

# Sustainability Report 2012-13





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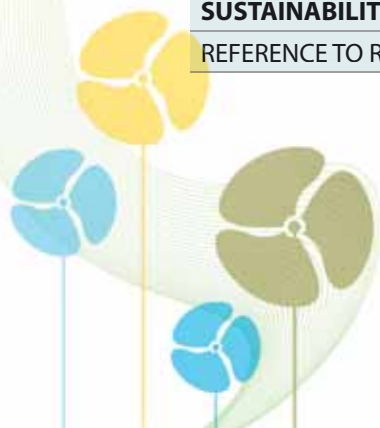
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# About our Company





## OUR LEGACY

The story of Oil India Limited (OIL) primarily engaged in exploration, production and transportation of crude oil and natural gas both in-country and overseas, symbolises the development and growth of the Indian petroleum industry. From the discovery of crude oil in the far east of India at Digboi, Assam in 1889 to its present status as a fully integrated upstream petroleum company, OIL has come far, crossing many milestones.

The history of Oil India Limited is deeply rooted to the incredible saga of the story of oil exploration - dating back to the 19<sup>th</sup> century - in Indian shores amidst the steamy jungles of Upper Assam. It recounts the valiant efforts of individuals and organizations to find oil under conditions of extreme physical hardship. It also symbolizes and traces the development and growth of India's petroleum industry. The first commercial discovery of crude oil in the country was made in 1889 at Digboi, in the extreme corner of north-eastern India. Albeit with a very low production, Digboi still

retains the distinction of being the world's oldest continuously producing oilfield. In 1953, the first oil discovery of independent India was made at Nahorkatiya near Digboi and then at Moran it was in 1956. With a view to systematic development and production of the discovered prospects of Nahorkatiya and Moran and to increase the pace of exploration in Northeast India, Oil India Private Ltd. was incorporated on February 18, 1959. It was registered as a Rupee Company with two-third shares owned by Assam Oil Company (AOC) / Burmah Oil Company (BOC) and one-third by the Government of India (GOI). By a subsequent agreement on 27th July 1961, GOI and BOC transformed OIL to a Joint Venture Company (JVC) with equal partnership OIL remained a Joint Venture Company for over two decades. On 14<sup>th</sup>, October 1981 Oil India Limited (OIL) became a wholly owned Government of India enterprise by taking over BOC's 50% equity and the management of Digboi oilfields changed hands from the erstwhile

AOC to OIL. Although confined to the North East region of the country, the Company grew into a strong fully integrated E&P Company. As recognition of its performance OIL was granted Miniratna status in October 1997 and subsequently became a schedule "A" Company in July, 2004. Oil India Limited (OIL) joined the elite Navratna club in April' 2010, thereby gaining greater functional autonomy. The Navratna status of OIL is in recognition of its core competencies in the petroleum business, especially in prospecting and pipeline technology apart from best practices associated with those.

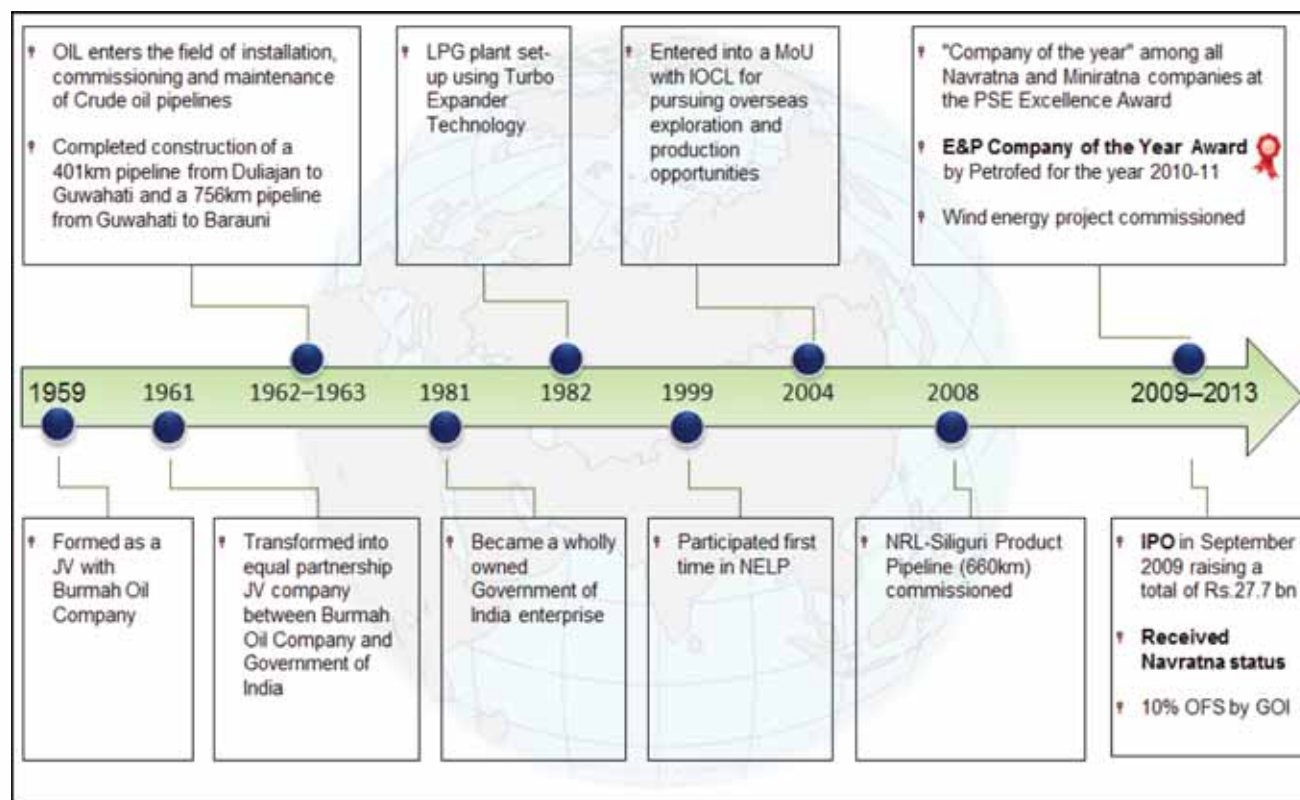
In September, 2009, Oil India Limited successfully completed its IPO with an overwhelming over-subscription of 31 times. The shares were listed with NSE/BSE, and post listing and OFS the Government's shareholding has reduced to 68.43%. The authorized capital of the company is Rs 2000 Cr and the paid up capital is Rs. 601.14 Cr.







