



RTI AUDIT
on

**RTI ACT IMPLEMENTATION IN IOCL,
Pipelines Division, NOIDA**
(COMPLIANCE OF SECTION-4)

FOR
(2016-2017)

BY

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&
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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.

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.

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, IndianOil 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, IndianOil has won gas pipeline bids for Mallavaram to Bhilwara and Ajaypur via Bhopal, Mehsana to Bhatinda and Bhatinda to Jammu and Srinagar. IndianOil 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 Chief General Manager (CA&LAW). There are 45 CPIOs, 45 APIOs and thirty 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 6 CPIOs, 6APIOs and 6 Appellate Authorities for Pipelines 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 Authorities (AA) are independently receiving the appeals related to their respective areas/ departments/business unit and disposing of the same in line with the provisions in the act within 30 days except in some exceptional cases.

In Pipelines Division at Head Office, Noida, there is one CPIO and One Appellate Authority, who are assisted by APIO & 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 IOCL

Mr.Sanjiv Singh	Chairman
Ms Nishi Saigal	Chief GM.(CA & LEGAL)
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 Pipe Line Division of IOCL, Noida following officials have been contacted for discussions and obtaining the relevant inputs for smooth audit.

Mr Gautam Ghoshal, ED(HR & AA) Noida

Ms Nishi Saigal GM (Law) CC, Delhi.

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

Ms. Sakhshi Khatri ,AM(Law), Noida

Ms. Sughandha Dogra,AM(Law), Noida

Mr.Atul Pal, Law Officer, Noida

Mr. Abhishek Bachhan Officer, Jr.Office Assistant, 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 statue 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 in their respective departments for faster disposal of RTI applications. For RTI cell there is separate record retention policy in place as per circular dated 26-07-2016.

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.

Pipelines Division, Noida have developed the computerised RTI Management system, which is being used to obtain application on-line, however for processing of RTI application by CPIO. APIO, Nominated Officer, it is yet to be made fully operational. **It was suggested that in order to reduce administrative time, IOCL should use this soft ware program after customising the existing program 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.

However, above information is not available under RTI portal. IOCL has been advised to link all these information with RTI Portal for the benefits of the citizens of India..

9.0 Status of RTI applications for the year 2016-2017 (Only for Pipelines Division, Noida, single CPIO & single AA)

No. Of applications received during the year	= 60+8(Opening Balance)
No. Of applications disposed of during the year	= 63
No. Of applications disposed of within 30 days	= 63
No. Of applications disposed of after 30 days	= 00

10.0 Status of RTI appeals to first appellate authority for the year 2016-2017

No. of appeals received during the year	= 6
No. of appeals transferred during the year	= 0
No. of appeals received Of Piping Division	= 6
No. of appeals disposed off during the year	= 6
No. of appeals disposed of within 30 days	= 6
No. Of Appeals disposed of after 45 days	= NIL

11.0 Status of RTI Second appeals to CIC for the year 2016-2017

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 Pipelines 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 2016-17 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 2016-17 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.

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 17-09-2017. 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 not uploading the RTI replies on the website in order to comply with the DoPT Circular No. 1/1/2013-IR, Dated: 21-10-2014. IOCL has been advised to comply the above circular. However, IOCL, is uploading of the RTI replies at their own system of RTI-MIS software

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. It has been suggested to have 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. Copy at annexure IV.

18.0 CAG & PAC PARA

IOCL has included the CAG & PAC Para in their annual report, (Page 346 & 347) which is available on the web site of the company as well as in the hard copy of the annual report 2016-2017.

19.0 RTI Para in Annual Report

IOCL in their Annual Report have not included a para on implementation of RTI Act 2005. IOCL has been advised to include Para for an implementation of the RTI act 2005 in the next Annual Report as per provision of the DoPT circular of 15-04-2013. However, in the annual report under transparency and accountability along with other compliance IOCL have mentioned about implementation of RTI Act in right spirit. Annexure V.

20.0 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.

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

Detailed discussions were held in the office of IOCL, Pipelines Division with concerned officers on 02-11-2017 along with Mr. Karun Kumar, Chief Manager, (Law), CO with respect to implementation of RTI Act & RTI application disposal process in IOCL Pipelines Division. Also, discussed with the concerned officers about the process of providing the Information to the applicant, management of records / documents, availability of relevant circulars /guidelines. training of officers on RTI etc.

Detailed discussions were also held in the office of Mr. Gautam Ghosal , ED (HR) & Appellate Authority on 03-11-2017 with respect to implementation of RTI Act & Appeal disposal process in IOCL Pipelines Division.

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

22.0 Observations;

1.0 On examinations of records of replies & information provided to the applicants, it has been found that consistently IOCL is providing information or making the interim replies to the applicants within 30 days.

2.0 On examinations of records of appeals filed by applicants to the one of the Appellate Authorities of IOCL at Noida Office, it has been found that the Appellate Authority is disposing of the appeals within 30 days.

3.0 Regarding Upload of RTI replies on Web site IOCL, is uploading of the RTI replies at their own system of RTI MIS software in order to comply the DoPT circular No. 1/1/2013-IR, Dated: 21-10-2014, it needs to be uploaded on RTI portal of IOCL, so that available to the citizen of India.

4.0 Most of the relevant circulars, guidelines and notifications of DoPT & CIC, are available in the folder on desk top in soft form . It has been suggested to have hard copies of all guidelines, circulars and amendment in the RTI Cell at one place for day to day reference by the concerned officers.

5.0 IOCL in their Annual Report have not included a para on implementation of RTI Act 2005. IOCL has been advised to include Para for an implementation of the RTI act 2005 in the next Annual Report as per provision of the DoPT circular of 15-04-2013 as suggested.

6.0 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.

7.0 IOCL, Pipelines 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 2016-17 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.

8.0 Pipelines Division, Noida have developed the computerised RTI Management system , which is being used to obtain application on-line , however for processing of RTI application by CPIO. APIO & Nominated Officer ,it is yet to be made fully operational. **It was suggested that in**

order to reduce administrative time , IOCL should use this program after customising the existing program as per their requirements.

23.0 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.

Pipeline Divisions, NOIDA 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 within the time limit of 30 days.

There are well defined RTI guidelines, record management system and procedure for inspection of documents.

IOCL is sharing the information regularly through newsletters/ intranet and internet. However, certain minor deficiencies have been observed 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 DoPT circular dated 15-04-2013.

Certified By


O.P.Khorwal 3/12/17

S.No.	Names, designations and addresses of the Central Public Information Officers/Assistant Public Information Officers	Jurisdiction	Names, designations and address of the Appellate Authority
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Pipelines Division

1.

CPIO
Mr. Prakash Abraham,
- General Manager (HR & MS)
Pipelines Head Office

Address
Indian Oil Corporation Limited
IndianOil Bhavan,
A-1, Udyog Marg
Sector 1
Noida - 201301
Uttar Pradesh

APIO
Mr. Rajender Prasad
Deputy General Manager(HR),
Pipelines Head Office

Address
Indian Oil Corporation Limited
IndianOil Bhavan
A-1, Udyog Marg
Sector 1
Noida - 201301
Uttar Pradesh

Administrative Office at
Pipelines Headquarters at
Noida

Mr. Gautam Ghosal,
Executive
Director (Human
Resources),
Pipelines Head Office ,
Indian Oil Corporation
Limited
IndianOil Bhavan,
A-1, Udyog Marg
Sector 1
Noida - 201301
Uttar Pradesh

2.

CPIO
Mr. Sanjay Kumar V.,
Chief General Manager
Eastern Region Pipelines

Address
Eastern Region Pipelines Office
Indian Oil Corporation Limited
14, Lee Road
Kolkata - 700020
West Bengal

APIO
Mr. S. K. Palit
General Manager (HR)
Eastern Region Pipeline

Address
Eastern Region Pipelines Office
Indian Oil Corporation Limited
14, Lee Road

ERPL, Kolkata(All bases and
Unit HQ locations viz. Haldia
Base, Barauni Base,
Allahabad Base, Guwahati
Unit HQ and Mourigram Unit
HQ.)

