THE MARKETING OPERATIONS JOURNEY THAT SHAPED THE FUTURE!
Travelling miles and beyond...
Welcome to the world of IndianOil, a world that strives to bring the Nation together through its robust fuel supply chain network. And in this endeavour, the Supplies function of IndianOil is the backbone of the entire marketing network, working silently and steadily in the background.

For the past six decades, the department has left no stone unturned to strengthen its logistics, ensuring optimized supply & distribution of Petrol and Diesel in the country. From the icy mountains of North to the deciduous regions of South, from the ghats of West to the mangroves of East, we have travelled miles to shape the future and script the journey of a new India.
The journey of never-ending celebrations...

S. M. Vaidya
Chairman, IndianOil
The saga of the IndianOil’s Marketing Supplies Department is essentially a parallel story of the organisation itself. What the department has gone through in the past six decades is indescribable in a few words, as the journey was no less than a roller-coaster ride. Every decade presented a different set of challenges to the department. Initially, there was little know-how, but still, the department put its best foot forward to make a mark across the nation.

Right from deploying the workforce, developing infrastructure, laying down pipelines, commissioning refinery terminals, robust logistics, operating tank trucks to deliver petroleum products. Despite challenges, the department ensured to find ways to continue the journey. Today, it has come a long way and has helped IndianOil create a strong presence across topographies – in deserts, mountains, plains, islands, and all other places where people demand petroleum products.

Since the domain of IndianOil has grown manifold with mergers, acquisitions, and joint ventures, the department is shouldered with new roles and responsibilities. Now it gets involved in the organisation’s new verticals, including petrochemicals, oil exploration & production, green fuels, and more. Thus, taking them beyond its initial mandate of marketing and supplying petroleum products.

While these positive developments have happened, the department never abstained from its core philosophy – ‘Country-Before-Business.’ So, during wars, natural calamities like droughts & floods, relief operations and national emergencies like the COVID-19 pandemic, the department stood against the test of time and delivered more during tough times.

As I write this foreword, I know many out there – stakeholders, partners, vendors, suppliers, service providers, and employees are breaking a sweat and reaching out to different corners of India. Hence, with the launch of this book, we aim to bring them into the picture and celebrate the never-ending journey of their hard work, endeavours, achievements, and the spirit they carry to make the department proud and drive forward IndianOil’s motto -
‘The Energy of India.’
The pursuit of excellence...

V. Satish Kumar
Director (Marketing)
It was in the year 1960 when the IndianOil’s Marketing Operations saw the light of the day. Since then, the Supplies function has grown to become the backbone of the Corporation and the lifeline of our Nation, ensuring continued 24 x 7 fuel availability at nearly 35,000 IndianOil Retail Outlets across the country, spread across 122 locations and backed by a dedicated workforce of over 2600 employees. The department skilfully manages the PAN India supply & distribution network through 91 SMART Terminals, 26,000 Tank Trucks, and 250 Rakes.

As the flagship public sector, IndianOil has always been a pioneer in exploring new business verticals and opening the gates of new opportunities, challenges, and responsibilities for the oil & gas sector. From differentiated to green fuels, the department has deftly adapted to the expanding product basket of the Corporation, meeting deadlines and requirements.

The Corporation was first in the industry when its Chittoor Terminal was declared a ‘SMART Terminal’ in 2015. Leveraging technology, the department has initiated several digital interventions such as e-locking of Tank Trucks, Vehicle Tracking System (VTS), Geo – RTD, and Industrial Internet of Things that have optimized our systems and made our business more transparent and customer-centric.

I am reminded of how the country, led by IndianOil, shifted from BS-IV to BS-VI overnight as India became BS-VI compliant on 1st April 2020. Two years later, the country achieved an all-time high blending of 10%. This has been possible due to the dedicated heroes of the Supplies function, who are silently working in the background as India leaps towards a greener tomorrow.

It is a matter of pride that Corporation has managed to overcome all odds and maintain consistent fuel supplies, be it floods, drought, or even the more recent COVID-19 pandemic. In fact, the logistics prowess of IndianOil was brought to the fore when the Corporation was assigned the task to import and supply Liquid Medical Oxygen to various states, during the second wave of the pandemic. A testament that when the Nation beckons, IndianOil has gone above & beyond the call of duty, living up to its adage ‘Pehle Indian Phir Oil.’

While IndianOil has always measured its success by the number of lives it has touched and the number of smiles it has brought to the people of our country, the global accolades that we have received for our unwavering efforts do make my heart swell with pride. From the prestigious Supply Chain and Logistics Excellence (SCALE) Award we have been receiving for the last five years to the most recent ‘Best-In-Class Supply Chain Strategy & Design’ Award, the Corporation’s seamless logistic strength is unparalleled - from crude procurement to refining to pipeline distribution and delivery through over 50,000 customer touchpoints to meet nearly 50% of country’s petroleum needs.

I am glad to see this coffee table book is an ode to all those ‘unsung’ efforts and heroes, without which IndianOil operations would have been truly incomplete. The book brings to life through lucid text and a feast of vintage and modern imagery, the epic saga of how it all came to be.

