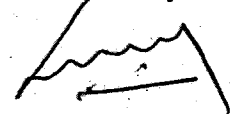
IOCL is sharing the information regularly through newsletters/ intranet and internet. However, certain minor deficiencies have been observed as mentioned in the observations that needs to be complied during the next update or at the earliest.

In view of above IOCL is considered as meeting the requirements of audit as per DoPT circular dated 15-04-2013.

26.0 Certification

In view of the above, it is concluded that IOCL is meeting the most of the requirements of the provisions of RTI act i.e. compliance for section 4 (1)(b) Therefore, IOCL has complied the RTI audit requirements of the section 4 & requirements of the DoPT Circular dated 15-04-2013.

Certified By



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Refineries Division – CPIOs & APIOs list

| CPIO | APIO | Appellate Authority |
|--|---|---|
| <p>Ms. Anjana Baruah Sharma General Manager (HR) Guwahati Refinery</p> <p>Address Indian Oil Corporation Limited Guwahati Refinery P.O. Noonmat Guwahati - 781020 Assam</p> | <p>Mr. Shambhu Chakraborty CHRM Guwahati Refinery</p> <p>Address Indian Oil Corporation Limited Guwahati Refinery P.O. Noonmat Guwahati - 781020 Assam</p> | <p>Mr. Virendra Kumar Shukla Executive Director (HR)</p> <p>Address Refineries Headquarters Indian Oil Corporation Limited SCOPE Complex, Core 2 7 Institutional Area Lodhi Road New Delhi - 110003 Email : shuklavk@indianoil.in Tel. : 011-24361339/71725576</p> |
| <p>Mr. Manas Bora Chief General Manager (HR) Barauni Refinery</p> <p>Address Indian Oil Corporation Limited P.O. Barauni Refinery District Begusarai - 861114 Bihar</p> | <p>Mr. P. K. Sinha Deputy General Manager (HR)</p> <p>Address Indian Oil Corporation Limited P.O. Barauni Refinery District Begusarai - 861114 Bihar</p> | <p>Mr. Virendra Kumar Shukla Executive Director (HR)</p> <p>Address Refineries Headquarters Indian Oil Corporation Limited SCOPE Complex, Core 2 7 Institutional Area Lodhi Road New Delhi - 110003 Email : shuklavk@indianoil.in Tel. : 011-24361339/71725576</p> |
| <p align="center">CPIO</p> <p>Mr. W.R. Borbora Chief General Manager (Human Resources) Gujarat Refinery</p> <p>Address Indian Oil Corporation Limited P.O. Jawahar Nagar District Vadodara - 391320 Gujarat</p> | <p align="center">APIO</p> <p>Ms. Piyali Chakraborty Deputy General Manager (HR) Gujarat Refinery</p> <p>Address Indian Oil Corporation Limited P.O. Jawahar Nagar District Vadodara - 391320 Gujarat</p> | <p align="center">Appellate Authority</p> <p>Mr. Virendra Kumar Shukla Executive Director (HR)</p> <p>Address Refineries Headquarters Indian Oil Corporation Limited SCOPE Complex, Core 2 7 Institutional Area Lodhi Road New Delhi - 110003 Email : shuklavk@indianoil.in Tel. : 011-24361339/71725576</p> |
| <p align="center">CPIO</p> <p>Mr. Samarendra Nath Jha General Manager (HR) Central Public Information Officer Haldia Refinery</p> <p>Address Indian Oil Corporation Limited District Midnapur - 721606 West Bengal</p> | <p align="center">APIO</p> <p>Smt. Runita Goswami Deputy General Manager (HR) Assistant Public Information Officer Haldia Refinery</p> <p>Address Indian Oil Corporation Limited District Midnapur - 721606 West Bengal</p> | <p align="center">Appellate Authority</p> <p>Mr. Virendra Kumar Shukla Executive Director (HR)</p> <p>Address Refineries Headquarters Indian Oil Corporation Limited SCOPE Complex, Core 2 7 Institutional Area Lodhi Road New Delhi - 110003 Email : shuklavk@indianoil.in Tel. : 011-24361339/71725576</p> |
| <p align="center">CPIO</p> <p>Mr. Pravinchandra Thakorbbhai Solanki Chief General Manager (Human Resources) Mathura Refinery</p> | <p align="center">APIO</p> <p>Mr. Manabendra Deva Sarma General Manager (Human Resources) Mathura Refinery</p> | <p align="center">Appellate Authority</p> <p>Mr. Virendra Kumar Shukla Executive Director (HR)</p> <p>Address</p> |