### EVOLUTIONS & KEY MILESTONES



Today, OIL's Value Chain cuts across Exploration, Production, Transportation & Downstream activities.

Exploration	Production	Transportation	Downstream
<p><b>Domestic: 65 E&amp;P blocks</b></p> <p><b>International: US, Venezuela, Gabon, Egypt, Iran, Libya, Nigeria, Yemen, and Timor Leste</b></p> <p><b>New Discoveries: 29 small to medium size discoveries (reserve size less than 30 mn bbls) during last four years (FY10-13)</b></p>	<p><b>50 years</b> of experience</p> <p>Advanced recovery techniques to maximize production</p> <p><b>FY'13 Produced 3.661 MMT of Crude Oil:</b></p> <ul style="list-style-type: none"> <li>- 39 installations</li> <li>- 1544 Km pipelines</li> </ul> <p><b>FY'13 Produced 2.64 bcm of Natural Gas:</b></p> <ul style="list-style-type: none"> <li>- 26 installations</li> <li>- 583 km pipelines</li> </ul>	<p><b>Crude Oil</b></p> <ul style="list-style-type: none"> <li>- 1,157 km pipeline ~6MMT capacity</li> </ul> <p><b>Multi-product</b></p> <ul style="list-style-type: none"> <li>- 660 km pipeline; 1.72 MMT capacity</li> </ul> <p><b>Overseas Pipeline</b></p> <ul style="list-style-type: none"> <li>- 10% stake in 741km pipeline (Sudan)</li> </ul> <p><b>Natural Gas</b></p> <ul style="list-style-type: none"> <li>- 23% stake in 192 km DNPL in North East</li> </ul>	<p><b>Refining &amp; Marketing Petroleum Products</b></p> <ul style="list-style-type: none"> <li>- 26% equity stake in NRL</li> </ul> <p><b>Gas Cracker Project</b></p> <ul style="list-style-type: none"> <li>- 10% equity stake in BCPL</li> </ul> <p><b>City Gas Business</b></p> <ul style="list-style-type: none"> <li>- Signed MOU with GAIL, HPCL, IOCL and BPCL / ONGC</li> </ul>







## OVERVIEW OF OIL'S INFRASTRUCTURE AND FACILITIES

OIL has an excellent infrastructure to support E&P activities. This includes two 2D and a 3D seismic crew, 6 logging trucks, 14 workover rigs and 11 drilling rigs.

The production and storage facilities of OIL are of international standard and include 72 production installations, 5000 km of oil & gas pipelines and approximately 150000 kl of crude storage capacity.



## Our Offices

### Registered Office

P.O.Duliajan,  
Distt. Dibrugarh,  
Assam – 786 602  
Ph : 0374-2804510  
Fax : 0374-2800433

### Corporate Office

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Noida, Distt. G.B.Nagar,  
U.P – 201301  
Ph : 0120-2488333-47  
Fax : 0120-2488310  
Visit us at : [www.oil-india.com](http://www.oil-india.com)

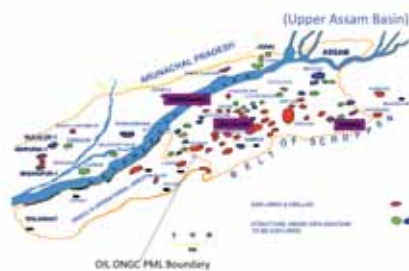




### OIL'S VISION

1. Oil India is the fastest growing Energy Company with highest profitability.
2. Oil India delights the customers with quality products and services at competitive prices.
3. Oil India is a Learning Organization, nurturing initiatives, innovations and aspirations with best practices.
4. Oil India is a team, committed to honesty, integrity, transparency and mutual trust creating employee pride.
5. Oil India is fully committed to safety, health and environment.
6. Oil India is a responsible corporate citizen deeply committed to socio-economic development in its areas of operations.

Oilfields And Structures



Crude Oil Trunk Pipeline



Numaligarh – Siliguri Product Pipeline



### OIL'S ASSET OVERVIEW

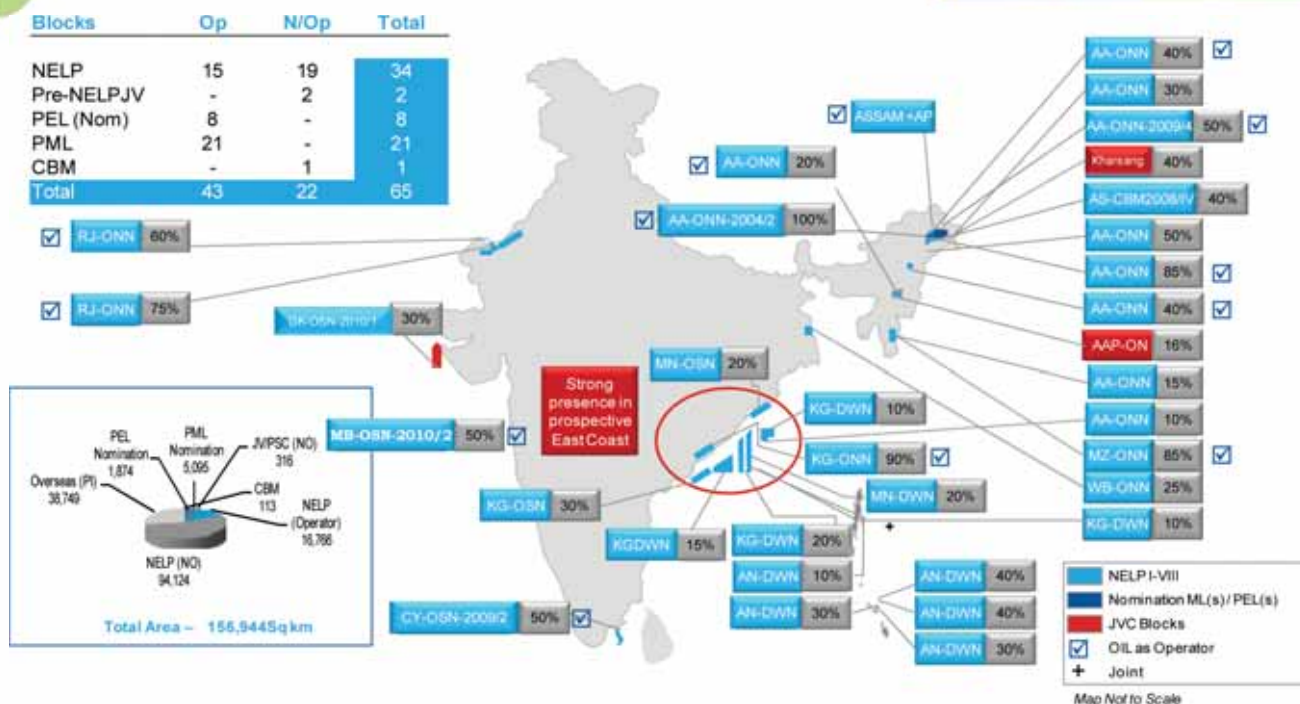
The Company's current in-country operation spreads over various onshore ML and PEL areas in the states of Assam, Arunachal Pradesh, Mizoram, Andhra Pradesh, Puducherry, and Rajasthan. Besides, OIL is venturing into both shallow and deep water basins in K-G basin, Cauvery and Andaman offshore either jointly or in partnership with other consortium partners.