My compliments to the Supplies Team for developing this insightful time capsule. I am confident that this book will prove to be an inspiring legacy for IOCians in their pursuit of excellence for decades to come.
IndianOil is often referred to as the ‘Energy Lifeline’ of our Nation, and it gives me immense pleasure to present a sneak peek into the backbone of this energy mammoth. A workforce of 2648 personnel works silently and relentlessly to ensure 24x7 availability of petroleum fuel at every nook & corner of the country and this is our humble endeavour to present their efforts to the world!

Today, we have our presence at Leh & Kargil in the North to Kochi in the South, from Kandla in the West to Doimukh in the East. Further, we have also reached the archipelago of Andaman & Nicobar to the pristine islands of Lakshadweep, where no other oil company is present to serve the nation; we are the only ones to meet their energy needs.

From the first receipt of products at Antop Hill Installation in Mumbai to having footprints today across 140 locations; from transporting products through bullock carts to supplying almost Twenty Three Crore Liters of Petrol & Diesel in a single day; from Manual operations to Automatic technology, the Supplies function has come a long way. This book is an attempt to succinctly capture this long journey of over six decades, celebrating every milestone on our way.

While we have successfully navigated the challenges of the past. Today, we are standing at yet another crossroads as the world is gradually moving towards eco-friendly and renewable energy sources. I am proud to share that the Supplies function is adequately geared up to meet the corporation’s requirements as it expands its product portfolio to green fuels.

On behalf of the Supplies teams, I thank our Chairman, Mr. S. M. Vaidya, for inspiring us with this prestige publication. His mentorship has only bettered our efforts. I also thank our Mr. V. Satish Kumar, Director (Marketing), for his constant guidance and support. I would also like to thank the IndianOil Board of Directors for their continued support to the Supplies function that has helped us maintain uninterrupted fuel supplies.

This coffee table book has morphed into a treasure trove of information, detailing interesting trivia, significant milestones and celebrating the contribution of the Supplies function towards IndianOil and the Oil & Gas Sector at large. I am confident that our patrons will find this unique presentation worthy of their collectors’ items.

Happy Reading!

Driving the energy lifeline...

R. K. Sayal
Executive Director I/c (Supplies)
At the outset, let me congratulate IndianOil for bringing out this unique presentation on the Supplies function. For me, this book is a time travelling capsule. I joined Indian Oil Corporation in 1969 as a management trainee, and since then, have seen the Corporation grow from strength to strength. You would be surprised to know that though we are traditionally a downstream company, IndianOil, at one point, was also exporting crude oil, a testimony to how we have always amended our services to put the Nation first.

During my initial days at the Corporation, I remember we didn’t have a gantry. We had to go across and climb up every wagon to check the dip and quantity. The need for improved facilities was not so acutely felt in those days. I remember how during a tanker discharge at Haldia, the contractor asked to reduce the pressure as the old pipes may burst without comprehending the increased demurrage costs.

Such dilemmas are hard to imagine in the ‘automation’ world of today. I am happy to know that in 2015, the Corporation became the first in the oil sector to set up a ‘SMART’ terminal. The state-of-the-art facilities have made it more convenient for everyone in the supply chain, optimising manpower and resources and reducing the margin of errors at every interaction.

Having grown through the ranks in the Supplies function, I am extremely glad to see the tremendous growth that the function has achieved and its unparalleled role towards IndianOil and Nation building.

I am happy to note that the contributions of the last several decades of the function have now been tabled into this picturesque coffee table book. The book meticulously chronicles every single landmark and the journey so far. It is a befitting tribute to the men and women who have dedicated themselves to fuelling the aspirations of an energized India.

The achievements in the last six decades are a matter of great pride for everyone who has been part of this Supplies journey. My compliments once again to the entire team for their efforts towards bringing out this prestigious publication.
Little steps, giant leaps...

The day was 17th August 1960 when ‘Uzhgorod’, a Soviet oil tanker carrying the first load of High-Speed-Diesel (HSD) for IndianOil arrived at a port close to Mumbai, putting India and IndianOil on the global oil map. Though IndianOil Company was established in 1959, the marketing of petroleum products commenced only with the advent of Uzhgorod.

Exactly a year later, the department despatched its first rail wagon carrying Superior Kerosene Oil (SKO) to Shakurbasti in Delhi from Kandla, commissioned in 1961. The kerosene was unloaded in bathtubs in the absence of infrastructure then and filled in jerry cans for supplying to the Army. What it was then, when viewed today, fills one with great astonishment and pride!

From thereon, it was no looking back. The Supplies department, today, is at the centre stage of the Marketing Division with the core function of Receipt, Storage and Distribution to various customers through its channel partners or directly to the end-users.

With Strict Systems and Standard Operating Procedures formulated in line with Government policies & regulations from time to time, the department ensures every petroleum product marketed by IndianOil conforms to the most stringent quality specifications.

Supplies are carried out by 122 Terminals and Depots under the supervision of 16 State Offices with Head Office in Mumbai.

There was a time when the department used traditional delivery resources to distribute petroleum products. But it has come a long way now. The department today, leverages the most modern technology to supply petroleum products across the country. What started with small steps has helped the department take giant leaps.

