

Tiding over Challenges, **Always.**



BUSINESS RESPONSIBILITY REPORT

SECTION-A: GENERAL INFORMATION ABOUT THE COMPANY

- Corporate Identity Number (CIN):** L23201MH1959GOI011388
- Name of the Company:** Indian Oil Corporation Limited
- Registered Address:** Indian Oil Corporation Limited, IndianOil Bhavan, G-9, Ali Yavar Jung Marg, Bandra (East), Mumbai-400051
- Website:** <https://iocl.com/>
- Email Id:** investors@indianoil.in
- Financial Year Reported:** 2020-21
- Sector(s) that the Company is engaged in (industrial activity code-wise):** The Company is engaged in refining and marketing petroleum products. It is also engaged in Exploration & Production, Petrochemicals, Natural Gas and Alternative Energy. The Industrial Group, as assigned by National Industrial Classification 2008, Ministry of Statistics and Programme Implementation, are as under:

Industrial Group	Description
061	Extraction of crude petroleum
062	Extraction of natural gas
192	Manufacture of refined petroleum products
201	Manufacture of basic chemicals, fertilisers and nitrogen compounds, plastic and synthetic rubber in primary forms
473	Retail sale of automotive fuel in specialised stores
493	Transport via pipelines

- List three key products/services that the Company manufactures/provides (as in balance sheet):**

Petroleum products (petrol, diesel, LPG, lubricants etc.), Petrochemicals & Natural Gas

- Total number of locations where business activity is undertaken by the Company:**

- Number of international locations (as of 31.03.2021):**

The Company undertakes overseas business activities through its offices in Myanmar, Bangladesh & Nepal, and its subsidiaries in Mauritius, Sri Lanka, the UAE, Sweden, the USA, the Netherlands, and Singapore.

In addition, the Company is engaged in exploration & production (E&P) of crude oil and natural gas at 11 locations spread across nine countries, viz. USA, Venezuela, Canada, Russia, the UAE, Oman, Libya, Gabon, and Nigeria.

- Number of national locations (as of 31.3.2021):**

The Company undertakes its domestic business activities in Refining, Marketing, Petrochemicals, E&P etc., across the length & breadth of the country. The details of the infrastructure facilities are given below:

Locations	Numbers
Operating Refineries	9
Oil Depots & Terminals	118
Aviation Fuelling Stations	121
LPG Bottling Plants	95
Lube Blending Plants	10
R&D Centre	1
Pipeline Terminals	99
Retail Outlets (including Kisan Seva Kendra ROs)	32,062
Kisan Seva Kendra (rural petrol/ diesel outlets)	9,915

Locations	Numbers
CNG Stations	1,059
Auto LPG Dispensing Stations	347
LPG Distributors (including distributorships under Rajiv Gandhi Gramin LPG Vitarak Yojana)	12,726
SKO/LDO Dealers	3,871
Consumer Pumps	6,885
Explosives Plant	11
Cryogenics Plant	1
Petrochemical Complexes*	3
Wind Power Plants	6
Solar Power Plants: On-grid	6
E&P location	2
LNG Terminal**	1

* The petrochemical units have been merged into three petrochemical complexes, i.e. at Panipat, Paradip and Gujarat

** Ennore LNG Terminal being operated through IndianOil LNG Pvt. Ltd., a JVC of IndianOil

10. **Markets served by the Company – Local / State / National / International:** Local, State, National and International

SECTION-B: FINANCIAL DETAILS OF THE COMPANY

- Paid-up capital (in ₹ Crore):** 9,414.16 as on 31.3.2021
- Total turnover (in ₹ Crore):** 5,10,846.90 for the year 2020-21
- Total profit after taxes (in ₹ Crore):** 21,836.04 for the year 2020-21
- Total spending on Corporate Social Responsibility (CSR) as a percentage of profit after tax:** ₹ 460.37 crore during 2020-21 (2.11% of current years' PAT)
- List of activities in which expenditure in 4 above has been incurred:** In line with the Board approved Sustainability & CSR Policy, CSR projects are undertaken in various thrust areas, viz. drinking water, healthcare, sanitation, education, environment protection, empowerment of women and other marginalised groups, etc.

The details of the activities are annexed to the Directors' Report.

SECTION-C: OTHER DETAILS

- Does the Company have any Subsidiary Company / Companies:**

The Company has one Indian operating subsidiary and seven overseas subsidiaries. The details of the subsidiary companies are given in the table below:

Name of Subsidiary	Indian / Overseas	Business
Chennai Petroleum Corporation Limited (CPCL)	Indian Subsidiary	Refining of crude oil and manufacture of petroleum & petrochemical products
IndianOil (Mauritius) Limited, Mauritius	Overseas Subsidiary	Terminalling & retailing of petroleum products, Aviation refuelling and Bunkering
Lanka IOC PLC Colombo, Sri Lanka	Overseas Subsidiary	Retailing, terminalling & bunkering of petroleum products
IOC Middle East FZE Dubai, UAE	Overseas Subsidiary	Lube blending and marketing of lubricants & base oil
IOC Sweden AB, Sweden	Overseas Subsidiary	Investment company for E&P project in Venezuela & Battery Technology Company in Israel
IOCL (USA) Inc., USA	Overseas Subsidiary	Participation in shale gas asset project
IndOil Global BV, Netherlands	Overseas Subsidiary	Investment company for integrated LNG project in Canada & UAE
IOCL Singapore Pte. Ltd., Singapore	Overseas Subsidiary	Trading operation for procurement of Crude Oil, Import / Export of petroleum products and Investment Company for E&P Assets and Alternative Energy Technology Company

2. Do the Subsidiary Company/ Companies participate in the BR initiatives of the parent company? If yes, then indicate the number of such subsidiary company(s)

The Company's operating Indian subsidiary, CPCL, is a listed Mini-Ratna Company, which undertakes its own Business Responsibility (BR) initiatives and adheres to the guidelines as issued by the statutory authorities/Government from time to time.

The overseas subsidiary companies undertake various community engagement/ development activities, have transparent governance structures etc., independently as per the applicable laws of the local/native country.

3. Do any other entity/entities (e.g. suppliers, distributors etc.), that the Company does business with, participate in the BR initiatives of the Company? If yes, then indicate the percentage of such entity/entities? [Less than 30%, 30-60%, more than 60%]:

The Company's suppliers, distributors etc., are guided by the country's labour, environment, safety, governance and other laws for conducting their business responsibly. IndianOil ensures that these entities comply with the national laws and guidelines. Further, the Company also encourages suppliers, distributors etc., to undertake various BR initiatives about social/employee/ labour welfare and environmental conservation.

