



THE
MARKETING
OPERATIONS
JOURNEY
THAT SHAPED
THE FUTURE!



CPD MALAYSIA
LONDON
IMO 9449164



Travelling miles and beyond...





IndianOil

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.

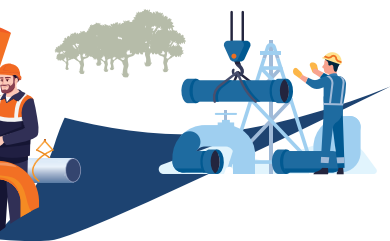
Since the domain of IndianOil has grown manifold with mergers, acquisitions, and joint ventures, the department is shouldered with new roles and responsibilities. Now it gets involved in the organisation's new verticals,

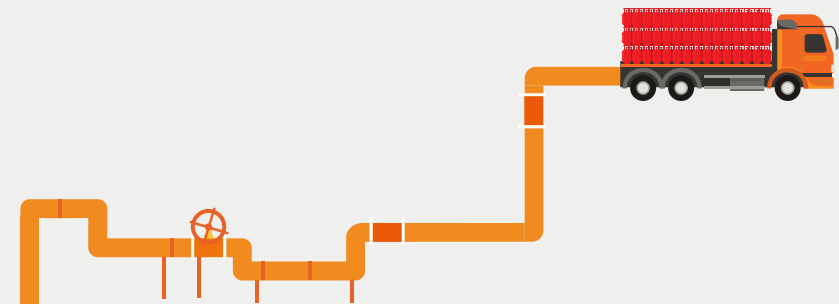
including petrochemicals, oil exploration & production, green fuels, and more. Thus, taking them beyond its initial mandate of marketing and supplying petroleum products.

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!'

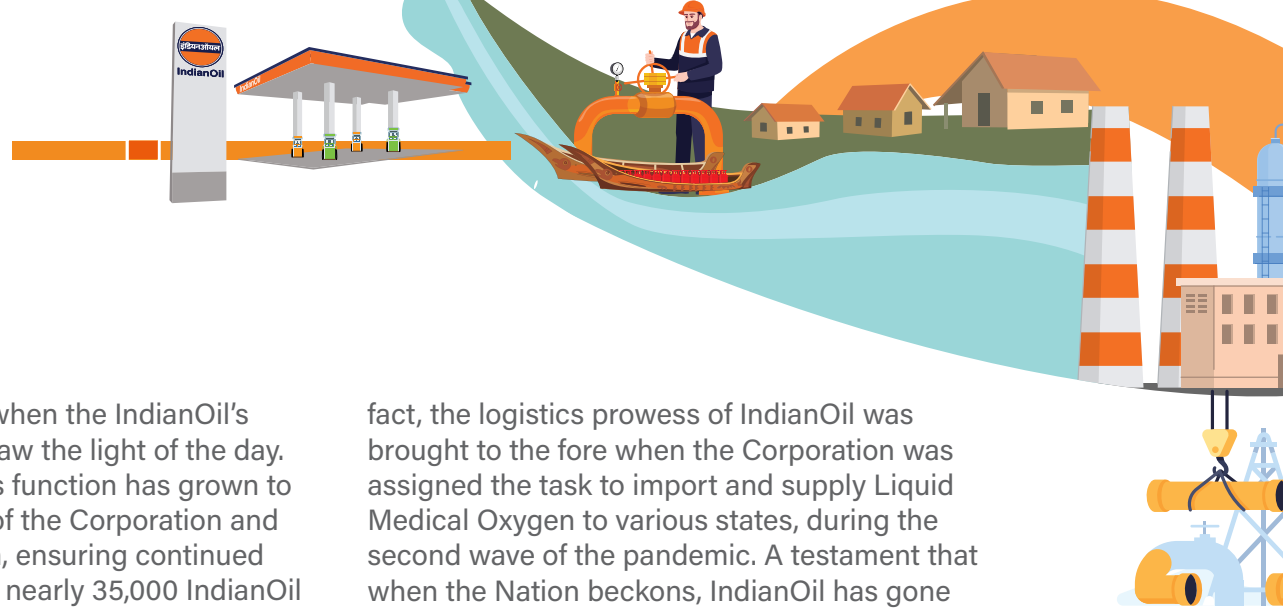




The pursuit of excellence...

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.





Driving the energy lifeline...

R. K. Sayal

Executive Director I/c (Supplies)

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!





An exciting journey so far...

M. S. Ramachandran

Former Chairman,
Indian Oil Corporation Limited

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.

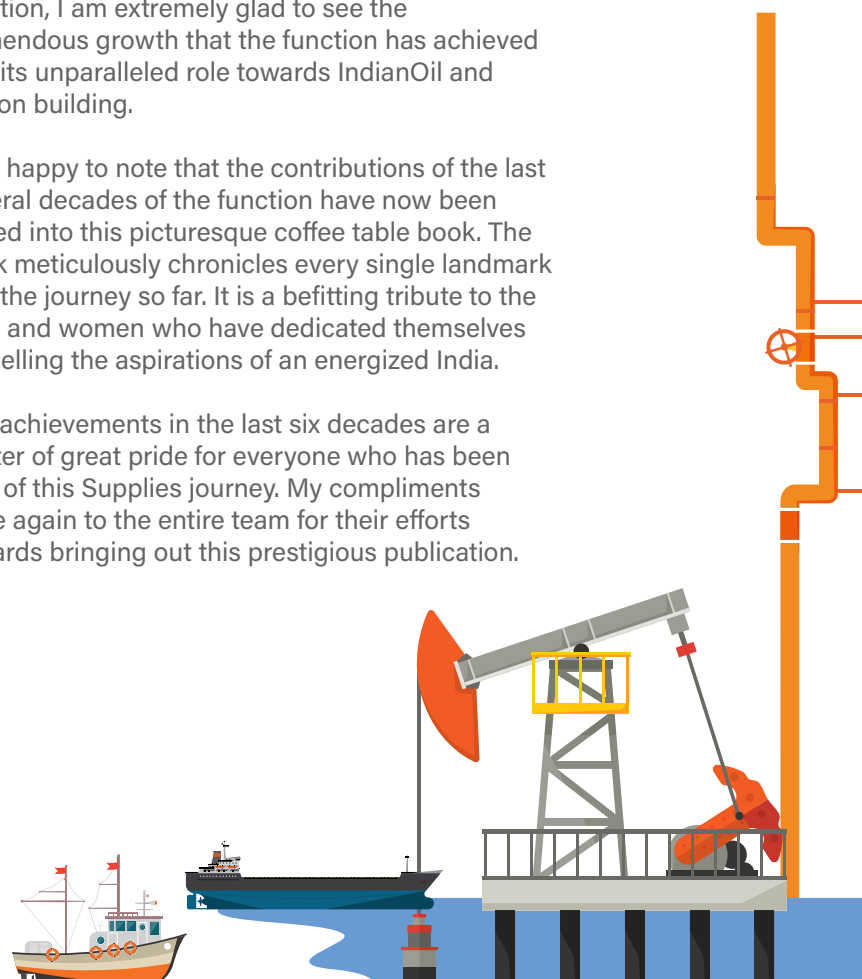
Such dilemmas are hard to imagine in the 'automation' world of today. I am happy to know that in 2015, the Corporation became the first in the oil sector to set up a 'SMART' terminal. The state-of-the-art facilities have made it more convenient

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.



? DID YOU KNOW?

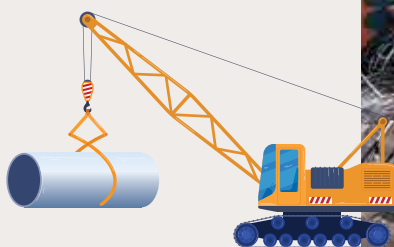
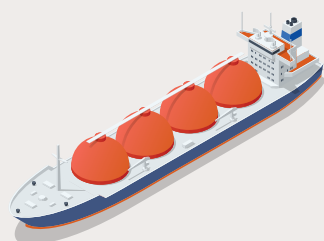
Roopkali, Phoolkali and Phoolkali's calf Moti were on payroll of Digboi Refinery as on June 1930. Interestingly, these animals worked diligently throughout the day, starting with the first whistle at 6:00AM but could not be made to move even an inch after the whistle signalling end of the workday! Their 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. Lets 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.