| CPIO | APIO | Appellate Authority |
|---|--|---|
| <p>Address Indian Oil Corporation Limited P.O. Mathura Refinery Mathura - 281005 Uttar Pradesh Email : solankipt@indianoil.in Tel. 0565-2418124</p> | <p>Address Indian Oil Corporation Limited P.O. Mathura Refinery Mathura - 281005 Uttar Pradesh Email : m_dev_sarma@indianoil.in Tel. 0565-241204</p> | <p>Refineries Headquarters Indian Oil Corporation Limited SCOPE Complex, Core 2 7 Institutional Area Lodhi Road New Delhi - 110003 Email : shuklavk@indianoil.in Tel. 011-24361339/71725576</p> |
| <p>CPIO Mr. S.K. Gogoi General Manager (HR) Panipat Refinery</p> | <p>APIO Mr. Anil Kumar Deputy General Manager (HR) Panipat Refinery</p> | <p>Appellate Authority Mr. Virendra Kumar Shukla Executive Director (HR)</p> |
| <p>Address Indian Oil Corporation Limited P.O. Panipat Refinery Panipat - 132140 Haryana</p> | <p>Address Indian Oil Corporation Limited P.O. Panipat Refinery Panipat - 132140 Haryana</p> | <p>Address Refineries Headquarters Indian Oil Corporation Limited SCOPE Complex, Core 2 7 Institutional Area Lodhi Road New Delhi - 110003 Email : shuklavk@indianoil.in Tel. 011-24361339/71725576</p> |
| <p>CPIO Mr. N.R. Patnaik Chief General Manager - I/c (PJ)</p> | <p>APIO Mr. T.K. Bisai Deputy General Manager (HR) Orissa</p> | <p>Appellate Authority Mr. Virendra Kumar Shukla Executive Director (HR)</p> |
| <p>Address Paradip Refinery Project PO : Jhimani, Via. Kujang Dist. Jagatsinghpur Orissa-754 141</p> | <p>Address Paradip Refinery Project PO : Jhimani, Via. Kujang Dist. Jagatsinghpur Orissa-754 141</p> | <p>Address Refineries Headquarters Indian Oil Corporation Limited SCOPE Complex, Core 2 7 Institutional Area Lodhi Road New Delhi - 110003 Email : shuklavk@indianoil.in Tel. 011-24361339/71725576</p> |
| <p>CPIO Mr. Bhaskar Hazarika General Manager (HR)</p> | <p>APIO Mr. Naba Jyoti Das DGM(HR)</p> | <p>Appellate Authority Mr. Virendra Kumar Shukla Executive Director (HR)</p> |
| <p>Address Indian Oil Corporation Limited Bongaigaon Refinery P.O. Dhaligaon District Chirang Assam - 783385</p> | <p>Address Indian Oil Corporation Limited Bongaigaon Refinery P.O. Dhaligaon District Chirang Assam-783385</p> | <p>Address Refineries Headquarters Indian Oil Corporation Limited SCOPE Complex, Core 2 7 Institutional Area Lodhi Road New Delhi - 110003 Email : shuklavk@indianoil.in Tel. 011-24361339/71725576</p> |
| <p>CPIO Mr. A.K. Tamuli General Manager (HR) Assam Oil Division</p> | <p>APIO Mr. N Uddin SERM Digboi Refinery</p> | <p>Appellate Authority Mr. Virendra Kumar Shukla Executive Director (HR)</p> |
| <p>Address Indian Oil Corporation Limited P.O. Digboi - 786171 Assam</p> | <p>Address Indian Oil Corporation Limited P.O. Digboi - 786171 Assam</p> | <p>Address Refineries Headquarters Indian Oil Corporation Limited SCOPE Complex, Core 2 7 Institutional Area Lodhi Road New Delhi - 110003</p> |



RIGHT TO INFORMATION

CPIO/APIO Details

The Right to Information Act, 2005 came into existence w.e.f. 12.10.2005.