OIL has over 1 lakh sq km of PEL/ML areas for its exploration and production activities, most of it in the Indian North East, which accounts for its entire crude oil production and majority of gas production. Rajasthan is the other producing area of OIL, contributing 10 per cent of its

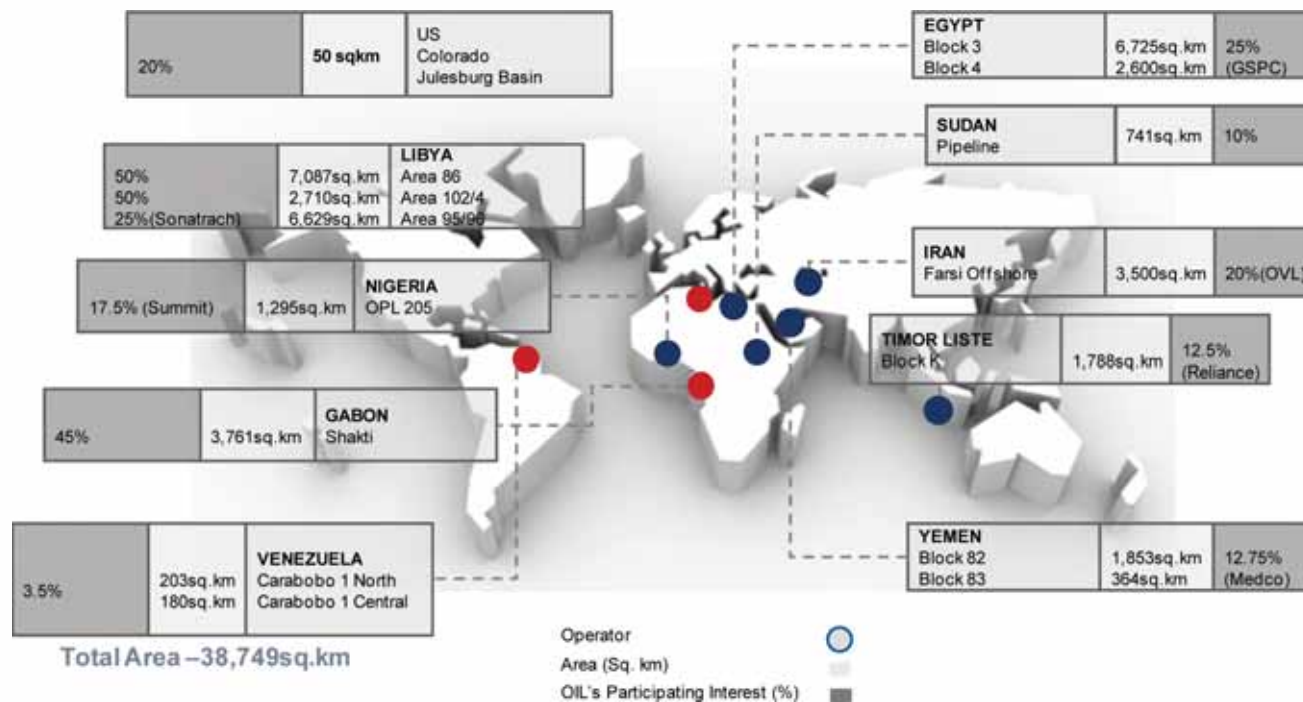
total gas production. Additionally, OIL's exploration activities are spread over onshore areas of Ganga Valley and Mahanadi. OIL also has participating interest in 33 NELP exploration blocks onshore, offshore and deepwater. It also has presence in nine countries across the globe with exploration acreages in Libya, Gabon, Egypt, Yemen, Venezuela, USA, Iran and Nigeria.

The next figure demonstrates OIL's domestic asset overview.





OIL has a dominant international footprint with balanced presence in Exploration Acreages & Producing Properties. The below figure illustrates OIL's dominant international footprint.







### OVERSEAS ACQUISITIONS

OIL's international strategy has been prepared in consultation with international consultants and has been adopted by the Board. OIL seeks to acquire exploration acreages / produce properties and employ capital in the mid-stream and downstream, limited for the purpose of creating additional value in the upstream. OIL implements its acquisition strategy utilizing joint ventures with other leading players in the industry. OIL's partnering strategy with potential mid-stream and down-stream investments helps to retain focus on capital employed in E&P.