Roopkali, Phoolkali and Phoolkali’s calf Moti were on payroll of Digboi Refinery as on June 1930. Interestingly, these animals worked diligently throughout the day, starting with the first whistle at 6:00AM but could not be made to move even an inch after the whistle signalling end of the workday! Their salary was drawn by the ‘Mahout’.
Golden jewels in our crown...

IndianOil commissioned its first coastal terminal at Kandla in Gujarat. Soon, an array of installations sprang up all over the country. Today, there are 122 terminals across India, out of which 21 locations have completed 50 years of their journey. Even today, these terminals are relentlessly serving the Nation and have become the golden jewels in our crown. Let’s see how they look now.
Goa Terminal, Vasco
Commissioned on 1st January 1916

DID YOU KNOW?
For the first time in 1974, IndianOil started chartering the higher capacity Indian tankers instead of foreign tankers for transportation of products.
Siliguri Terminal
Commissioned on 1st February 1962

DID YOU KNOW?
The first pipeline transfer of POL products was undertaken from Guwahati to Siliguri in 1964.
Ernakulam Terminal
Commissioned on 17th May 1965
In January 1991, Barauni Terminal became the Nation’s largest terminal, with 32 loading bays and a filling capacity of approximately 1400 tank trucks in two shifts.
Mughalsarai Terminal
Commissioned on 1st October 1966

DID YOU KNOW?
The first Supply Agreement between IndianOil & Nepal Oil Corporation was inked in 1973, a long standing partnership that was again strengthened in 2022. Through this agreement, 15 MMT of petroleum products valuing 1.30 lakh crore is likely to be supplied to Nepal.
DID YOU KNOW?

In 1960, IndianOil took over locations at Antop Hill, Willingdon Island and Vizag from the Defense forces to begin its marketing operations, with a total tankage of 64 crore litres. Currently, Supplies department alone has a tankage of over 6.3 hundred crore litres.
Celebrating over **50 years** of service!

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<td>Wadala Terminal-B</td>
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<td>Mumbai Terminal - Sewree II</td>
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<td>Goa Terminal (Vasco)</td>
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<td>Willingdon Island Terminal</td>
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<td>Missamari Depot</td>
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<td>Chennai Terminal - Tondiarpet</td>
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<td>Mumbai Terminal - Sewree I</td>
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<td>Allahabad Terminal (Subhedarganj)</td>
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<td>Dharmanagar Depot</td>
<td>31st March 1967</td>
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<td>Vizag Terminal</td>
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<td>Rajbandh Terminal</td>
<td>1st September 1967</td>
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<td>Port Blair Terminal</td>
<td>1st April 1971</td>
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Milestones and more...

A gamut of achievements acknowledges the Company’s journey: from an oil manufacturer & supplier company to being a Global Energy Major, IndianOil has come a long way. Throughout the decades, we have witnessed numerous products and terminal commissioned, experienced a steady flow of innovations, and expanded through organic growth and acquisitions. And to make this happen, thousands of IndianOil employees were the catalyst that contributed to the Company’s success, which eventually became milestones.

1960
First Receipt of product from tanker ‘Uzhgorod’.
In August 1960, Mr. B. Arora, the first MD opening the valve

1961
First Major Coastal Terminal - Kandla was commissioned in August 1961. Mr. K. S. Joshi, the then installation manager, Kandla, opening the valve

1962
Siliguri, the First Inland Terminal commissioned in February 1962
1977
Barge Bunkering started at Goa from June 1977. Mr. S. B. Budhiraja, the then MOC commissioned the facility.

1965
100th Depot opened at Jalgaon in December 1965.

1976
A 40 metre diameter tank, one of the biggest that has been erected by IndianOil was commissioned at Kandla in July 1976.

1974
Ratlam Terminal commissioned in December 1974. Mr. J. Jayaraman, the then Western Regional Manager commissioning Tank Lorry filling shed.

1975
Mr. Girdharilal Dogra, the then Finance Minister of J & K state, commissioned Major Bulk Depot at Jammu in July 1975.
1982
Served India’s first expedition to Antarctica in January 1982: IndianOil supplied MS, 93 octane, ATF and LPG cylinders

1984
Fueled 1800 MT of Furnace oil to Queen Elizabeth 2 - the then world’s second largest liner in April 1984

1984
First-ever LSHS coastal tanker movement from Mumbai to Tuticorin in July 1984. Mr. P. E. Mathews, the then GM (Ops), Mr. Doraiswamy, the then Chief Engineer, Tuticorin Thermal power station opens the valve

1990

1994
Devangonthi Terminal commissioned in July 1994. Mr. B. K. Bakshi, the then Chairman inaugurated the Terminal
1997
Bhubaneshwar Terminal commissioned in March 1997. Mr. T. R. Baalu, the then, minister of state for P&NG inaugurated the terminal.

1996
Pontoon type virtual jetty to ease Kandla port congestion inaugurated in June 1996. This enabled Kandla port to handle an additional 2 MMTs of petroleum products per annum.

1996
First fully-automated Terminal at Sanganer commissioned in March 1996. Mr. Vaclav Petricek, the then First Deputy minister, Industries & Commerce, Czech Republic released a special brochure on the occasion.