EARTH PIT No. 144
RESISTANCE - 1-69 Ω
TESTED ON APRIL 2022
DUE ON OCT. 2022



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



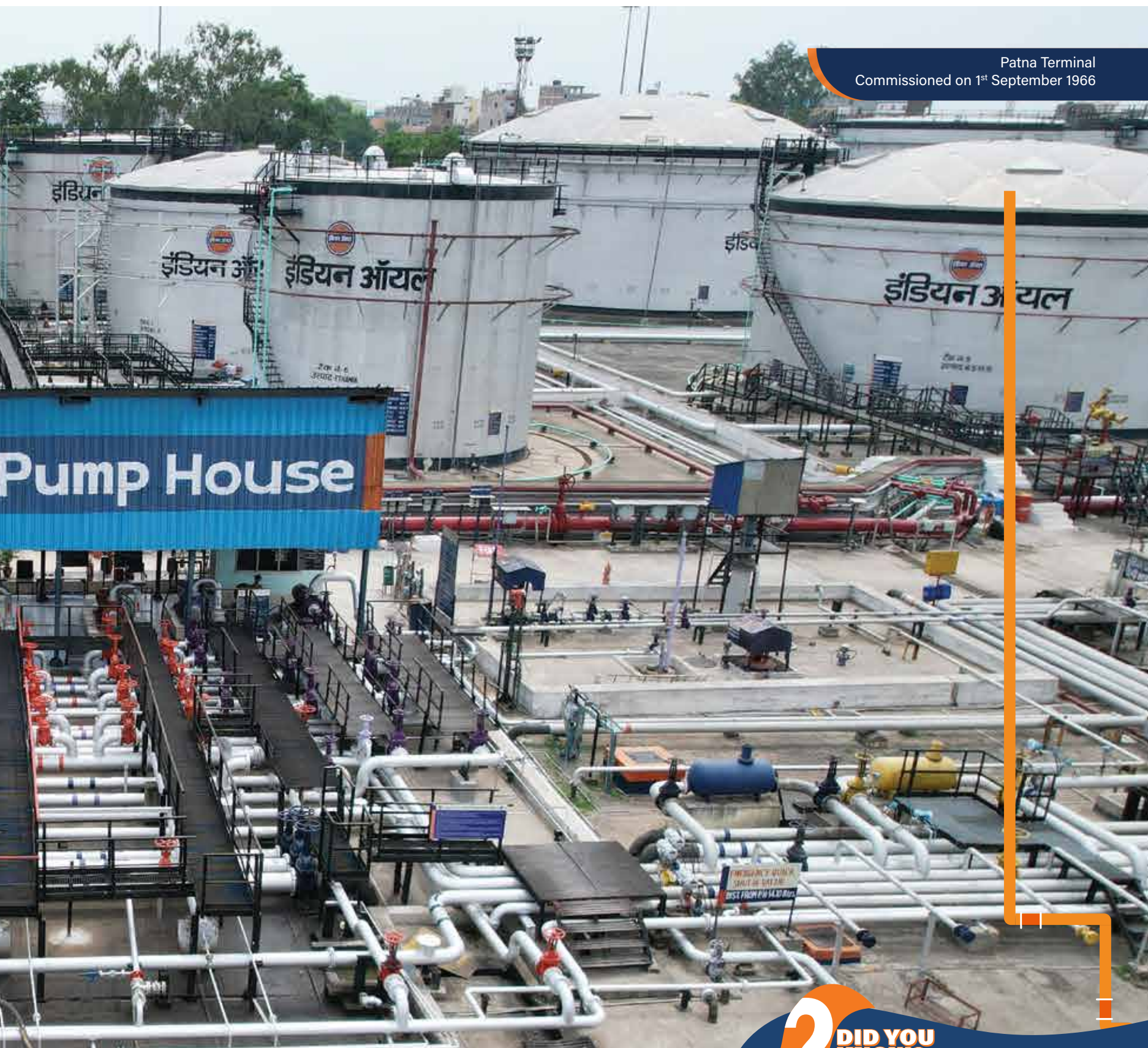
Mumbai Terminal - Sewree I
Commissioned on 1st November 1965







Patna Terminal
Commissioned on 1st September 1966



DID YOU KNOW?

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.



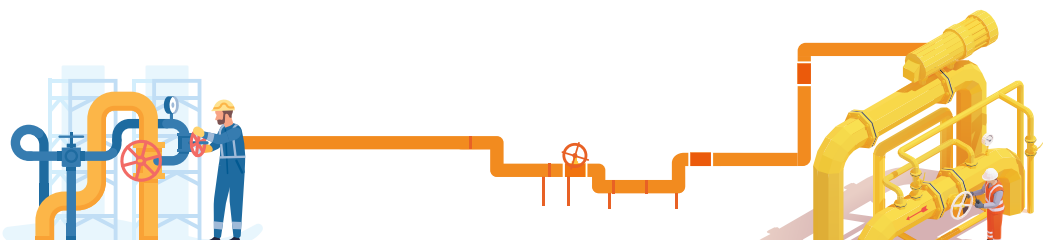


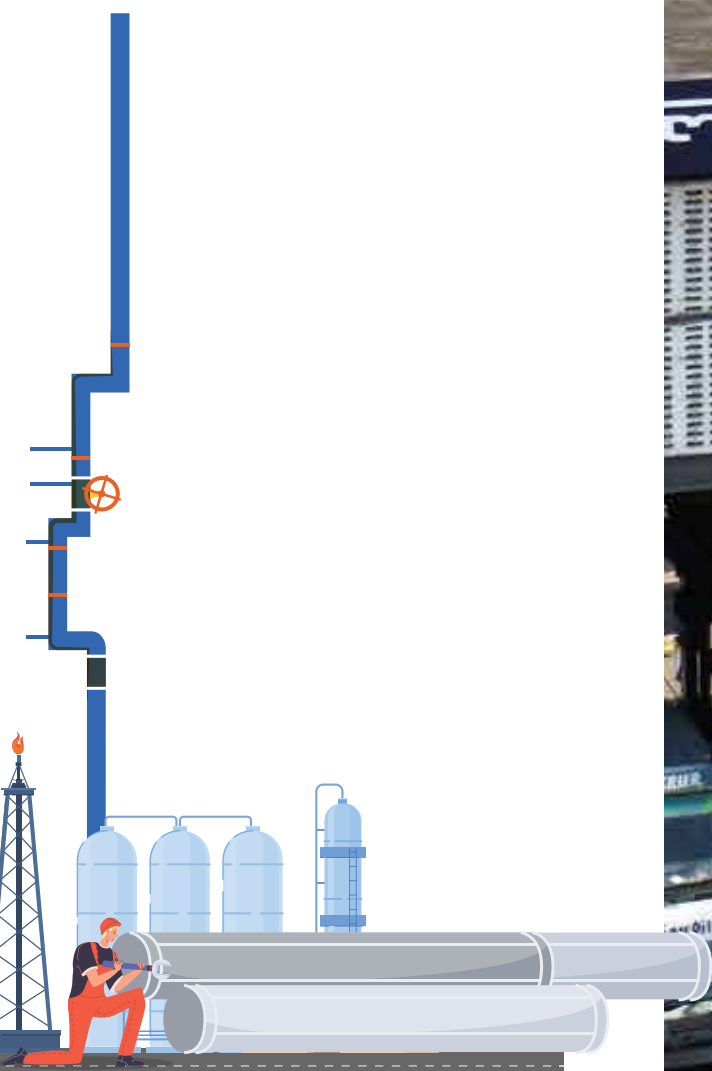
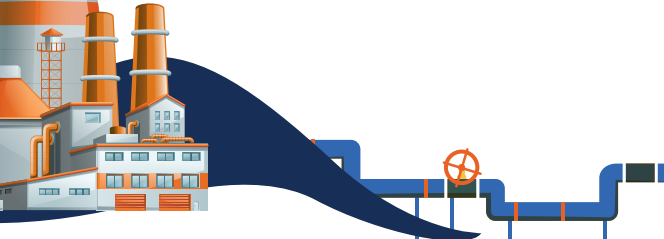
Mughalsarai Terminal
Commissioned on 1st October 1966



DID YOU KNOW?

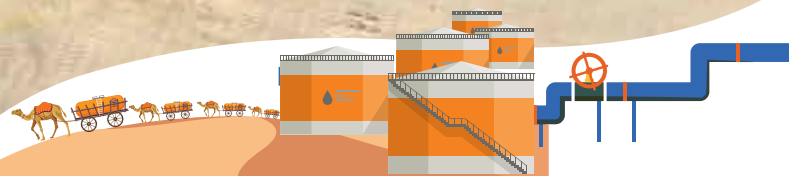
The first Supply Agreement between IndianOil & Nepal Oil Corporation was inked in 1973, a long standing partnership that was again strengthened in 2022. Through, this agreement, 15 MMT of petroleum products valuing 1.30 lakh crore is likely to be supplied to Nepal.







Mourigram Terminal
Commissioned on 1st February 1967







Vizag Terminal
Commissioned on 2nd June 1967



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 5.4 crore litres. Currently, Supplies department alone has a tankage of over 6.3 hundred crore litres.



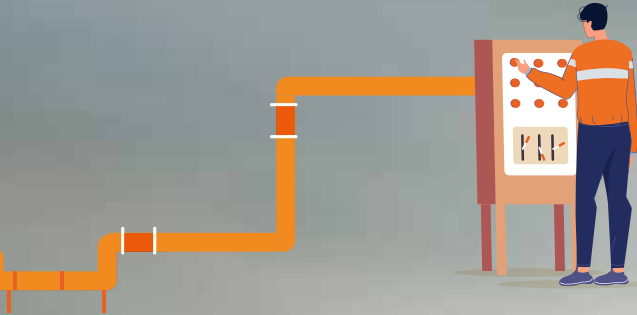


Rajbandh Terminal
Commissioned on 1st September 1967



? DID YOU KNOW?

IndianOil tank trucks travel 15 lakh kms in a day i.e. 4 times the distance between the Earth and the Moon. This is also equal to 35 rounds along the circumference of the Earth, in a day.



Celebrating over 50 years of service!

