

# BUSINESS RESPONSIBILITY REPORT

## SECTION-A: GENERAL INFORMATION ABOUT THE COMPANY

1. **Corporate Identity Number (CIN):** L23201MH1959GOI011388
2. **Name of the Company:** Indian Oil Corporation Limited
3. **Registered Address:** Indian Oil Bhavan, G-9, Ali Yavar Jung Marg, Bandra (East), Mumbai-400051
4. **Website:** www.iocl.com
5. **Email Id:** investors@indianoil.in
6. **Financial Year Reported:** 2019-20
7. **Sector(s) that the Company is engaged in (industrial activity code-wise):** The Company is engaged in the business of refining and marketing of petroleum products. It is also engaged in the business of Exploration & Production, Petrochemicals, Natural Gas and Alternative Energy. The Industrial Group as assigned by National Industrial Classification 2008, Ministry of Statistics and Programme Implementation are as under:

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

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

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

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

**i. Number of international locations (as on March 31, 2020):**

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

In addition, the Company is engaged in exploration & production (E&P) of crude oil and natural gas at 12 locations spread across ten countries, viz. USA, Venezuela, Canada, Russia, UAE, Oman, Libya, Gabon, Nigeria and Israel.

**ii. Number of national locations (as on March 31, 2020):**

Locations	Numbers
Operating Refineries	9
Oil Depots & Terminals	118
Aviation Fuelling Stations	119
LPG Bottling Plants	94
Lube Blending Plants	10
R&D Centre	1
Pipeline Terminals	94
Retail Outlets (including Kisan Seva Kendra ROs)	29,085
Kisan Seva Kendra (rural petrol / diesel outlets)	8,515
CNG Stations	755
Auto LPG Dispensing Stations	353
LPG Distributors (including distributorships under Rajiv Gandhi Gramin LPG Vitarak Yojana)	12,450
SKO/LDO Dealers	3,882

Locations	Numbers
Consumer Pumps	6,955
Explosives Plant	11
Cryogenics Plant	1
Petrochemical Plants	5
Wind Power Plants	6
Solar Power Plants: On-grid	5
E&P location	1
LNG Terminal	1

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

### SECTION-B: FINANCIAL DETAILS OF THE COMPANY

- Paid up capital (INR):** ₹9,414.16 crore
- Total turnover (INR):** ₹5,66,949.64 crore
- Total profit after taxes (INR):** ₹1,313.23 crore
- Total spending on Corporate Social Responsibility (CSR) as percentage of profit after tax:** ₹543.38 crore during 2019-20 (41.38% of PAT of 2019-20).

The CSR budget for 2019-20 was estimated by taking 2% of average net profit of the three immediately preceding years i.e. 2016-17, 2017-18 & 2018-19 (as per section 198 of Companies Act, 2013)

- List of activities in which expenditure in 4 above has been incurred:** As per the Board approved Sustainability & CSR Policy, CSR projects are undertaken in various thrust areas, viz. drinking water, healthcare, sanitation, education, environment protection, empowerment of women and other marginalised groups, etc.

The details of activities are provided in **Annexure-III** to the Directors' Report.

### SECTION-C: OTHER DETAILS

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

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

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

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

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

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

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

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

IndianOil has promoted the use of off-grid / localised solar energy to replace conventional power sources, at its retail network sites. Till March 31, 2020, 16,678 retail outlets (petrol pumps) have been solarised, which is approximately 57% of the total retail outlet network.

**SECTION-D: BR INFORMATION**

**1. Details of Director responsible for BR:**

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

**Director Name:** Mr. G. K. Satish

**DIN:** 06932170

**Designation:** Director (Planning & Business Development)

**b. Details of the BR Head :**

**DIN Number (if applicable):** NA

**Name:** Mr. Shantanu Gupta

**Designation:** Chief General Manager I/C (Alternate Energy & Sustainable Development)

**Telephone number:** 011-71726277

**e-mail id:** shantanug@indianoil.in

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

Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
Do you have policy / policies for Principle #	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Has the policy been formulated in consultation with the relevant stakeholders?	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Does the policy conform to any national / international standards? If yes, specify? (50 words)	IndianOil has framed various policies that conform to different applicable statutes / guidelines / rules / policies etc. issued by the Government of India from time to time. Industry practices, national / international standards are kept in view while formulating the policies.								
Has the policy been approved by the Board? If yes, has it been signed by MD / owner / CEO / appropriate Board Director?	The policies are approved by the Board / Competent Authorities as per the approved Delegation of Authority.								
Does the company have a specified committee of the Board / Director / Official to oversee the implementation of the policy?	Yes. The details are provided under the respective principles.								

Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
Indicate the link for the policy to be viewed online?	The details of the links are given below#.								
Has the policy been formally communicated to all relevant internal and external stakeholders?	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Does the company have in-house structure to implement the policy / policies?	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Does the Company have a grievance redressal mechanism related to the policy / policies to address stakeholders' grievances related to the policy / policies?	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Has the company carried out independent audit / evaluation of the working of this policy by an internal or external agency?	The policies are not audited / evaluated by external agencies. However, the policies are formulated within the ambit of various statutory guidelines and business requirements, which are amended from time to time.								