Mr. S. K. Satija
Executive Director
Eastern Region
Pipelines
Eastern Region
Pipelines Office
Indian Oil Corporation
Limited
14, Lee Road
Kolkata - 700020
West Bengal

S.No.	Names, designations and addresses of the Central Public Information Officers/Assistant Public Information Officers	Jurisdiction	Names, designations and address of the Appellate Authority
3.	<p>Kolkata - 700020 West Bengal</p> <p>CPIO Mr. J. P Sinha Chief General Manager (T) Western Region Pipelines</p> <p>Address Western Region Pipelines Office Indian Oil Corporation Limited Post Box No.1007, Morvi Road Gauridad District Rajkot - 360003 Gujarat</p> <p>APIO Mr. Rajiv Ranjan General Manager (HR), Western Region Pipelines Pipelines Division</p> <p>Address Western Region Pipelines Office Indian Oil Corporation Limited Post Box No.1007, Morvi Road Gauridad District Rajkot - 360003 Gujarat</p>	<p>Western Region Pipeline Office at Gauridad and all pipelines and offices under Western Region Pipeline Office</p>	<p>Mr. V. K. Sati Executive Director Western Region Pipelines Western Region Pipelines Office Indian Oil Corporation Limited Post Box No.1007, Morvi Road Gauridad District Rajkot - 360003 Gujarat</p>
4.	<p>CPIO Mr. S.D Pande, General Manager (O&M), Northern Region Pipelines, Pipelines Division</p> <p>Address Northern Region Pipelines Office Indian Oil Corporation Limited P.O. Panipat Refinery Baholi District Panipat - 132140 Haryana</p> <p>APIO Mr. Rajendra Prasad General Manager (Human Resource) Northern Region Pipelines Pipelines Division</p> <p>Address Northern Region Pipelines Office Indian Oil Corporation Limited P.O. Panipat Refinery</p>	<p>Northern Region Pipeline Office at Panipat and all pipelines and offices under Northern Region Pipeline Office</p>	<p>Mr. B.K. Ray, Chief General Manager Northern Region Pipelines Pipelines Division Northern Region Pipelines Office Indian Oil Corporation Limited P.O. Panipat Refinery Baholi District Panipat - 132140 Haryana</p>

S.No.	Names, designations and addresses of the Central Public Information Officers/Assistant Public Information Officers	Jurisdiction	Names, designations and address of the Appellate Authority
5.	<p style="text-align: center;">Baholi District Panipat - 132140 Haryana</p> <p style="text-align: center;">CPIO Mr. R. Ramdas, General Manager (Operations), Southern Region Pipelines</p> <p style="text-align: center;">Address Southern Region Pipelines-Chennai House of Four Frames 6/13, Wheat Craft Road Nungambakkam Chennai - 600034 Tamil Nadu Phone - 044 - 28243103</p> <p style="text-align: center;">APIO Mr. Venkataramanan G. Deputy General Manager (HR) Southern Region Pipelines</p> <p style="text-align: center;">Address Southern Region Pipelines-Chennai House of Four Frames 6/13, Wheat Craft Road Nungambakkam Chennai - 600034 Tamil Nadu Phone - 044 - 28243129</p>	<p style="text-align: center;">Southern Region Pipelines Office at Chennai and all Pipelines and offices under Southern Region Pipeline Office</p>	<p style="text-align: center;">Mr. S.Sunder Chief General Manager Southern Region Pipelines House of Four Frames 6/13, Wheat Craft Road Nungambakkam Chennai - 600034 Tamil Nadu Phone - 044 - 28243101</p>
6.	<p style="text-align: center;">CPIO Mr. S.K. Nandy Chief General Manager (O), SERPL</p> <p style="text-align: center;">Address 3rd Floor, Alok Bharati Tower, Saheed Nagar, Bhubaneswar-751007 Odisha</p> <p style="text-align: center;">APIO Mr. Sanjeeb Kumar Samal Senior Human Resource Manager, SERPL</p> <p style="text-align: center;">Address 3rd Floor, Alok Bharati Tower, Saheed Nagar, Bhubaneswar-751007</p>	<p style="text-align: center;">SERPL, Bhubaneswar (All bases and Unit HQ locations viz. Paradip Base, Jatni Base, Sambalpur Base, Vizag Base.)</p>	<p style="text-align: center;">Mr. P. C. Choubey Executive Director, SERPL Plot No. 325, District Centre, Chandrashekharpur, Bhubaneswar - 751 016 Orissa</p>

S.No.	Names, designations and addresses of the Central Public Information Officers/Assistant Public Information Officers	Jurisdiction	Names, designations and address of the Appellate Authority
7	<p style="text-align: center;">Odisha</p> <p style="text-align: center;">CPIO Mr. Jawahar Lal GM (C) Jaipur Panipat Naptha Pipeline</p> <p style="text-align: center;">Address Indian Oil Corporation Ltd., Pipelines Division Construction Office, Plot No. 38-39, SDC Vinay Block II, 4th Floor, Maugi Colony, Malviya Nagar, Jaipur – 302 017, Rajasthan</p> <p style="text-align: center;">APIO Mr. Govindji Nigam Senior Human Resource Manager JPNPL, Jaipur</p> <p style="text-align: center;">Address Indian Oil Corporation Ltd., Pipelines Division Construction Office, Plot No. 38-39, SDC Vinay Block II, 4th Floor, Maugi Colony, Malviya Nagar, Jaipur – 302 017, Rajasthan</p>	<p>For Information relating to Projects / works under the Pipelines Division, Construction Office in Jaipur</p>	<p>Mr. Kapil Mathur GM (C), SMPL-DBL, Jaipur Indian Oil Corporation Ltd., Pipelines Division Construction Office, Plot No. 38-39, SDC Vinay Block II, 4th Floor, Maugi Colony, Malviya Nagar, Jaipur – 302 017, Rajasthan</p>

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	
5	Procedure followed in the decision making section 4(1)(b)(iii)	Decision Making Mechanism	Govt. guidelines & IOCL own system & procedures, article of association 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,rulesetc.	Important Rules, Regulations,policies & working manuals of all the departments of IOCL available	
8	Category of Doc. Held4(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 grievence redressal system in place on website Details of Board Members, all major board & sub committees including audit, risk & other committees to comply with the Company Act 2013.	
11	Directory of Officers -4(1)(b)(ix)	Available on web or not	Brief about all committees available, in the annual report, to be linked.	
12	Monthly Remuneration - 4(1)(b)(x)	Disclosed or not	Directory of officers with departments given, office address to be included	
13	Budget Allocations - 4(1)(b)(xi)	Budget Performance	Details given including scales & applicability of allowances to be update	
14	Manner of execution of Subsidiaries Prog. -4(1)(b)(xii)	Monitoring of subsidiaries & progress of programs	Budget targets & Actual utilisation for 5 years given	
15	Particulars of receipt of Concessions - 4(1)(b)(xiii)	Eligibility, Procedure & Use	NIL, IOCL do not grant any concessions, license etc.	
16	Availability of Information in Electronic - 4(1)(b)(xiv)	Location, soft/hard & Type of documents	Available in Electronic Form, annual reports, financial results, Co profile, & shareholding pattern	
17	Particulars of Facility for Obtaining Inf- 4(1)(b)(xv)	Details for getting the inf & appeal	Detailed procedure including format for citizen is available under RTI portal	
18	Particulars of PIO/AA4(1)(b)(xvi)	Given clearly or not	Details of PIO, AA & APIO with contact details, mail id & address available	
19	Other Information 4(1)(b)(xvii)	About Project details, policies, initiatives	Functioning & status on performance has been given for all Departments	
20	Type of Manual4(1)b	Soft on web or hard copy	Electronic as well as, hard copy	
21	Important Policy Decisions4(1)c	Notified or Not	Not Notified	
22	Quasi-Judicial Decisions4(1)d	Notified or Not, if not the reason for the same	Notifying during the land acquisitions & when needs arises	
23	Manual Fee/Cost	Fee if any	Available on the website for citizens of India	
24	Receipt & Disposal of RTI Applications		Proper dex & dispatch register has been maintained	
25	Any other Observation		Refer observations mentioned in the report	

RTI: MIS QUARTERLY RETURN FORM

Ministry/Department/Organization: Indian Oil Corporation Limited
 Pipelines Division Head Office
 (APRIL- JUNE 2016)
 Year: 2016-17
FIRST QUARTER

	Opening Balance As On 1/4/2016 TO 31/6/2016	Received During The Quarter (Including T ransferred To Other Public Authorities)	No. Of Cases Transferred To Other Public Authorities	Decisions Where Requests/Appa ls Rejected	Decisions Where Requests/Appa ls Accepted	No. of applications/app eals Pending as on quarter ending i.e. 1/4/16 to 30/6/16	Number of Second Appeal Received, if any during the quarter
Requests	8	13	0	0	14*	4	0
First Appeals	0	0	0	0	0	0	0
Second Appeal	0	0	0	0	0	0	0

*3 transferred to other Division/offices.