Main focal points for OIL's overseas acquisitions are:	Available resources for OIL are:
<ul style="list-style-type: none"> <li>▶ Balanced overseas portfolio</li> <li>▶ Acquire producing / developed / discovered blocks</li> <li>▶ Both, Oil &amp; Gas - Offshore / Onshore</li> <li>▶ Individual target production level upto 30,000 boe/d</li> <li>▶ Operatorship in on-shore blocks</li> <li>▶ Joint operator / active non-operator in off-shore blocks</li> </ul>	<ul style="list-style-type: none"> <li>▶ Dedicated Multifunctional Team pursuing M&amp;A opportunities</li> <li>▶ Utilizing Expertise of International M&amp;A Advisers and Technical Consultants to identify and pursue opportunities</li> <li>▶ Adequate Knowledge Base / Technical and Commercial capabilities across organization</li> <li>▶ Strong Financial Resources (Cash / Borrowing Capability)</li> <li>▶ IOCL as Partner - International network / complete value chain</li> <li>▶ Active &amp; Focused Management Support for M&amp;A</li> </ul>

OIL has taken up major projects in India and internationally. Following table highlights some of the major projects taken up by OIL and their status.

Name & Location	Details of the project
Project Carabobo (Onshore, Venezuela)	<ul style="list-style-type: none"> <li>• Two blocks (383 sq. km) in Orinoco heavy oil belt in Venezuela.</li> <li>• Production from first well started in December, 2012</li> <li>• Current production from three well is 1800 bopd.</li> </ul>
Block Shakthi (Onshore Gabon, West Africa)	<ul style="list-style-type: none"> <li>• Area: 3,761.65 Km<sup>2</sup></li> <li>• Less explored, geo-politically stable, oil-rich country</li> <li>• 2 locations released for drilling</li> <li>• Drilling of third well is in progress.</li> </ul>
Mizoram MZ-ONN-2004/1 (NELP-VI)	<ul style="list-style-type: none"> <li>• Area: 3,213 Sq. Km</li> <li>• Pre-drilling in progress, 5 locations released for drilling</li> <li>• 1352 LKM of 2D seismic survey completed.</li> <li>• 3D survey expected to start soon.</li> </ul>
Gulf of Mannar CY-OSN-2009/2 (NELP-VIII)	<ul style="list-style-type: none"> <li>• Area: 1,621 Sq. Km</li> <li>• Processing of acquired data completed.</li> <li>• Data sent for Interpretation.</li> <li>• 2D API 511 LKM, 3D API 1621 SQKM and three well 2D and 3D acquisition and processing completed.</li> </ul>
KG Basin KG-ONN-2004/1 (NELP-VI)	<ul style="list-style-type: none"> <li>• Area: 549 Sq. Km</li> <li>• Pre-drilling in progress, 4 locations released for drilling.</li> <li>• Drilling of 1st well expected to start by June end.</li> </ul>





## SUBSIDIARIES

### **Oil India Sweden AB**

Oil India Sweden AB is a wholly owned subsidiary of Oil India Limited, India. The company was incorporated on the 20th of November 2009 as a private limited company (AB). The activities of the Company are to conduct owning of shares in other companies, perform administrative tasks and associated activities; to incorporate, to participate in and to finance companies or businesses etc.

### **Ind Oil Netherlands BV**

Oil India Sweden AB owns 50% of the shares in Indoil Netherlands B.V. The principal activities of the 50% owned joint venture Indoil Netherlands B.V. are holding in exploration, production, marketing, trade, transport and extraction of oil, gas, hydrocarbons and minerals.

### **Oil India Cyprus Ltd**

Oil India Cyprus Limited was incorporated in Cyprus on 21 October 2011 as a private limited liability Company under the Cyprus Companies Law, Cap. 113. Oil India Limited holds 76% in the Company. The balance 24% is held by Oil India Sweden AB.

### **Oil India USA Inc.**

OIL formed 100% wholly owned subsidiary in Texas, USA in the name of Oil India (USA) Inc with Branch Office at Houston started functioning from end Sept. 2012.

## JOINT VENTURES

### **Numaligarh Refinery Limited (NRL)**

Numaligarh Refinery Limited was incorporated in 1993. NRL is a Category -I Mini Ratna PSU having a 3 MMTPA Refinery at Numaligarh, in Golaghat District of Assam. The Company is a subsidiary of Bharat Petroleum Corporation Limited. OIL is holding 26% of the paid up equity in NRL.

### **Brahmaputra Cracker and Polymer Limited (BCPL)**

BCPL was incorporated on January 8, 2007 with the objective of establishing a gas cracker project complex at Lepetkata, Dibrugarh, Assam, to, inter alia, process natural gas, naphtha or any petroleum product and to distribute and market petrochemical products in India and abroad. BCPL received its certificate of commencement of business on September 12, 2007. The registered office of BCPL is located at Guwahati, Assam, India. OIL holds 10% Equity Share Capital of BCPL.

### **Suntera Nigeria 205 Limited**

Our Company acquired a 25% equity stake in Suntera Nigeria 205 Limited, Nigeria pursuant to a share purchase agreement dated August 31, 2006 with Suntera Cyprus and IOCL. Suntera Nigeria 205 Limited was incorporated with the main object to engage in the petroleum business including the prospecting and exploration for and production and development of crude oil and natural gas. The registered office of Suntera Nigeria is at Nigeria.

### **Duliajan Numaligarh Pipeline (DNP) Limited**

DNP Limited was incorporated on June 15, 2007. The main object of DNP Limited is acquisition, transportation and distribution of natural gas in all forms. The registered office of DNP Limited is situated at Guwahati, Assam. Our Company has acquired a 23% equity stake in DNP Limited, pursuant to a Supplemental Agreement dated March 17, 2009.