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

Policy / Rule	Link for accessing the Policy
Code of Conduct for Directors and Senior Management Personnel	<a href="https://iocl.com/download/Code_of_Conduct_for_Board_Members_&amp;_SMP.pdf">https://iocl.com/download/Code_of_Conduct_for_Board_Members_&amp;_SMP.pdf</a>
Code of Practices and Procedure for Fair Disclosure under IndianOil's Insider Trading Code	<a href="https://iocl.com/download/Code_of_Practices_and_Procedure_for_Fair_Disclosure.pdf">https://iocl.com/download/Code_of_Practices_and_Procedure_for_Fair_Disclosure.pdf</a>
Whistle Blower Policy	<a href="https://iocl.com/InvestorCenter/Whistle_Blower_policy.pdf">https://iocl.com/InvestorCenter/Whistle_Blower_policy.pdf</a>
Sustainability & Corporate Social Responsibility Policy	<a href="https://www.iocl.com/AboutUs/IOC_S&amp;CSR_Policy_07_2015.pdf">https://www.iocl.com/AboutUs/IOC_S&amp;CSR_Policy_07_2015.pdf</a>
Policy on Related Party Transactions	<a href="https://www.iocl.com/InvestorCenter/Policy_on_Related_Party_Transactions.pdf">https://www.iocl.com/InvestorCenter/Policy_on_Related_Party_Transactions.pdf</a>
Policy for determining Material Subsidiaries	<a href="https://www.iocl.com/InvestorCenter/Policy_on_Material_Subsiary.pdf">https://www.iocl.com/InvestorCenter/Policy_on_Material_Subsiary.pdf</a>
Policy for determination of material / price sensitive information and disclosure obligations	<a href="https://iocl.com/download/Policy_on_Materiality_of_events_or_information_rev.pdf">https://iocl.com/download/Policy_on_Materiality_of_events_or_information_rev.pdf</a>
Dividend Distribution Policy	<a href="https://iocl.com/download/Dividend-Distribution-Policy-1-12-16.pdf">https://iocl.com/download/Dividend-Distribution-Policy-1-12-16.pdf</a>
Policy for Preservation of Documents	<a href="https://iocl.com/download/Policy_on_preservation_of_documents.pdf">https://iocl.com/download/Policy_on_preservation_of_documents.pdf</a>
Citizens' Charter	<a href="https://www.iocl.com/Talktous/CitizensCharter.aspx">https://www.iocl.com/Talktous/CitizensCharter.aspx</a>

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

Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
The company has not understood the Principles									
The company is not at a stage where it finds itself in a position to formulate and implement the policies on specified principles									
The company does not have financial or manpower resources available for the task									
It is planned to be done within next 6 months									
It is planned to be done within the next 1 year									
Any other reason (please specify)									

Not Applicable

### 3. Governance related to BR

- a. **Indicate the frequency with which the Board of Directors, Committee of the Board or the CEO assess the BR performance of the Company: Within 3 months, 3-6 months, Annually, More than 1 year.**

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

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

The Company publishes Corporate Sustainability Report as well as Business Responsibility Report annually. The Sustainability Report for the year 2019-20 can be accessed at the following link: <https://www.iocl.com/sustainability/home.aspx>. The BRR forms part of the Integrated Annual Report.

## SECTION-E: PRINCIPLE WISE REPLY

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

IndianOil adheres to good governance practices, across its business activities. The Company believes in promoting transparency, integrity and accountability, which not only improve work efficiency, but also create a work environment based on trust and helps in maximising value for all stakeholders.

A well-defined policy framework with strong structural set-up is the key to effective implementation of Corporate Governance initiatives. IndianOil's policies have been formulated after detailed deliberations with the stakeholders concerned. The policies are reviewed from time to time so that they remain relevant and cater to the new and emerging business paradigms.

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

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

In an effort to enhance transparency, fairness and competitiveness at all working levels, IndianOil has adopted and implemented several measures like the Integrity Pact (IP) Programme, Right to Information (RTI), e-tendering for procurement of goods & services, publicly available Citizens' Charter and also provided an option for online application to the Company's Vigilance Department (<https://iocl.com/VigilanceInquiry.aspx>). Independent bodies like Central Vigilance Commission and Independent External Monitors are empowered to scrutinize the Company's tenders and project related complaints. The Company is also bound by various state, national and international laws that regulate its policies and deliverance of duties.

IndianOil has a structured grievance redressal mechanism in place to address all stakeholders' grievances. For employees, the Company has the Conduct, Discipline and Appeal (CDA) Rules for officers / Standing Order for Workmen and a Whistle Blower Policy in place, to guide employee conduct and ensure transparency and accountability within the organisation.