In the supply network, IndianOil has various policies and guidelines to improve safety, customer satisfaction, efficiency and performance. The Company has well laid out guidelines for suppliers/distributors. Various awareness exercises are undertaken to benefit the supply network and align their activities to the Company's goals. Various BR activities are jointly undertaken with the supply network to increase convergence and impact of such measures. For example, in November 2020, IndianOil undertook a massive TreeCheers campaign with front-end support from its retail outlets and back-end support from its locations. Under the campaign, 2.26 lakh saplings were planted during the festive period in November against fuelling of new vehicles from IndianOil petrol pumps. There was a smooth transition of the activity from customers to retail outlets to IndianOil to plantation at ground-level, ensuring success of the green effort.

SECTION-D: BR INFORMATION

1. Details of Director responsible for BR:

a) Details of the Director responsible for the implementation of the BR policy/policies:

Director Name: Mr G. K. Satish

DIN: 06932170

Designation: Director (Planning & Business Development)

b) Details of the BR Head:

DIN Number (if applicable): NA

Name: Mr Harish Kumar Manchanda

Designation: Executive Director (Alternate Energy & Sustainable Development)

Telephone number: 011-71725257

e-mail id: manchandahk@indianoil.in

2. Principle-wise (as per NVGs) BR Policy / policies (Reply in Y/N):

Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
Do you have policy/ policies for Principle #	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Has the policy been formulated in consultation with the relevant stakeholders?	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Does the policy conform to any national/ international standards? If yes, specify? (50 words)	IndianOil has framed various policies that conform to different applicable statutes/guidelines/rules/policies etc., issued by the Government of India from time to time. Industry practices, national/ international standards are kept in view while formulating the policies.								

Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
Has the policy been approved by the Board? If yes, has it been signed by MD / owner / CEO / appropriate Board Director?	The policies are approved by the Board / Competent Authorities as per the approved Delegation of Authority.								
Does the Company have a specified committee of the Board / Director / Official to oversee the implementation of the policy?	Yes. The details are provided under the respective principles.								
Indicate the link for the policy to be viewed online?	The details of the links are given below#.								
Has the policy been formally communicated to all relevant internal and external stakeholders?	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Does the Company have an in-house structure to implement the policy/ policies?	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Does the Company have a grievance redressal mechanism related to the policy/ policies to address stakeholders' grievances related to the policy/ policies?	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Has the Company carried out an independent audit/ evaluation of the working of this policy by an internal or external agency?	The policies are not audited/ evaluated by external agencies. However, the policies are formulated within the ambit of various statutory guidelines and business requirements, which are amended from time to time.								

Policies/rules of the Company along with their web links are given below:

Policy / Rule	Link for accessing the policy
Code of Conduct for Directors and Senior Management Personnel	
Code of Practices and Procedure for Fair Disclosure under IndianOil's Insider Trading Code	
Whistle-Blower Policy	
Sustainability & Corporate Social Responsibility Policy	https://iocl.com/policies
Policy on Related Party Transactions	
Policy on Material Subsidiary	
Policy for Determination of Material / Price Sensitive Information and Disclosure Obligations	
Dividend Distribution Policy	
Policy for Preservation of Documents	
Citizens' Charter	https://iocl.com/citizen-charter

2a. If the answer to S. No. 2 against any principle is 'No', please explain why: (Tick up to 2 options)

Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
The Company has not understood the Principles									
The Company is not at a stage where it finds itself in a position to formulate and implement the policies on specified principles									
The Company does not have financial or manpower resources available for the task									
It is planned to be done within the next six months									
It is planned to be done within the next year									
Any other reason (please specify)									

Not Applicable

3. Governance related to BR

- a. Indicate the frequency with which the Board of Directors, Committee of the Board or the CEO assess the BR performance of the Company: Within three months, 3-6 months, Annually, More than one year

The principles of BR are integral to the day-to-day operations of the Company, and the Company's BR performance is reviewed by the Board / Committees of the Board as and when required.

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

The Company publishes a Sustainability Report as well as the Business Responsibility Report annually. The Sustainability Report can be accessed at the following link: <https://iocl.com/sustainability>. The BRR forms a part of the Integrated Annual Report.

SECTION-E: PRINCIPLE-WISE REPLY

PRINCIPLE-1: BUSINESSES SHOULD CONDUCT AND GOVERN THEMSELVES WITH ETHICS, TRANSPARENCY AND ACCOUNTABILITY.

IndianOil adheres to good governance practices across its business activities. The Company believes in promoting transparency, integrity, and accountability, which improves work efficiency and creates a work environment based on trust and helps in maximising value for all stakeholders.

This process ensures compliance with the various state, national and international laws that regulate its policies and deliverance of duties. Further, stakeholder consultations and other environmental factors also have a key bearing on IndianOil's policies. The policies are reviewed from time to time to remain relevant and cater to the new and emerging business paradigms.

IndianOil constantly promotes ethical behaviour at all levels in the organisation to make it an essential part of the work culture. 'Care, Innovation, Passion and Trust' are the Company's 'Core Values', which are the guiding philosophies for all its transactions and activities.

Employee empowerment and Delegation of Authority (DoA) provide a structured platform to implement and improve governance practices. IndianOil has a well-structured and evolved system of Delegation of Authority and Financial Concurrence, which are the hallmarks of a 'mature and responsible' organisation.

To enhance transparency, fairness and competitiveness at all working levels, IndianOil has adopted and implemented several measures like the Vigil Mechanism / Whistle-Blower Policy, Integrity Pact (IP) Programme, Right to Information (RTI), e-tendering for procurement of goods & services, publicly available Citizens' Charter and also facilitates online application to the Company's Vigilance Department (<https://iocl.com/vigilance>). Independent bodies like the Central Vigilance Commission and Independent External Monitors are empowered to scrutinise the Company's tenders and project-related complaints. The Company has developed a 'Conduct, Discipline and Appeal' (CDA) Rules for officers and 'Standing Order' for Workmen to guide/ regulate the employees' conduct and ensure transparency and accountability within the organisation. IndianOil has also put in place an appropriate grievance redressal mechanism to address all stakeholders' grievances.

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?

Yes, the policy related to ethics, bribery and corruption covers the Company. It extends to the other stakeholders to the extent of their direct engagement with the Company. Further, IndianOil's Group Companies, being separate legal entities, have their own policies and procedures.

2. How many stakeholder complaints have been received in the past financial year, and what percentage was satisfactorily resolved by the management? If so, provide details thereof, in about 50 words or so.

Stakeholder	No of complaints received	No of complaints resolved	% Resolved	Remarks		
Related to services, tenders	8,812	8,812	100%	Complaints received directly as well as through Public Grievance Portal, Government of India.		
				Div.	Complaints received	Complaints resolved
				MD	8,414	8,414
				PLD	156	156
				RD	233	233
			R&D	9	9	
Shareholder's Complaints	6,853	6,853	100%	These are investor complaints forwarded by MCA / SEBI / Stock Exchanges and those directly raised with the Company.		
Summary of Customer / Consumer complaints received and resolved during 2020-21						
Related to consumers / customers	13,86,909	13,86,892	99.99%	Dept.	Complaints received	Complaints resolved
				Retail Sales	25,530	25,513
				LPG	13.61 lakhs	13.61 lakh
				Lubes	14	14
				Institutional Business	0	0
				Petrochemicals	100	100
				Cryogenics	130	130
				Explosives	0	0
				HR	135	135
Related to Integrity Pact (IP)	33	31	94%	Two complaints of 2020-21 were taken up for deliberation with the IEMs in the month of May 2021. The complaints received under IP were tabled before the panel of IEMs for joint deliberation and recommendation. Compliance with IEM recommendations was carried out by the Functional Groups / Departments concerned and apprised to IEMs subsequently.		