Select the respective RTI Division and its Jurisdiction to view CPIO, APIO & Appellate Authority details.

[RTI](#)
[RTI Manual](#)
[RTI Ready Reckone](#)
[RTI Audit Report](#)
[We are Listening](#)

| | |
|--------------|--|
| RTI Division | Refineries Division ▼ |
| Jurisdiction | Administrative Office at Refineries Division Head Office ▼ |

CPIO

Mr. N. K. Das,
Chief General Manager(HR)

Address

Refineries Headquarters
Indian Oil Corporation Limited
SCOPE Complex, Core 2
7 Institutional Area
Lodhi Road
New Delhi - 110003
Email : dasnk@indianoil.in
Tel.: 011-24362034/71725362

APIO

Mr. Vivek Narain,
General Manager(ER)

Address

Refineries Headquarters
Indian Oil Corporation Limited
SCOPE Complex, Core 2
7 Institutional Area
Lodhi Road
New Delhi - 110003
Email : narainv2@indianoil.in
Tel.: 011-71725324

Appellate Authority

Mr. Virendra Kumar Shukla,
Executive Director (HR)

Address

Refineries Headquarters
Indian Oil Corporation Limited
SCOPE Complex, Core 2
7 Institutional Area
Lodhi Road
New Delhi - 110003
Email : shuklavk@indianoil.in
Tel.: 011-24361339/71725576

Connect with IndianOil

About Us

Who we are
Our Vision & Purpose
Our Business
Our Major Projects
Financial Performance
Our Group Companies & JVs
Our Locations
Our Leadership
Our History

IndianOil for Motorists

Petrol/Gasoline
Diesel/Gasoil
SERVO Lubes & Greases
AutoGas
Test Fuel Samples
Petrol Pump Locator
Loyalty Programmes

IndianOil for Households

Indane Cooking Gas

IndianOil for Businesses

Bulk / Industrial Fuels
Aviation Fuel
Marine Oils
Bitumen
SERVO Lubes & Greases
Fuel Mgmt / Consumer Pumps
Commercial / Reticulated LPG
Non-Fuel Alliances
Loyalty Programmes
Natural Gas
Petrochemicals
Special Products
Indane NANOCUT
Cryogenics
Non-PDS Superior Kerosene Oil
Explosives
Consultancy

IndianOil for Society

IndianOil for Community (CSR)
We Support
IndianOil Academic Scholarships

IndianOil for Suppliers

GST Toolkit
Vendor Registration
Procurement from MSEs
Integrity Pact
Reports on Purchase / Work Order
IndianOil Conciliation Rules, 2014
Tenders
Notices

IndianOil for Business Partners

RO / KSK Dealerships
LPG Distributorships
COCO Divestment and Service Provider
Polymer Dealers
Marketing Discipline Guidelines

IndianOil for Investors

Transfer of shares to IEPF

IndianOil Overseas

Lanka IOC PLC
IndianOil (Mauritius) Ltd.
IOC Middle East FZE

IndianOil for Media

News Releases
IndianOil in Media
Publications
Prices of Petrol & Diesel
Prices of Petroleum Products

IndianOil for Careers

Careers
Latest Job Openings
Apprenticeships

IndianOil for Environment

Environment Management
H,S & E Policy
Occupational Health
Safety

CPIO

Mr. K P Mishra
General Manager
Mumbai

Address
IndianOil Bhavan
Refineries Division
G-9, Ali Yavar Jung Marg
Bandra (East)
Mumbai - 400051
Maharashtra

CPIO

Mr. Akhter Rasheed
General Manager(Coordination)
Kolkata

Address
IndianOil Bhavan
Refineries Division
Central Wing
6th Floor, 2 Gariahat Road(South)
Kolkata
West Bengal

APIO

Ms. Aloma Fernandes
SHRM
Mumbai

Address
IndianOil Bhavan
Refineries Division
G-9, Ali Yavar Jung Marg
Bandra (East)
Mumbai - 400051
Maharashtra

APIO

Mr. G C Kalita
Chief Manager (Coordination)
Kolkata

Address
IndianOil Bhavan
Refineries Division
Central Wing
6th Floor, 2 Gariahat Road(South)
Kolkata
West Bengal

Appellate Authority

Mr. Virendra Kumar Shukla
Executive Director (HR)