# Awards, Recognition and Certification







## Oil India Limited received the following awards, recognitions and certifications during the year 2012-13:

- **IPE CSR Corporate Governance Award 2012** conferred by Institute of Public Enterprise (IPE) in recognition of its best practices followed in CSR activities.
  - **Petrotech 2012 - Special Technical Award in Sustainability & Corporate Social Responsibility** awarded during Petrotech 2012 at New Delhi.
  - **Golden Peacock Award for Corporate Social Responsibility for the year 2012** in the National Category in recognition of OIL's ongoing CSR activities, awarded at the "Dubai Global Convention-2012 and 7th International Conference on Social Responsibility" held at Dubai in April, 2012.
  - The 13th Annual **Greentech Environment Award – 2012** awarded by Greentech Foundation, New Delhi.
  - The **Golden Peacock Occupational Health and Safety Award (GPOHSA) – 2012**, presented at the 14th World Congress Environment Management held in July, 2012 at New Delhi.
  - The Annual **Greentech HR Award 2012-13** under Gold Category for **TRAINING EXCELLENCE** was awarded for the 2nd consecutive year.
  - **Rajbhasha Prerak Shield** awarded to OIL, PHQ,
- Guwahati by the Rastrabhasha Swabhimman Nyash (Bharat), New Delhi on the occasion of All India Official Language Conference held at New Delhi in April, 2012.
- **1st Rajbhasha Running Shield** awarded to PHQ, Guwahati by Town Official Language Implementation Committee (PSU's), Guwahati in December, 2012 for the second consecutive year.
  - **1st Rajbhasha Shield** awarded to PHQ, Guwahati by the Official Language Department, Ministry of Home Affairs, Govt. of India in April, 2013 for the 3rd consecutive year.
  - Shri S. K. Srivastava Chairman and Managing Director received the **Global Excellence Award** in the Petroleum Sector at the 3rd World Petrocoal Congress, New Delhi, for his contribution to the Petroleum industry.
  - Shri S. K. Srivastava was also awarded the **CEO with HR Orientation** by the World HR Congress at Mumbai in February, 2013.
  - Shri T. K. Ananth Kumar, Director (Finance) was awarded the

**CFO 100 Roll of Honour** for the second time in succession, under the category **Winning Edge in Risk Management**.

- Shri N. K. Bharali, Director (HR & BD) received an award and citation at the EQ Leadership Summit, February, 2013, Mumbai, for **Outstanding Contribution to Leadership Development** in OIL.
- OIL Corporate Office Building, at Sector 16A, Plot 19, Noida, accredited with **Bureau of Energy Efficiency (BEE) - 3 Star Label Certification** with effect from 20th March, 2013 for a period of 5 years up to 19th March, 2018 under the Composite Climate Zone category.

### Following are the select ISO certifications during the reporting period:

- Duliajan Power Station has complied with requirements of **ISO 9001:2008** till 26th January 2013. Thereafter a new contract was awarded for which audit is to be carried out for recertification.
- Fire Service, Duliajan & Moran re-certified by M/s. DNV Kolkata for **ISO 9001:2008 (Quality Management System)**, **ISO 14001:2004 (Environmental Management System)** and **OHSAS 18001:2007**.



# How to read the report





This is the first Sustainability Report publication which presents OIL's Sustainable Development initiatives in a transparent manner. Following points would help our readers in understanding the report.

**GRI Guidelines:** The Global Reporting Initiative (GRI) is a non-profit organization that produces one of the world's most prevalent standards for sustainability reporting. A sustainability report is an organizational report that gives information about economic, environmental, social and governance performance. This report has been developed according to the Global Reporting Initiative (GRI) guidelines, G3 version.

**Reporting Period:** OIL management has decided to report annually. The reporting period of this Sustainability Report is from 01<sup>st</sup> April 2012 to 31<sup>st</sup> March 2013.

**Structure:** The reporting structure has been developed in line with GRI G3. The report contains all the elements of Sustainable Development i.e. Social, Economic and Environment which OIL has affirmed to.

The **Social** section deals with all the four sub-categories provided under GRI G3 Guidelines namely Human Rights, Labor, Society and Product Responsibility.

The **Economic** section deals with the financial highlights of the company and production figures.

The **Environmental** section deals with the energy and water consumption details of the installations within the report boundary along with the

Report Application Level	C	C+	B	B+	A	A+
<b>Standard Disclosures</b>	Report on: 1.1 2.1 - 2.10 3.1 - 3.8, 3.10 - 3.12 4.1 - 4.4, 4.14 - 4.15	Report on all criteria listed for Level C plus: 1.2 3.9, 3.13 4.5 - 4.13, 4.16 - 4.17	Report on all criteria listed for Level C plus: 1.2 3.9, 3.13 4.5 - 4.13, 4.16 - 4.17	Report on all criteria listed for Level C plus: 1.2 3.9, 3.13 4.5 - 4.13, 4.16 - 4.17	Report on all criteria listed for Level C plus: 1.2 3.9, 3.13 4.5 - 4.13, 4.16 - 4.17	Report on all criteria listed for Level C plus: 1.2 3.9, 3.13 4.5 - 4.13, 4.16 - 4.17
<b>G3 Profile Disclosures</b>	Not Required	Report on a minimum of 10 Performance Indicators, including at least one from each of: Economic, Social and Environmental.	Report on a minimum of 20 Performance Indicators, at least one from each of: Economic, Environmental, Human rights, Labor, Society, Product Responsibility.	Report on a minimum of 20 Performance Indicators, at least one from each of: Economic, Environmental, Human rights, Labor, Society, Product Responsibility.	Report on a minimum of 20 Performance Indicators, at least one from each of: Economic, Environmental, Human rights, Labor, Society, Product Responsibility.	Report on a minimum of 20 Performance Indicators, at least one from each of: Economic, Environmental, Human rights, Labor, Society, Product Responsibility.
<b>G3 Management Approach Disclosures</b>	Not Required	Report on a minimum of 10 Performance Indicators, including at least one from each of: Economic, Social and Environmental.	Report on a minimum of 20 Performance Indicators, at least one from each of: Economic, Environmental, Human rights, Labor, Society, Product Responsibility.	Report on a minimum of 20 Performance Indicators, at least one from each of: Economic, Environmental, Human rights, Labor, Society, Product Responsibility.	Report on a minimum of 20 Performance Indicators, at least one from each of: Economic, Environmental, Human rights, Labor, Society, Product Responsibility.	Report on a minimum of 20 Performance Indicators, at least one from each of: Economic, Environmental, Human rights, Labor, Society, Product Responsibility.
<b>G3 Performance Indicators &amp; Sector Supplement Performance Indicators</b>	Not Required	Report on a minimum of 10 Performance Indicators, including at least one from each of: Economic, Social and Environmental.	Report on a minimum of 20 Performance Indicators, at least one from each of: Economic, Environmental, Human rights, Labor, Society, Product Responsibility.	Report on a minimum of 20 Performance Indicators, at least one from each of: Economic, Environmental, Human rights, Labor, Society, Product Responsibility.	Report on a minimum of 20 Performance Indicators, at least one from each of: Economic, Environmental, Human rights, Labor, Society, Product Responsibility.	Report on a minimum of 20 Performance Indicators, at least one from each of: Economic, Environmental, Human rights, Labor, Society, Product Responsibility.