PRINCIPLE-2: BUSINESSES SHOULD PROVIDE GOODS AND SERVICES THAT ARE SAFE AND CONTRIBUTE TO SUSTAINABILITY THROUGHOUT THEIR LIFECYCLE

IndianOil believes that as a responsible organisation, its products and services should conform to the highest level of safety and sustainability standards. IndianOil has grown from being an oil major to an integrated oil & gas company to an energy major.

With the growing thrust on emission reduction and emission transition, IndianOil has actively pursued diversification into natural gas, green fuels and renewable energy. Besides developing new processes and products, it plans to upgrade/improve the current product and processes by bringing in a higher level of operational efficiency, safety, durability, indigenisation and environmental protection.

The Company's Research & Development (R&D) Centre inter-alia focuses on the sunrise and alternative energy research domains like 2G/3G bio-fuels, energy storage devices with India-centric technologies, hydrogen and hydrogen-based fuel cells coupled with pursuits of developing scalable carbon capture and utilisation technologies. Besides these, the centre has emerged as a global technology provider for cutting edge refinery processes and catalysts. These are critical manifestations of IndianOil's evolutionary spirit.

Some of the significant contributions made towards product improvements during 2020-21 include a pan-India supply of cleaner vehicular fuels as per BS-VI standards, sale of high octane petrol (XP100), advances in ethanol / bio-diesel blending in automotive fuels, offering environment-friendly value-added products like specialised lubricants, supplying LPG to rural and remote areas; undertaking various renewable energy projects; promoting natural gas as an automotive, industrial & cooking fuel in the country.

The Company is also investing significantly in facilities up-gradation, automation and streamlining of the supply chain to deliver products efficiently and with the least environmental impact.

To optimise fuel transportation, to ensure utmost safety and reduce losses, the Company ensures timely maintenance and adopts various new-age security measures and engages with nearby communities. Health camps and safety drills are organised for employees, contractors, tank truck drivers and nearby communities to ensure safe and efficient operations. Product information, its use and safety-related data are also provided to customers.

Pipelines are the most energy-efficient and environment-friendly mode of transport for liquids and the only viable mode for gases. Pipelines are laid underground, and hence they help in decongesting the road and rail network. Thus the Company focuses on increasing fuel transportation through its ever-expanding pipeline network. IndianOil has a pipeline network of over 15,000 km.

IndianOil is also making significant strides in creating an ecosystem to derive wealth from waste, including setting up a plant to produce ethanol from agri-waste and Compressed Bio-Gas (CBG) from organic waste. The retailing of CBG has already begun. Similar efforts are being envisaged to produce biodiesel from used cooking oil and to recycle used plastic. These interventions have the power to reduce the burgeoning issue of waste while deriving value from them. Automation and optimisation models are used to improve fuel transport, storage and processing efficiency. For retail and distribution networks, various automation, training and efficiency measures have been initiated. Another significant step has been the supply of 0.5% sulphur content bunker fuels used in ships.

Principle-2: Questions

1. List up to three of your products or services whose design has incorporated social or environmental concerns, risks and/or opportunities.

As an integrated energy major and a leading national oil company, IndianOil has the responsibility of providing fuel and products that address the social and environmental concerns of the country. IndianOil balances its product portfolio to match the customers' requirements for quality, efficiency and lower environmental impact while maintaining their wide-scale availability and affordability. Some of the products or services designed keeping the social/environmental concerns in view are listed below:

- i. LPG supply
- ii. Greener fuels / lubricants
- iii. Renewable energy

2. For each such product, provide the following details in respect of resource use (energy, water, raw material etc.) per unit of product (optional)

- Reduction during sourcing/production/ distribution achieved since the previous year throughout the value chain?
- Reduction during usage by consumers (energy, water) has been achieved since the previous year?

i. LPG in rural areas

During 2020-21, despite the Covid-19 pandemic, IndianOil achieved the highest ever LPG sale of 12.96 MMT with a YoY growth of 5.1%.

Under the *Pradhan Mantri Garib Kalyan Yojana (PMGKY)*, IndianOil transferred an advance amount of ₹ 4,541.05 crore to 3.55 crore *Pradhan Mantri Ujjwala Yojna (PMUY)* beneficiaries. Till date, the beneficiaries have consumed 668.51 lakh refills. This initiative has greatly aided in switching PMUY customers from conventional fuels to LPG. The per capita consumption of IndianOil's PMUY beneficiaries has increased to 4.35 refills/annum during 2020-21 from 2.96 refills/annum during 2019-20.

The use of LPG in rural India helps arrest deforestation and eliminate indoor pollution from the use of firewood, cow-dung, etc., as cooking fuel, whose smoke impacts the health of women and children.

ii. Greener fuels / lubricants

IndianOil commenced pan-India supply of BS-VI grade automotive fuels much before the scheduled date of 1.4.2020.

These superior quality fuels offer an 80% reduction in tailpipe SOx emissions compared to the previously available BS-IV standard fuels. Further, nitrogen oxide emissions from BS-VI-compliant diesel and petrol engines would be lower by 70% and 25%, respectively.

To meet the BS-VI regulations, IndianOil has also commenced the sale of high-performance lubricants. To improve fuel economy and lower CO₂ emissions, IndianOil has collaborated with the state roadways and introduced Green Combo lubricants of engine oil, transmission oil and axle oil for their bus fleet. The combination of lubricants, i.e. Servo Pride FE 10W-30, Servo Synchro SS 75W-80 and Servo Gear Axle SS 80W-110, can provide fuel savings in the range of 3-5% in the fleet. The same is under the performance-monitoring stage.

With regard to ethanol blending in petrol, IndianOil achieved a blending percentage of 5.95% in FY 2020-21. Efforts are to increase ethanol blending to 20% by 2023, thereby reducing auto emissions further.

iii. Renewable Energy

● **Solar / Wind Energy**

IndianOil has installed solar and wind power plants across India with a cumulative capacity of 232.95 MW, which generated 329.45 GWh of energy during 2020-21. This is estimated to reduce greenhouse gas (GHG) emissions by 2.6 lakh Metric Tonnes of Carbon Dioxide equivalent ('00,000 MTCO₂e).

● **Compressed Biogas (CBG)**

IndianOil is spearheading the Government of India's 'SATAT' (Sustainable Alternative Towards Affordable Transportation) scheme to sell CBG as automotive fuel. The Company has awarded 1,102 Letter of Intents for production of 2.7 MTPA of CBG.