Address
Refineries Headquarters
Indian Oil Corporation Limited
SCOPE Complex, Core 2
7 Institutional Area
Lodhi Road
New Delhi - 110003
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Mr. Virendra Kumar Shukla
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Annexure-II

RTI AUDIT OF IOCL (Refineries Division) FOR THE YEAR 2017-18

| SL. NO | PARAMETER | REQUIREMENT | STATUS | REMARKS |
|--------|---|---|--|-----------|
| 1 | LANGUAGE | ENGLISH/LOCAL LANGUAGE | Manual in English, replies & IOM in English & Hindi | |
| 2 | LAST UPDATE | ANNUALLY | | 17-Sep-17 |
| 3 | Particulars of Information 4(1)(b)(i) | Objectives, duties, vision, functions etc. | Adequately given, including functions & Duties, mission of company | |
| 4 | Powers & Duties 4(1)(b)(ii) | DOP & Other Govt. Procedures followed | Memorandum & Articles of Association, DOP, Govt. guidelines & IOCL own system & procedures, article of association | |
| 5 | Procedure followed in the decision making section 4(1)(b)(iii) | Decision Making Mechanism | Structure with responsibilities from Board to Executives given, compliance of Company Act, DPE Guidelines etc. | |
| 6 | Norms for discharge of functions 4(1)(b)(iv) | Procedures & guidelines being followed | Statements regarding policies, DOP, Manuals, DPE & CVC guidelines | |
| 7 | Rules Regulations 4(1)(b)(v) | Details of Manuals, records, rules etc. | Important Rules, Regulations, policies & working manuals of all the departments of IOCL available | |
| 8 | Category of Doc. Held 4(1)(b)(vi) | Documents details, availability & Custodian | Important Rules, Regulations, policies & working manuals of all the departments of IOCL, licenses, agreements available, | |
| 9 | Particulars of for arrangement, consultation or representation - 4(1)(b)(vii) | Rules if any | Arrangement exists, being commercial organisation | |
| 10 | Boards, Councils, Committee - 4(1)(b)(viii) | Defined with powers or not | vendor grievance redressal system in place on website | |
| 11 | Directory of Officers - 4(1)(b)(ix) | Available on web or not | Details of Board Members, all major board & sub committees including audit, risk & other committees to comply with the Company Act 2013. | |
| 12 | Monthly Remuneration - 4(1)(b)(x) | Disclosed or not | Brief about all committees available, in the annual report, to be linked. | |
| 13 | Budget Allocations - 4(1)(b)(xi) | Budget Performance | Directory of officers with departments given, office address to be included | |
| 14 | Manner of execution of Subsidies Prog. - 4(1)(b)(xii) | Monitoring of subsidies & progress of programs | Details given including scales & applicability of allowances to be update | |
| 15 | Particulars of receipt of Concessions - 4(1)(b)(xiii) | Eligibility, Procedure & Use | Only Budget targets not given & But Actual utilisation for 5 years given | |
| 16 | Availability of Information in Electronic - 4(1)(b)(xiv) | Location, soft/hard & Type of documents | NIL, as no Subsidiaries from Govt. | |
| 17 | Particulars of Facility for Obtaining Inf- 4(1)(b)(xv) | Details for getting the inf & appeal | NIL, IOCL do not grant any concessions, license etc. | |
| 18 | Particulars of PIO/AA 4(1)(b)(xvi) | Given clearly or not | Available in Electronic Form, annual reports, financial results, Co. profile, & shareholding pattern | |
| 19 | Other Information 4(1)(b)(xvii) | About Project details, policies, initiatives | Detailed procedure including format for citizen is available under RTI portal | |
| 20 | Type of Manual 4(1)(b) | Soft on web or hard copy | Details of PIO, AA & APIO with contact details, mail id & address available | |
| 21 | Important Policy Decisions 4(1)(c) | Notified or Not | Functioning & status on performance has been given for all Departments | |
| 22 | Quasi-Judicial Decisions 4(1)(d) | Notified or Not, if not the reason for the same | Electronic as well as, hard copy | |
| 23 | Manual Free/Cost | Fee if any | Not Notified | |
| 24 | Receipt & Disposal of RTI Applications | | Notifying during the land acquisitions & when needs arises | |
| 25 | Any other Observation | | Available on the website for citizens of India | |
| | | | Proper dak & dispatch register has been maintained | |
| | | | Refer observations mentioned in the report | |