No. Of Cases Where Disciplinary Action Taken Against Any Officer

NIL

21
15
19
13
68
60

No. Of Designated	Of APIOs	No. Of Designated	Of CPIOs	No. Of AAs Designated
1		1		1

No. of Times Various Provisions Were Invoked While Rejecting Requests

Relevant Sections of RTI Act 2005

Section 8 (1)										Sections			
a	b	c	d	e	f	g	h	i	j	9	11	24	Others
1			2	2									7 (9) applied in one application

Amount Of Charges Collected (in Rupees)

Registration Fee Amount	Additional Fee & Any Other	Penalties Amount
130	0	

RTI: MIS QUARTERLY RETURN FORM

Ministry/Department/Organization: Indian Oil Corporation Limited
 Pipelines Division Head Office
 (July- Sept 2016)
 Year: 2016-17
SECOND QUARTER

	Opening Balance As On 1/7/2016	Received During The Quarter (Including Cases transferred To Other Public Authorities)	No. Of Cases Transferred To Other Public Authorities	Decisions Where Requests/Appeals Is Rejected	Decisions Where Requests/Appeals Accepted	No. applications/ appeals Pending as on ending quarter i.e. 30/9/16	Number of Second Appeal Received, if any during the quarter
Requests	4	15	0	1	17*	1	0
First Appeals	0	0	0	0	0	0	0
Second Appeal	0	0	0	0	0	0	0

*5 transferred to other Division/ offices.

No. Of Cases Where Disciplinary Action Taken Against Any Officer

NIL

No. Of Designated	APIOs	No. Of Designated	CPIOs	No. Of AAs Designated
1		1		1

No. of Times Various Provisions Were Invoked While Rejecting Requests

Relevant Sections of RTI Act 2005															
Section 8 (1)										Sections					
a	b	c	d	e	f	g	h	i	j	9	11	24	Others		
-			-	-									-		
Amount Of Charges Collected (in Rupees)															
Registration Fee Amount					Additional Fee & Any Penalties Amount										
40					690								Nil		

RTI : MIS QUARTERLY RETURN FORM

Ministry/Department/Organization: Pipelines Head Office, Noida

Year: 2016-17(October-December 2016)

Progress in 2016-17							
	Opening Balance As On 1/10/2016	Received During The Quarter (Including Cases Transferred To Other Public Authorities)	No. Of Cases Transferred To Other Public Authorities	Decision s Where Request s/Appeals Rejecte d	Decision s Where Request s/Appeals Accepte d	No. of Applica tions/Ap peals pending as on quarter ending	Number of Second Appeal Receiv ed, if any during the quarter
Requests	1	19	2	6	7	6	-
First Appeals	0	2	0	0	2	0	-
Second Appeals	0	0	0	-	0	0	0

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

No. Of APIOs Designated	No. Of CPIOs Designated	No. Of AAs Designated
1	1	1

No. of Times Various Provisions Were Invoked While Rejecting Requests													
Relevant Sections of RTI Act 2005													
Section 8 (1)										Sections			
a	b	c	d	e	f	g	h	i	j	9	11	24	Others
-	-	-	-	-	-	-	-	-	-	-	-	-	-

Amount Of Charges Collected (in Rupees)
--

Registration Fee Amount	Additional Fee & Any Other	Penalties Amount
130	0	0

RTI : MIS QUARTERLY RETURN FORM

Ministry/Department/Organization: Pipelines Head Office, Noida

Year: 2017-18(January-March 2017)

2016-17

Progress in ²⁰¹⁶⁻¹⁷ 2017-18							
	Opening Balance As On 1/1/2017	Received During The Quarter (Including Cases Transferred To Other Public Authorities)	No. Of Cases Transferred To Other Public Authorities	Decision s Where Request s/Appeals Rejecte d	Decision s Where Request s/Appeals Accepte d	No. of Applica tions/Ap peals pending as on quarter ending	Number of Second Appeal Receive d, if any during the quarter
Requests	6	13	2	3	11	3	-
First Appeals	0	4	0	0	4	0	-
Second Appeals	0	0	0	-	0	0	0

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

No. Of APIOs Designated	No. Of CPIOs Designated	No. Of AAs Designated
1	1	1

No. of Times Various Provisions Were Invoked While Rejecting Requests													
Relevant Sections of RTI Act 2005													
Section 8 (1)										Sections			
a	b	c	d	e	f	g	h	i	j	9	11	24	Others
-	-	-	-	-	-	-	-	-	-	-	-	-	-

Amount Of Charges Collected (in Rupees)
--

Registration Fee Amount	Additional Fee & Any Other	Penalties Amount
100	0	0

Citizen Charter
of
Indian Oil Corporation Limited
On
Marketing of Petroleum Products

October 2014

The main objective of the Citizen's Charter is to improve the quality of public services.

This is done by letting people know the mandate of the Corporation, how one can get in touch with its officials, what to expect by way of services and how to seek a remedy if something goes wrong.

The Citizen's Charter does not by itself create new legal rights, but it surely helps in enforcing existing rights.

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Chapter – 1

LPG

Liquefied Petroleum Gases (LPG), is an environment friendly fuel used widely in the household kitchens, industries and commercial establishments. This chapter restricts to LPG supplied under **Public Distribution System** for household cooking.

The Product 'LPG'

LPG stands for liquefied petroleum gases. The LPG marketed by us under the brand name 'Indane' conforms to Bureau of Indian Standards specification no. IS 4576. It can be easily liquefied at atmospheric temperature under moderate pressure. LPG in its pure form is colourless and odourless. However, compounds are added to give it a distinct smell so that if leaked, it can be easily detected.

LPG Installation

LPG is used in domestic household through an installation. A typical LPG installation consists of a cylinder, pressure regulator, LPG Hose and a gas stove. The equipments should conform to the following standards:

Sr.No.	Equipment	Standards
1	LPG Cylinder	IS 3196 (Part 1): 2006 and IS 3196 (Part 3)
2	Pressure Regulator	IS 9798 : 1995
3	Suraksha LPG Hose	IS 9573 : 1998
4	Gas Stove	IS 4246: 2002

LPG meant for household use is currently marketed by PSU Oil companies in cylinders of 14.2 Kg & 5 kg. capacities. For identification between household (PDS) & non-PDS, the household cylinders are painted in SIGNAL RED colour. Cylinders in Oxford Blue colour with a signal Red band carry non-subsidised LPG meant for use in commercial and Industrial establishments.

Tare/gross weight, test date, serial number, ISI monogram, Oil marketing company's name & logo, year of manufacture etc. are embossed / painted on the cylinder. Each Pressure Regulator (PR) also carries a serial number.

The liquid LPG vaporises at normal atmospheric pressure and temperature flows out of cylinder to the burner head of the gas stove in air-gas mixture, in a proportion that gets ignited when lit with a match-stick.