IndianOil was the first oil & gas company to market CBG through Retail Outlets in India. The sale of CBG was initiated in September 2019. IndianOil is at present selling CBG through 18 retail outlets and to an industrial consumer.

The fuel has multiple benefits, including emission reduction, waste recycling, reduction in burning of crop residue, improving farmers' income, and providing organic fertilizer.

3. **Does the Company have procedures in place for sustainable sourcing (including transportation)?**

● **If yes, what percentage of your inputs was sourced sustainably? Also, provide details thereof in about 50 words or so.**

Crude oil is the single major input for the Company. To meet the energy demand of the country, the Company currently imports close to 85% of its crude oil requirements, with the balance of 15% procured from indigenous sources.

To de-risk crude availability and dependency on a single source, IndianOil has a well-diversified basket of 201 crude oil grades from across the globe. Over 90% of the imported crude oil is transported using Very Large Crude Carriers (VLCCs) / Suez Max vessels, which are the most efficient modes of ocean transportation. For inland transport of crude oil and finished products, the Company's cross-country pipelines network is being expanded continuously in preference to road and rail transport.

The Company undertakes various measures to improve operational efficiency and distillate yield to improve sustainable use of precious crude. Further, the Company is diversifying into natural gas and producing / sourcing bio-energy to reduce crude imports. The production of bioenergy from wastes is also being undertaken from a sustainability point of view.

4. **Has the Company taken any steps to procure goods and services from local & small producers, including communities surrounding their place of work? If yes, what steps have been taken to improve the capacity and capability of local and small vendors?**

IndianOil has taken steps to implement the Public Procurement Policy of the Government of India for procurement from Micro & Small Enterprises (MSE) and procurement of many items through the Government e-Marketing (GeM) portal. Against a target of 25%, the Company procured 28.36% of materials (excluding procurement of crude oil, petroleum products, natural gas) and services through MSE vendors in 2020-21.

Besides this, the Company has been undertaking various interventions to encourage small vendors and enhance local procurement. Some of the significant interventions are as under:

- IndianOil's R&D Centre has initiated efforts towards substitution of imported items with indigenously manufactured items.

- Start-up Scheme by IndianOil to promote indigenous businesses
 - The percentage of procurement made from indigenous suppliers has increased from 93% to 94% in the last year. This excludes procurement of crude, petroleum products & natural gas.
 - Development of the Lakshya Bharat web portal is being done by oil PSUs. This web portal will cover the opportunities in the oil & gas sector for Indian and foreign manufacturers interested in setting up a manufacturing base in India.
 - A five-year procurement plan of IndianOil has been made available on the corporate website for vendors to plan their capacities
 - Regular *Atmanirbhar Bharat* vendor meets are being conducted to develop more indigenous capacities
 - 76 vendor-engagement programmes were organised during the year, by various units of IndianOil across the country, out of which 21 programmes were held exclusively for SC/ST and women entrepreneurs. The programmes are held in association with MSME DIs, National SC-ST Hub, GeM Officials and TReDs (Trade Receivables Discounting Systems) partners.
 - 15% relaxation in financial and technical criteria is provided to the MSEs participating in the tenders for non-critical items.
5. **Does the Company have a mechanism to recycle products and waste? If yes, what is the percentage of recycling of products and waste (separately as <5%, 5-10%, >10%). Also, provide details thereof, in about 50 words or so.**

IndianOil makes continuous efforts to reuse/recycle the waste generated, across its operations, wherever possible. The waste that is not recycled in operations is disposed of as per the Central / State Pollution Control Board (CPCB / SPCB) norms. The waste management strategy adopted for various streams is given below:

Sl. No.	Waste Stream	Type of waste	Recycling category	Waste Management Strategy
1	Oil sludge / slop	Hazardous	>10%	Oil sludge from tank bottoms and Effluent Treatment Plant (ETP) basins are processed in sludge processing unit for oil recovery. The oil thus recovered is routed to slop oil, which is further processed to produce products like Gas Oil. The residual sludge generated from the process is further bio-remediated with the help of 'Oilivorous-S' technology developed by IndianOil's R&D centre. 100% of slop oil is recycled.
2	Wastewater	Hazardous	>10%	Wastewater generated from refineries is treated in ETPs. The treated water is reused as make-up water in cooling tower, in fire water headers, for horticulture etc. During 2020-21, 88% of the operational wastewater was recycled in refineries & petrochemical units.
3	Spent Catalyst	Hazardous	>10%	Spent catalyst-bearing recoverable metal is sold to authorised recyclers for recovery. Spent catalyst from FCCU-bearing alumina and other catalysts are sent for co-processing in SPCB authorised cement plants and manufacturers of refractories, ceramics etc. Non-recycled spent catalysts are given to authorised Treatment, Storage and Disposal Facilities (TSDF) or stored in authorised common hazardous waste disposal sites maintained by the Company/ authorised secured landfill sites as per prevalent norms.
4	E-Waste	Hazardous	>10%	E-waste is sold to authorised recyclers or taken back by equipment suppliers under buyback arrangements.
5	Recyclables (Metal, Plastic, Rubber, Paper)	Non-Hazardous	>10%	Recycled through authorised agencies

Sl. No.	Waste Stream	Type of waste	Recycling category	Waste Management Strategy
6.	Kitchen / Organic Waste	Non-Hazardous	>10%	IndianOil has installed 120+ organic waste converters/ composters/ biogas plants across its locations to process kitchen / horticultural waste.
7.	Biomedical Waste	Hazardous	>10%	Bio-medical Waste (BMW) Generation, Treatment & Disposal is guided as per the BMW (Management & Handling) Rules. BMW generated is collected and primarily stored at a designated place in the hospital for 48 hrs and then handed over to an outsourced agency approved by SPCB for treatment and disposal.

PRINCIPLE-3: BUSINESSES SHOULD PROMOTE THE WELL-BEING OF ALL EMPLOYEES

Recognising the primacy of the people in the Organization, who are at the core of all the activities, the Company gives due attention and importance to various Human Resource (HR) policies and has aligned them to its businesses. With well-defined and easy to interpret Human Resource Policies, the endeavour is to create a congenial work environment where the employees have the tools and the freedom to deliver their commitments and take great pride in their work. The Company has a wide range of HR policies covering all categories of employees and addressing all aspects of employee motivation, rewards and recognition, professional skill and knowledge up-gradation, employees' health and general well-being, women empowerment, effective communication, recreation, fitness, separation/superannuation, and post-retirement welfare measures.

During the difficult Covid-19 pandemic times, people-focus has gained even more importance for the IndianOil Management. Several measures for boosting the morale of employees have been undertaken. The HR policies were revisited to handle situations arising out of the pandemic, keeping employee safety and well-being as the key focus. Shift rota, work allocation and monitoring mechanisms were modified to meet the requirements. Employee welfare schemes were made more flexible and were supported by technology for ease of access.