#### Principle-1: Questions

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

Yes, the policy related to ethics, bribery and corruption covers only the Company. IndianOil's Group Companies / Joint Ventures are separate legal entities having their own policies and procedures.

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

Stakeholder	No of complaints received	No of complaints resolved	% Resolved	Remarks
Related to services, tenders	140	128	91.43%	Complaints received directly as well as through Public Grievance Portal, Government of India. (excl. marketing related complaints, which are included in customer / consumer complaints)
Shareholder's Complaints	3,199	3,199	100%	These are investor complaints forwarded by MCA / SEBI / Stock Exchanges as well as those directly raised with the Company.

Stakeholder	No of complaints received	No of complaints resolved	% Resolved	Remarks																								
<b>Summary of Customer / Consumer complaints received and resolved during 2019-20</b>																												
				<table border="1"> <thead> <tr> <th>Dept.</th> <th>Complaints received</th> <th>Complaints resolved</th> </tr> </thead> <tbody> <tr> <td>Retail Sales</td> <td>18,236</td> <td>18,071</td> </tr> <tr> <td>LPG</td> <td>12,18,759</td> <td>12,11,267</td> </tr> <tr> <td>Lubes</td> <td>191</td> <td>181</td> </tr> <tr> <td>Institutional Business</td> <td>85</td> <td>43</td> </tr> <tr> <td>Petrochemicals</td> <td>118</td> <td>113</td> </tr> <tr> <td>Cryogenics</td> <td>123</td> <td>123</td> </tr> <tr> <td>Explosives</td> <td>NIL</td> <td>NIL</td> </tr> </tbody> </table>	Dept.	Complaints received	Complaints resolved	Retail Sales	18,236	18,071	LPG	12,18,759	12,11,267	Lubes	191	181	Institutional Business	85	43	Petrochemicals	118	113	Cryogenics	123	123	Explosives	NIL	NIL
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Related to consumers / customers	12,37,512	12,29,798	99.38%																									
Related to Integrity Pact (IP)	19	19	100%	All complaints received under IP were tabled before the panel of IEMs for joint deliberation and recommendation. Compliance to IEM recommendations were carried out by the Functional Groups / Departments concerned and apprised to IEMs subsequently.																								

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

IndianOil has grown from being an oil major to an integrated oil & gas company to now an energy major in India. Oil & gas shall remain the fuels of choice in the foreseeable future, while renewables will grow in relevance owing to the impending climate change and global warming concerns. Hence, while IndianOil pursues business diversification into natural gas and renewable energy, the Company is actively committed to providing greener and cleaner petroleum products, across geographies.

Some of the major contributions made towards product improvements during 2019-20 include offering cleaner vehicular fuels as per BS-VI standards, improvements in ethanol / bio-diesel blending in automotive fuels, offering environment friendly value added products like specialised lubricants, XtraPremium petrol etc.; supplying LPG to rural and remote areas; undertaking various renewable energy projects; and promoting Natural Gas as an automotive, industrial & cooking fuel in the country.

The Company is also investing significantly in facilities upgradation, automation and streamlining of supply chain to deliver products efficiently and with least environment impact. The Company has been increasing fuel transportation through its ever-expanding pipelines network, which is considered the most environment friendly mode of transport.

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

IndianOil is also making significant strides in creating an ecosystem to derive wealth from waste. The Company is in the process of setting up a plant to produce ethanol from agri-waste, while retailing of Compressed Bio-gas from organic waste has already begun. Similar efforts are being envisaged for producing bio-diesel from used cooking oil, and to recycle used plastic. These interventions have the power to reduce the burgeoning issue of wastes, while deriving value from these.

The Company's R&D Centre has made pioneering forays into new energy domains like 2G/3G bio-fuels, energy storage devices, Hydrogen energy, scalable carbon capture and utilisation technologies, besides emerging as a world-class technology provider for cutting edge refinery processes, lubricants and catalysts.

## Principle-2: Questions

### 1. List up to 3 of your products or services whose design has incorporated social or environmental concerns, risks and opportunities.

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

- i. Greener Products (BS-VI fuels, blended fuels, natural gas)
- ii. Alternate / Renewable energy
- iii. LPG for BPL Families

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

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

#### i. Greener Products (BS-VI Fuels, blended fuels and natural gas)

IndianOil has commenced pan-India supply of BS-VI grade automotive fuels. These superior quality fuels offer 80% reduction in tailpipe SOx emissions as compared to previously available BS-IV standard fuels. Further, nitrogen oxide emissions from BS-VI compliant diesel and petrol engines would be lower by 70% and 25% respectively.

IndianOil has been promoting biofuel blending in petroleum fuels, producing specialty oils & lubricants that enhance engine life and reduce fuel consumption besides moving into low carbon energy space including natural gas, renewable energy etc.

With respect to ethanol and bio-diesel blending, IndianOil achieved a blending percentage of 4.44% and 0.097% respectively during 2019-20. Efforts are on to achieve 10% blending in each of the states in the country by procuring sufficient quantities of ethanol, thereby reducing auto emissions further.