2000

2001
Pilot project on ethanol-blended petrol launched at Miraj in April 2001. Mr. Ram Naik, the then, Union Minister for MoP&NG flagged off the tank truck.

2001
World’s highest bulk depot commissioned at Leh in October 2001, at a height of 11,350ft above sea level.
2004
POL locations go Live on SAP from February 2004

2009
Vehicle Tracking System implemented

2010

2015
Chittoor Terminal, the first bottom loading terminal declared as India’s first ‘Smart Terminal’ in August 2015.

2016
Movement of POL products from Assam to Tripura through Bangladesh began in August 2016

2019
Centralized S&D at all POL locations implemented from June 2019
2019
IMO Compliant First VLFSO (MARPOL) Grade rake was received at Knadla (Main) Terminal in September 2019

2022
First POL location at Kavaratti, Lakshwadeep was commissioned in March 2022

2022
Moinarbond Depot, Silchar commissioned in March 2022

2021
Center of Expertise at Bijwasan Terminal for training officers on equipments in September 2021

2021
IndianOil Rail Sampark & IndianOil Coastal Scheduler Solution portal launched in August 2021
Pehle Indian Phir Oil

Whenever humanity faces the biggest challenges of all time, IndianOil has always been at the forefront, standing shoulder to shoulder with the frontline warriors, and helping in rescue and rehabilitation efforts. Be it leading from the front during national emergencies like war, rallying to help victims of natural calamities like droughts & floods, carrying rehabilitation measures or providing aid during the recent COVID-19 pandemic, supplies always hit the ground with a force. A force that works with the spirit of Pehle Indian Phir Oil to restore normalcy, rebuild faith and regenerate hope.
Oil keeps the Flame of Freedom burning bright

The strategy of defence to meet the threat on our borders—whether in sweltering jungles, snow-bound mountain ranges, sandy deserts or desolate marshes—is vitally linked with oil. Oil keeps the tanks and trucks moving, reaches arms and supplies, and maintains the lines of communication.

Working in close co-operation with Defence, INDIANOIL helps our gallant jawans to keep aloft the Nation’s Flag.

A National Trust for Economic Prosperity

INDIANOIL CORPORATION LTD.

We feel a sense of security in a close association with IOC... despite suffering losses with us step by step.

— Maj Gen A.P.S. Sandhu

“...I am reminded of the 1971 Indo-Pak war where IOC had proved its merit and dependability... INDIANOIL has proved once again during the present Doklam that it is worthy of being called India’s No. 1 Company...

— Lt. Gen J.S. Bhattrai, AVSM, VSM, ADC.
Service to the Nation

Fueling INS Vikrant at Karwar jetty

Bunkering at Mangalore

RORO service used due to road block in 2016 from Assam to Tripura

Ship-to-Ship bunkering at Mangalore

Air-lifting of Tank Trucks from Guwahati to Imphal in 2017. Similar activity was carried in 2005, from Chandigarh to Avantipur
The bravery of unsung heroes when supplies were ensured during natural calamities

Tripura floods, 1984

Hasimara floods, 1973

Visakhapatnam floods, 2021

Kandla floods, 1998

Uprooted tank at Kandla, 1998
Operations that provided relief to calamity stricken areas

Tank Truck carrying water to drought affected areas in Gujarat, 1967

Bihar relief operation, 1967

Tank Trucks for flood relief in Delhi and Haryana, 1977

Prime Minister Indira Gandhi lauds IndianOil efforts, 1968

Rescuing flood victims in Maharashtra, 1986
Tank Truck supplying water in Bihar, 1967

Tank Truck carrying water in Gujarat, 1973

Tank Trucks leaving Mumbai for Patna to supply water, 1967

Tank Truck carrying water in Maharashtra, 1973

Tank Truck carrying water in Gujarat, 1973

DID YOU KNOW?
In 1976, the first Bulk Bitumen Depot was commissioned in Katpadi.
Adapting to new normal during COVID 19

Precautions taken by employees during working hours
Maintaining social distancing

Transporting liquid oxygen

Sanitisation drives

Distributing food packets to TT crew

Sanitizing Tank Trucks and its Crew before entering location during COVID 19

**DID YOU KNOW?**
IndianOil locations witness a footfall of over 50,000 every day, which is almost the population of Saint Kitts and Nevis.
Reaching remote corners...

Nestled far away from the hustle & bustle of the city, IndianOil remote locations are an island in themselves, in some of the remotest parts of the country. These locations are a testimony to the Corporation's commitment to serving every nook & corner, with its man & machine braving the adversities of weather and the toughness of the topography.

Leh Depot: This cold desert remains cut off from the rest of the country from mid-November to mid-May. The depot ensures that the Ladakh region gets regular supplies of POL and other basic necessities during these six months of winters.
**Srinagar Depot:** The location faces one of the harshest winters. Srinagar gets cut off during peak winters with temperature dropping to -15°C. The depot caters to POL demand in North Kashmir for civilians as well as the Armed forces.
Kargil Depot: The land-locked region remains snow bound and cut off from the rest of the country for almost six months. It is one of the remotest locations in the oil industry catering to POL supplies in Kargil district for public and the Indian Army.
In 1991, IndianOil was the first commercial organization to install a Personal Computer at Kargil Depot, perched at a height of 9200 ft. above sea level.
Betkuchi Terminal: The first IndianOil terminal in the NorthEast, it is the main evacuation centre for products from Guwahati Refinery and supplies to NE Sector.
DID YOU KNOW?