Public Distribution System for LPG Marketing in India

LPG meant for use as cooking fuel in household kitchens, marketed by the Public Sector Oil Companies, at a price declared or controlled by the Government of India. As per Govt. of India notification dated 07.03.2014, effective 01.04.2014 each domestic consumer is entitled to 12 subsidized LPG cylinders of 14.2 Kg / 34 cylinders of 5 Kg in a financial year at subsidized rates. Ordinarily only one cylinder will be given to each beneficiary every month. Beyond the subsidized entitlement, the consumers can avail LPG cylinders at domestic non-subsidized rates.

Govt. of India has extended exemption of custom & excise duties and concession in VAT even on the non-subsidized LPG cylinders meant for domestic use, making them cheaper than the non-domestic/Commercial LPG cylinders.

Non-domestic consumers in the following categories shall also be treated at par with domestic consumer for entitlement of subsidized LPG cylinders: –

- Government/ Municipal Hospitals for whatever purpose they take.

- Supplies to all school and colleges whether for hostels or for mid-day meal schemes.
- Canteens attached to Government Offices (Govt. includes State Govt. and local bodies and their installation and Guest Houses etc.)
- Messes of Police, BSF and CISF in addition to kitchens and messes of the Defence establishments.
- Canteens run on cooperative basis under Cooperative Societies Act.
- Laboratories attached to schools, colleges & research institutions.
- Charitable institutions registered under the Societies Act.
- Red Cross Society all branches.

For non-domestic commercial, Industrial, Automotive usage etc. LPG is sold at non subsidized price.

Distribution Network

PSU Oil Companies have a well spread network of distributors to service the LPG consumers in the country. Expansion of the distributor network is a continuous process. Currently, there are two types of public distributor formats viz. Regular LPG distributorships & Rajiv Gandhi Gramin LPG Vitrak (RGGLV). Appointment of distributors is through public advertisements. Details of eligibility criteria and selection procedure are available on our www.iocl.com.

Services

The services rendered by the **distributors** to the LPG consumers are given below:

1. Release of New LPG Connections & Additional Cylinder (Double Bottle Connection).
2. Facilities for booking LPG refill.
3. Refill Delivery – Two modes of cylinder delivery are in practice.
 - (a) LPG distributors deliver filled cylinders at the registered address to the customers residing in their normal area of operation and take backs empty cylinders. Only under exceptional conditions, filled cylinders deliveries on cash-and-carry basis (non-home delivery) are permitted & customers are entitled to applicable rebate on "Cash-and-carry" supplies.
 - (b) RGGLV- customers have to collect filled cylinders from the LPG storage godown at declared RSP. Customers are not entitled to any rebate for "Cash-and-carry" supplies.
4. Transferring/Terminating the LPG connection – when a customer shifts residence outside the distributor's area or service reasons.
5. Safe custody of LPG connection : Piped Natural Gas (PNG) customers, customers using LPG through 'Reticulated' system and customers who do not intend to use the cylinder for reasonably long time can hand over their LPG Cylinder/s & DPR to the distributor and obtain a 'safe custody' voucher along with refund of the security amount.
6. Change of Name of connection - in case of demise of the LPG connection holder or transfer within family, regularisation of LPG connection for which document is in someone else's name, regularisation of connection against genuine LPG equipment (cylinder/ DPR) held without documents as per procedure approved by IOCL.
7. Preferred Time Delivery: LPG Distributors offer a "Preferred Time LPG Delivery Scheme," to facilitate consumers especially working men and women to get delivery of LPG refill as per their convenience for a small premium.

8. Time frame for services rendered by Indane distributors to the consumers:

Services	Conditions	Timeframe (Subject to meeting Conditions)
Registration for new domestic LPG connection	<ul style="list-style-type: none"> a) Above 18 years of age b) No member of the household has LPG connection under PDS or PNG connection c) Residing in the distributor's operating area d) Produce & submit proof of residence & identity, Know Your Customer (KYC) form # 	Immediate
Release (installation) of new Connection /DBC	<ul style="list-style-type: none"> a) Intimation in writing by the distributor of Maturity of turn b) Produce & submit proof of residence & identity c) Submit Standard undertaking# d) Deposit security amount## e) Hot plate inspection (purchased from source other than the LPG distributor) after payment of prescribed Inspection charges##. f) Inter/intra Oil Co. de-duplication check** 	Seven working days
Acceptance of refill booking	When no previous refill order is pending	Immediate
Delivery of refill	Availability of stocks*	Seven working days*
Leakage complaint	Intimation to distributor/emergency service cell	Immediate guidance at contact point.
Preparation of TV & refund security deposit	<ul style="list-style-type: none"> a) Surrender of loaned equipment (cylinder/s & PR) in good condition b) Submission of original SV (in case SV is lost an affidavit in lieu thereof) # 	One working day
Change of name in case of death	<ul style="list-style-type: none"> a) Eligibility as applicable for new LPG connection b) Death Certificate of customer c) Succession certificate / Standard undertaking# d) Produce & submit proof of residence & identity, Know Your Customer (KYC) form e) Subsidized Cylinders drawn by original consumer shall be counted and only the balance entitled to the transferee. f) Satisfy de-duplication check** 	One working day.
Transfer of connection within family / Regularisation	<ul style="list-style-type: none"> a) Eligibility as applicable for new LPG connection b) Consent letter from customer c) Standard undertakings # d) Produce & submit proof of residence & identity, Know Your Customer (KYC) form e) Subsidized Cylinders drawn by original consumer shall be counted and only the balance entitled to the transferee. f) Satisfy de-duplication check** 	One working day

* Endeavour to deliver within two working days at all times except in circumstances beyond control viz. Natural calamities, strikes, absenteeism, transport breakdowns, Govt. directives, shortage of product availability etc.

** One household is entitled only one subsidized domestic LPG connection. Inter/intra Oil. Co. de-duplication check shall be carried out by OMCs for verifying information provided by the consumer. In case any information furnished by the customer is found incorrect, the connection shall be cancelled and security deposit forfeited. IOC reserves the right to initiate action against such customer under applicable legal provisions.

#formats of documents available on website www.indane.co.in

Rates of approved security deposit, tariff & service charges available at our website www.indane.co.in

Customer Relations

A Toll Free telephone number 1800 2333 555 is available to customers between 8 AM and 8 PM for any queries, suggestions or complaints related to their LPG connection.

Customer Service Cells are available at the Area Offices during office hours on all working days. Customers are welcome to call on telephone or personally visit the Cell for assistance/grievance redressal. Details of the Cell are available with the distributor and also at our www.iocl.com and www.indane.co.in

Customers can also meet the Sales Officer during their periodic visits on pre-determined days to LPG distributorship for resolution of their queries /complaints.

Emergency Service

Distributors render prompt assistance in case of gas leakage and other complaints. The telephone numbers are mentioned on the refill cash memos, displayed at the distributor's showroom and also available on the Oil Companies websites. **The Services rendered by the distributor for attending to leakage complaints are free of charge.**

Expectations from the Customer

Users need to follow safe operating practices while using LPG. These are given below:

Simple rules of usage

- Cylinder must be always kept in vertical position, away from any source of heat and in a ventilated place.
- The hot plate should always be placed on a platform (made of non-flammable material) above the cylinder level.
- Always remember to switch off the pressure regulator when the stove is not in use, especially at night. Never tamper with or try to repair the cylinder or allied equipment yourself.
- Make sure all parts of the installation are in good condition. If anything seems wrong with any part, call for the distributor's trained mechanic.
- It is safer to wear cotton clothing while working in the kitchen. Use of dupatta, sari or cloth to handle utensils could be a fire hazard.
- Wearing a fire retardant apron while cooking is a safe practice.
- Children must be kept away from the installation while cooking.
- Use only ISI marked HOT PLATES.
- Never leave the hotplate unattended while in use as the burner flame could get extinguished due to overflow of cooking material or even gust of wind. This would lead leakage of Gas from the burner. The accumulated gas could get ignited by the second/other burner in operation or any other source of ignition, resulting in fire.
- Fry Pan / Pressure Cooker should be placed in a manner so that their handle is away from the flame.
- Plastic items must be kept away from the gas stove.
- Rubber tube is the weakest link in a LPG connection. It must be regularly checked and changed immediately in case any visible cracks / damage are noticed. Use of "SURAKSHA" LPG hose sold by LPG distributor is recommended for it's enhanced safety features and longer life. Rubber Tube, if used, must be ISI approved.
- As a rule, the rubber tube must be replaced every two years and 'Suraksha' LPG hose every five years.
- The safety cap must always be put on the valve of the unused cylinders, whether full or empty.