For promoting natural gas use, IndianOil has commissioned a 5 MMTPA Liquefied Natural Gas (LNG) import terminal at Ennore near Chennai, through a JV Company. This would make cleaner Natural Gas available to customers in Southern India. IndianOil is also developing / operating City Gas Distribution networks in 40 Geographical Areas across India on standalone basis as well as through JVCs.

#### ii. Alternate / Renewable Energy

##### • Solar / Wind Energy

IndianOil has installed solar and wind power plants across India with a cumulative capacity of 226 MW, which generated 393 GWh of energy during 2019-20. This is estimated to reduce Greenhouse Gas (GHG) emissions by 0.32 million metric tonnes of carbon dioxide equivalent (MMTCO<sub>2</sub>e).

##### • Compressed Biogas (CBG)

In a significant breakthrough in clean energy initiatives, IndianOil has commenced dispensing automotive-grade Compressed Biogas (CBG), as an alternate to Compressed Natural Gas (CNG). During the year, two retail outlets located in Pune & Kolhapur cities of Maharashtra started dispensing CBG under the Company's bio-energy brand IndiGreen. Further, several more retail outlets across the country are being lined up for dispensing CBG. CBG is produced from agricultural / sewage / organic waste generated in the country and is a cleaner alternative to fossil fuels

#### iii. LPG for BPL Families

As part of its continued efforts to provide cleaner fuels, IndianOil released, more than 75 lakh new domestic LPG connections during 2019-20. Of these, 41 lakh connections were issued to below poverty line (BPL) households under Pradhan Mantri Ujjwala Yojana (PMUY). This would help in arresting deforestation and eliminating indoor pollution from use of firewood, cow-dung, etc. as cooking fuel, whose smoke impacts the health of women and children.

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

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

Crude oil is the single major input for the Company. Nearly 85% of IndianOil's crude oil requirement is imported, mostly from the Middle-East region. To de-risk crude availability, IndianOil has well diversified basket of 186 crude oil grades from across the globe. IndianOil has also improved its indigenous crude oil sourcing to more than 15%

during the year. 97% of the imported crude oil is transported using Very Large Crude Carriers (VLCCs) / Suez Max vessels, which are the most efficient modes of ocean transportation. For inland transport of crude oil and finished products, the Company's cross-country pipelines network is being expanded on continuous basis in preference to road and rail transport. Transport of crude oil and finished products through pipelines has contributed towards emission reduction of about 1.45 (MMTCO<sub>2</sub>e), as compared to rail transport.

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

IndianOil has taken steps for implementation of the Public Procurement Policy of the Government of India for procurement from Micro & Small Enterprises (MSE) and procurement of many items through the Government e-Marketing (GeM) portal. Against a target of 25%, the Company procured 27.51% of materials and services through MSE vendors in 2019-20 (excluding procurement of crude oil, petroleum products and natural gas).

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

- During 2019-20, 73 Vendor Development Programmes were conducted, of which 18 were conducted exclusively for SC-ST entrepreneurs. A few of these programmes were conducted in association with MSME Development Institutes & District Industrial Centres to reach out to local suppliers.
- Two numbers of National Vendor Development Programmes cum Industrial Exhibition were organised to enhance participation of MSEs in tenders floated by the Company.
- Individual request letters were sent to SC/ST vendors to participate in IndianOil tenders.
- Presentations made by IndianOil include showcasing of products that can be supplied by MSEs.
- 15% relaxation in financial and technical criteria is being provided to MSEs participating in the tenders for non-critical items.

**5. Does the company have a mechanism to recycle products and waste? If yes, what is the percentage of recycling of products and waste (separately as <5%, 5-10%, >10%). Also, provide details thereof, in about 50 words or so.**

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

S. No.	Waste Stream	Type of Waste	Recycling Category	Waste Management Strategy
1	Oil sludge / slop	Hazardous	>10%	Oil sludge from tank bottoms and Effluent Treatment Plant (ETP) basins are processed in sludge processing unit for oil recovery. The oil thus recovered is routed to slop oil which is further processed to produce products like GasOil. The residual sludge, which is generated from the process, is further bio-remediated with the help of 'Oilivorous-S' technology developed by IndianOil's R&D centre. 100% of slop oil is recycled.
2.	Wastewater	Hazardous	>10%	Wastewater generated from refineries is treated in ETPs. The treated water is reused as make-up water in cooling towers, in fire-water headers, for horticulture etc. During 2019-20, approximately 87% of the operational wastewater was recycled in refineries & petrochemical units.
3.	Spent Catalyst	Hazardous	>10%	Spent catalyst bearing recoverable metals is sold to authorised recyclers for recovery. Spent catalyst from Fluidized Catalytic Cracking Unit (FCCU) bearing Alumina and other catalysts is sent for co-processing to State Pollution Control Board (SPCB) authorized cement plants and to manufacturers of refractories, ceramics etc. Non-recycled spent catalysts are given to authorised Treatment, Storage and Disposal Facilities (TSD), or stored in authorised common hazardous waste disposal sites maintained by the Company / authorised secured landfill sites as per prevalent norms.
4.	E-Waste	Hazardous	>10%	E-waste is sold to authorised recyclers or taken back by equipment suppliers under buyback arrangements.