The first AODs tap-off point was inaugurated at Betkuchi in 1992.
Malom Depot: Located in the outskirts of Imphal in the state of Manipur.
**Lumding Terminal:** To reach this terminal in Hojai district of Assam, one has to cross the 25 kms long Lumding Reserved Forest, which is also an elephant corridor.
DID YOU KNOW?

In September 2014, the Lumding trans-shipment terminal bid adieu to the 111-year-old Meter Gauge movement, which covered 180 kms from Lumding to Silchar.
**Dharmanagar Depot:** The only POL depot in the state of Tripura, it is 180 kms away from the nearest airport and capital city - Agartala.
Dimapur Depot: The only POL marketing installation in Nagaland, the depot braves the socio-political disturbances in the state to ensure uninterrupted fuel supplies in the region.
Doimukh Depot: Situated on the eastern side of Dikrong River in the village Emchi, Arunachal Pradesh, it is 27 kms away from the capital city, Itanagar.
Digboi: Known for the world’s oldest working refinery also has eastern most oil marketing terminal of the country.
Moinarbond Depot: Located on the outskirts of Silchar, it is 343 kms south of Guwahati. The location faces frequent disruptions due to heavy rains and landslides during monsoon.
In 2002, IndianOil said ūṭubōvan (Hello) to Sri Lanka and then loaded M. T. Rabindranath Tagore with (HSD), (MS), and ATF to export them to Ceylon Petroleum Corporation.
Port Blair Terminal: 1200 kms away from Indian mainland, the terminal has been meeting the POL demand of the entire archipelago singlehandedly since 1971.
Stocking up for the winter...

The land of Ladakh is famous for its breath-taking landscapes, crystal clear skies, incandescent mountains & longing valleys, making it a hot favourite destination amongst travellers. However, the place remains cut off from the rest of the country for almost six months, with minimum temperature dropping up to -30°C during winters and remains open for the remaining six months. This is where the challenge lies for IndianOil’s Supplies department.

The department performs the mammoth task of providing petroleum products to these snow-clad areas. Since the location is strategically significant for the defence forces including the Army, Border Roads and Airforce. The department has to meet their requirements, apart from civilian needs. Hence, Advance Winter Stocking (AWS) exercise, carried out by IndianOil, requires close coordination with the regional authorities as well as the defence forces.

This colossal task of AWS supplies is carried out every year between May and October, with a target of shipping around 140 TKL of petroleum products including Motor Spirit, High Speed Diesel, Superior Kerosene Oil, High Speed Diesel (Winter Grade), and Aviation Turbine Fuel. This task is carried out by both Army and IndianOil teams at Bulk Oil Depots in Leh and Kargil to meet civil requirements as well.
AWS Tank Truck at Khardung-La, highest motorable road in the world at 18380ft above mean sea level.
AWS Tank Truck on the way to Leh
Heroes and their feats...

At IndianOil, we are fortunate to be surrounded by real heroes whose actions not only enhanced the Corporation's image but also inspired, encouraged, and motivated many with their exceptional feats.

It was just another day at work for Mr. K. S. Sandhu, the then Operations Officer at Jhansi depot when he suddenly saw a tank truck burst into flames. And when the fire extinguisher proved ineffective, he jumped into the driver’s seat of the blazing truck and drove it out to a safe distance. A former fireman, Mr. Sandhu then climbed the tank truck and brought the fire under control.

Khalasis from Kerala may be known for their boat construction skills, but at the Ernakulam installation, S. Chinnappa and A. C. Rajan are remembered for their brave fire-fighting act. At the cost of sustaining injuries, both helped prevent much damage to equipment at the installation.

Sixty-seven hours is how long it took for the willpower and efforts of employees at Rajbandh terminal in West Bengal to triumph over one of the greatest forces of nature – fire. It was also a classic example of how any calamity, no matter how big it may be, can be controlled when people come together to put service before themselves.
The year 1978 saw IndianOil set a new KIRTImaan when IOCian K. L. Sareen, the then Dy. Manager (Pipeline) was awarded with the 'Kirti Chakra', the second highest peacetime gallantry award in the country, for his valiant act in controlling fire at Mourigram Terminal.

**Driver’s Brave Act!**

Much like the reel heroes we watch on the big screen, Mr. D. C. Mondal, Sr. TT driver at Rajbandh terminal fought miscreants bare-handed in May 2002. His brave act not only kept his aide Mr. Gorai safe but also the corporation’s property. A sincere worker and the winner of the ‘Safe Driving Awards’ for five consecutive years, Mr. Mondal is the everyday ‘hero’ we didn’t know we needed.

**Broke barriers!**

In 1998, Mr. D. S. Malgaonkar, the then AO-II, Bassein Terminal, Mumbai, became an inspiration to the whole nation. He won National Award for the ‘Best Disabled Employee’, which was presented to him by the then Hon’ble President of India, Mr. K. R. Narayanan.
Recognition on the way...