In addition to the above measures, engagement and psychological health of the employees was a significant concern. The Company undertook several initiatives to keep the employees and their family members engaged during these trying times. In addition, every active and retired employee of the Company was contacted to enquire about their well-being. The underlying message being - the Company cares.

Principle-3: Questions

1. Please indicate the total number of employees:

The total number of employees of the Company as of 31.3.2021 was 31,648

2. Please indicate the total number of employees hired on a temporary/ contractual/ casual basis.

- As of 31.3.2021, 255 persons were engaged as Consultants/ Liaison officers/ doctors on contract, etc.
- Eight persons were working as casual labourers/ temporary workers.
- In IndianOil, contract workers are engaged by the contractors under the provisions of the Contract Labour (Regulation & Abolition) Act, 1970. The number of contract labourers working in different locations/units of IndianOil under various contractors as of 31.3.2021 were 80,083. As the principal employer, IndianOil ensures that all statutory requirements are duly complied with.

3. Please indicate the number of permanent women employees.

2,775 permanent women employees are in employment as of 31.3.2021.

4. Please indicate the number of permanent employees with disabilities.

As of 31.3.2021, the Company has 707 total permanent employees with disabilities on its rolls.

5. Do you have an employee association that is recognised by the management?

Yes. IndianOil has 25 recognised Unions representing non-executive employees of the organisation and one Officers' Association representing the executives.

6. What percentage of your permanent employees are members of this recognised employee association?

About 95% of the employees (non-executives and executives) are members of the recognised Unions and Officers' Association.

7. Please indicate the number of complaints relating to child labour, forced labour, involuntary labour, sexual harassment in the last financial year and pending, as of the end of the financial year.

Sr. No.	Category	No of complaints filed during 2020-21	No. of complaints pending at the end of the financial year
1	Child labour/ forced labour / involuntary labour	Nil	Nil
2	Sexual harassment	4	2
3	Discriminatory employment	Nil	Nil

8. What percentage of your under-mentioned employees, were given safety & skill up-gradation training in the last year?

Sr. No.	Category	% of employees given safety & skill up-gradation training during 2020-21
1	Permanent Male Employees	72.90%
2	Permanent Women Employees	79.53%
3	Permanent Employees with Disability	57.85%
4	Casual / Temporary / Contractual Employees / Contract Labour	82.17%

PRINCIPLE 4: BUSINESSES SHOULD RESPECT THE INTERESTS OF AND BE RESPONSIVE TOWARDS ALL STAKEHOLDERS, ESPECIALLY THOSE WHO ARE DISADVANTAGED, VULNERABLE AND MARGINALISED

IndianOil values all its stakeholders and continuously engage with them through various fora throughout the year. These aim to understand stakeholders' opinions and build trust and long-term relationships through structured collaborations and communications across earmarked channels. Grievance / Complaint Registers are maintained at Division / Region / Unit levels for registering grievances, and efforts are made to address/ redress the representations/ grievances received promptly.

The CSR projects of IndianOil are primarily undertaken for improving the quality of life of communities located near the installations/establishments, which includes marginalised or under-privileged section of the society viz. SCs, STs, PHs, OBCs, etc. However, with a pan-India presence, depending on the requirement of various spectrums of stakeholders, IndianOil undertakes CSR activities in any part of the country.

True to the vision and policy of the Company, the CSR projects of IndianOil are undertaken in various thrust areas viz. drinking water, healthcare, sanitation, education, skill development, rural development, environment protection, empowerment of women and other marginalised groups etc., with focus on the welfare of the economically and socially deprived sections of the society. Further, efforts are always made to engage communities and all stakeholders throughout the life cycle of the project for equitable growth.

To improve the economic condition of the disadvantaged, vulnerable and marginalised external stakeholders, various initiatives such as allotment of dealerships/ distributorships, award of specific contracts, etc., are also undertaken.

A committee has been formed at the Board-level to assess and monitor stakeholder concerns and the Company's responsiveness to grievances.

Principle-4: Questions

1. Has the Company mapped its internal and external stakeholders? Yes/No.

Yes, the Company has mapped its internal and external stakeholders

2. Out of the above, has the Company identified the disadvantaged, vulnerable & marginalised stakeholders?

Yes, the internal stakeholders are identified in terms of SC/ST/OBCs and reported on as part of the Directors' Report. The company also identifies and provides specific facilities for women employees and employees with disabilities. The Company carries out need assessment surveys to identify the disadvantaged, vulnerable and marginalised external stakeholders for its community welfare projects. Need assessment comprises a detailed report, including identifying beneficiaries with details viz. the number of expected beneficiaries, category of the beneficiaries (SC, ST, OBC, etc.), etc. The need is assessed either by the Company's official or any third party assigned by the Company in consultation with (or based on the request from) the concerned local authorities/stakeholders viz. Gram Panchayat, District Administration, etc.

3. Are there any special initiatives taken by the company to engage with the disadvantaged, vulnerable and marginalised stakeholders. If so, provide details thereof, in about 50 words or so?

Promoting employees/ partners belonging to disadvantaged, vulnerable and marginalised sections of the society

- IndianOil complies with the Presidential directives and guidelines issued by the Government of India regarding reservation in services for SC / ST / OBC / PwBD (Persons with Benchmark Disabilities) / Ex-servicemen / Economically Weaker Section (EWS) to promote inclusive growth.
- In awarding retail outlet dealerships, participation of weaker sections of the society including women, is given due importance. The guidelines for selecting dealers for retail outlets provide 22.5% reservation for SC/ST candidates and 27% reservation for OBC candidates. For individual applicants, the spouse of the applicant is made a partner with a 50% share, unless the spouse is already gainfully employed and/ or does not wish to be a partner.
- Similar reservations are also provided to vulnerable and marginalised stakeholders in the selection of LPG distributorships. The reservation for persons belonging to SC / ST category is 22.5% and for the OBC category is 27%. Within all categories, a reservation of 33% is available for women candidates. This approach has helped encourage women entrepreneurs to become IndianOil's business partners, making them independent and enabling them to contribute positively to society.

Promoting the development of disadvantaged, vulnerable and marginalised sections through community interventions

Some of the significant community projects undertaken in this regard are as under:

- Assam Oil School of Nursing (AOSN)
- IndianOil Vidushi
- Renovation & up-gradation of Anganwadi Centres, Jharkhand
- Aids & Assistive Devices to Divyangjans

The details of the above initiatives and other major initiatives are provided in the CSR Report annexed to the Directors' Report.

PRINCIPLE 5: BUSINESSES SHOULD RESPECT AND PROMOTE HUMAN RIGHTS

The Company is a fair employer and believes in diversity and inclusiveness that respects and promotes human rights, the commitment of which has been laid out in its Equal Opportunity Policy. This policy aims at elucidating the Company's commitment towards providing equal employment opportunities without any discrimination on the grounds of disability, gender, caste, religion, race, state, background, colour etc. and maintaining a work environment that is free from harassment based on the above considerations. Further, the Company does not discriminate in extending various welfare facilities.