Terminal	Commissioned On
Wadala Terminal-B	1 st January 1909
Mumbai Terminal - Sewree II	1 st April 1912
Goa Terminal (Vasco)	1 st January 1916
Willingdon Island Terminal	1 st November 1960
Kandla Main Terminal	1 st August 1961
Siliguri Terminal	1 st February 1962

Terminal	Commissioned On
Raxaul Depot	20 th March 1962
Missamari Depot	30 th June 1962
Chennai Terminal – Tondiarpet	1 st October 1963
Budge Budge Terminal	4 th December 1964
Mumbai Terminal - Sewree I	1 st November 1965



Terminal	Commissioned On	Terminal	Commissioned On
Ernakulam Terminal	17 th May 1965	Mourigram Terminal	1 st February 1967
Patna Terminal	1 st September 1966	Dharmanagar Depot	31 st March 1967
Allahabad Terminal (Subhedarganj)	10 th October 1966	Vizag Terminal	2 nd June 1967
Kanpur Terminal	1 st October 1966	Rajbandh Terminal	1 st September 1967
Mughalsarai Terminal	1 st October 1966	Port Blair Terminal	1 st April 1971

Port Blair Terminal
Commissioned on 1st April 1971







Office

प्रयोगशाला

प्रयोगशाला

Laboratory

PGCA
DGQA

LABORATORY
NAB

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.

1962

Siliguri, the First Inland Terminal commissioned in February 1962



1961

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



1960

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



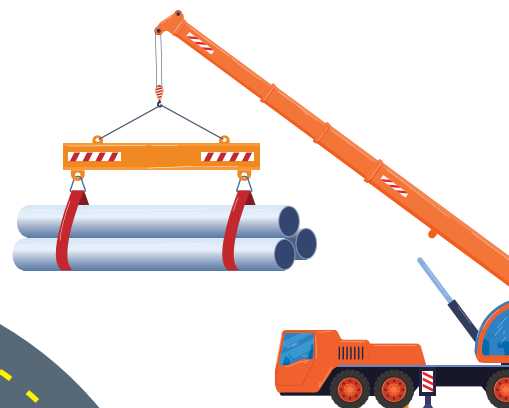
1960





1977

Barge Bunkering
started at Goa from June 1977.
Mr. S. B. Budhiraja, the then
MD commissioned the facility



1965

100th Depot
opened at Jalgaon in
December 1965

1970



IndianOil



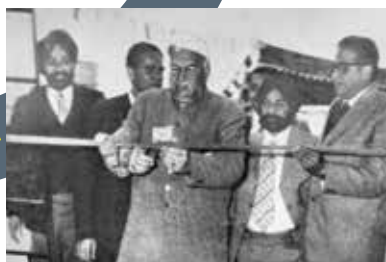
1976

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



1974

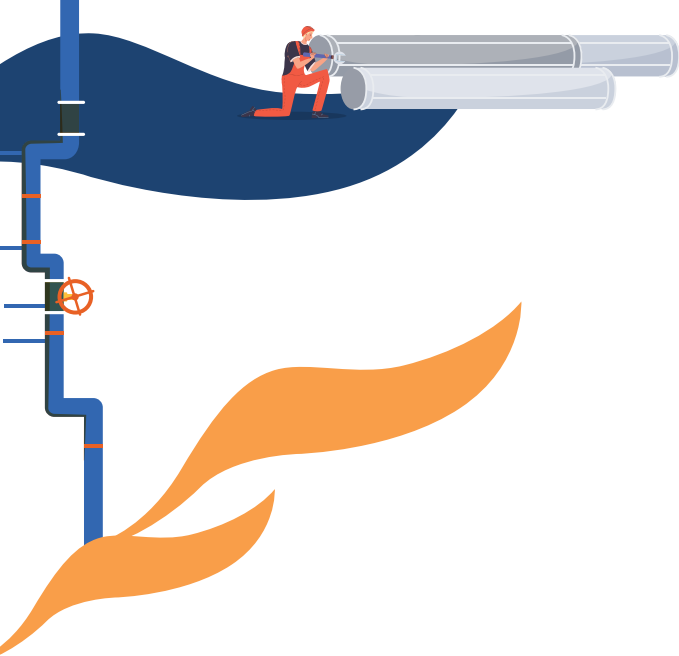
Ratlam Terminal
commissioned in
December 1974.
Mr. J. Jayaraman, the
then Western Regional
Manager commissioning
Tank Lorry filling shed



1975

Mr. Girdharilal Dogra, the then
Finance Minister of J & K state,
commissioned Major Bulk Depot
at Jammu in July 1975





1984

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



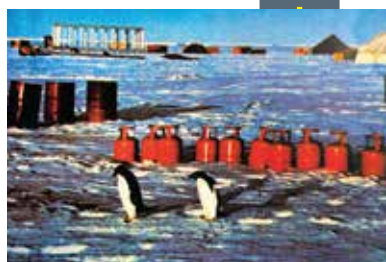
1984

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



1982

Served India's first expedition to Antarctica in January 1982: IndianOil supplied MS, 93 octane, ATF and LPG cylinders



1990



1994

Devangonhi Terminal commissioned in July 1994. Mr. B. K. Bakshi, the then Chairman inaugurated the Terminal



1980



1997
Bhubaneswar Terminal
commissioned in March 1997.
Mr. T. R. Baalu, the then,
minister of state for P&NG
inaugurated the terminal



2000



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



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



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





2010



2015

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

2009

Vehicle Tracking System implemented



2004

POL locations go Live on SAP from February 2004



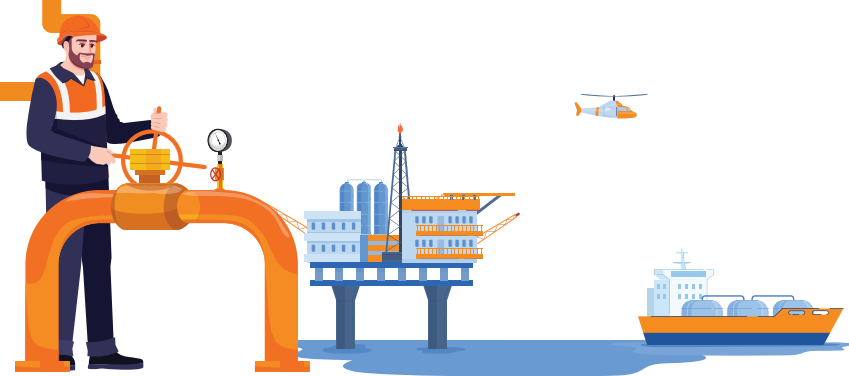
2016

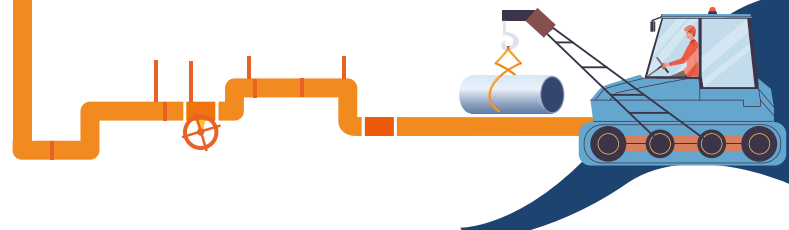
Movement of POL products from Assam to Tripura through Bangladesh began in August 2016



2019

Centralized S&D at all POL locations implemented from June 2019





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



2022

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

2020



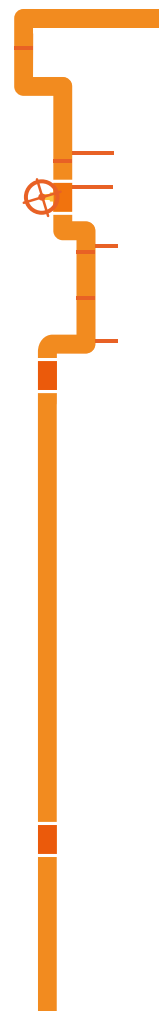
2019

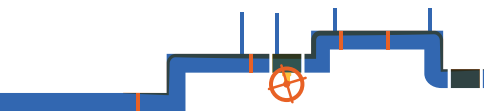
IMO Compliant First
VLFSO (MARPOL)
Grade rake was
received at Knadla
(Main) Terminal in
September 2019



2022

Moinarbond Depot,
Silchar commissioned in
March 2022







IndianOil supplied fuel in the thick of battle field during kargil war in 1999

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.



Effort of supplies group appreciated by various organisation

"It is indeed a honour to our Armed Forces to recieve this noble gesture from IndianOil by contributing their one day's pay for our war heroes."

—Lt.Gen. R.J. Mordecia
PVSM, AVSM.

AIR HQ/62702/1/Gen/POL 13 July '99
Dear Mr. Marwah,
1. This has reference to your DO No. DGM(MC)/Defence dated 24 June '99.
2. The gesture of IndianOil to contribute one day's salary for the Welfare of the Armed Forces is in keeping with high traditions of the Company and is highly appreciated.
3. I am confident that as in the past IOC will continue to stand by side with the Air Force both in peace and emergency. We look forward to...

"I convey my appreciations on behalf of all ranks of my Organisation, to all the personnel of Indian Oil Corporation who have wilfully agreed to stand shoulder to shoulder with our Armed Forces on such an occasion."
Air Vice Marshal S.C. Vohra
VSM.

16 Jul 99
Lt Gen J S Bhatnagar, AVSM, VSM, ADC
Director General Supplies & Transport
Senior Colonel Commandant
File - 3211551
13021/P/1

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

INDIAN OIL
CORPORATION LTD.