S. No.	Waste Stream	Type of waste	Recycling category	Waste Management Strategy
5.	Recyclables (Metal, Plastic, Rubber, Paper)	Non-Hazardous	>10%	Recycled through authorised agencies
6.	Kitchen / Organic Waste	Non-Hazardous	>10%	IndianOil has installed 122 organic waste converters / composters / biogas plants across its locations, to process kitchen / horticultural waste.

### PRINCIPLE-3: BUSINESSES SHOULD PROMOTE THE WELLBEING OF ALL EMPLOYEES

With focus on aligning its HR initiatives with strategic Corporate Vision, the Company undertakes many employee-centric initiatives, aimed at both employee engagement and making the Company’s human resources ‘future ready’.

With focus on hiring the best talent, the Company’s approach to workforce is based on the fundamentals of fostering diversity by offering equal opportunity to all employees without any discrimination. IndianOil does not engage in or support direct or indirect discrimination in recruitment, promotion, salary benefits, training and post-retirement benefits based on caste, religion, disability, gender, age, race, colour, marital status, etc.

All statutory provisions and policy guidelines are followed strictly, without any discrimination, while providing welfare facilities for employees’ health, efficiency, financial wellbeing, employment, social status, growth, remuneration, satisfaction etc.

IndianOil also values everyone’s opinion and encourages learning from each other regardless of background and believes in bringing those diversities into the workplace to broaden experiences and knowledge.

The Company endeavours to provide a workplace that is free from discrimination and harassment, inculcate fair practices and behaviour in the workplace, equal access to benefits and conditions, equitable distribution of workloads, and structured processes to deal with work-related complaints and grievances.

Some of the specific initiatives undertaken by the Company are: (i) Benchmarking and improving the Company’s HR processes in areas like Staffing, Work Environment, Performance Management, Training & Development, Competency Analysis & Development, Workforce Planning, Participatory Culture, Mentoring, etc.; (ii) Structured technology-aided e-learning platform catering to the functional learning & development needs of employees; (iii) Women Leadership Development Programme; (iv) employee health; among others.

IndianOil offers good exposure to latest technologies and training facilities to its employees, professional as well as personal security in terms of a secure job, defined career progression, good benefit policies, etc.

#### Principle-3: Questions

**1. Please indicate the total number of employees:**

The total number of employees of the Company as on March 31, 2020 was 32,998

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

- As on March 31, 2020, 172 persons were engaged as consultants / liaison officers / doctors on contract, etc.
- 10 persons were working as casual labourers / temporary workers.
- In IndianOil, contract workers are engaged by the contractors under the provisions of Contract Labour (Regulation & Abolition) Act, 1970. The number of contract labour working in different locations / units of IndianOil under various contractors as on March 31, 2020 was 73,070. As the principle employer, IndianOil ensures that all statutory requirements are duly complied with.

**3. Please indicate the number of permanent women employees.**

2,871 permanent women employees serve the Company.

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

The Company has 706 total permanent employees with disabilities on its rolls.

**5. Do you have an employee association that is recognized by management?**

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

**6. What percentage of your permanent employees is members of this recognized employee association?**

About 95% of the employees (non-executives and executives) are members of the recognised Unions and officers’ association.

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

Sr. No.	Category	No of complaints filed during 2019-20	No. of complaints pending as at end of the Financial year
1	Child labour / forced labour / involuntary labour	Nil	Nil
2	Sexual harassment	06	06
3	Discriminatory employment	Nil	Nil

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

Sr. No.	Category	% of employees given safety & skill up-gradation training during 2019-20
1	Permanent Male Employees	70.76%
2	Permanent Women Employees	74.40%
3	Permanent Employees with Disability	63.90%
4	Casual / Temporary / Contractual Employees / Contract Labour	84.90%

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

IndianOil values its stakeholders and continuously engages with them through various fora throughout the year. These fora are aimed at understanding stakeholders' opinions and to build trust and long-term relationships by way of structured collaborations and communications across earmarked channels.

IndianOil has many channels to communicate with various sections of stakeholders. These channels help in gaining deeper insights into the expectations of the stakeholders. For the benefit of the disadvantaged, vulnerable and marginalised external stakeholders, IndianOil undertakes various CSR initiatives across India, which include projects under thrust areas viz. 'safe drinking water and protection of water resources', 'healthcare and sanitation', 'education and employment-enhancing vocational skills', 'empowerment of women and socially/economically backward groups', etc. IndianOil also undertakes various CSR projects in identified backward districts of the country. The key aim is to improve the quality of life of the communities, which invariably include marginalised or under privileged sections of the society viz. SCs, STs, PHs, OBCs, etc. For engagement with disadvantaged, vulnerable and marginalised external business stakeholders, various initiatives such as allotment of dealerships / distributorships, petty contracts, etc. are undertaken.