At the time Refill Delivery

At the time of taking refill delivery, customer must satisfy himself with the condition of the cylinder seal and weight. Once having acknowledged receipt of cylinder with seal intact, correct weight & in good condition, there shall be no scope for dispute with regard to the same. The deliveryman will break open the seal in presence of the customer and check that the cylinder is sound and fit for use. Customers must get the cylinder connected to the regulator (DPR) and have the installation checked for proper functioning, even for the additional cylinder. **LPG Distributor's deliveryman carries a weighing scale. Please get your cylinder weighed every time before receipt**

Inspection of the LPG Installation

Customers must insist on a mandatory inspection of their LPG installation once in 2 years, by the trained mechanic. This service is available on payment of the requisite charges approved by the Oil Company. This will help in safe up keep of the domestic LPG installation.

In case of Leakage

In the rare event **of Leakage or in case there is smell of gas:**

- Turn the pressure regulator (DPR) knob to the '**OFF**' position.
- Put out all fires in the kitchen / vicinity (including agarbatti and pooja lamp etc).
- **Do Not** light matchstick/lighter. **Do Not** switch '**On**' or switch '**Off**' any electrical switches (including main switch). Remember that electrical switches and dry cell torches generate spark while switching on or off.
- Open all doors and windows for ventilation
- Get in touch with the distributor / the Emergency Service Cell after office hours and on Sundays and holidays.

In the event of accident

All registered LPG consumers are covered under an insurance policy taken by the PSU Oil Companies.

In case of the unfortunate event of an accident, the customer must immediately inform the distributor in writing. The distributor then informs the concerned Oil Company and the Insurance Company about the same. The distributor will offer assistance to the customer in completing the formalities of insurance claims arising out of the accident.

In addition to the above, all LPG distributors also have Third Party Liability Insurance to cover losses in the event of an LPG accident.

Customer Obligations

- Customers must abide by the terms and conditions under which the LPG connection has been released to them. These are printed on the reverse of Subscription Voucher and contained in the undertaking submitted at the time of release of the connection.
- Customer must adopt safe practices while using LPG.
- Customers must not accept LPG cylinders from source/persons other than the LPG distributor with whom they are registered.

- Customers are not permitted to exchange with others or loan to others, the cylinders / DPR given to them as this creates possibility for a spurious cylinder / DPR finding its way into the system. Spurious cylinders/DPRs do not conform to the stringent quality standards and are a potential safety hazard.
- Customers should follow conservation tips while using LPG to save fuel. Conservation tips are available on the www.indane.co.in
- The use of LPG is regulated by LP Gas (Regulation of Supply & Distribution) Order of the Govt. of India. As per this order:

LPG connection is issued only in the name of any adult member of the household by a Government Oil company under the public distribution system. "Household" means a family consisting of husband, wife, unmarried children and dependent parents living together in a dwelling unit having common kitchen.

An existing customer of domestic LPG connection of a Government Oil Company, who desires to avail PNG connection, is obliged to either surrender the domestic LPG connection or convert it to domestic non-subsidized category within sixty days from the date of obtaining PNG connection.

- Customers holding more than one LPG connection in a household kitchen, whether of the same oil company or of different oil companies, can retain only one connection. The additional connection/s if any must be surrendered to the distributor and refund of the deposit amount obtained.
- As & when customers availing Piped Natural Gas (PNG) connection or LPG connection through 'Reticulated' system in their household, the existing domestic LPG connection must be surrendered with the distributor. The distributor will issue 'TV' for 'Safe Custody' and refund of deposit amount.. Details of the same is given in the www.indane.co.in PNG customers can however retain the LPG connection but use only domestic non-subsidized LPG cylinders for the same

Chapter – 3

PETROL PUMPS (RETAIL OUTLETS)

The most common point of contact of customers with Oil Industry is the Petrol Pump. In Oil Industry parlance, Petrol Pumps are referred to as Retail Outlets (ROs).

As per the existing Government policy, Petrol Pumps can be set up by Public Sector Oil Companies as well as Private Sector oil Companies dealing in storage and distribution of petroleum products as per guidelines. Presently the Oil Companies engaged in retail business of automotive fuels are IOC, HPC, BPC, NRL, MRPL, ONGC, RIL, Essar and SHELL.

1. Products Marketed at Retail Outlets

1.1 **Motor Spirit** Petrol in technical language is called Motor Spirit. It is mainly used in passenger vehicles such as Two/Three Wheelers and cars. At present, two types of petrol are being marketed across the country, i.e. Normal Petrol and Branded Petrol.

- ✓ **Normal Petrol:** Normally used as a fuel for spark ignition internal combustion engines such as Passenger Cars, Two Wheelers, Three Wheelers, etc.
- ✓ **Branded petrol:** This is preferred by new generation vehicles. It is slightly costlier than normal petrol. It has additives for optimizing performance of vehicles. It is sold by IOCL with the brand name "**Xtra Premium**". **Xtra Premium** provides benefits like cleaning and prevention of carbon deposits, smooth drivability and reduced smoke/ emissions.

1.2 **High Speed Diesel (HSD)** Two types of Diesel are being marketed across the country, i.e. **Normal diesel** and **Branded diesel**

- ✓ **Normal diesel** These are used in heavy commercial vehicles, buses, tractors, motor cars, pump sets and in various other diesel engine driven applications.
- ✓ **Branded Diesel** - *This is preferred by new generation vehicles and is sold by IOCL with the brand Name "Xtra Mile". It is added with the multi functional additive which enhances the performance of new generation vehicles and ensures peak engine performance.*

1.3 **Lubricants** This is a vital product for the life of an engine. A lubricant is a viscous product used in the engine for its smooth functioning. Different grades of lubricants are needed for the engine, gear box and other machine parts. The RO dealer will guide you regarding the exact recommended grade of lubricant for your vehicle. The IOCL is regularly developing new products to cater to the different needs of the customers.

1.4 **Compressed Natural Gas (CNG)**

CNG is an environment-friendly fuel and available in major towns where it has been introduced depending on availability of Grid and Gas.

- ✓ CNG is available at select retail outlets of the Company in some cities. There are also stand-alone ROs for CNG in select cities.
- ✓ CNG can be used in vehicles which are fitted with a special kit meant for the purpose. The vehicle needs no mechanical change for its use.
- ✓ Its availability is being gradually increased in more cities / ROs.

1.5 **Auto LPG**

Auto LPG is supplied to the consumers at select ROs in various cities across the country on the basis of economic consideration and demand. There are also stand-alone ROs for Auto LPG.

2. **Facilities provided at Retail Outlets** A Retail Outlet is not just a place for taking fuel. It offers you a range of services which can be classified as –
- ✓ **Mandatory Facilities:** These are facilities which every Petrol Pump must provide. These include free air, water, suggestion/complaint book, display of working hours, and display of name & telephone number of oil company personnel to be contacted by the customer in case of complaint. First aid box, toilet and safety equipment as per statutory requirements such as fire extinguishers and sand buckets etc. are also made available at petrol pumps.
 - ✓ **Other Facilities:** For the convenience of customers these additional facilities may be provided by dealers in the vicinity of the Retail Outlets. These include water-coolers, convenience stores, snack bars, dhabas & rest-rooms, bathing & washing space for truckers, telephone – PCO/STD, ATM, servicing/repair shop, tyre shops, loyalty cards programme by Oil Companies, etc.
3. **Quality** The term "quality" implies that the product you are buying must meet the prescribed specifications and be free from any contamination or adulteration. The customers can ensure quality by carrying out specific checks for different products as listed below;

Filter Paper Test (for Petrol)

- ✓ Clean the mouth of the dispensing nozzle to remove stains.
- ✓ Put a drop of petrol on the filter paper from the nozzle.
- ✓ It should evaporate in about 2 minutes without leaving a stain on the filter paper. (If the area of the filter paper where the drop of MS was put remains pinkish, it is the colour of the MS and not any stain). If a stain is left on the filter paper, there is a possibility of adulteration.
- ✓ Customer should immediately lodge a complaint if Filter paper is not available at Retail outlet for testing of Petrol. It is the duty of the Dealer to provide the filter paper on demand by the customer.