RTI: MIS QUARTERLY RETURN FORM

Ministry/Department/Organization: Indian Oil Corporation Limited
 UNIT : Refineries Division
 (APR-JUNE 2017)
 Year: 2017-18
FIRST QUARTER

| | Opening Balance As On 01.04.17 TO 30.06.17 | Received During The Quarter (Including Cases transferred To Other Public Authorities) | No. Of Cases Transferred To Public Authorities | Decisions Where Requests/Appeals Is Rejected | Decisions Where Requests/Appeals Accepted | No. applications/appals Pending as on ending 01.04.17 TO 30.06.17 | Number of Second Appeal Received, if any during the quarter |
|---------------|--|---|--|--|---|---|---|
| Requests | 52 | 206 | 15 | 22 | 177 | 38 48 | 0 |
| First Appeals | 3 | 16 | 1 | 0 | 15 | 3 | 0 |
| Second Appeal | 0 | 0 | 0 | 0 | 0 | 0 | 0 |

| | |
|--|-----|
| No. Of Cases Where Disciplinary Action Taken Against Any Officer | NIL |
|--|-----|

| | | |
|--------------|--------------|-----------------------|
| No. Of APIOs | No. Of CPIOs | No. Of AAs Designated |
|--------------|--------------|-----------------------|

RTI - Quarterly Return Form

Public Authority : IOCL Division : Refineries Year : 2017-18 Quarter : III

*Block I (Details about the requests and appeals)

| Progress during Quarter (01/10/2017 - 31/12/2017) | | | | | | |
|---|---|--|--|--|--|---|
| | Opening balance as on beginning of Qtr. 1 | No. Of applications received as transfer from other PAs u/s 6(3) | Received during the Quarter (incl. Cases transferred to other PAs) | No. Of cases transferred to other PAs u/s 6(3) | Decisions where request/appeals rejected | Decisions where request/appeals replied |
| Requests | 38 | 25 | 192 | 6 | 41 | 145 |
| First Appeals | 3 | N/A | 18 | N/A | N/A | 12 |
| Total no. Of CAPIOs designated | | | | 12 | Total no. Of AAs designated | |
| | | | | 1 | | |

*Block II (Details about fees collected, penalty imposed and disciplinary action taken)

| Registration Fee collected (in Rs.) u/s 7(1) | Addl. Fee collected (in Rs.) u/s 7 (3) | Penalty amount recovered (in Rs.) as directed by C/C u/s 20(1) | No. Of cases where disciplinary action taken against any officer u/s 20(2) |
|--|--|--|--|
| 890 | | | |

*Block III (Details of various provisions of section 8 while rejecting the requested information) No. Of times various provisions were invoked while rejecting requests (relevant Sections of RTI Act 2005)

| Section 8 (1) | | | | | | |
|---------------|---|---|---|---|---|----|
| a | b | c | d | e | f | g |
| | | | 2 | 1 | | |
| | | | | | | g |
| | | | | | | h |
| | | | | | | i |
| | | | | | | j |
| | | | | | | 7 |
| | | | | | | 9 |
| | | | | | | 11 |
| | | | | | | 24 |
| | | | | | | 1 |
| | | | | | | 20 |

COMMENTS OF THE COMPTROLLER AND AUDITOR GENERAL OF INDIA UNDER SECTION 143(6)(b) OF THE COMPANIES ACT, 2013 ON THE FINANCIAL STATEMENTS OF INDIAN OIL CORPORATION LIMITED FOR THE YEAR ENDED 31 MARCH 2018.

The preparation of financial statements of Indian Oil Corporation Limited for the year ended 31 March 2018 in accordance with the financial reporting framework prescribed under the Companies Act, 2013 (Act) is the responsibility of the management of the company. The statutory auditors appointed by the Comptroller and Auditor General of India under section 139(5) of the Act are responsible for expressing opinion on the financial statements under section 143 of the Act based on independent audit in accordance with the standards on auditing prescribed under section 143(10) of the Act. This is stated to have been done by them vide their Audit Report dated 22 May 2018.