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

**Principle-4: Questions**

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

Yes, the Company has mapped its internal and external stakeholders

**2. Out of the above, has the company identified the disadvantaged, vulnerable & marginalized stakeholders?**

Yes, the Company has identified the disadvantaged, vulnerable and marginalised stakeholders.

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

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

- IndianOil complies with the Presidential directives and guidelines issued by Government of India regarding reservation in services for SC/ ST/ OBC/ PwBD (Persons with Benchmark Disabilities)/ Ex-servicemen/ Economically Weaker Section (EWS) to promote inclusive growth.
- The guidelines for selection of dealers for retail outlets provide 22.5% reservation for SC/ST candidates and 27% reservation for OBC candidates. For individual applicants, the spouse of the applicant is made a partner with 50% share, unless the spouse is already gainfully employed and / or does not wish to be made a partner. Thus, in awarding retail outlet dealerships, participation of weaker sections of the society and women rights are given due importance.

- Similar reservations are also provided to vulnerable and marginalised stakeholders in selection of LPG distributorships. The reservation for persons belonging to SC/ST category is 22.5% and for OBC category is 27%. Within all categories a reservation of 33% is available for women candidates. This has helped encourage women entrepreneurs to become IndianOil's business partners, making them independent and enabling them to contribute positively to the society.

#### Promoting development of disadvantaged, vulnerable and marginalized sections through community interventions

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

- **Assam Oil School of Nursing (AOSN):**  
AOSN, established in 1986, offers a 3-year Diploma in General Nursing & Midwifery and a B.Sc. (Nursing) course (since 2014) to underprivileged young girls from the state of Assam. The present intake capacity is 30 students per year for each course. Admission of young under-privileged girls paves the way for a stable career and livelihood for these girls.
- **IndianOil Vidushi:**  
To help under-privileged girls to gain admission in prestigious engineering institutes like IITs, NITs, CETs, IIITs, etc., IndianOil started the unique programme "IndianOil Vidushi" in July 2018. The initiative is operated from 4 residential centres in Bhubaneswar, Noida, Patna & Jaipur. A maximum of 30 girls are selected for each centre. The complete cost for specialised coaching, study material, boarding, food & other consumables, blanket, hygiene kit, dress set, health insurance etc. is borne by the Company. Scholarship is also provided to support the students financially to complete their graduation (i.e. for a period of 4 years) after they get admission into IITs / NITs / Govt. Engineering Colleges.
- **Assistance to Divyangjans:**  
Aid and assistive devices have been provided to more than 13,000 Divyangjans across 21 States of India, in association with the Artificial Limbs Manufacturing Corporation (ALIMCO).

Further details on these initiatives and other CSR initiatives of the Company, are annexed to the Directors' Report.

#### **PRINCIPLE 5: BUSINESSES SHOULD RESPECT AND PROMOTE HUMAN RIGHTS**

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

All the vendors and suppliers are also required to submit a written declaration stating that no party has engaged child labour at his/her facilities and any industry deploying child labour is discouraged from doing so. No forms of forced or compulsory labour are supported by IndianOil. The Company's installations are monitored and reviewed periodically to ensure human rights compliance and a robust redressal mechanism, accessible to all employees, has been structured to ensure grievance handling. Abiding by the provisions of the Minimum Wages Act 1971, the minimum wages paid to the employees and contractors are revised periodically. The salary paid to employees of all categories fulfils all norms of the Act as prescribed by the Government of India.

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

During the year 2019-20, no incident of human rights violations was reported. No incident involving rights of indigenous people and discriminated practices or significant disputes involving local communities and indigenous people was reported during the year 2019-20. No instances of forced, compulsory or bonded labour were reported during the year. No violation of Child Labour (Prohibition and Regulation) Amendment Act, 2016 has been reported and the minimum age limit of 18 years of permanent and contract labour was maintained.

The Company also upholds collective bargaining, an important pillar of its Industrial Relations philosophy. Collective bargaining allows the management and the unions to sit across and arrive at solutions that are win-win for both employees and the organisation. Open and transparent communication and participative management approach has ensured peaceful Industrial Relations in the Company for several years. This allows the workforce to perform in a stress-free environment wherein business is conducted with due respect to employees.

**Principle-5: Questions**

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

IndianOil's Group Companies / Joint Venture Companies are separate legal entities having their own policies and procedures. However, the Company has 'Equal Opportunity Policy' in place and its employees posted in Group/Joint Ventures etc. are also covered under the policy.

- 2. How many stakeholder complaints have been received in the past financial year and what percent was satisfactorily resolved by the management?**

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

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

IndianOil is committed to conducting its business responsibly and makes continuous efforts to mitigate the environmental impact of its operations. There are three major areas relating to environment sustainability, in which IndianOil operates, namely carbon footprint reduction, water management / footprint reduction and waste management / footprint reduction.