Environmental Policy, investments in renewable energy and non-conventional energy and details of various environmental campaigns and initiatives.

#### Management Approach:

The management has been extensively working to streamline its organizational and operational processes to global sustainability standards. Such an endeavor is a continuous process and is achieved over a period of time. OIL's management is confident of overcoming all impediments in this process and eventually mature into a sustainability driven organization.

**GRI Application Level:** This report reaches the GRI B Application Level, reporting all the required profile items, information on management approach and core performance indicators, in accordance with the principle of materiality established by the GRI.

**Boundary:** The boundary of the report encompasses the entire organization. The energy consumption and water consumption details reported are of selected twenty five installations

within India. These twenty five installations were selected by the OIL management for the present reporting period. OIL management holds the ownership for all data and information published in this report.

**Limitation:** Within the reporting boundary, OIL does not have any limitations.

**External Assurance:** As this is OIL's first ever Sustainability Report, instead of external assurance, OIL has put in place a robust internal review mechanism involving multiple stages in order to ensure the accuracy and reliability of information provided.

**Contact:** For additional information on our company and on OIL's sustainability initiatives, we request all our stakeholders to kindly visit our official website <http://www.oil-india.com/>. We would also love to have feedback on our Sustainability Report. Please email your feedback to:

#### Head - PR

Public Relations Department  
Oil India Limited  
Duliajan, Assam, India, Pin: 786 602  
**Email:** [pr@oilindia.in](mailto:pr@oilindia.in)







## MESSAGE FROM THE CHAIRMAN & MANAGING DIRECTOR





With a legacy that goes back to the successful discovery of commercial hydrocarbon in subtropical rainforests of easternmost Assam in 1889, OIL's journey as a premier exploration and production (E&P) Company is in itself a tribute to sustainability, much before it had caught the attention of the world. The pioneering explorers and founding pillars of the Company appreciated the need for business to be blended with strong ethics and social commitment.

While on one hand we aspire to become the fastest growing energy company, we are focused on our core vision to create value for our stakeholders. Our vision, therefore, guides to achieve our goals with the greatest of commitment to safeguard the legitimate interests and meet the aspirations of our diverse stakeholders, be it the shareholders, the employees, the community in and around the operational areas and the environment in which we operate.

As an oil and gas E&P company, we are aware of the inherent risks that are part and parcel of our day to day business, especially in the context of the environment and financials. Health, safety and environment, therefore, have always been a priority area where we have always appreciated the great responsibilities that rests on each of us OIL Indians to mitigate any possible adverse impact on people as well as the physical environment. We are well aware that the challenges are many and we have to induct innovative and state-of-the art solutions to ensure that we can always anticipate and proactively address the vulnerable and environmentally fragile side to our operations.

As a Navratna PSU, we have in place the most stringent and comprehensive governance structure and practices to ensure that we create benchmark of good governance, transparency, ethical conduct and financial acumen. Such a fundamentally strong corporate culture

has helped OIL to overcome the challenges of the immensely competitive oil & gas market. The Company has already made a presence in the renewable energy sector to enlarge its energy basket with focus on sustainability.

However, the strength of OIL has always been its commitment to inclusive growth and shared prosperity of the stakeholders, especially the people in and around its operational areas. As a responsible corporate citizen, OIL since inception has reached out to the stakeholders with an array of sustainable developmental initiatives. The trend in recent years is to focus on creating avenues of sustainable self employment, thereby alleviate poverty and strengthen the socio-economic condition of the local populace.

As the maiden venture in measuring the all-round performance of OIL in all the key areas of sustainability, the Company envisions a future where OIL shall create new benchmarks in the domain of sustainable development. It is this relentless pursuit of inculcating a very strong corporate culture of inclusive growth, environmental sensitivity, commitment to human rights and maximizing value for all stakeholders, OIL is committed to sustain its areas of strength and strengthen its areas of concerns as a responsible corporate citizen.

It, therefore, gives me immense happiness in presenting the first Sustainability Report of OIL (prepared on the basis of GRI guidelines), named as Darpan (mirror) to the stakeholders which reflects the all-round efforts of the Company in adhering to the highest standards of sustainability on all its diverse fronts.

**Mr. Sunil Kumar Srivastava**  
*Chairman & Managing Director*





# MESSAGE FROM THE DIRECTOR

## Exploration and Development



*Mr. B N Talukdar*

Global statistics reveal that energy from fossil sources still accounts for over 80% of the world's current energy consumption. While alternative energies like methanol-powered fuel cells, solar energy, hydrogen, biomass, wave power, wind power will begin to reduce our dependence on fossil fuels but not over the next 25-50 years. But for the short, and possibly medium, term hydrocarbon products will remain fundamental to human progress. As an expanding energy company, OIL continues to aggressively explore and develop newer reservoir of hydrocarbon domestically as well as globally.

As a national energy company, OIL is committed to contribute significantly to India's energy security. Moreover, social progress rests on economic progress which, in turn, depends on energy. Energy is therefore intrinsic to economic and social development. However this obviously raises a number of environmental and social concerns which responsible businesses cannot ignore. As a 'People's Company', OIL has therefore laid great emphasis on a balanced growth path where the needs of the society are addressed through well structured corporate social responsibility initiatives. The Company recognizes the need to balance the critical relationship between planet, profit and people.

**B N Talukdar**

*Director (Exploration and Development)*







# MESSAGE FROM THE DIRECTOR Finance



*Mr. T K Ananth Kumar*

The very robust and time tested systems and corporate governance practices that have been one of the biggest assets of OIL was best reflected during the immensely successful listing of the Company's shares in the bourses. As a responsible corporate citizen, one of the most important aspects of corporate governance is in the area of prudent financial management, ensuring attractive returns to the shareholders.