All the vendors and suppliers must also submit a written declaration stating that they have not engaged in any child labour at their facilities. Deployment of child labour by any vendor / supplier / distributor / contractor is prohibited. No forms of forced or compulsory labour are supported by IndianOil. The Company's installations are monitored and reviewed periodically to ensure human rights compliance. A robust redressal mechanism, accessible to all employees, has been structured to ensure grievance handling. Abiding by the provisions of the Minimum Wages Act 1971, the minimum wages paid to the employees and contractors are revised periodically. The salary paid to employees of all categories fulfils all norms prescribed by the Government of India.

The Company has a zero-tolerance policy towards sexual harassment at the workplace, which has been implemented across all locations and installations. All reported cases of sexual harassment are inquired into by an Internal Committee. If proved, disciplinary action is taken under the Conduct, Discipline and Appeal Rules (CDA Rules) against the delinquent employee. The details of the initiatives taken to prevent sexual harassment and the summary of pending cases are provided in the Directors' Report.

During the year 2020-21, no incident of human rights violations, no incident involving rights of the indigenous people and discriminated practices or significant disputes involving local communities and indigenous people was reported. Further, no instances of forced, compulsory or bonded labour were reported during the year. No violation of the Child Labour (Prohibition and Regulation) Amendment Act, 2016 has been reported. The minimum age limit of 18 years of permanent and contract labourers was maintained.

The Company also upholds collective bargaining as an essential pillar of its Industrial Relations philosophy. Collective bargaining allows the management and the unions to collaborate and arrive at solutions for both employees and the organisation. The Company's belief in one recognised union in one location has allowed collective bargaining to be conducted cordially. Open and transparent communication and a participative management approach have ensured peaceful industrial relations in the Company.

for several years. This allows the workforce to perform in a stress-free environment wherein business is conducted with due respect to employees.

Principle-5: Questions

1. Does the policy of the Company on human rights cover only the Company or extend to the Group/Joint Ventures/ Suppliers/Contractors/NGOs/Others?

The Company's policy on human rights covers the Group / Joint Ventures / Suppliers / Contractors / NGOs / Others to the extent of their direct dealing with IndianOil. Further, these stakeholders, being separate entities, are encouraged to have their own policies and procedures in this regard.

2. How many stakeholder complaints have been received in the past financial year, and what per cent was satisfactorily resolved by the management?

Please refer to the response to Question No.-2 under Principle-1.

PRINCIPLE 6: BUSINESS SHOULD RESPECT, PROTECT, AND MAKE EFFORTS TO RESTORE THE ENVIRONMENT

In keeping with the Corporate Vision of caring for the environment and the community, IndianOil is fully committed to green operations, sustainable development and the production of environment-friendly products.

For undertaking initiatives to protect and restore the environment, the Company is guided by its Sustainability & CSR Policy and Health, Safety & Environment Policy. These initiatives commence with monitoring and assessing the Company's carbon/ water/ waste footprint, other harmful emissions and effluent profile. Specific external audits are conducted to arrive at measures to reduce energy consumption, water consumption and waste generation.

As a part of this commitment, all refineries of IndianOil have comprehensive safety, health & environment management systems certified to ISO-14001/18001 standards. The facilities are periodically audited and upgraded from time to time. Continuous efforts are made to further improve the performance by introducing new state-of-the-art technologies.

To minimise the impact of the Company's operations and product offerings on the environment, various initiatives like energy efficiency, renewable energy, improved product efficiency, tree plantation, green buildings, water conservation, supply chain efficiency etc., are undertaken. Further details on the Company's initiatives and their benefits are provided in the annual Sustainability Report (<https://iocl.com/sustainability>).

IndianOil has formed a Board Committee on Corporate Social Responsibility and Sustainable Development (CSR&SD) at the apex level, which guides and monitors the initiatives related to Sustainability & CSR. The Alternate Energy & Sustainable Development Group, formed at the corporate level, under the Planning & Business Development vertical, develops plans to address the environmental issues viz. climate change, global warming, etc. Divisions undertake the initiatives for better monitoring and impact.

Principle-6: Questions

1. Does the policy related to Principle 6 cover only the Company or extend to the Group / Joint Ventures / Suppliers / Contractors / NGOs / others.

The policy on Health, Safety & Environment covers the Company only.

2. Does the Company have strategies/ initiatives to address global environmental issues such as climate change, global warming, etc.? Y/N. If yes, please give hyperlink for webpage etc.

Yes, IndianOil undertakes various initiatives to measure/ mitigate its impact on climate change. Further details on these initiatives can be accessed in the Annual Sustainability Report accessible at <https://iocl.com/sustainability>.

3. Does the Company identify and assess potential environmental risks? Y/N.

Yes, the Company identifies and assesses potential environmental risks and undertakes efforts to mitigate these.

4. Does the Company have any project related to Clean Development Mechanism? If so, provide details thereof, in about 50 words or so. Also, if Yes, whether any environmental compliance report is filed?

IndianOil had six registered Clean Development Mechanism (CDM) projects. However, due to the low prices of the generated Certified Emission Reduction (CER), the registration of all six CDM projects with the United Nations Framework Convention on Climate Change (UNFCCC) has been temporarily discontinued.

5. Has the Company undertaken any other initiatives on - clean technology, energy efficiency, renewable energy, etc.? Y/N. If yes, please give hyperlink for web page etc.

Yes. Details of the Company's clean technology and sustainability initiatives can be accessed at <https://iocl.com/sustainability>.

6. Are the Emissions/Waste generated by the Company within the permissible limits as given by CPCB/ SPCB for the financial year being reported?

During 2020-21, the emissions from refineries were within the permissible limits given by CPCB / SPCB, barring occasional minor deviations in spot value of emissions and effluent. The refineries are continuously working for improvement to reduce any exigencies.

Pipeline transportation, being closed-loop operation, negligible emissions/waste was generated during the course of operations. The small quantity of waste generated during transportation was well within the permissible limits provided by the CPCB / SPCB norms, and necessary consent to operate under applicable rules are available.

The operations at the marketing locations were also within the prescribed parameters.

7. Number of show cause/ legal notices received from CPCB/SPCB which are pending (i.e. not resolved to satisfaction) as of the end of Financial Year.

Three cases related to notices from CPCB / SPCB / NGT were pending as of 31.3.2021. Two of these have since been resolved, and only one case is pending due to judicial delays. Brief on the three cases pending as on 31.3.2021 is given below:

(i) Groundwater contamination from product leakage from Akolner (Ahmednagar) Depot:

Locals filed a case in November 2014 for contamination of Groundwater caused due to leakage of products from petroleum storage tanks and pipelines installed by IndianOil & Bharat Petroleum Corporation Ltd. (BPCL). All the directions given by NGT have been complied with by IndianOil & BPCL.