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

To minimise the impact of the Company's operations and product offerings on the environment, various initiatives pertaining to energy efficiency, renewable energy, improved product efficiency, tree plantation, green buildings, water conservation, supply chain efficiency etc., are undertaken. Further details on the Company's initiatives and their benefits can be obtained from the annual Sustainability Report (accessible at: <http://www.iocl.com/Aboutus/sustainability.aspx>).

While a Board-level Committee guides and monitors the initiatives related to Sustainability & CSR, the Alternate Energy & Sustainable Development Group at the Corporate level implements action plans to address the environmental issues viz. climate change, global warming, etc.

**Principle-6: Questions**

- 1. Does the policy related to Principle 6 cover only the company or extends to the Group / Joint Ventures / Suppliers / Contractors / NGOs / others?**

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

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

Yes, IndianOil undertakes various initiatives to measure / mitigate its impact on climate change. Further details on these initiatives can be accessed at <http://www.iocl.com/Aboutus/sustainability.aspx>.

- 3. Does the company identify and assess potential environmental risks? Y/N.**

Yes, the Company identifies and assesses potential environmental risks.

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

IndianOil had 6 registered CDM projects. However, due to low CER prices, the registration of all 6 CDM projects with United Nations Framework Convention on Climate Change (UNFCCC) has been temporarily discontinued.

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

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

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

Yes. The emissions / waste generated by the Company are within the permissible limits given by CPCB/SPCB for the Financial Year 2019-20.

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

As on March 31, 2020, IndianOil had 13 unresolved environment related grievances. Out of these, necessary response has been provided against five show cause notices issued to IndianOil and the remaining grievance notices are in different stages of resolution.

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

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

**Principle-7: Questions**

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

Association	National / International
Advertising Standards Council of India	National
All India Industrial Gas Manufacturers Association	National
All India Management Association	National
Associated Chambers of Commerce and Industry of India	National
Association of Business Communicators of India	National
Chemicals and Petrochemicals Manufacturers' Association	National
Confederation of Indian Industry	National
Council of Indian Employers	National
Federation of Indian Chambers of Commerce and Industry	National
Federation of Indian Petroleum Industry	National
Indian Auto LPG Coalition	National
Indian Dairy Association	National
Indian Institution of Industrial Engineering	National
Indian LP Gas Industry Association	National
Indian Society of Advertisers	National
Institution of Engineers	National
International Advertising Association	National
International Geosynthetics Society	International
National Association of Corrosion Engineers	National
National HRD Network	National
Organisation of Plastic Processors of India	National
Pipeline Operators Forum	International
Plexconcil	National
International Gas Union	International
Standing Conference of Public Enterprises	National
Biodiesel Association of India	National
India International collaborations (U21 Global Universitas, Singapore, IFP France, etc.)	International

Association	National / International
International Air Transport Association	International
Transparency International India	International
United Nations Global Compact	International
World LP Gas Association, Paris	International
World Economic Forum	International

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

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

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

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

Enshrined in IndianOil's vision is the commitment towards society "... to help enrich the quality of life of the community and preserve ecological balance and heritage through a strong environment conscience...". The Company's Sustainability & CSR Vision is to provide energy solutions to its customers in a manner that is efficient, safe and ethical, that minimises negative impact on the environment and enhances the quality of life of the community towards sustaining a holistic business.

The CSR projects of IndianOil are mostly undertaken for improving the quality of life of communities, which invariably include marginalised or under privileged sections of the society viz. SCs, STs, PHs, OBCs, etc. With its pan-India presence, IndianOil is able to undertake CSR activities in all parts of the country. As per the Board approved Sustainability & CSR Policy, the projects are undertaken in various thrust areas, viz. drinking water, healthcare, sanitation, education, environment protection, empowerment of women and other marginalised groups etc., with focus on the welfare of the economically and socially deprived sections of the society. IndianOil strives to involve all relevant stakeholders throughout the life-cycle of the project for equitable and sustainable outcome.

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

#### Principle-8: Questions

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

Yes, the Company has specified programmes in pursuit of its Sustainability & CSR Policy. The details of key CSR initiatives undertaken are provided in the CSR Report annexed to the Directors' Report.

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

The CSR activities are mostly implemented either through IndianOil's in-house resources or through Government agencies.

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

Yes. Impact Assessment is carried out for all new projects costing more than ₹50 lakh at a single location. As per the Sustainability & CSR Policy, the assessment is carried out after completion of at least one year from the date of commissioning of the activity or stabilisation of the activity, whichever is later. For prolonged activities with investment of more than ₹50 lakh/year at a single location, Impact Assessment is carried out once in every 3 years.

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

The total expenditure towards CSR initiatives of the Company for the year 2019-20 was ₹543.38 crore, which corresponds to 100% utilisation of the allocated budget. The details of key CSR initiatives undertaken are provided in the CSR Report annexed to the Directors' Report.