Density Check (for Petrol and Diesel, including branded fuels)

- ✓ A 500 ml jar, calibrated hydrometer & thermometer and ASTM (American Society for Testing of Materials) conversion charts are required to carry out density test. A hydrometer is a very simple instrument for measuring density of any liquid, which would be different for petrol and diesel.
- ✓ Fill about 3/4th of the jar with the product taken through the nozzle of the Dispensing unit.
- ✓ Dip the thermometer and the hydrometer in the jar and record the temperature and density.
- ✓ The actual density observed is then converted into density at 15 degree centigrade with the help of the conversion chart. This converted density is then compared with reference density taken from the register maintained at the Retail Outlet.

Checks for lubricants

- ✓ Please check the seal of container, date of manufacture and name of manufacturer. For the convenience of 2/3 wheeler drivers, Retail Outlets generally provide self-mixing (petrol-oil mix) dispensers, 2T dispensers and they also keep tamper proof 2T/4T pouches.

4. **Quantity** To ensure that you get the right quantity of product, all the Retail Outlets are mandatory required to keep a calibrated 5 litre measure which is required to be stamped by Weights and Measures Department every year. Please ask for the measure to check quantity whenever you have doubt about the quantity delivered. The permissible variations due to any unforeseen malfunctioning of the dispensing unit are ± 25 ml in 5 litres which is to be rectified immediately.

5. **Correct Price: Always** check the selling price of products which the dealer is required to display prominently at the outlet. Please ensure that you take a cash memo for every purchase.
6. **Other useful tips for customers:** Check meter reading for "zero" before start of delivery and final reading after delivery.
7. **Malpractices / Unauthorised Activities** In case you encounter any of the following possible malpractices, please contact the Company's officer mentioned in the display at the Retail Outlet.
 - i. **Adulteration:** Possibility of adulteration, by mixing cheaper homogenous products in petrol or diesel, is there. Adulterated product will definitely affect the performance of your vehicle. In case of doubt, you should carry out the filter paper / density check as explained above.
 - ii. **Short Delivery:** Although all dispensing units (Machines delivering petrol/diesel) are annually calibrated and sealed by Weights & Measure Department and also periodically checked by the Company, the possibility of tampering with machines or their malfunctioning is not ruled out. As mentioned earlier, you have the right to check the quantity delivered with a duly calibrated and stamped 5-litre measure available at petrol pumps.
 - iii. **Overcharging:** The dealer is not allowed to overcharge for the product sold. Please always check the price charged by the dealer with the displayed price. Please ensure that you take a cash memo for every purchase.
8. **Safety – Our utmost concern:**
 - ✓ Petroleum products are highly inflammable and are therefore dangerous if not handled properly. Their handling is strictly governed by Petroleum & Explosives Safety Organisation (PESO) rules. A Petrol pump is a licensed premise and all activities carried out there are subject to strict PESO Rules.
 - ✓ For the safety of all concerned, the following precautions must be observed:
 - Switch off the engine before taking delivery of fuel (to avoid fire caused by spillage of fuel)
 - Please DO NOT smoke within the Petrol Pump premises
 - Never light a match stick within Petrol Pump premises
 - SWITCH OFF the Mobile within petrol pump premises
9. **Selection of Regular dealer / Rural RO:**

Salient features for selection procedure are available on our website / Newspapers advertisements www.iocl.com under 'Interface'.

Chapter – 2

AUTO LPG

In India, LPG has been officially recognized as an auto fuel in 2002 after amendment of all relevant Acts/Rules by the Central and State governments. Use of LPG as automotive fuel is an age-old practice in various countries.

1. Advantages of Auto LPG:

- ✓ **ALPG is most economical fuel for petrol vehicles. At current prices, there is a saving of about 40% when compared to petrol.**
- ✓ ALPG meets BIS standard IS: 14861 which have Octane Number of 88 (minimum).
- ✓ ALPG fitment in vehicles is safe.
- ✓ Less pollution, Smooth running and easy drivability.
- ✓ Availability in major cities and towns.
- ✓

2. Availability of Auto LPG:

- ✓ ALPG is available at various retail outlets of IOCL, along with other PSU Oil Companies as well as Private Marketers. The details of Auto LPG Dispensing Stations (ALDS) are available on our website.
- ✓ The details of operating ALDS including that of Private Marketers can also be accessed from the website www.iac.org.in.

3. Operation of Auto LPG Dispensing Stations (ALDS):

- ✓ ALDS installation is governed by the guidelines of Petroleum & Explosives Safety Organisation (PESO).
- ✓ Auto LPG is a freely priced product with no government controls / subsidy. An individual company can fix the price of ALPG based on its own commercial considerations.
- ✓ Auto LPG is delivered on volumetric basis.
- ✓ The quality of Auto LPG is governed by IS: 14861.
- ✓ Auto LPG Dispensers are periodically calibrated using a master calibration kit.
- ✓ In case of any grievance regarding quality and quantity of Auto LPG delivered, the customer can make a complaint to the sales officer of the company whose contact details are displayed at the ALDS.

4. Why should we not use detachable LPG cylinders in vehicles?

- ✓ As per CMVR 115 C, only fixed Auto LPG tank with its safety gadgets, approved by PESO, are allowed in motor vehicles.
- ✓ Use of cylinders other than approved ALPG fixed tank is highly unsafe and prohibited under law.
- ✓ Auto LPG tank shall neither be replaced by domestic/commercial/ industrial LPG cylinder nor cylinders containing any other gases.

5. General instructions for motorists

- ✓ LPG being highly inflammable, any hot work (welding/gas cutting/brazing etc.) on the body or other parts of LPG driven vehicle should only be done by trained staff at authorized work shop.
- ✓ Repair of LPG tank is not permitted under any circumstances. However, repair/maintenance of Auto LPG system and its components should be carried out at authorized workshops. Ideally, repairs should be done by the same Retrofitter who has originally fitted ALPG system to the vehicle.
- ✓ Auto LPG tank and the piping system should be checked regularly for any leakage. The Auto LPG Cylinder has to be tested periodically in line with statutory requirements.
- ✓ In case of leakage in the LPG system, cut off LPG supply and park the car in open area, away from ignition sources. Move all the people to a safe distance from the vehicle, opposite to the wind direction and seek assistance of nearest authorized installer/workshop.
- ✓ Do not use domestic or any other detachable LPG cylinder as auto fuel as it is punishable under Law and is also highly unsafe.
- ✓ Auto LPG re-fuelling to the vehicle tank should be done only at the authorized ALDS, through the dispensing nozzle. Do not fill domestic LPG or any other gas in a LPG tank.
- ✓ Domestic LPG does not meet Octane requirement of Auto LPG and it may fail Engine in long run.
- ✓ After refuelling LPG, please ensure that the dust plug is inserted back on the filler valve.
- ✓ It is recommended to run the vehicle 5-7 Kms in petrol mode after every 100-150 Kms. run in LPG mode, to keep the petrol system in good condition.
- ✓ For carburettor engine, it is a good practice to put the selector switch in neutral position for a while before switching over to LPG. Switching over directly from petrol mode to LPG may lead to engine stalling or backfire due to mixing of both fuels.
- ✓ Never tamper with any of the components in the LPG system.
- ✓ Any other safety recommendation by vehicle/kit manufacturer should be followed.