The challenge therefore is not in short term gains but to ensure a sustainable long term strategic growth path where shareholders are rewarded for investing their faith in OIL ensuring that such gains do not in any way compromise the Company's commitment to any of its diverse stakeholders. For a Company guided by its vision to become the fastest growing energy company with global presence, the strong financial and governance fundamentals will ensure that OIL has the right launch pad to conquer newer horizons.

**T K Ananth Kumar**  
*Director (Finance)*





# MESSAGE FROM THE DIRECTOR HR & BD



*Mr. Nripendra Kumar Bharali*

For organisations to emerge as leading business entities with a global presence they must score well on the parameters of sustainability. One of key focus areas in the sustainability index is the policies and practices that provide equal opportunities to the human resources of the Company, providing them with an environment to excel as an asset of the Company. As an employer, OIL has always been very sensitive to issues like gender equality, human rights, safety and general well being of the work force.

The Company promotes active participation of the bargaining units in decision making and encourages employees to come up with innovative ideas to improve organisational performance. The talented and motivated workforce therefore is one of the biggest strengths of OIL helping the Company sustain and improve upon its performance on diverse areas both within and in projects overseas. The management is well aware of the challenges and have implicit faith on each and every member of the extended OIL family to help the Company overcome stiff challenges and extend the circle of influence along the value chain in order to propagate responsible business practices. 'Darpan' therefore is a medium to share with our stakeholders the efforts made by OIL on these critical areas within the domain of sustainable development.

**Nripendra Kumar Bharali**

*Director (Human Resources and Business Development)*





# MESSAGE FROM THE DIRECTOR Operations



*Mr. Satchidananda Rath*

In the growing debate on the adverse impact of industrialization on the fragile eco systems of the blue planet, the finger always tend to be pointed at conventional energy companies like ours. It is also true that the oil and gas industry in recent past witnessed some disastrous accidents that led to spillages and leaks causing serious damage to the environment. However, the oil & gas industry has always accepted these challenges and invested adequately on research and development to mitigate such incidents.

The focus therefore has always been on the need to arrest potential threat to the environment from the day to day operations through adoption of state-of-the art technology and innovative ideas. With an internal motto: "Production without Pollution", OIL has always laid great stress and priority on issues related to safe operations, ensuring that the environment and society at large are adequately insulated from the adverse impact of the hazardous nature of the operations. OIL stands committed to this goal of continuous evaluation, monitoring and improvement of the environmental aspects of its operations.

**Satchidananda Rath**  
*Director (Operations)*





# OIL's approach to sustainability





OIL India limited aims to grow in a sustainable manner by integrating its diverse activities to the three pillars of Sustainability i.e. Environment, Society and Economics. As a responsible corporate citizen it is aware of its impact on these three key areas and is deeply committed to inclusive growth of all its stakeholders, thereby continuously promoting and implementing initiatives and projects of sustainable development through the following guiding principles and focus areas:

### Achieving operational efficiency through outstanding environmentally friendly technology and practices:

- OIL adheres to the requirements of national environmental laws and regulations, international standards and industry guidelines at all times.
- OIL is committed to preserving biodiversity and eco-system, especially in its areas of operation.
- OIL continuously strives for reduction of its carbon and water footprints so as to combat the challenges of climate change.
- OIL continuously strives for improvement of energy efficiency in its operations.
- OIL explores avenues of alternate energy sources and cleaner technologies.
- OIL is committed towards reducing the risk of accidents and oil spills in operations.

### Foster the well-being of our people and society

- OIL engages with the local communities to work towards socio-economic and institutional development of the region where it operates
- OIL strives for excellence in business as well as human resource through quality, health and safety in every aspect

### Act as a responsible corporate player

- OIL adheres to the highest standards in ethical business practices and sound systems of corporate governance
- OIL aims to diversify as an integrated energy company with footprint into non-conventional energy like CBM, shale gas, shale oil, LNG, etc.
- Incorporates sustainability considerations within corporate decision making processes

## MANAGEMENT APPROACH

**Economic:** Creating value for stakeholders and creating a secure energy future for India is of utmost importance to OIL. OIL has always given its best efforts to maximize the benefits that it shares with its stakeholders. Global financial turbulence and rising inflation in the domestic market were identified as the major obstacles to growth in the reporting period. Despite such impediments, OIL deployed management strategies to perform significantly well and the economic value thus OIL created benefitted its key stakeholders as well as OIL's involvement in several social development activities helped in upliftment of the local communities and poverty reduction.



**Environment:** Health, safety and environmental issues have risen on the oil and gas industry's agenda, reflecting both increased public pressure and more complex operational challenges. Out of these, environmental issues have been a major concern for the oil & gas industry. OIL, being one of the key players in the upstream oil & gas sector, is committed to minimize its impact on the environment while maximizing its production. OIL considers the environmental impacts associated with its business operations and then incorporates those considerations into sustainability strategy making process. This helps to evaluate, monitor and continually improve the environmental aspects of operations.

**Society:** In order to maximize partnership with the society, OIL believes in maximizing value creation for the society as a whole. OIL strongly believes that through collective effort change can be brought about in the society. OIL's CSR initiatives are committed to the cause of social development and people empowerment. OIL has successfully completed various projects in the field of education, development of sports, development of health, promotion of computer literacy, rural development and other infrastructural activities. All CSR







activities are need based and realistic. At regular intervals OIL conducts formative researches & social audits of the ongoing activities so as to ensure their proper implementation & to find out scope of improvements if any.

**Product Responsibility:** The productivity, quality and safety of our performance and products are of prime concern for OIL. We identify and minimize the environmental impact at our exploration and production facilities. Our crude oil is sold to the refineries and the natural gas to the gas utility companies. In the case of crude oil at the point of sale, we have daily audit of quality done. We also regularly check the integrity of our product pipelines through standard pipeline inspection methods, hardware testing etc.

**Human Rights:** OIL's principles require employees, contractors and sub-contractors to respect the human rights of others. Apart from the internal stakeholders, human rights policies extend to our suppliers, contractors and others.