52502/DGBR/21/E3Q

Dear Mr. Marwah,

- Please refer to your DO letter No DC Jun 99.
- It is indeed an honour to our Armed Forces to receive this noble gesture from Indian Oil by contributing their one day's pay towards our war heroes' families.
- It gives me immense inner happiness with the Armed Forces and your love and support.
- During the previous similar occasion, Indian Oil Corporation has risen to the call, and demonstrated its commitment.
- I convey my appreciations on behalf of my Organisation, to all the personnel of Indian Oil Corporation who have wilfully agreed to stand shoulder to shoulder with our Armed Forces on such an occasion. I take this opportunity to thank you and your staff, all the very best in their efforts and they are fully geared up to meet our challenges.

With Regards,

Mr. Narendra Singh,
is heartening to see IOC's support in the operational areas of the POC. IOC's personnel, its associates, contractors and the truck drivers, have shown exemplary courage and loyalty. This is not the first time that IOC has proved its reliability in the face of national emergency. In the 1971 Indo-Pak war where Indian Oil has suffered certain losses, Indian Oil has proved its merit and dependability. But this has not resulted in lowering the morale of IOC's staff. Indian Oil has worked with us shoulder to shoulder. Indian Oil has proved that it is indeed worthy of the title 'India's No. 1 Company'. On behalf of the Indian Army and the Nation, I would like to thank IOC and hope and pray for our long and fruitful association.
With best wishes and regards,
Yours sincerely,
Narendra Singh
Executive Director
Indian Oil Corporation Ltd
Northern Region
Delhi - 110016

Box No 116
Port Blair - 744102
Andaman Islands
DIG SPS BASRA, VSM, TM
Commander Coast Guard Region (A & N)

2 Jan 2005
LETTER OF APPRECIATION
I sincerely thank you for the services provided by IOC Port Blair to Indian Coast Guard for Post Tsunami massive relief operations carried out by Indian Coast Guard in A&N Islands. I am sure that this relief operation would not have been possible without the timely supply of fuel to Indian Coast Guard Ships.
I would like to place on record that this all would not have been possible without your sincere efforts.
With Best Wishes
Yours sincerely,
Mr. Sunil Kumar
Executive Manager
Indian Oil Corporation Ltd
Port Blair

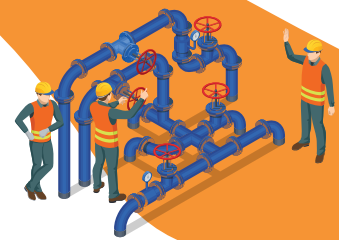
Dear Sh Narendra Singh,
I would like to place on record the excellent coordination, approachability and dedication exhibited by Indian Oil Corporation at whichever location they Indian Oil Corporation has reached petroleum products at whichever location they were needed, no matter how inaccessible or hostile the terrain.
We feel a sense of security in a close association with IOC. There have been times when we have almost despaired at the impossibility of reaching petroleum products to forward areas. But I must admit that IOC has been more tenacious and then even our expectations and established beyond doubt its loyalty and dedication to our Motherland. IndianOil has suffered losses of product, equipment and even lives, but it continues to march with us step by step.
I am sure that with our combined strength, we will emerge victorious in all situations.

"We feel a sense of security in a close association with IOC... despite suffering losses of product, equipment... it continues to march 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 skirmish that it is worthy of being called India's No.1 Company..."
—Lt. Gen. J.S. Bhatnagar,
ASVM, VSM, ADC

Sh. Narendra Singh
Executive Director (Northern Region)
Indian Oil Corporation
New Delhi

Service to the Nation



Fueling INS Vikrant at Karwar jetty



Bunkering at Mangalore



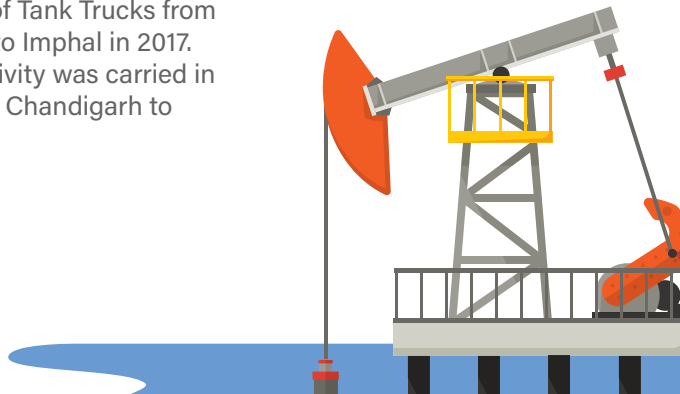
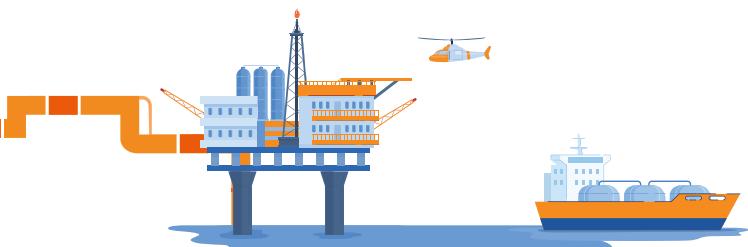
RORO service used due to road block in 2016 from Assam to Tripura



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



Hasimara floods, 1974



Nagaon floods, 2004



Kerosene supply after Allahabad floods, 1980



Vadodra floods, 2005



Odisha cyclone, 1999



Chennai floods, 2016



Supplies from Ambala despite floods, 2001



Assam floods, 2022



Operations that provided relief to calamity stricken areas



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



Bihar relief operation, 1967



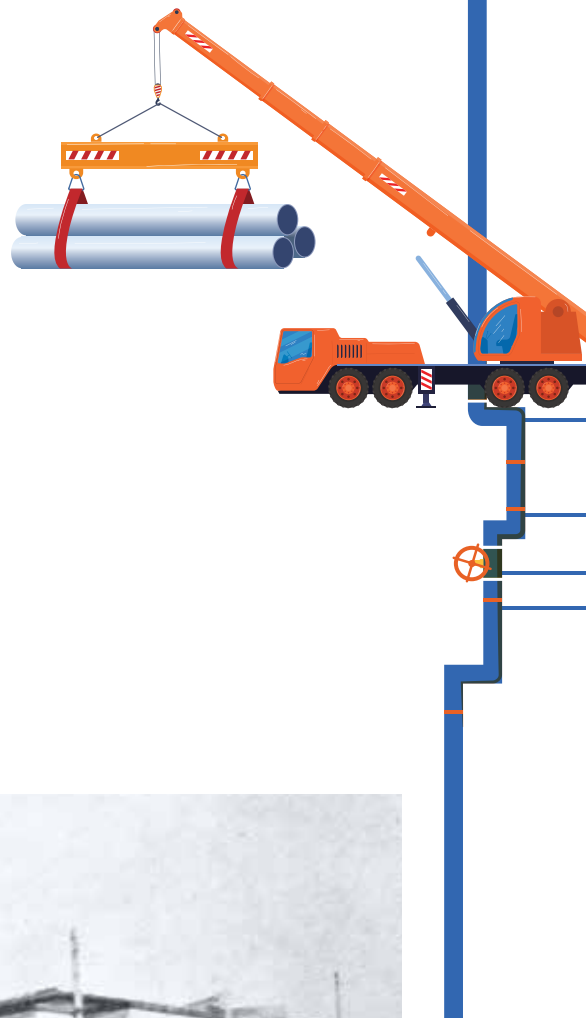
Tank Trucks for flood relief in Delhi and Haryana, 1977



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



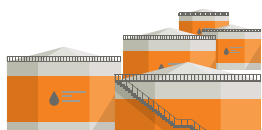
Tank Trucks leaving Mumbai for Patna to supply water, 1967



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.





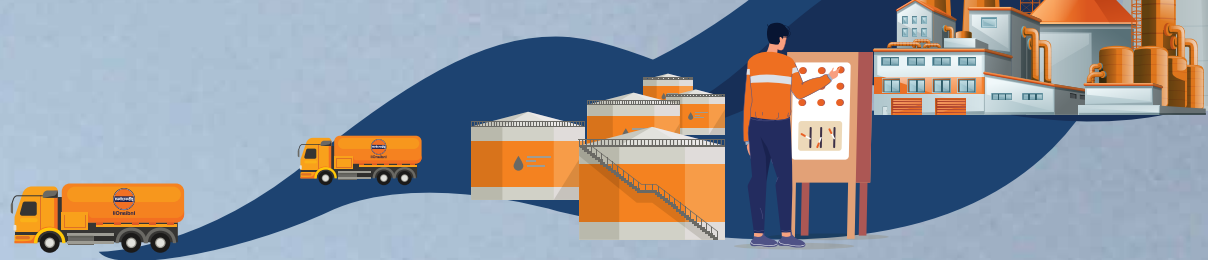


Reaching remote corners...

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.

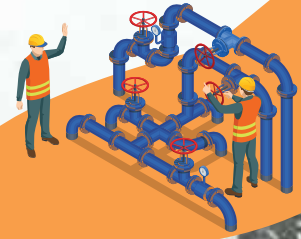
Leh Depot: This cold desert remains cut off from the rest of the country from mid-November to mid-May. The depot ensures that the Ladakh region gets regular supplies of POL and other basic necessities during these six months of winters.