IndianOil has submitted a petition stating the study was conducted by the National Institute of Hydrology, reflecting that no contribution of IndianOil in the groundwater pollution could be established. An affidavit was filed by IndianOil, in Hon'ble Supreme Court for quashing the subject case in October 2020. However, given the pandemic, the Hon'ble Supreme Court is only taking up critical issues. Hence, no fresh dates are listed in the subject case.

(ii) Abnormally high flaring at Gujarat Refinery

A legal notice was received from the Gujarat Pollution Control Board (GPCB), Gandhinagar, on 27.11.2020 regarding the high flaring by Gujarat Refinery at Vadodara. The notice and the further direction issued by GPCB have been responded to by the refinery.

(iii) Handling, management and disposal of hazardous waste (i.e. spent catalyst) before the NGT

A complaint was filed that spent catalyst generating from oil refineries are violating Hazardous Waste Management Rules (HWM) Rules, 2016 w.r.t. handling, management and disposal of spent catalyst. After the NGT hearings held on 20.3.2020 and 11.9.2020 and submission of a report by the Central Pollution Control Board on 5.3.2021, the matter was heard on 9.4.2021, and the case was disposed-off.

PRINCIPLE 7: BUSINESSES, WHEN ENGAGED IN INFLUENCING PUBLIC AND REGULATORY POLICY, SHOULD DO SO IN A RESPONSIBLE MANNER

IndianOil understands its responsibility to function within the democratic setup and the constitutional framework. It recognises that businesses operate within the specified legislative and policy frameworks prescribed by the Government, which guide their growth and provide for certain desirable restrictions and boundaries. The Company actively interacts with various committees of the Government of India and other organisations for the advancement and improvement of the public good. IndianOil also supports United Nations' Global Compact (UNGC) for implementing the guiding principles in the United Nations' agenda on human rights, labour standards, environment, anti-corruption etc. The Company believes that policy advocacy must preserve and expand public good and thus shall never advocate any policy change to benefit itself alone but always try for the benefit of society at large.

Principle-7: Questions

1. **Is your Company a member of any trade and chamber or association? If yes, name only those major ones that your business deals with:**

Association	National / International
Advertising Standards Council of India	National
All India Industrial Gas Manufacturers Association	National
All India Management Association	National
Associated Chambers of Commerce and Industry of India	National
Association of Business Communicators of India	National
Biodiesel Association of India	National
Chemicals and Petrochemicals Manufacturers' Association	National
Confederation of Indian Industries (CII)	National
Council of Indian Employers	National
Federation of Indian Chambers of Commerce and Industry (FICCI)	National
Federation of Indian Petroleum Industry (FIPI)	National
Indian Auto LPG Coalition	National
Indian Chemical Council	National
Indian Dairy Association	National
Indian Institution of Industrial Engineering	National
Indian LP Gas Industry Association	National
Indian Society of Advertisers	National
Institution of Engineers	National
International Advertising Association	National
International Geosynthetics Society	International
International Gas Union	International
India International collaborations (U21 Global Universitas, Singapore, IFP France, etc.)	International
International Air Transport Association	International
National Association of Corrosion Engineers	National
National HRD Network	National
Oil Companies International Marine Forum	International
Organisation of Plastic Processors of India	National
Pipeline Operators Forum	International
Plexconcil	National
Society of Human Resource Management (SHRM)	National
Standing Conference of Public Enterprises	National
Transparency International India	International
United Nations Global Compact	International
World LP Gas Association, Paris	International
World Economic Forum	International

2. **Have you advocated/lobbied through the above associations for the advancement or improvement of the public good? Yes/No; if yes, specify the broad areas (dropdown: Governance and Administration, Economic Reforms, Inclusive Development Policies, Energy security, Water, Food Security, Sustainable Business Principles, Others)**

Yes. IndianOil works with professional bodies, both national and international, and participates in various policy formulation and other industry-related issues. Being a public sector enterprise run under the aegis of the Government of India, all the meetings of related ministries are attended to, and an in-depth analysis is carried out to decide the course of action accordingly. IndianOil is also a member of different committees of the Government of India and contributes to the advancement and improvement of public good by actively participating in discussions related to energy security, sustainable business principles, economic reforms, etc.

PRINCIPLE-8: BUSINESSES SHOULD SUPPORT INCLUSIVE GROWTH AND EQUITABLE DEVELOPMENT

From its inception, IndianOil has been conscious of its responsibility and commitment towards economic, social and sustainability of the environmental ecosystem over and above its business activities. As a socially responsible corporate entity, IndianOil aligns its Corporate Social Responsibility (CSR) activities and engages with all stakeholders towards this end, thereby driving inclusive and equitable growth and development.

This policy of the Company is enshrined in its vision statement, which states that IndianOil strives "... to help enrich the quality of life of the community and preserve ecological balance and heritage through a strong environment conscience...". IndianOil's Sustainability & CSR vision also emphasises operating its activities in providing energy solutions to its customers in a manner that is efficient, safe & ethical, which minimises negative impact on the environment and enhances the quality of life of the community towards sustaining a holistic business.

IndianOil's CSR activities/ projects are undertaken in fundamental areas of overall development, mostly under thrust areas viz. drinking water, healthcare, sanitation, education, skill development, rural development, environment protection, empowerment of women and other marginalised groups, etc. with focused objectives of inclusive growth and equitable development of the economically and socially marginalised sections of the society. This is evident from the fact that various CSR activities are implemented in far-flung areas from Leh in the North, to the North-Eastern States; and to the backward districts/ Naxal-affected regions of Andhra Pradesh/ Odisha/ Jharkhand/ Chhattisgarh.

The details of the CSR initiatives taken up by IndianOil have been incorporated as a separate section forming a part of the Annual Report. Details can also be accessed at <https://iocl.com/pages/csr-overview#>.

Principle-8: Questions

1. Does the Company have specified programmes/ initiatives/projects in pursuit of the policy related to Principle 8? If yes details thereof.

Yes, the Company has specified programmes in pursuit of its Sustainability & CSR Policy. The programmes primarily cover the following major areas:

- (i) Healthcare
- (ii) Drinking water and sanitation
- (iii) Education and skill development
- (iv) Environmental sustainability
- (v) Restoration of heritage sites

The details of crucial CSR initiatives undertaken are provided in the CSR Report annexed to the Directors' Report.

2. Are the programmes/projects undertaken through in-house team/own foundation/external NGO/government structures/ any other organisation?

The CSR activities are primarily implemented through IndianOil's in-house resources. However, other implementing agencies are also employed, depending upon the project undertaken and the specific expertise and experience required in implementing such projects.

3. Have you done any impact assessment of your initiative?

As per the S&CSR policy of IndianOil, impact assessment is carried out for all new projects with investments of more than ₹ 50 lakh at a single location. This assessment is done after completing at least one year from the date of commissioning of the activity or stabilisation of the activity, whichever is later. For continuing activities with an investment of more than ₹ 50 lakh/year at a single location, impact assessment is carried out once every three years.