IndianOil’s terminals have consistently been recognized for yielding excellent results and creating significant value for all. This is because we ardently follow the Corporation’s philosophy - ‘Energy of India’ that keeps alive our winning spirit.

20,53,836 accident-free employee hours (from January 1979 to March 1984) and 19,63,163 accident-free employee hours (from June 1986 to December 1989) – made Korukkupet Terminal a fitting winner of the ‘Award of Merit’ from the National Safety Council, USA. The terminal also won two Tamil Nadu State Safety Awards in 1983, making it a safety haven in the 80s.

23,41,963 accident-free employee hours (from January 1976 to December 1983) is what helped Sabarmati Terminal earn the ‘Award of Merit’ from the National Safety Council, USA.

The Bangalore Terminal won a special mention for its one-lakh accident-free hours in 1983 by the National Safety Awards instituted by the Union Labour Ministry.

The National Safety Awards for 1982, saw a bevy of IndianOil locations lining up for their awards. Tadepalli Depot emerged as winner for the ‘Largest Accident-Free Period’ whereas Korukkupet Terminal was adjudged as a runner-up in ‘Lowest Average Frequency Rate of Accidents’ category. Terminals at Vishakhapatnam, Royapuram, and Sanatnagar also won special commendations.
Wadala Terminal became the first location in 2005 in the whole 'East of Suez' to receive a Certificate of Registration as ‘Bunker Supplier’ from the Director General of Shipping, Road Transport and Highways, Government of India.

In 2017, Kandla Foreshore Terminal was awarded as the winner of ‘Golden Peacock Occupational Health & Safety Award’.

IndianOil bags ‘Best-In-Class Supply Chain Strategy & Design’ at 14th Express Logistics Supply Chain Leadership Awards in 2022.

By setting gold standards in environmental protection and preservation, Jaipur Terminal became the first in India’s oil industry to be awarded Eco-rating ‘A’ Gold for Environment Management System by TATA Energy Research Institute (TERI), in 2001.

A continued and sustained focus on the safety of terminals and operating locations is what made the British Safety Council honour IndianOil in 2017. The company was awarded special commemorative trophy in recognition of its commitment to protect health & safety of employees, oil depots and terminals across the country. The trophy was also in recognition of IndianOil depots and terminals winning 94 International Safety Awards in the year.
Delivering through diversity...

The share of women in the overall workforce within the energy sector is abysmally low. In India, where women account for 28% of the total workforce, only 8% of the workforce are women in the oil & gas sector. At IndianOil, we believe in transforming this scenario by offering equal opportunity to all. Today, women comprise more than 10% of the workforce in the Supplies department. Because at IndianOil, women, much like men, achieve the impossible.
Ms. Sumathy Mohan became the first lady Location In-charge, when she took over Chennai FST in 2015.
The journey from then to now...

IndianOil terminals are the lifelines of the Corporation. They have evolved over the years and expanded across the country, helping seamless distribution of petroleum products through various modes of transportation.

Kandla (Main) Terminal
Commissioned on: 1st August 1961
Supplies Black oil to industrial consumers and for bunkering
Delivery: 9 lacs KL per annum
Jalandhar Terminal
Commissioned on: 1st January 1983
Location Supplies to 16 districts of Punjab through 1,100 Retail Outlets
Delivery: 17 lacs KL per annum

Kargil Depot
Commissioned on: October 1984
Location Supplies to Kargil and Leh
Delivery: 1 lac KL per annum

IndianOil became the first to export Very Low Sulphur Furnace Oil (MARPOL) in 2019.
Malda Depot
Commissioned on: 6th May 1985
Location: Supplies to 4 districts of West Bengal through 200 Retail Outlets
Delivery: 3 lacs KL per annum

Gangtok Depot
Commissioned on: 3rd June 1991
Location: Supplies to Sikkim through 30 Retail Outlets
Delivery: 1 lac KL per annum
Solapur Terminal
Commissioned on:
8th September 1996
Location Supplies to 6 districts of Maharashtra through 350 Retail Outlets
Delivery: 5 lacs KL per annum

Paradip Terminal
Commissioned on:
15th January 1997
Location Supplies to 4 districts in Odisha through 200 Retail Outlets
Delivery: 14 lacs KL per annum

The total area of depot and terminals is 22.98 sq. km, which is comparable to the city of Gangtok
Bareilly Depot
Commissioned on:
13th November 1997
Location Supplies to 7 districts of Uttar Pradesh through 300 Retail Outlets
Delivery: 4 lacs KL per annum

Belgaum Depot
Commissioned on:
12th July 2002
Location Supplies to 2 districts of Karnataka through 200 Retail Outlets
Delivery: 3 lacs KL per annum
**Lucknow Terminal**
Commissioned on: 19th October 2002
Location Supplies to 15 districts of Uttar Pradesh through 600 Retail Outlet
Delivery: 14 lacs KL per annum

**Chittorgarh Terminal**
Commissioned on: 13th October 2007
Location Supplies to 11 districts of Rajasthan through 500 Retail Outlets
Delivery: 9 lacs KL per annum