6. Auto LPG conversion kit, its components and functions

- **LPG conversion kit:** ALPG conversion kit is a complete system assembly for converting a vehicle to run on LPG on bi-fuel mode. It has mainly three parts:
 - ✓ ALPG tank with its accessories fixed in the boot of the car. For 3 – wheeler vehicles, the auto LPG tank is installed under the driver's seat.
 - ✓ LPG delivery system through Vaporiser – Regulator and Venturi Mixer.
 - ✓ LPG control mechanism – Closed loop system (ECU, stepper motor/Injector (s), Emulator & Oxygen sensor etc) or open loop system (manual power screw without any feed back mechanism).
- **Auto LPG Tank (ALT) and accessories:**
 - ✓ Auto LPG tank is a metallic cylinder or a container of suitable capacity for filling LPG to be used as fuel for Spark Ignition (S.I.) motor vehicles. The tank should be approved by Chief Controller of Explosives under Gas Cylinders Rules 1981 and meet the requirements as per IS: 14899 (as amended from time to time).
 - ✓ Unlike normal LPG cylinder, each auto LPG tank is fitted with Multi-Function Valve for protection of the vehicle system and safety of the passenger and surroundings. It is an assembly for mounting on auto LPG tank for filling and withdrawal of LPG along with safety devices including:

I Automatic fill limiter	V Pressure Relief Valve
II Service valve	VI Fusible Plug
III Excess Flow Check Valve	VII Content Gauge
IV Non-Return Valve on fill connector	

- Multi Function Valve Assembly shall conform to latest Indian Standard (amended from time to time) and approved by Chief Controller of Explosives, PESO).

1. Approval of Transport Authority

After installing Auto LPG kit in your vehicle, it is mandatory for you to get its registration book endorsed by the local RTO.

Chapter - 4 KEROSENE

Kerosene is a middle distillate product and is primarily used in India for cooking and illumination purposes. Due to socio-political considerations, Kerosene has been classified as a common man's fuel and keeping this in view, the price of Kerosene sold through Public Distribution System (PDS) is subsidized. In Oil Industry parlance it is called SKO (Superior Kerosene Oil).

1. PDS Kerosene Allocation

To ensure its equitable distribution, allocation of PDS Kerosene to the States / Union Territories is decided by the Ministry of Petroleum & Natural Gas (MOP&NG).

2. Distribution of PDS Kerosene

- After the quarterly quota for each State is decided by MOP&NG, the company-wise allocation is communicated to the State Level Coordinator (SLC) by the Petroleum Planning & Analysis Cell (PPAC), for release by Oil Companies.
- The Food & Civil Supplies Authorities of each State & UT decide on the allocation to the various districts. The Food and Civil Supplies Authorities role in the distribution of Kerosene in the States include:
 - ❖ District-wise allocation
 - ❖ Retailer-wise allocation
 - ❖ Decide on quota per ration card/rationing unit
 - ❖ Ensure smooth and proper distribution of Kerosene within the state.
- In the distribution of Kerosene, IOCL is responsible for making the product available at their storage points to be uplifted by the whole seller / dealer under the direction of Food and Civil Supplies Authorities. The dealers, after uplifting the product, deliver it to the retailers in accordance with the quantity allocated to them by the Food and Civil Supplies Authorities based on ration card attachment.
- The entire distribution of Kerosene within the States / UTs is monitored and controlled by the Food and Civil Supplies Authorities of the respective States / UTs.

3. Role of Retailers (Ration Shops/Fair Price Shops)

Kerosene being an essential item under the PDS, the retailers (ration shops) is required to maintain adequate stock of the same for distribution to the ration card holders.

4. Kerosene Prices

Under the Kerosene Control Order and also under the Essential Commodities Act, the PDS Kerosene must be sold at the declared price and the consumers are not to pay price over and above the declared price. In case it is found that the retailer or any other person is selling PDS Kerosene at a rate higher than the declared price, it would amount to violation of Kerosene (Fixation of Ceiling price) Order 1966 and action can be initiated against the erring person under the above order.

Chapter - 5

COMPRESSED NATURAL GAS (CNG)

1. **Specifications of CNG Constituent** - The Broad range of the various Normal Gas compositions of C1, C2 and C3 is 82.43 to 99.10, 7.27 to 0.90 and 3.47 to 0.000 respectively. The average C.V (Kcal/SCM) is 8950 to 8150.
2. **Advantages of CNG:**
 - I. **Safety:** Lighter than air hence, in case of leakage no dangerous accumulation of gas as it disperses in the air. It is unlikely to ignite due to 1) High ignition temperature and 2) Narrow range of ignition. It has lowest injury and death rate per vehicle mile. CNG cylinders structurally most sound and have passed the severest of tests.
 - II. **Environmental Protection:** The burning of CNG do not leaves behind any impurities. Sulphur (S), lead (Pb), and Aromatic Polycyclic Hydrocarbons. It leaves Very low levels of polluting gaseous emissions without smell and dust. In comparison to other fossil fuels, CNG prevents the reactive processes which lead to the formation of Ozone (O₃) in the troposphere.
 - III. **Economical:** It is cheaper than conventional fossil fuels. Its pay back period is short.
 - IV. **Technical:** CNG is very high antiknock index (more than 120 ON) allows greater performance compared to petrol. It does not require refining plant or any additive dosing and can be used immediately after it is produced. It has no evaporation leaks and spills as that of other fuels, both during re-fuelling and feeding of the car. Its combustion produces a very low quantity of carbon deposits (permits a longer life of lubricant oil).
3. **CNG for Automobiles :**
 - ❑ IOCL along with other Oil PSUs had taken initiatives to introduce Compressed Natural Gas (CNG) as clean burning fuel to curb the vehicular emission.
 - ❑ All types of vehicles can be run on CNG by installing CNG kit. Kit is an assembly of many components required to run existing vehicle on CNG. There are few basic components, which are common in all type of kits, irrespective of the vehicles such as CNG storage cylinder, high pressure tube, pressure regulator, pressure gauge, change over switch, high pressure tube fittings, refuelling receptacle and air fuel mixer.
 - ❑ Major components of CNG kit for carburettor fitted petrol vehicle are Pressure Regulator; Petrol Solenoid Valve with manual override switch (Stops petrol flow when operating on CNG); On-Off valve and refuelling connector (Opens or stops gas flow to the regulator and includes a refuelling device); Control Module / Change-over Switch (Electronic control component with fuel selection switch); CNG level indicator (LED Indicator); Gas Air Mixer; CNG cylinder with valve, vapour bag & bracket; Petrol hose; Low-pressure gas hose; Ignition advance processor; High pressure gas tube; Wire harness; NRV in petrol return line; Pressure gauge.
4. **Safety:**
 - ❑ Safe Refilling instructions followed for all CNG Vehicles at CNG Station.
 - ❑ Safety symbols & cautionary instructions displayed all around.
 - ❑ Safety films screened at CNG Stations frequently to educate consumers.
 - ❑ Safety leaflets / Stickers developed for awareness on specific occasions.
 - ❑ Free Compliance Plate given to all public transport fleet running on CNG through transport department.
 - ❑ Safety clinics conducted for customers.
 - ❑ Safety leaflets / Stickers developed and distributed.
 - ❑ 24 hr. Toll free assistance. (Tel no. 1800 11 2535)

Citizens' Charter

5. Precautions to be taken during servicing and repairing of CNG vehicles:

- Always refer to the supplier's kit manual for the trouble-shooting guide and do not do it yourself.
- In case of vehicles undergoing repairs involving welding, or heat application to any part (within 1.5 m) of the cylinder, the cylinder should be emptied first.
- Do not install a LPG, Propane or any other cylinder in place of a CNG cylinder. It is illegal and unsafe.
- For emergency handling of any CNG leak, users must be aware of the location and operation of cylinder valve, master shut-off valve and burst disc in the CNG system. Study the system and ask your mechanic to identify these parts for you.
- Workshop doing the kit fitment should be able to demonstrate these operations to your satisfaction. It is advisable to operate the vehicle occasionally on petrol to ensure that the petrol system remains in good working conditions.