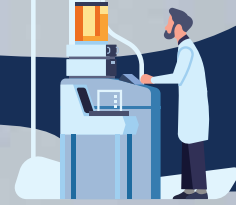
Srinagar Depot: The location faces one of the harshest winters. Srinagar gets cut off during peak winters with temperature dropping to -15°C . The depot caters to POL demand in North Kashmir for civilians as well as the Armed forces.






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.



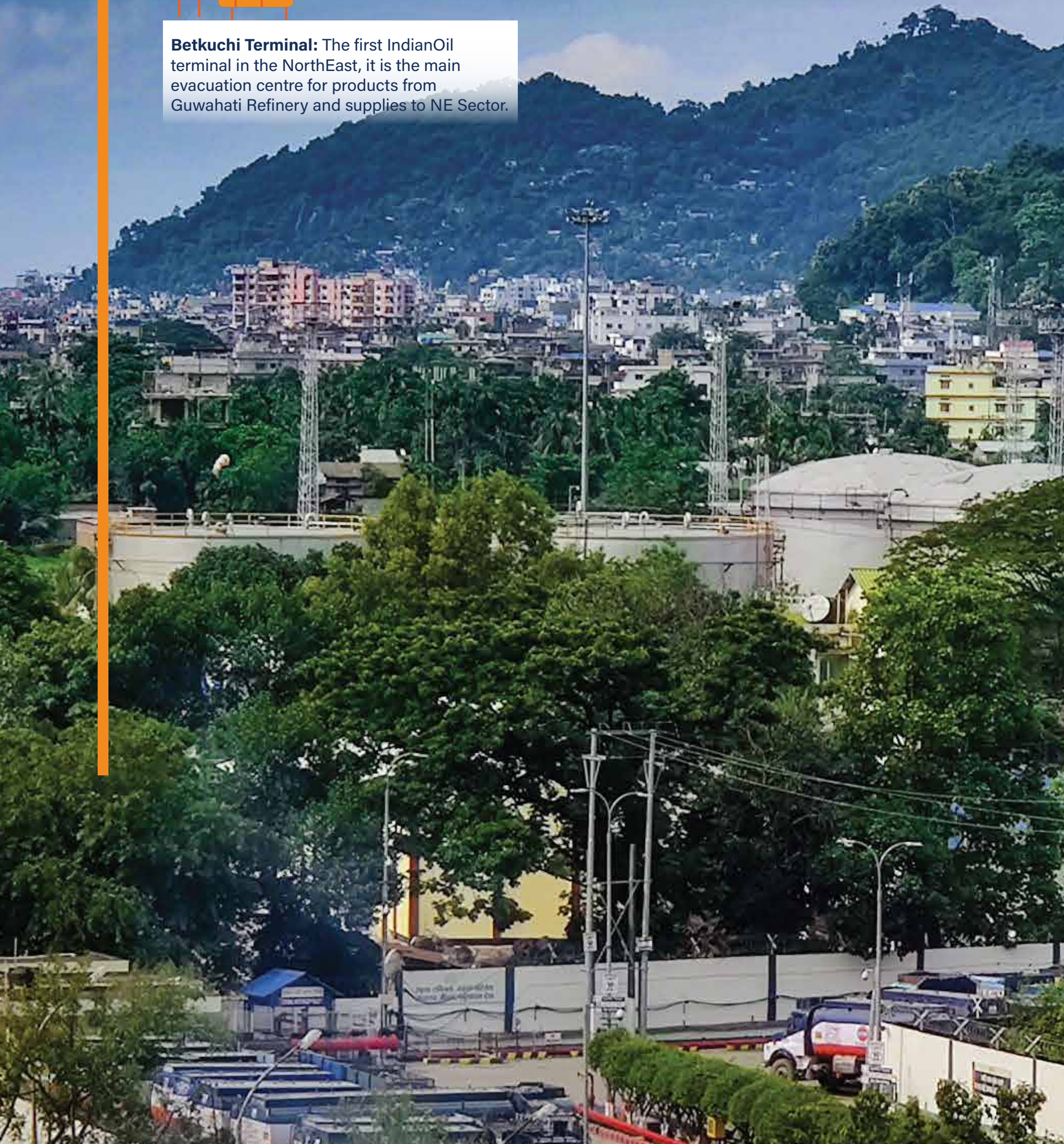


DID YOU KNOW?

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.

A decorative orange line graphic that starts from the top left, runs horizontally, then turns vertically down the left side, and finally turns horizontally again towards the top right, ending near the top edge of the image.

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.





DID YOU KNOW?

In 2002, IndianOil said āyubōvan (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.







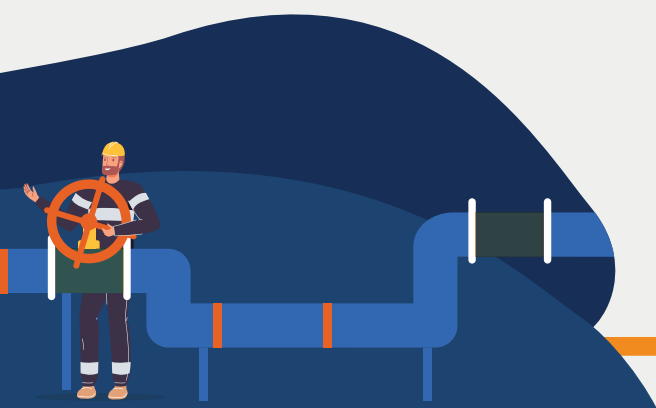
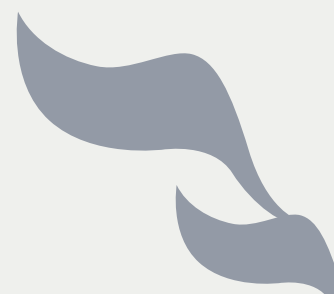
Stocking up for the winter...

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.



Leh Depot





BORDER ROADS ORGANISATION

HIMANK

WELCOMES YOU AT

KHARDUNG-LA TOP

(HIGHEST MOTORABLE ALL WEATHER ROAD IN THE WORLD)

16 BRTF 359 RMPL 54 RCC

KHARDUNG-LA TOP

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.



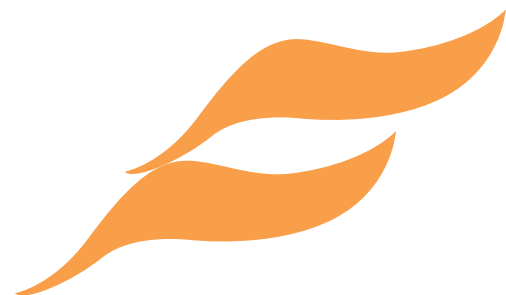
Sixty-seven hours is how long it took for the willpower and efforts of employees at Rajbandh terminal in West Bengal to triumph over one of the greatest forces of nature – fire. It was also a classic example of how any calamity, no matter how big it may be, can be controlled when people come together to put service before themselves.



"I joined IndianOil when it had no Oil", said Mr. Surendra Ruparel, the first employee to be posted in Operations Department in 1960.



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.







ncianOil



Recognition on the way...

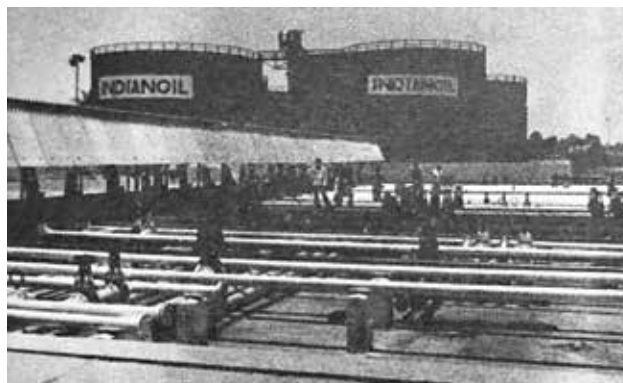
IndianOil's terminals have consistently been recognized for yielding excellent results and creating significant value for all. This is because we ardently follow the Corporation's philosophy - 'Energy of India' that keeps alive our winning spirit.



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.





DID YOU KNOW?

IndianOil commissioned its first secondary grade lubes dispensing facilities at Bangalore Depot during second half of 1970.



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.



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.



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



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.



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





વેલ્ફેર પે - 02

કે.પી.સી. રૂમ - 02

P.M.C.C. ROOM - 02





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.





DID YOU KNOW?