**DID YOU KNOW?**
In 1974, Madras Port had the biggest oil berth. This port could accommodate giant tankers up to 1,00,000 DWT.
Hyderabad Terminal
Commissioned on: 19th March 2009
Location Supplies to 29 districts in Telangana through 1500 Retail Outlets
Delivery: 22 lacs KL per annum

Jassidih Terminal
Commissioned on: 21st August 2014
Location Supplies to 11 districts of Jharkhand through 350 Retail Outlets
Delivery: 5 lacs KL per annum
Tikri Kalan Terminal
Commissioned on:
17th March 2015
Location Supplies to Delhi/NCT through 185 Retail Outlets
Delivery: 6.5 lacs KL per annum

Malom Depot
Commissioned on:
31st August 2016
Location Supplies to Manipur through 100 Retail Outlets
Delivery: 2 lacs KL per annum

DID YOU KNOW?
In 2007, IndianOil commenced the production of 'Jyoti', the one-litre kerosene bottle at a first-of-its-kind kerosene bottling plant at Rewari, Haryana.
Marching towards the future...

There was a time when human intervention was a ubiquitous scenario in Supplies function. Right from sequencing of Indent, load acknowledgement, updating data like tank truck reporting, attending calls to the use of age-old machinery at Depot/Terminals, every process required manual supervision.

But then, in the mid of 90s, the department bolstered itself with new infrastructure, sophisticated equipment, and talented professionals. The department undertook the challenge of leveraging automation & technology and re-engineered the operation process at various terminals. And today, the scenario has transformed completely.

With automation of locations becoming a norm rather than an exception, the system has become more Safe, Secure, Efficient and transparent with least human intervention and enhanced ease to do business with all stakeholders.
Evolution of Road Transportation

From Camel and Bullock cart in the early 60s to branded tank trucks now, transportation service has come a long way.

DID YOU KNOW?
In 2013, Raipur became the first Common User Terminal, after a historic Terminalling Services agreement was inked with Indian Oiltanking; the one-of-its-kind in the domestic oil industry.
Evolution of Tank Wagon

From meter gauge to conventional tank wagon to use of Bogie (B) Type (T) Pneumatic (PN) brake tank wagon, our tank wagon system has evolved and expanded with time.

Supply & Distribution

Auto Scheduling in SAP was introduced to replace Manual Planning & Invoicing, leading to better crew and logistics management.
Locking Solutions

Locking systems were improved and bettered. From paper to lead seals to plastic seals and then to Pad Locks and now to State-of-the-art digital locking solutions.

Tank Truck Parking Area

Our terminals now boast of a dedicated Tank Truck Parking Area (TTPA).

DID YOU KNOW?

Paradip Terminal earned the unique distinction of being the first terminal with an auto-invoicing facility in November 2014.
Tank Truck Reporting

To resolve the complexity of dealing with thousands of truckers through manual reporting, Radio Frequency Identification (RFID) was introduced.
Tank Lorry Filling Shed

What was once loaded from the top is now under conversion for bottom loading. A step taken to increase efficiency and safeguard the area.

DID YOU KNOW?

In 2015, Geo RTD was launched for the finalisation of the distance between customer and supply point. Geo Fencing based TT Queuing was introduced at Vizag, Brijwasan and Vijaywada in 2018.
Tank Truck Loading

Manual Metering Unit

Automated technology was introduced to increase the efficiency of loading and minimise manual intervention.
Manual to Auto Gauge

From physical gauging of the tank to auto gauging through radar gauge, there is no space for errors.

DID YOU KNOW?

In June 2019, the Corporation implemented QR code-based invoices across all POL locations. Subsequently, in May 2020, digital signature on invoices was implemented.
Six is better than four...

People who owned a diesel car in the 80s have a very distinct memory of the overpowering smell which can make you queasy. The noise and unstoppable emissions often made one wonder whether there would be an environment left to sustain future generations.

Thanks to the global R&D efforts worldwide, today, people drive cars with more enhanced performance and are using energy and environment-efficient fuels.

In India, the transition to green fuel has been consistent. From April through October 2010, there was a phased conversion from Bharat Stage-II (BS-II) to Bharat Stage-III (BS-III). 13 cities (Delhi NCR, Agra, Kanpur, Lucknow, Kolkata, Mumbai, Ahmedabad, Surat, Pune, Solapur, Chennai, Bangalore, and Hyderabad) converted to BS-IV as of April 1, 2010.

The Supplies group significantly aided in the achievement of another milestone, when BS-VI fuel was implemented overnight on April 1, 2020 across the country. The Supplies worked tirelessly to coordinate with refineries, other oil marketing companies (OMCs), and stand-alone refiners (SARs) to position BS-VI fuels.