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

Yes. For successful adoption of the Company's CSR projects by the community, the projects are designed and taken up only after consultation with the local/relevant stakeholders and on the basis of need assessment. In order to ensure project ownership and sustainability, sometimes, beneficiaries also contribute part of the cost of the project. Also, during and after implementation, consultations are held with the stakeholders for understanding their aspirations and concerns. Involvement of local communities throughout the project cycle ensures ownership and successful O&M of the facilities / infrastructure provided under CSR, after handing over by the Company.

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

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

- Information on the Company's product and service offerings is provided on the Company's website.
- Grievance redressal related information is provided as part of the Citizens Charter (<https://www.iocl.com/Talktous/CitizensCharter.aspx>).
- Customer feedback is taken through dedicated surveys (refer to Principle-9: Question no. 4 below), feedback / complaint registers maintained at the Company's retail touch points, dedicated customer portals such as ePIC (e-Platform for IndianOil customers) (<https://cx.indianoil.in/webcenter/portal/Customer>), Twitter handle / Facebook page of the Ministry and the Company, along with various engagement mechanisms for the Company's bulk consumers.
- It is also ensured that the complaints get resolved within the given timelines and necessary communication is provided back to the customers through a transparent mechanism.
- Various awareness exercises / training programmes are undertaken for customers / bulk product consumers on safety and efficient use of the Company's products.
- Some specific interventions undertaken by IndianOil to tailor-make its product / service offerings to customer requirement are given as under:
  - \* IndianOil introduced mobile dispensers for fuelling stationery equipment at approved customer premises, thereby providing doorstep delivery of the product (diesel) to such customers.
  - \* The Company is implementing a Retail Transformation Project "Dhruva" to provide standardised facilities and services to its customers. This is done through professional training, streamlined guidelines, and reward and recognition mechanism.
  - \* LPG customers have been provided with options to book LPG refill online and make payment through various modes like e-wallet, online etc.
  - \* Offer of value-added technical services such as Total Lubrication Management (TLM) to large institutional clients
  - \* Institutional Business Portal for bulk customers
  - \* IndianOil Aviation service works closely with various Government agencies, defence forces and airlines to support relief and rescue operations in times of natural calamities.

**Principle-9: Questions**

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

Refer to details given under Principle-1: Question No. 2 for details on customer complaints. 7,714 complaints were pending (0.62%) as on March 31, 2020 from among the 12,37,512 customer complaints received during the year 2019-20.

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

IndianOil always endeavours to supply high quality products to its customers which not only meet the required statutory specifications but also enhance the customer satisfaction. All the commercial products of IndianOil follow Bureau of Indian Standards (BIS) guidelines for product information and labelling etc. as required.

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

As on March 31, 2020, 3 cases were pending before the Hon'ble Courts. Brief of the cases is as under:

- i. North-East Dealers Association had filed a complaint before the Competition Commission of India (CCI) alleging that Public Sector Oil Marketing Companies (OMCs) are using unfair terms and conditions in the Dealership Agreement and misusing their dominant position. CCI vide order dated February 11, 2014 dismissed the said application for want of merit and substance. Against the said Order, the North-East Dealers Association filed an appeal before Competition Appellate Tribunal (COMPAT). COMPAT vide Order dated November 26, 2015, set aside the order of

CCI against which CCI has filed SLP before the Hon'ble Supreme Court. The Hon'ble Supreme Court admitted the appeal on April 13, 2016 and stayed the operation of the Order passed by COMPAT on November 26, 2015. The case is pending for the final hearing.

- ii. OMCs received notices dated April 22, 2013 from the Director General of CCI seeking information on the various modalities of MS pricing as CCI had suo-moto started investigation into the price of MS and asked why OMCs increased and decreased prices simultaneously and by similar amounts. OMCs challenged the action of CCI submitting that PNGRB had jurisdiction and not CCI. CCI rejected the contention of OMCs vide Order dated October 23, 2013. IndianOil has filed a writ petition before the Hon'ble High Court of Delhi against CCI's Order dated October 23, 2013. The matter is pending in the Delhi High Court as the court has stayed the order of CCI till further orders. The next date of hearing is not fixed in the matter.
  - iii. Reliance Industries Ltd. filed a complaint against 3 OMCs and National Aviation Company India Ltd. (NACIL) before the CCI wherein allegations were made about cartelisation etc. of tender floated by NACIL for supply of ATF for 2010-11. OMCs raised preliminary objections relating to the jurisdiction of CCI. By Order dated September 30, 2010, CCI held that the preliminary objection was legally not tenable and was accordingly dismissed. Against this Order, an appeal was filed in the Hon'ble High Court of Delhi. On the last date of hearing, i.e., May 02, 2018, the Hon'ble Court directed that the matter be listed along with WP 7303 of 2013. The matter was last listed on April 25, 2019 but was not taken up due to paucity of time. The next date of hearing is yet to be fixed.
- 4. Did your company carry out any consumer survey/consumer satisfaction trends?**
- Yes, the Company carries out various customer satisfaction surveys at regular intervals.