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



Kandla (Main) in 1986



Jalandhar Terminal in 1986

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 in 1984

Kargil Depot

Commissioned on:
October 1984

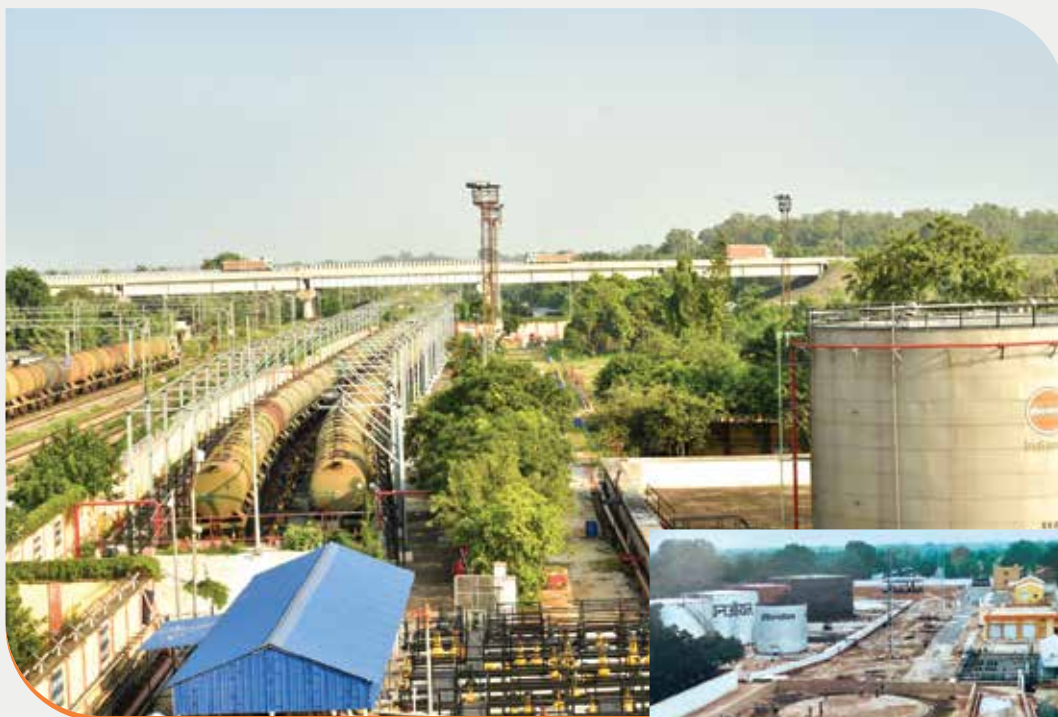
Location Supplies to Kargil
and Leh

Delivery: 1 lac KL per annum

DID YOU KNOW?

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



Malda Depot in 1985



Gangtok Depot

Commissioned on:
3rd June 1991

Location Supplies to Sikkim
through 30 Retail Outlets

Delivery: 1 lac KL per annum



Gangtok Depot in 1991



Solapur Terminal

Commissioned on:
8th September 1996

Location Supplies to 6 districts
of Maharashtra through 350
Retail Outlets

Delivery: 5 lacs KL per annum



Solapur Terminal in 1996



Paradip Terminal

Commissioned on:
15th January 1997

Location Supplies to 4 districts
in Odisha through 200 Retail
Outlets

Delivery: 14 lacs KL per annum



Paradip Terminal Commissioning site

DID YOU KNOW?

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



Bareilly Depot in 1997



Belgaum Depot

Commissioned on:
12th July 2002

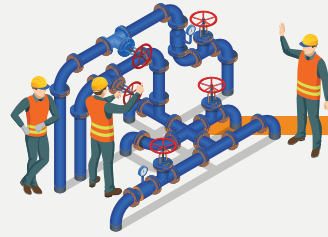
Location Supplies to 2
districts of Karnataka through
200 Retail Outlets

Delivery: 3 lacs KL per annum



Belgaum Depot in 2002





Lucknow Terminal in 2002

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 in 2007

Chittorgarh Terminal

Commissioned on:
13th October 2007

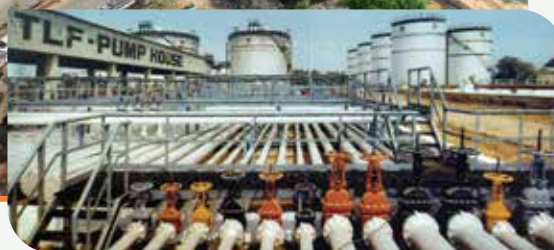
Location Supplies to 11
districts of Rajasthan through
500 Retail Outlets

Delivery: 9 lacs KL per annum



DID YOU KNOW?

In 1974, Madras Port had the biggest oil berth. This port could accommodate giant tankers upto 1,00,000 DWT.



Hyderabad Terminal in 2009

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 in 2014

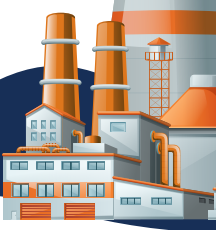
Jassidih Terminal

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 in 2015

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 in 2016

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.







First SMART Chittoor Terminal

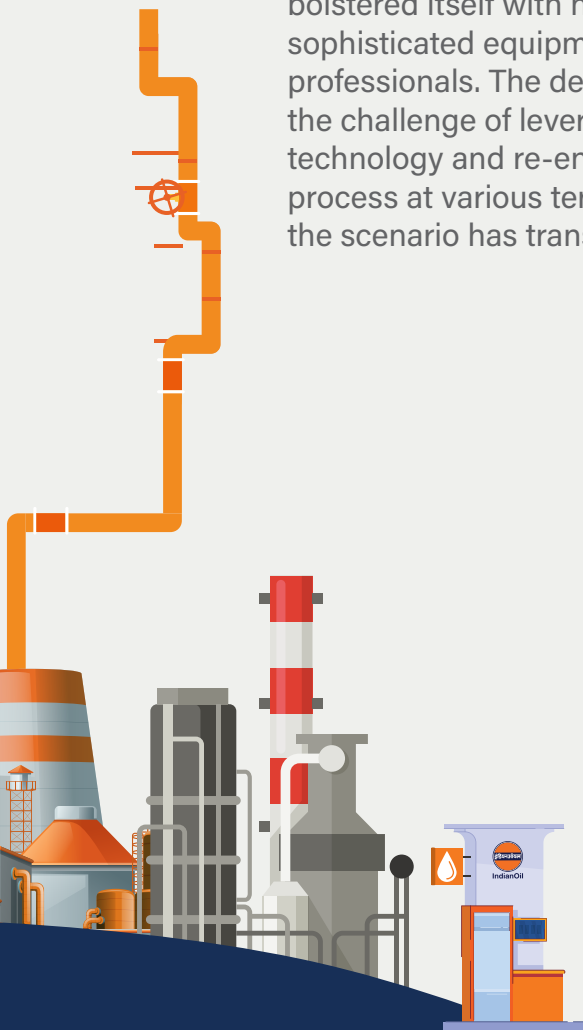


Marching towards the future...

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

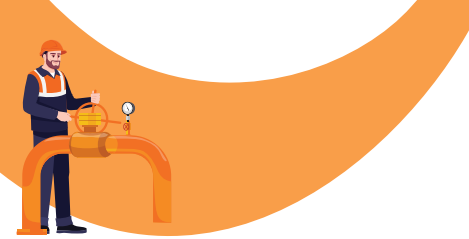


From Camel and Bullock cart in the early 60s to branded tank trucks now, transportation service has come a long way.



? 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



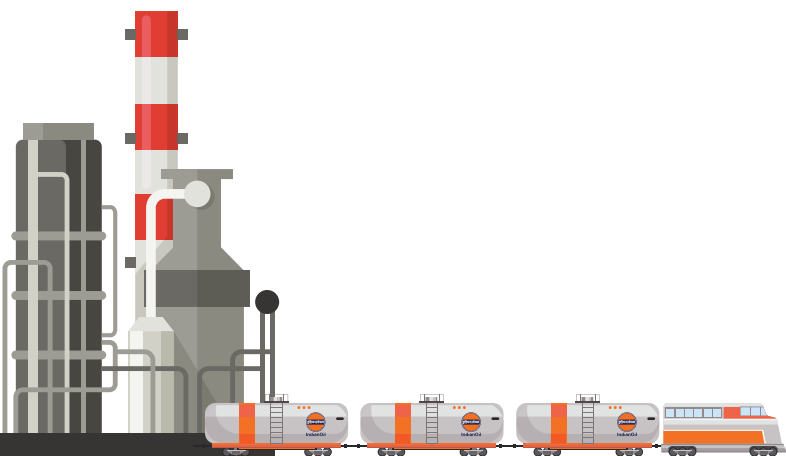
From meter gauge to conventional tank wagon to use of Bogie (B) Type (T) Pneumatic (PN) brake tank wagon, our tank wagon system has evolved and expanded with time.



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.



Calibration Unit

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.



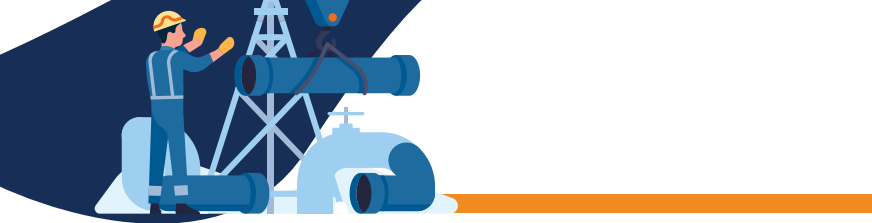


इंडियन ऑयल
IndianOil

इंडियन ऑयल
IndianOil

इंडियन
India





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.