I, on the behalf of the Comptroller and Auditor General of India, have conducted a supplementary audit under section 143(6) (a) of the Act of the financial statements of Indian Oil Corporation Limited for the year ended 31 March 2018. This supplementary audit has been carried out independently without access to the working papers of the statutory auditors and is limited primarily to inquiries of the statutory auditors and company personnel and a selective examination of some of the accounting records. On the basis of my audit nothing significant has come to my knowledge which would give rise to any comment upon or supplement to statutory auditors' report.

**For and on behalf of the
Comptroller and Auditor General of India**

Sd/-

(Nandana Munshi)

**Director General of Commercial Audit
& Ex-officio Member, Audit Board-II,
New Delhi.**

Place: New Delhi

Date : 06th July 2018

COMMENTS OF THE COMPTROLLER AND AUDITOR GENERAL OF INDIA UNDER SECTION 143(6)(b) READ WITH SECTION 129(4) OF THE COMPANIES ACT, 2013 ON THE CONSOLIDATED FINANCIAL STATEMENTS OF INDIAN OIL CORPORATION LIMITED FOR THE YEAR ENDED 31 MARCH 2018.

The preparation of consolidated financial statements of Indian Oil Corporation Limited for the year ended 31 March 2018 in accordance with the financial reporting framework prescribed under the companies act, 2013 (Act) is the responsibility of the management of the company. The statutory auditors appointed by the Comptroller and Auditor General of India under section 139(5) read with section 129(4) of the act are responsible for expressing opinion on the financial statements under section 143 read with section 129(4) of the Act based on independent audit in accordance with the standards on auditing prescribed under section 143(10) of the Act. This is stated to have been done by them vide their Audit Report dated 22 May 2018.

I, on behalf of the Comptroller and Auditor General of India, have conducted a supplementary audit under section 143(6) (a) read with section 129(4) of the Act of the consolidated financial statements of Indian Oil Corporation Limited for the year ended 31 March 2018. We conducted a supplementary audit of financial statements of companies mentioned in Annexure A, but did not conduct supplementary audit of financial statements of companies mentioned in Annexure B for the year ended on that date. Further, Section 139(5) and Section 143(6) (b) of the Act are not applicable to the companies mentioned in Annexure - C being private entities/entities incorporated in foreign countries under laws, for appointment of their statutory auditors and for conduct of supplementary audit. Accordingly, C&AG has neither appointed the statutory Auditors nor conducted the supplementary audit of these companies. This supplementary audit has been carried out independently without access to the working papers of the statutory auditors and is limited primarily to inquiries of the statutory auditors and company personnel and a selective examination of some of the accounting records.

On the basis of my audit nothing signification has come to my knowledge which would give rise to any comment upon or supplement to statutory auditor's report.

**For and on behalf of
Comptroller & Auditor General of India**

**Sd/-
(Nandana Munshi)
Director General of Commercial Audit
& Ex-officio Member, Audit Board – II,
New Delhi**

Place: New Delhi

Date: 16th July 2018

its various offices / locations / units in day-to-day functioning. The provisions of Official Language Act, 1963 and Rules notified thereunder are complied with. The communications received in Hindi and any application, appeal or representation written or signed by an employee in Hindi is replied-to in Hindi. The Official Language Implementation Committees (OLIC) have been formed and are functioning in all offices / units. The Committees review the progress of implementation of official language policies.

RIGHT TO INFORMATION ACT (RTI)

Your Corporation has put in place an elaborate mechanism across the organisation to deal with matters related to Right to Information Act, 2005 since its inception. The Corporation has designated one Nodal Officer based at Corporate Office and 34 First Appellate Authorities (FAAs), 45 Central Public Information Officers (CPIOs) and 45 Assistant Public Information Officers (APIOs). The details of all the designated officials, 3rd party audit reports etc. are hosted on the website of the Corporation.

Your Corporation has aligned with the online RTI portal launched by DoPT and all the applications / appeals received through the portal have been disposed off through the portal only. The Quarterly Reports / Annual Reports have been submitted through online portal of Central Information Commission – www.cic.gov.in within the prescribed time limit. A total of 7331 requests and 851 first appeals were received during the year and all have been disposed off within the stipulated time. 239 second appeals were filed before the Central Information Commission, New Delhi and all have been disposed off after due follow-up without any adverse remarks from the Hon'ble Commission.

