



Integrated Institutional Business Portal

User manual for Institutional Customers

URL address for Integrated Institutional Business Portal is <https://spandan.indianoil.co.in/BCBP/>

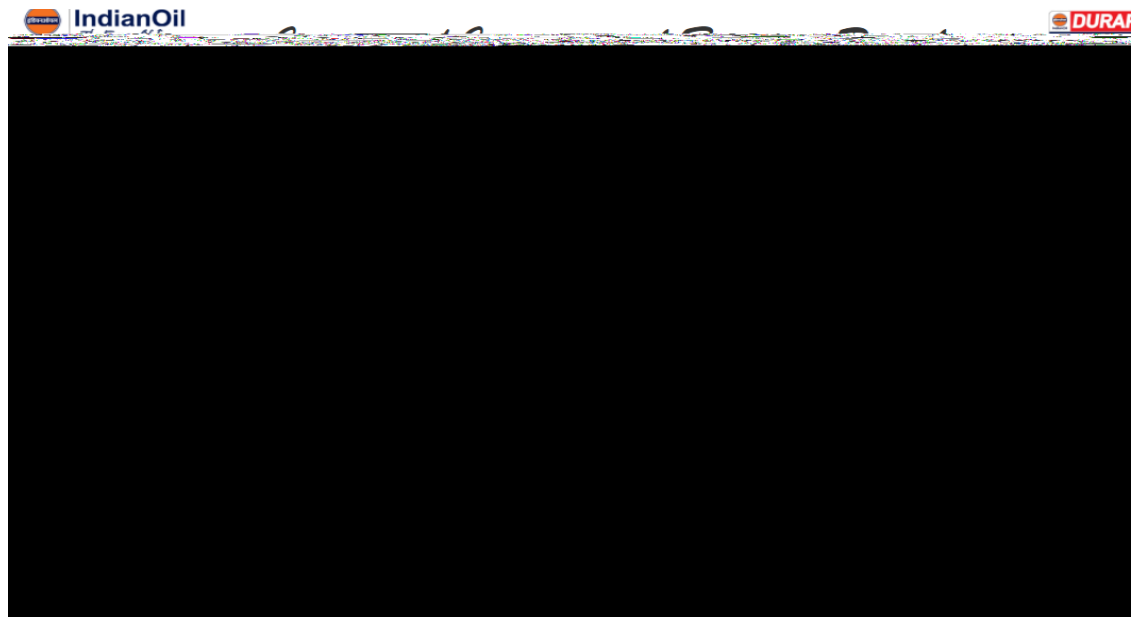
And Home Page will be as shown below

The screenshot shows the homepage of the Integrated Institutional Business Portal. At the top, there is a header with the IndianOil logo on the left, the title "Integrated Institutional Business Portal" in the center, and the DURAPAVE logo on the right. Below the title, a blue bar contains the text "(for Bulk Industrial Fuels and Special Product Consumers other than LPG and Lubee) V2.0.0.4 Build Dt 12-Dec-17". A navigation menu includes "Home", "Contact Us", "Products", "Marine Products", and "Login". On the right side, it displays "No Of Hits : 141262". The main content area features a large banner with a portrait of Mahatma Gandhi and a quote: "A customer is the most important visitor on our premises. He is not dependent on us. We are dependent on him. He is not an interruption in our work. He is the purpose of it. He is not an outsider in our business. He is part of it. We are not doing him a favor by serving him. He is doing us a favor by giving us an opportunity to do so." Below the quote is the attribution "— Mahatma Gandhi" and the IndianOil Core Values: "Care . Innovation . Passion . Trust". Underneath the banner is a "Thought Of The Day" section with a quote by Somerset Maugham: "When you choose your friends, don't be short-changed by choosing personality over character." and its Hindi translation: "जब आप अपने मित्रों का चयन करते हैं तो चरित्र के स्थान पर व्यक्तित्व को न चुनें।". At the bottom, there is a "Latest Updates" section.

1. Functionalities available without registration

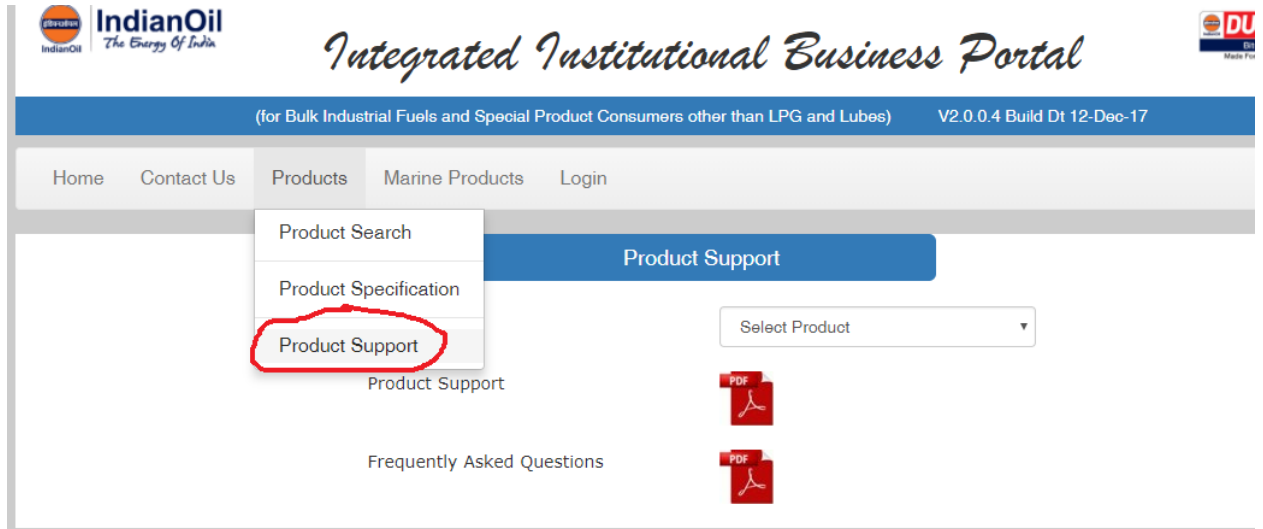
a. Contact Us

User can contact IOC officer using Contact Us option and by giving state and district details as shown below.