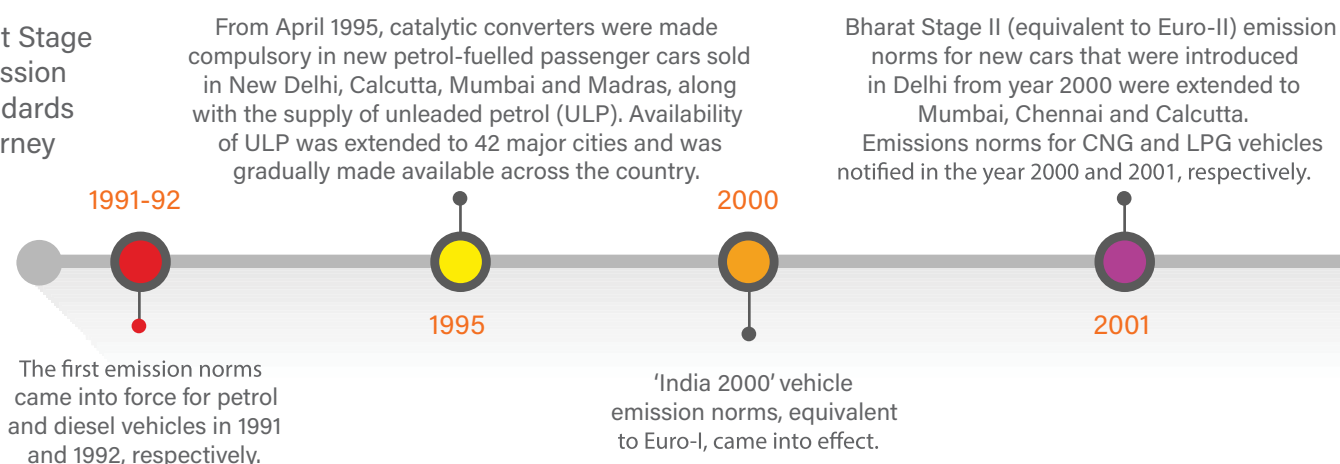
In India, the transition to green fuel has been consistent. From April through October 2010, there was a phased conversion from Bharat Stage-II (BS-II) to Bharat Stage-III (BS-III). 13 cities (Delhi NCR, Agra, Kanpur, Lucknow, Kolkata, Mumbai, Ahmedabad, Surat, Pune, Solapur, Chennai, Bangalore, and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

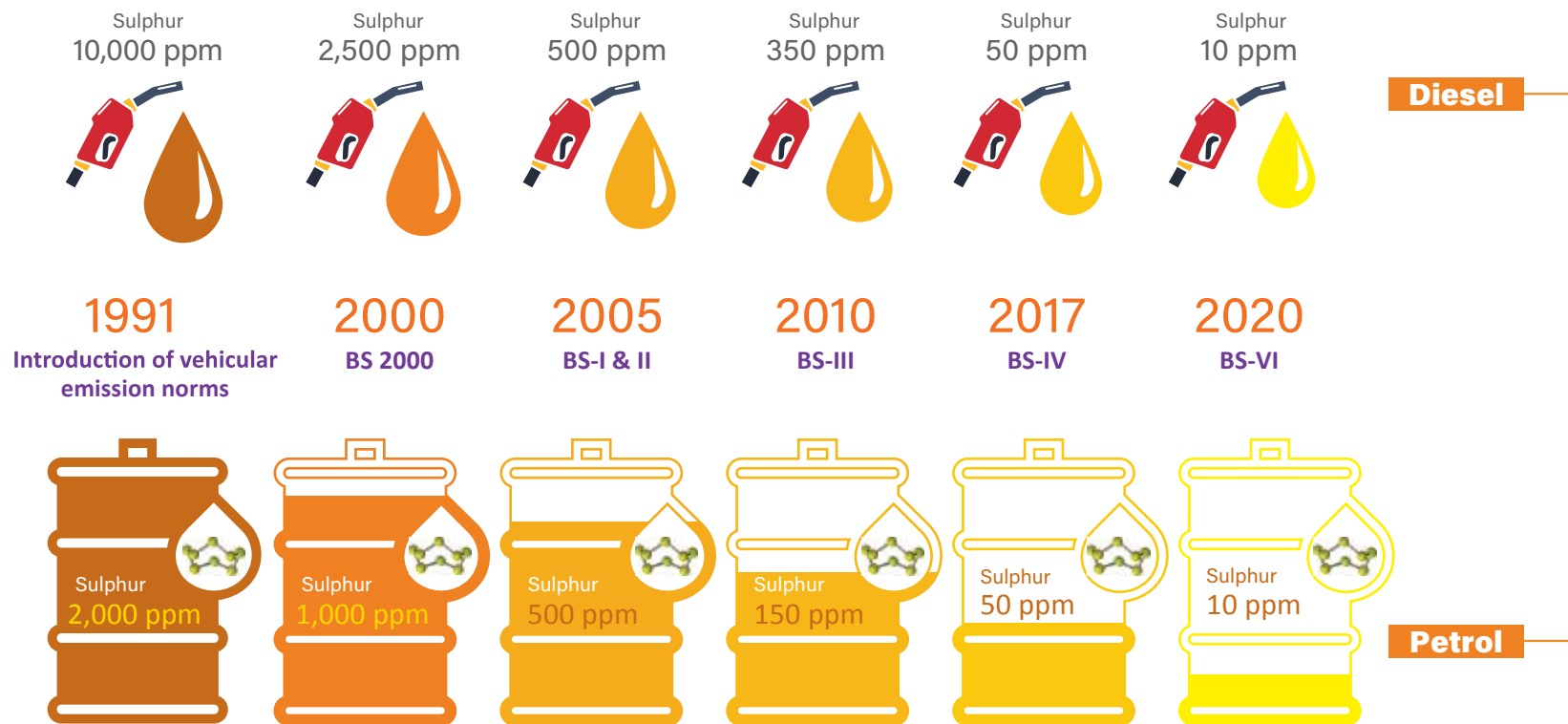
Diesel is not the villain here. It has been the most misunderstood fuel. Thanks to the efficient Supplies team, the most economical fuel has transformed into a green fuel which helps to create a cleaner tomorrow.



Bharat Stage Emission Standards Journey

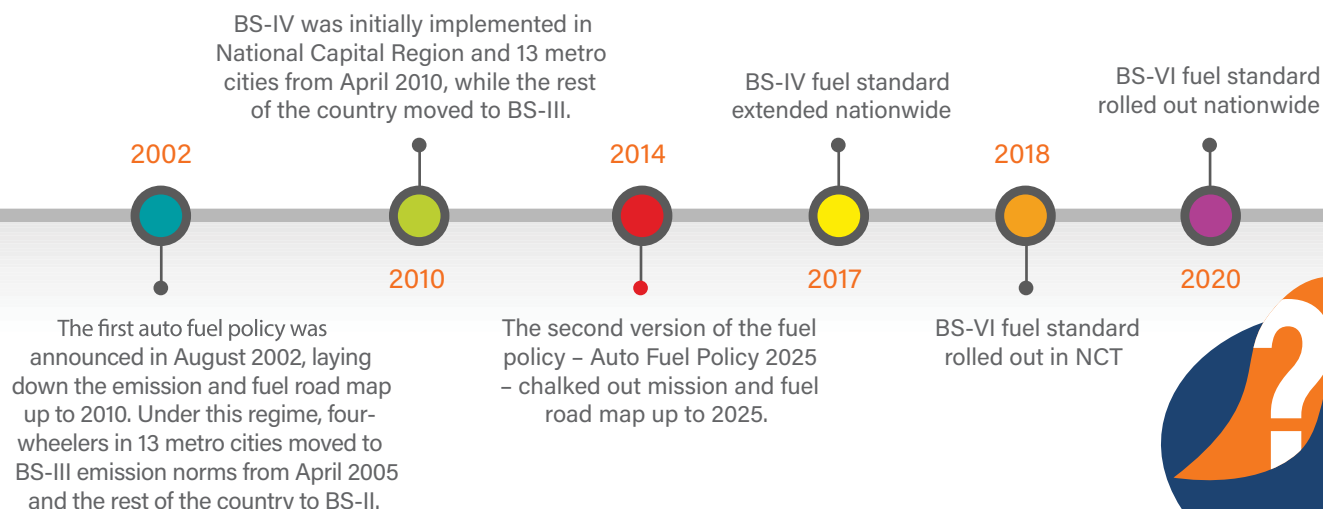
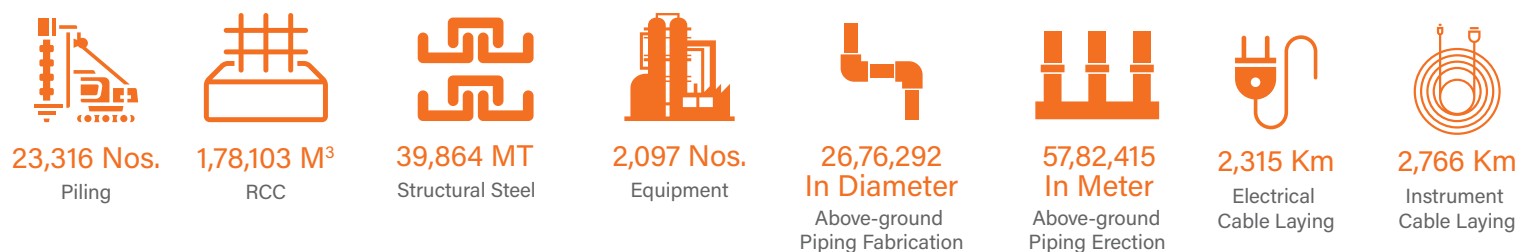


Auto Fuel Quality - Roadmap of India



BS-VI Quality Upgradation Project

Overall job quantum at a glance:



DID YOU KNOW?

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.

SAND MODEL



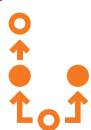


Team BPO



Mr. S. M. Vaidya, Chairman, IndianOil, addressing the meet.