COMPLIANCE WITH THE SEXUAL HARASSMENT OF WOMEN AT WORKPLACE (PREVENTION, PROHIBITION & REDRESSAL) ACT, 2013

The provisions of the Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013 have been implemented across the Corporation with the clear objective of providing protection to women against sexual harassment at the workplace and for prevention and redressal of complaints. Internal Complaints Committees have been set up at Unit/Region/Head Office level, headed by senior level women executives, to deal with sexual harassment complaints, if any, and conduct enquiries.

There were six complaints of sexual harassment, which were pending as on 1st April, 2017. During the year 2017-18, one complaint was received and four complaints were disposed off. As on 31st March, 2018, three complaints are pending.

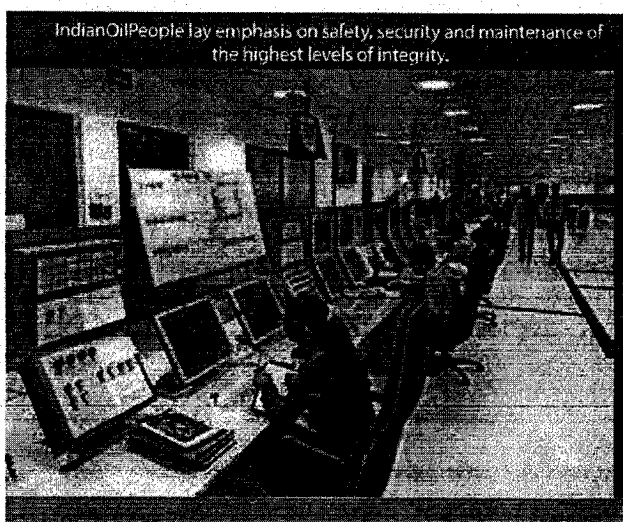
Regular workshops are held especially for women employees with an objective to bring awareness about their rights and facilities at workplace and emphasizing the provisions of the Act. During the year, 65 workshops/awareness programmes were conducted. Gender sensitization programmes, sensitizing the male employees, are also being conducted regularly. Newly recruited employees in the Corporation are made aware of the provisions of the Act and the measures adopted by the Corporation to prevent such incidents.

CORPORATE SOCIAL RESPONSIBILITY (CSR)

Your Corporation has utilized 100% of the CSR Budget allocated for the year 2017-18, amounting to ₹ 331.05 crore. This gratifying achievement exemplifies your Corporation's unstinted commitment to serve the society, which has been an integral philosophy of conducting its business operations since inception.

In addition to serving the Nation through thousands of marketing and operation touch-points across the country, your Corporation, through its CSR outreach, has touched hearts and souls of millions of under-privileged citizens with care and passion, the key values, which your Corporation actively nurtures and espouses.

During 2017-18, your Corporation reached out to a large number of beneficiaries through a variety of CSR initiatives. Under its flagship healthcare initiatives viz. Swarna Jayanti Samudayik Hospital, Mathura



(Uttar Pradesh); AOD Hospital, Digboi (Assam); Sarve Santu Niramaya, Digboi (Assam); your Corporation treated more than 76,100 patients. Assistive devices were provided to 900 Divyangjans across 4 States and about 23,400 animals were given various healthcare treatments for their well being. Under various Skilling initiatives across India viz. Skill Development Institute, Bhubaneswar (Odisha); Multi-Skill Development Institute, Digboi (Assam); Skill Development Centre, Barauni (Bihar) etc., 1,200 beneficiaries were skilled in various trades. Through projects like IndianOil Gyanodaya, scholarships were provided to more than 6,100 students across India. For meeting basic livelihood needs viz. drinking water and electricity, IndianOil Jal-Jeevan projects were rolled out in 30 villages and IndianOil Surya-Prakash (solar) projects were implemented in 25 villages.

As a progressive step towards strengthening Industry-Academia partnership, Institute of Chemical Technology (ICT) Mumbai and IndianOil have agreed to jointly start an Integrated Masters programme in Chemical Engineering (5-years), with a strong emphasis on industry internship. ICT Mumbai – IndianOil Odisha Campus (ICTM-HOC), Bhubaneswar will also offer Executive M. Tech. in Chemical Engineering and Ph. D. Programmes under UGC/Industry fellowships.