4. What is your Company's direct contribution to community development projects- Amount in INR and the details of the projects undertaken?

The total expenditure towards CSR initiatives of the Company for the year 2020-21 was ₹ 460.37 crore, which corresponds to 100% utilisation of the allocated budget. The details of crucial CSR initiatives undertaken are provided in the CSR Report annexed to the Directors' Report.

5. Have you taken steps to ensure that this community development initiative is successfully adopted by the community? Please explain in 50 words, or so.

Yes. To successfully adopt CSR projects by the community, the projects are designed and taken up only after consultation with the local/relevant stakeholders and based on need assessment. To ensure project ownership and sustainability, sometimes, beneficiaries also contribute part of the cost of the project. Also, during and after implementation, consultations are held with the stakeholders for understanding their concerns and addressing them. Through the project life cycle, the involvement of the local communities ensures ownership by the community and successful O&M of the facilities/infrastructure provided under CSR through their resources, after handing over by IndianOil. No project is executed without ensuring the operation and maintenance of the projects by stakeholders after handing over to ensure the sustainability of the projects.

PRINCIPLE-9: BUSINESSES SHOULD ENGAGE WITH AND PROVIDE VALUE TO THEIR CUSTOMERS AND CONSUMERS IN A RESPONSIBLE MANNER

IndianOil has a comprehensive system in place to engage with its customers and ensure necessary product improvements.

- Information on the Company's product and service offerings is provided on the Company's website.
- Formal customer meets are held regularly to understand the customer's voice in a forum.
- Formal customer feedback and interaction is also part of the regular activity of the field force stationed all across India.
- Grievance redressal related information is provided as part of the Citizens Charter (<https://iocl.com/citizen-charter>).
- Customer feedback is taken through dedicated surveys, feedback/complaint registers maintained at the Company's retail touchpoints, dedicated customer portals such as ePIC (e-Platform for IndianOil Customers: <https://cx.indianoil.in/webcenter/portal/Customer>), Twitter handle / Facebook page of the Ministry and the Company, along with various engagement mechanisms for the Company's bulk consumers.
- It is also ensured that the complaints get resolved within the given timelines, and necessary communication is provided back to the customers through a transparent mechanism.
- Various awareness exercises/training programmes are undertaken for customers/bulk product consumers on product specifications, use and safety of the Company's products.
- Some specific interventions undertaken by IndianOil to tailor-make its product/service offerings to customer requirement are given as under:
 - IndianOil undertook doorstep delivery of diesel to fuel stationary equipments in the premises of approved customers.
 - The Company is implementing a Retail Transformation Project 'Dhruva' to provide standardised facilities and services to its customers. This project is implemented through professional training, streamlined guidelines, and a reward and recognition mechanism.
 - LPG customers have been provided with options to book LPG refill online and make payment through various modes like e-wallet, online etc.
 - Offer of value-added technical services such as Total Lubrication Management (TLM) to large institutional clients
 - Institutional Business Portal for bulk customers
 - IndianOil Aviation service works closely with various Government agencies, Defence forces and airlines to support relief and rescue operations in times of natural calamities.

Principle-9: Questions

1. What percentage of customer complaints/ consumer cases is pending as of the end of the financial year?

Please refer to details given under Question No. 2 of Principle - 1: for details on customer complaints. Seventeen customer/ consumer complaints constituting 0.001% were pending as of 31.03.2021 out of the 13.87 lakh complaints received during the year 2020-21.

Does the company display product information on the product label, over and above what is mandated as per local laws? Yes/No/N.A./Remarks (additional information).

IndianOil is in the business of meeting the petroleum fuel requirements of the nation. Labelling is not applicable for many of the products. However, the company's product offerings adhere to the applicable standards of quality and safety. All the commercial products of IndianOil follow the specifications as prescribed by the Bureau of Indian Standards (BIS). All applicable laws pertaining to product labelling, display and advertisement are strictly adhered to.

Is there any case filed by any stakeholder against the Company regarding unfair trade practices, irresponsible advertising and/or anti-competitive behaviour during the last five years and pending at the end of the financial year? If so, provide details thereof, in about 50 words or so.

No case has been filed against IndianOil for resorting to unfair trade practices, irresponsible advertising and/or anti-competitive behaviour in the last five years. However, as of 31.3.2021, three cases were pending before the Hon'ble Courts. Brief of the cases are as under:

- The North-East Dealers Association had filed a complaint before the Competition Commission of India (CCI) alleging that Public Sector Oil Marketing Companies (OMCs) are using unfair terms and conditions in the Dealership Agreement and misusing their dominant position. The CCI vide order dated 11.02.2014 dismissed the said application for want of merit and substance. Against the said order, the North-East Dealers Association filed an appeal before Competition Appellate Tribunal (COMPAT). COMPAT vide order dated 26.11.2015, set aside the order of CCI against which CCI has filed Special Leave Petition (SLP) before the Hon'ble Supreme Court. The Hon'ble Supreme Court admitted the appeal on 13.04.2016 and stayed the operation of the order passed by COMPAT on 26.11.2015. The case is pending the final hearing. The next date of hearing is not fixed in the matter.
- The Oil Marketing Companies (OMCs) received notices dated 22.04.2013 from the Director-General of CCI seeking information on the various modalities of MS pricing as CCI had suo moto started an investigation into the price of MS and asked why the OMCs increased and decreased prices simultaneously and by similar amounts. The OMCs challenged the action of the CCI, submitting that the Petroleum and Natural Gas Regulatory Board (PNGRB) had the jurisdiction and not the CCI. CCI rejected the contention of the OMCs vide the order dated 23.10.2013. IndianOil has filed a writ petition before the Hon'ble High Court of Delhi against the CCI's Order. The matter is pending in the Delhi High Court as the court has stayed the order of the CCI till further orders. The next date of hearing is not fixed in the matter.
- Reliance Industries Ltd. filed a complaint against three OMCs and the National Aviation Company India Ltd. (NACIL) before the CCI, wherein allegations were made about cartelisation and the tender floated by NACIL for the supply of Aviation Turbine Fuel (ATF) in 2010-11. The OMCs raised preliminary objections relating to the jurisdiction of the CCI. By order dated 30.09.2010, the CCI held that the preliminary objection was legally not tenable and was accordingly dismissed. Against this order, an appeal was filed in the Hon'ble High Court of Delhi. On the last date of hearing, i.e., 02.05.2018, the Hon'ble Court directed that the matter be listed along with WP 7303 of 2013. The matter was last listed on 08.04.2021 but was not taken up due to the prevailing pandemic. The next date of hearing is yet to be fixed.

4. Did your Company carry out any consumer survey/consumer satisfaction trends?

Yes, the Company carries out various customer satisfaction surveys at regular intervals. Customer feedback is also tracked through the digital mode on IndianOil Apps and auto-generated survey links.



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