RESULTS



Distribution Plan

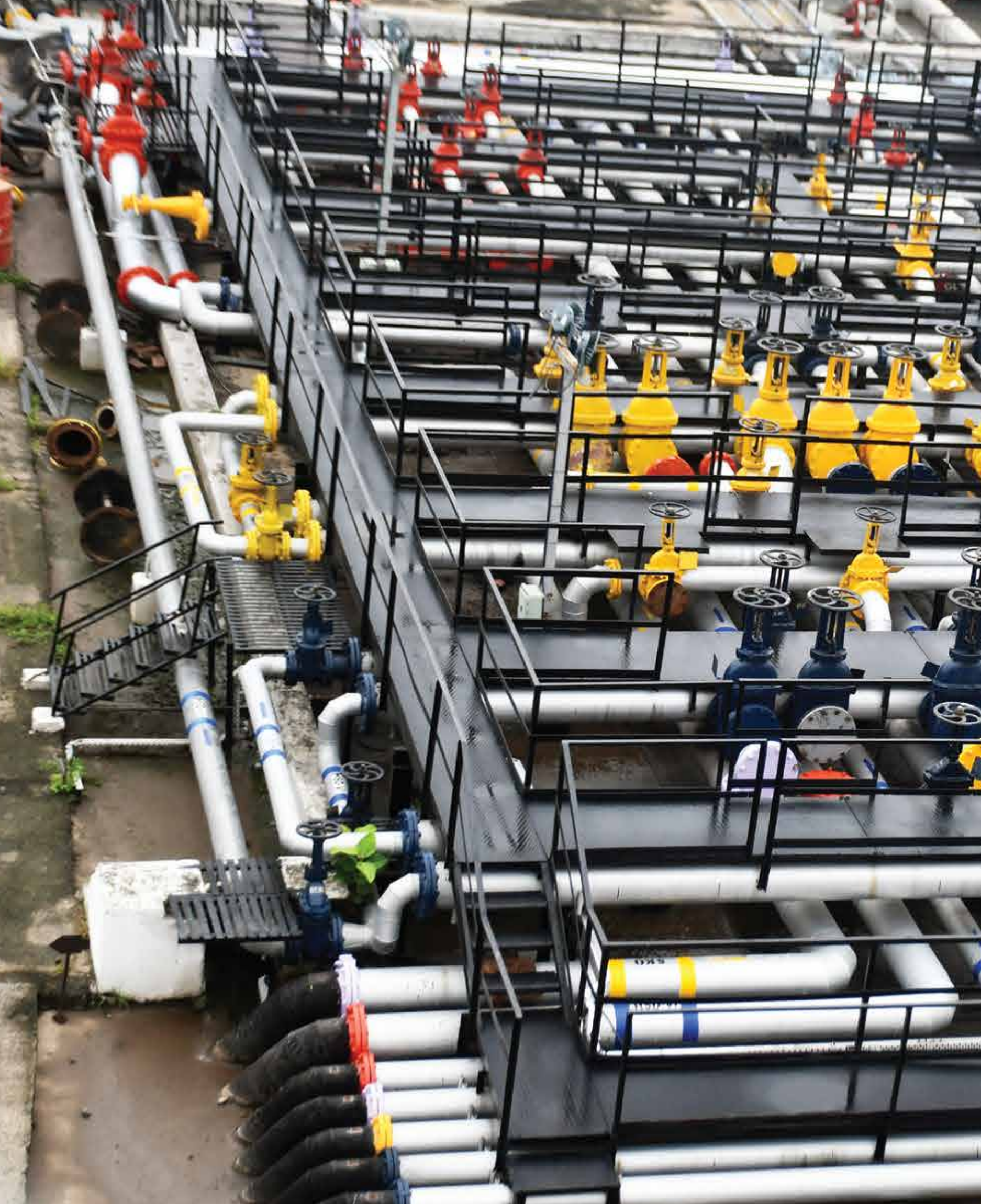


Product Exchanges



Cost of Optimal Routes







Making a difference...

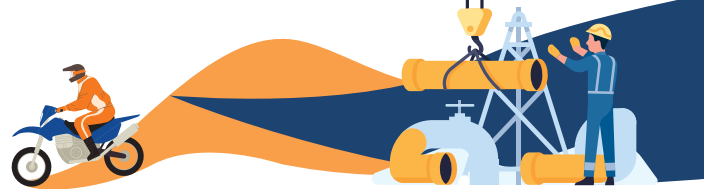


IndianOil has continued focus on developing differentiated products that provide niche and specialized solutions for enhanced user experience while also catering to environmentally sensitive market segments.



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.

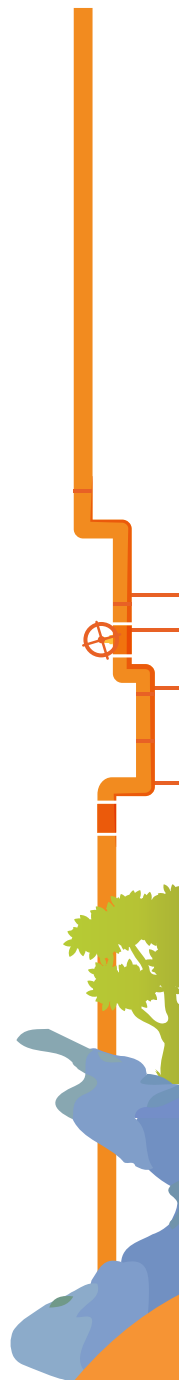




Subsequently, the Corporation also launched XP95. The Supplies group took up the challenge of introducing this product on a PAN India basis, creating dedicated infrastructure, and procuring an Octane booster. As of August 2022, 100 supply locations catered to 7274 Outlets, with a monthly volume of 80 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.







Blending for a better planet..

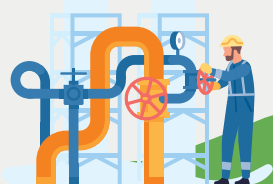


10th August 2022 marked a historic milestone in India's journey towards green economy when Mr. Narendra Modi, Hon'ble Prime Minister of India, inaugurated the IndianOil 2G Ethanol Plant in Panipat. The plant was latest in line of India's waste-to-wealth endeavour, turning a new chapter in India's march 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.

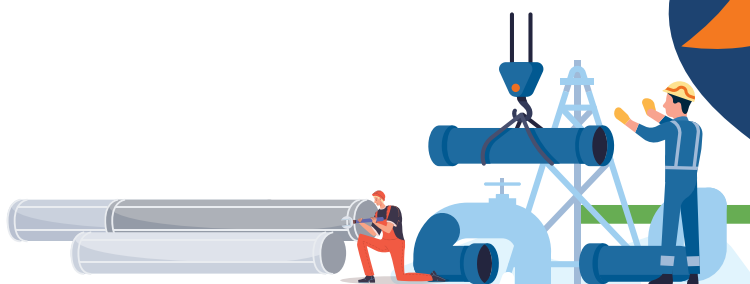


A pilot roll out of M15 (15% Methanol-Blended in Petrol) was initiated at Digboi in May 2022, in line with the philosophy of making India self-sufficient in energy requirements.

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 386 TKL.

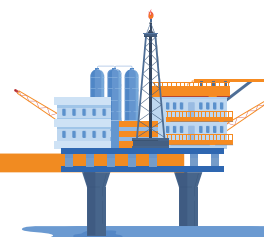
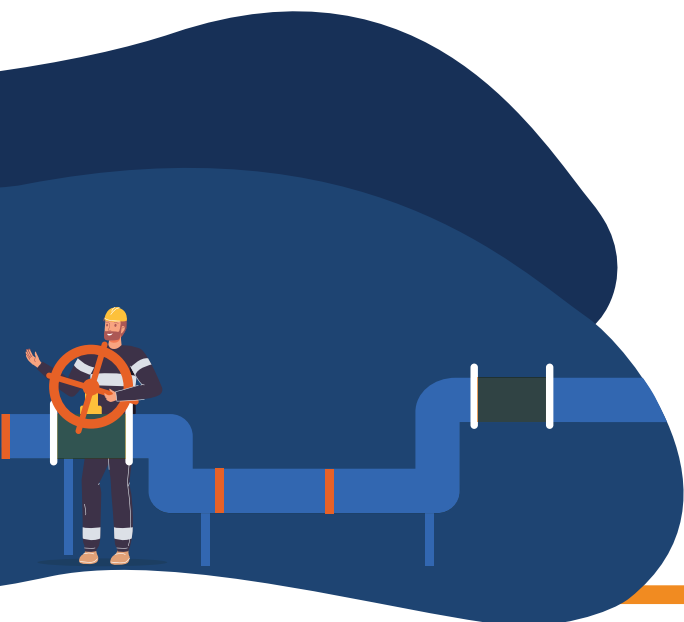
DID YOU KNOW?

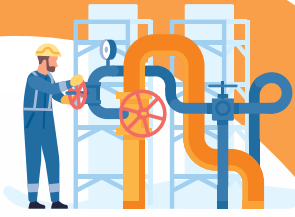
In 2016, at the Korukkupet Terminal, Tank No. T-241 created a special place of pride, when it blended 5% bio diesel with 95% BS-IV - HSD and filled straight into tank trucks as blended Bio Diesel HSD B5.



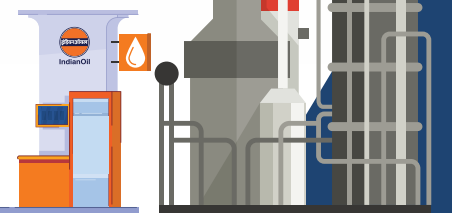


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