d. Product Support

User can view support and frequently asked questions data of different products using Product Support option under Products tab.



e. Marine Products

Marine products can be used to using the option Marine Products.

2. Registration and Login

a. Login

Login can be done using Customer ID / Mobile / Email as login code and password.



If multiple customers are mapped to same Email/mobile then after login they will be redirected to a page where they can merge all customer codes to a single ship to code as shown below.

Home Contact Us Products Marine Products Login

Registration Details

Customer code 108284 **Name** DIAMOND CEMENT

Email Anil.Pandey@Heidelbergcement.in **Mobile** 9165510962

Merge below customer codes with yours

Mobile **Email**

Following customers are mapped to your Email/Mobile

Show entries Search:

Customer Code	Name	Email	Mobile
225866	DIAMOND CEMENT IMLAI	Anil.Pandey@Heidelbergcement.in	9165510962
525783	DIAMOND CEMENTS	Anil.Pandey@Heidelbergcement.in	9165510962

Showing 1 to 2 of 2 entries Previous **1** Next

b. Forgot Password


Password can be reset by giving mobile / email id and new password will be send to respective email and mobile.

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(for Bulk Industrial Fuels and Special Product Consumers other than LPG and Lubes) V2.0.0.4 Build Dt 12-Dec-17

Home Contact Us Products Marine Products Login

Forgot Password



FORGOT PASSWORD ?

Mobile/Email ID

Image Text

c. Registration


Users can register by giving their Name, Company Name, Designation, Contact No, Email ID, State, District, Customer Group (either Institutional Business or Marine or both), Customer Code (SAP Code – not mandatory) and password.

After giving above details and submitting it user can view all his details and an option to enter OTP which will be sent to given mobile no.

After confirmation of correct OTP number user registration is successful and he can able to see IOC officer details belonging to his location.

[Products](#) [Marine Products](#) [Login](#)

[Register](#)

Name	<input type="text" value="Your Name"/>
Company Name	<input type="text" value="Company Name"/>
Designation	<input type="text" value="Your Designation"/>
Contact No	<input type="text" value="Your Contact No"/>
Email ID	<input type="text" value="Enter Email ID"/>
State	<input type="text" value="Select State"/>
District	<input type="text" value="Select District"/>
Customer Group	<input type="text" value="Select Customer Group"/>
Are you an Existing Customer?	<input checked="" type="radio"/> YES <input type="radio"/> NO
Password	<input type="text" value="Enter Password"/>
Confirm Password	<input type="text" value="Confirm Your Password"/>
	<input type="text" value="Image Text"/>



Integrated Institutional Business Portal

(for Bulk Industrial Fuels and Special Product Consumers other than LPG and Lubes) V2.0.0.4 Build Dt 1

[Home](#) [Contact Us](#) [Products](#) [Marine Products](#) [Login](#)

Register

Registration Details

Name	Jyothsna	Email ID	test@gmail.com
Company Name	IOCL	State	Andhra Pradesh
Designation	ISO	District	GUNTUR
Contact No	1234567890	Customer Code	123456

Please confirm OTP number :

OTP

Enter OTP

Confirm

Didn't get OTP? Resend

Register

Registration Details

Name	Jyothsna	Email ID	test@gmail.com
Company Name	IOCL	State	Andhra Pradesh
Designation	ISO	District	GUNTUR
Contact No	1234567890	Customer Code	123456

Registration Successful

Contact Details

Employee Name	Designation	Mail ID	Phone (Office)	Phone (Mobile)
[REDACTED]	[REDACTED] Area			[REDACTED]

3. Functionalities Available after Login

a. Prospective Customer

If user is not mapped to any ship to party, sold to party, payer and bill to party then he is a prospective customer (Mappings will be done by respective IOC Officer)

Functionalities for Prospective Customer:

- i. **Product Search**
- ii. **Product Specification**
- iii. **Product Support**
- iv. **Contact Us**
- v. **Feedback**

Using this option he can give feedback about the portal.

Contact Us **Feedback** Req / Query Docs

Feedback

We will be happy to hear your feedback!!!

Feedback

(Max Characters Allowed : 150)

I have read,understood and agreed [Terms & Conditions](#)

Post **Reset**

[Disclaimer](#)

vi. Requirement/Query

Using Post Requirement/Query option he can post any requirement or query and in return he will get reply from IOC officer and he can keep a track of all requirements / queries posted by him using Track Requirement/Query option.

Feedback **Req / Query** Docs

Requirement / Query

Post Your Requirement / Query

Description (Max Characters Allowed : 150)

Post **Reset**

Track Your Requirement / Query

Select From Date and To Date :

From

To

Post **Reset**

vii. View general Details

viii. Change Password

Profile ▾

- General Details
- Change Password
- Log Out