Diesel is not the villain here. It has been the most misunderstood fuel. Thanks to the efficient Supplies team, the most economical fuel has transformed into a green fuel which helps to create a cleaner tomorrow.
Auto Fuel Quality - Roadmap of India

1991
Introduction of vehicular emission norms

1991
Sulphur 10,000 ppm

2000
BS 2000

2000
Sulphur 2,500 ppm

2005
BS-I & II

2005
Sulphur 500 ppm

2010
BS-III

2010
Sulphur 350 ppm

2017
BS-IV

2017
Sulphur 50 ppm

2020
BS-VI

2020
Sulphur 10 ppm

BS-VI Quality Upgradation Project
Overall job quantum at a glance:

- 23,316 Nos. Piling
- 1,78,103 M³ RCC
- 39,864 MT Structural Steel
- 2,097 Nos. Equipment
- 26,76,292 In Diameter Above-ground Piping Fabrication
- 57,82,415 In Meter Above-ground Piping Erection
- 2,315 Km Electrical Cable Laying
- 2,766 Km Instrument Cable Laying

BS-IV was initially implemented in National Capital Region and 13 metro cities from April 2010, while the rest of the country moved to BS-III.

The first auto fuel policy was announced in August 2002, laying down the emission and fuel road map up to 2010. Under this regime, four-wheelers in 13 metro cities moved to BS-III emission norms from April 2005 and the rest of the country to BS-II.

The second version of the fuel policy – Auto Fuel Policy 2025 – chalked out mission and fuel road map up to 2025.

BS-VI fuel standard rolled out in NCT

IndianOil released furfural doped kerosene in 1990, a testimony of its long-standing commitment to maintaining the highest standards of Q&Q.
Optimising Business Processes...

Business Process Optimisation or BPO is the incubator of all Supply & Distribution processes across the organisation. The team meets regularly to full fill the mandate to deliver to the farthest point in all terrain everywhere across India without any glitches.

BPO is a monthly meeting chaired by Director (Finance) and sometimes attended by Chairman, IndianOil that involves Corporate (Optimisation), Marketing (Supplies - S&D and Operations), Marketing HO (Institutional Business)/ Marketing HO (Planning & ES), Refinery HQ and Pipeline Head Office.

The meeting reviews short and long-term production and availability of petroleum products at the demand centre through the least cost method by evaluating different options like give and take from OMCs and Stand-Alone Refiners (SARs).

The meeting also discusses various business processes at Refineries, Marketing and Pipelines and takes measures to improve corporate profitability.
Team BPO

Mr. S. M. Vaidya, Chairman, IndianOil, addressing the meet.
Making a difference...

IndianOil has continued focus on developing differentiated products that provide niche and specialized solutions for enhanced user experience while also catering to environmentally sensitive market segments.

In a game-changing move in India’s petroleum fuel retail market, IndianOil launched the country’s first 100 Octane petrol in December 2020, becoming one of the select few countries with 100 or more Octane. Marking the launch, the Supplies department successfully managed the whole show of loading & logistics from one supply point (Mathura Refinery) to 20 Retail Outlets across 10 cities to mark the launch.
Subsequently, the Corporation also launched XP95. The Supplies group took up the challenge of introducing this product on a PAN India basis, creating dedicated infrastructure, and procuring an Octane booster. As of August 2022, 100 supply locations catered to 7274 Outlets, with a monthly volume of 80 TKL.

Pushing boundaries further, the Corporation rolled out XtraGreen - the green diesel to 126 fuel stations across 63 cities in India in November 2021. This environment-friendly product will be critical to India’s net-zero goal by 2070.
10th August 2022 marked a historic milestone in India’s journey towards green economy when Mr. Narendra Modi, Hon’ble Prime Minister of India, inaugurated the IndianOil 2G Ethanol Plant in Panipat. The plant was latest in line of India’s waste-to-wealth endeavour, turning a new chapter in India’s march towards energy independence.

The story began in April 2001 when Ministry for Petroleum & Natural Gas introduced the pathbreaking concept of blending Ethanol with Petrol, which would lead to significantly lesser pollution and emissions.

Soon, Ethanol Blending in Petrol (EBP) became one of the mainstays of Ministry’s green initiatives. In 2018, the Government of India planned an ambitious strategy for the energy industry with a stronger emphasis on the Biofuel economy as part of its aim to reduce the consumption of fossil fuels, through the National Biofuel Policy-2018.
Subsequently in June 2022, the Indian oil & gas sector achieved an average blending 10% of Ethanol across the country. 20% blending of ethanol in petrol PAN India is planned by the year 2025-26.

In addition to the above, Oil Marketing Companies have been procuring UCO & Non-UCO Bio Diesel. It is expected that 5% of the blending in bio diesel will be achieved by 2030 across India.

A pilot roll out of M15 (15% Methanol-Blended in Petrol) was initiated at Digboi in May 2022, in line with the philosophy of making India self-sufficient in energy requirements.

With meticulous planning and planned implementation, IndianOil is pioneering the country’s ambitious roadmap to energy self-reliance and building a greener, better planet. To reach 20% EBP, IndianOil has undergone a capacity increase of ethanol tankage to more than double from 56 TKL in 2019 to 117 TKL in 2022. By 2023, ethanol tankage capacity of IndianOil is expected to be 396 TKL.

**DID YOU KNOW?**

In 2016, at the Korukkupet Terminal, Tank No. T-241 created a special place of pride, when it blended 5% bio diesel with 95% BS-IV - HSD and filled straight into tank trucks as blended Bio Diesel HSD B5.
Supplies is future-ready for a thousand miles ahead...