Other Precautions:

- In case of leakage in fuel system, vehicles shall not be parked within 5 m of any source of ignition or fire.
- In case of vehicles undergoing repairs involving welding, or heat application to any part (within 1.5 m) of the cylinder, the cylinder should be emptied first.
- The CNG kit installed in the vehicle should be insured along with vehicle accessories. The motorist should notify the insurance company to provide insurance on the CNG system, for which additional premium may be charged by the insurance company.
- Motorists should take the insurance cover for the additional CNG kit system.
- Installation of CNG in the vehicle is required to be endorsed in the Vehicle Registration Certificate.

6. For more information log on to any of the following websites of companies selling CNG/PNG:

www.mahanagargas.com
www.igonline.com
www.sabarmatigas.com
www.agjonline.net/Aavantiika
www.bglgas.com
www.tngcl.com
www.ggjonline.net

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 2017

The preparation of consolidated financial statements of Indian Oil Corporation Limited for the year ended 31st March 2017 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 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 25th May 2017.

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 31st March 2017. We conducted a supplementary audit of the financial statements of companies mentioned in Annexure-A, but did not conduct supplementary audit of the 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 the respective laws, for appointment of their Statutory Auditors nor 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 significant 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 the
Comptroller and Auditor General of India

Place: New Delhi
Date: 30.06.2017

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



IndianOil

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 2017

The preparation of financial statements of Indian Oil Corporation Limited for the year ended 31st March 2017 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 25th May 2017.

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 31st March 2017. 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 auditor's 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: 30.06.2017



(b) Does the Company publish a BR or a Sustainability Report? What is the hyperlink for viewing this report? How frequently it is published?

IndianOil publishes Corporate Sustainability Report annually. The Sustainability Report for the FY 2015-16 can be accessed at the following link: https://www.iocl.com/download/IOC_Sustainability_Report_15-16.pdf

The Business Responsibility Report is being published as a part of the Annual Report since 2012-13. The BR Report for the FY 2015-16 can be accessed from Annual Report 2015-16 at the following link: <https://www.iocl.com/AboutUs/AnnualReports/AnnualReport201516.pdf> [page nos. 81-95].

SECTION E: PRINCIPLE WISE REPLY

Principle 1: Businesses should conduct and govern themselves with ethics, transparency and accountability.

Good Corporate Governance practices ensure ethical and efficient conduct of the affairs of the Company and also help in maximizing value for all its stakeholders. IndianOil follows practices of Corporate Governance at all levels to ensure transparency, integrity and accountability in its functioning, which are vital to achieve its Vision of being the "Energy of India" and a "Globally Admired Company".

A well-defined policy framework and strong structural set-up are keys to effective implementation of corporate governance initiatives. IndianOil's policies have been formulated after detailed deliberations amongst the concerned stakeholders. The policies are reviewed from time to time to cater to the emerging and new business paradigms. The policies are regularly communicated to all relevant internal and external stakeholders.

IndianOil Management constantly endeavours to inculcate ethical behaviour at all levels in the organization in order to make it an essential part of the work culture. "Care, Innovation, Passion and Trust" are its "Core Values", which are the guiding philosophies for all its transactions and activities. At the apex level, Audit Committee of the Board has been constituted, which is empowered to examine and deal with all issues relating to ethics in the Corporation.

Empowerment and Delegation of Authority are essential components of the principle of governance. When decision making powers are vested at the most appropriate levels in the organizational hierarchy, it leads to a sense of responsibility, creativity and innovation throughout the organization. IndianOil has a well structured and evolved system of "Delegation of Authority" (DoA) [which provides clarity regarding financial approval powers delegated at various levels for ease of decision making] and "Financial Concurrence" (FC) [which ensures accountability and financial control], which are hallmarks of a "mature and responsible" Organization.

In furtherance of the Corporate mission of "Vision with Values", in July 2008, IndianOil adopted and implemented Integrity Pact (IP) Program, as recommended by Central Vigilance Commission (CVC), to enhance transparency, fairness and competitiveness in tendering process through the mechanism of the Independent External Monitors (IEMs).

IndianOil has taken up various measures to ensure transparency and accountability in its working at all levels, viz. e-tendering for procurement of goods and services (<https://iocletenders.gov.in/nicgep/app>), providing details relating to RTI (Right to Information) contact details of PIO, RTI Manual, etc. at IndianOil website (<https://iocl.com/Talktous/right-to-information.aspx>), citizen charter (<https://iocl.com/Talktous/CitizensCharter.aspx>) and online application to Vigilance Department (<https://iocl.com/VigilanceInquiry.aspx>)

Compliance to various Corporate Governance principles is informed to general public through various reports published in Company's Annual Report viz. Corporate Governance Report, Secretarial Audit Report, Management's Discussion Analysis (MDA), etc.

IndianOil has a structured grievance redressal mechanism in place to address all stakeholders' grievances. For employees, the Company has CDA rules (Conduct, Discipline and Appeal) and Whistle Blower Policy. For external stakeholders, a well laid down grievance redressal system is in place with adequate provisions to escalate the matters up the hierarchy, up to the Board.

Principle 1: Questions

1. Does the policy relating to ethics, bribery and corruption cover only the Company? Yes/No. Does it extend to the Group/Joint Ventures/ Suppliers/ Contractors/NGOs/Others.

IndianOil's Group Companies/ Joint Venture Companies are separate legal entities having their own policies and procedures. Therefore, these companies are not covered by IndianOil's Policy on ethics, bribery and corruption.

Grievance Redressal Mechanism

Chapter – 6

COMPLAINT / PUBLIC GRIEVANCES REDRESSAL MECHANISM

A customer who wishes to register feedback, suggestions or complaint about any product or service may lodge the same by any one of the following method:

1. **Availability of complainant / suggestion book at Indane Distributor and Petrol Pumps:-** As per the MDG Provisions it is Mandatory for the RO dealers and LPG distributors to maintain a suggestion / complaint book and make the same readily available to the customer on demand. A message indicating availability of this book is also prominently displayed at the retail outlet and Gas Agencies. During inspections, the field officer goes through the complaints book, for which a specific provision has been made in the inspection report. The complaints are attended to by contacting the complainant, wherever necessary, by the officer or action is taken based on complaint/ input given by the customer.
2. **Display of contact No and Address at Retail Outlets / Indane Distributorships:** - The Field Officer's / Dealer's / Distributorship's Telephone contact Numbers, Postal and email address are displayed at all the retail outlets / LPG Distributorships, for the customer to contact the Company Officials or writing to them.
3. **Toll Free Number Call Centre -** In order to have a convenient, easy and effective way to enable the customer to register their grievance / suggestion and follow them up, a common Toll Free Number **1800 2333 555** is in place which can be accessed from anywhere in the country. The number is operational from 08.00 AM to 8.00 PM on all days except national holidays.
4. **Web based complaints:** Customers can also register their complaints / feedback through IOC Corporate website i.e. www.iocl.com. Once a complaint is registered on the website it automatically goes to the concerned Officer for further action; an e-mail/SMS is sent to the customer on his/her registered e-mail Id / cellular phone number. A reply is sent to the customer by the concerned Office, after examination / redressal. There is provision in the system to enable customer to view the status of the complaint on the web site.
5. **Timelines for grievance redressal:** IOC endeavors to respond to complaints received through Toll-Free number/Web Portal within fourteen days from the date of registration except in circumstances beyond control of the Corporation viz. Natural calamities, strikes, system breakdowns or in cases warranting investigation etc. which may take longer to conclude. In such case, an interim reply would be sent.
6. **Grievance Cell and Personal Hearing:** Customers can also register their complaints by post /mail to Divisional Managers, Area Managers or 16 the State offices, who are the Nodal officer for the respective offices / States. The Divisional/Area Managers & the State office in-charges also give personal hearing to customers / public even without prior appointment on specified time and days which are prominently displayed on the notice boards in the respective offices and also publicised through advertised published in leading newspapers from time to time. The details of the Divisional / Area Managers / State Offices are available on our corporate website <http://www.iocl.com>.