We extend our value system to those who are in our value chain through contracts that set standards for compliance with these values. We are aware of the challenges and we constantly try to extend our circle of influence along the value chain in order to propagate responsible business practices. So far OIL has not received any complaint relating to Human Rights.

**Labour Practices:** Safety is the topmost priority for all of OIL's operations. OIL's top management periodically organizes safety awareness campaigns and workshops aiming to achieve an injury free workspace. Oil promotes healthy living among employees and their family. OIL is also responsible for improving the health and safety practices among the contract workforce. OIL focuses on improving the diversity of the organization and does not differentiate its employees on basis of gender, race, caste and age. Retention of talent is of utmost importance to OIL and the same is ensured by regular and structural

engagement with our employees. Individual employee is appreciated for his/her outstanding contribution to the company's performance.

**Materiality Analysis:** Impacts of sustainable development initiatives create both opportunities and risks for an organization. It is the ability of OIL to recognize opportunities and risks and act effectively in relation to them, which will determine whether OIL creates preserves or erodes value. Material topics for a reporting organization should include those topics that have a direct or indirect impact on an organization's ability to create, preserve or erode economic, environmental and social value for itself, its stakeholders and society at large. At OIL, as we have started our sustainable development journey and are in the process of maturing ourselves, we are still in the process of identifying the list of material issues which are critical to our organization. In the first year, we have identified sustainable development capacity building of our employees as the material issue which is utmost important to OIL's sustainable development journey.







## OIL'S SUSTAINABLE DEVELOPMENT POLICY

Oil India limited (OIL), as a business entity in hydrocarbon exploration and energy business, aims to grow in a sustainable manner by integrating its diverse activities to the three pillars of sustainability - Environment, Society and Economics. As a responsible corporate citizen it is aware of its impact on these three key areas and is deeply committed to inclusive growth of all its stakeholders, thereby continuously promoting and implementing initiatives and projects of sustainable development through the following guiding principles and focus areas:

OIL is committed to allocate adequate budgetary resources and set up a Board Committee and senior-level steering committee for integrating sustainable development in the Company's overall business strategy and report on sustainability performance on an annual basis.

### Environment

- Adheres to the requirements of national environmental laws and regulations, international standards and industry guidelines at all times
- Preserves biodiversity, especially in its areas of operation
- Continuously strives for reduction of its carbon and water footprints so as to combat the challenges of climate change
- Continuously strives for improvement of energy efficiency in its operations
- Explores avenues of alternate energy sources and cleaner technologies
- Committed towards reducing the risk of accidents and oil spills in operations

### Society

- Engages with the local communities to constantly work towards sustainable social, economic and institutional development of the region where it operates
- Strives for excellence in business as well as human resource through quality, health and safety in every aspect

### Economics

- Adheres to the highest standards in ethical business practices and sound systems of corporate governance
- Diversifies as an integrated energy company with footprint into non-conventional energy like CBM, shale gas, shale oil, LNG etc
- Incorporates sustainable development considerations within corporate decision making process





### OIL'S SUSTAINABLE DEVELOPMENT PROJECTS 2012-13

The world is confronted with the challenge of optimizing the use of the currently available resources in a way to meet the needs of the present generation without compromising on the requirements of the future generation. As a result, it is also imperative for us to see that our fragile environment does not suffer damage from economic activities undertaken. A proper balance between economic development and environment development is possible through the route of sustainable development. In the second HSE & SD committee meeting held on 07.08.2012 at Kolkata, the committee approved the following sustainable development projects for the financial year 2012-13. These selected projects were as per the guidelines issued by DPE on sustainable development and were targeted to be completed during the financial year 12-13.

#### **Project 1 - Commissioning of 10 MW (+/- 10%) Wind Energy Project in any wind potential area of OIL/ in any State.**

OIL's strategic plan necessitated selective diversification in to Alternate Energy Sources to meet the ever rising need for energy that is reliable, affordable and sustainable. Wind energy not only responds to most of the drivers such as technology innovation, advancement, government fiscal policies and incentives etc but it also helps OIL to curb its greenhouse gas emissions as it can be locally sourced without emitting carbon. Accordingly, while aligning sustainable development into the core business of being an energy company, OIL commissioned 54 MW wind power project on 30.03.2013 in Jaisalmer, Rajasthan

#### **Project 2 - Completion of a Water Harvesting Project at OIL's project office at Jodhpur, Rajasthan.**

Due to urbanization, surface water is inadequate to meet our demand as infiltration of rain water in to subsoil decreased drastically and recharging of ground water has diminished particularly in rain deficient State like Rajasthan. Therefore, it is essential to augment the ground water reservoir by means of rain

water harvesting, an artificial man made process. Rain water Harvesting includes treatment of water available from rain collected from building roofs for Storage of rain water and subsequently recharging the ground water. Accordingly, OIL took this project at its Hamira operational area near Jaisalmer, Rajasthan.

#### **Project 3 - Commissioning of one 100 KW Solar Energy Lighting system in OIL's operational area.**

Solar energy is one of the most cost-effective, cleanest, most-affordable forms of Renewable Energy available today; used worldwide for various applications both large and small. OIL established a camp to house its personnel for E&P operational activities near TANOT, approximately 120 Km from Jaisalmer. The camp is known as Tanot Village Complex (TVC). To utilize the highest solar radiation of 6 -7 kWh /m<sup>2</sup> / day in Rajasthan and reduce our dependence on grid and DG power, a 100 KW Solar Energy Lighting system has been commissioned at TVC, Rajasthan. .

#### **Project 4 - Energy Audit of Field Installations (6 numbers)**

An energy audit is an inspection, survey and analysis of energy flows for energy conservation in a building, process or system to reduce the amount of energy used. The objective of an energy audit is to analyze the energy flows in an installation and understand its energy dynamics. During the energy audit, the auditor searches for opportunities to reduce the amount of energy input into the installation without negatively affecting the output(s). OIL keeps identifying the field installations for energy audit year on year. Accordingly, OIL completed the energy audit of following field installations during the financial year 2012-13 –

Sl. No.	Project / Activity as per MOU 2012-13	Planned Project Capacity
(I)	Commissioning of 10 MW (+/- 10%) Wind Energy Project in any wind potential area of OIL/in any state.	50 MW (+/- 10%)
(II)	Completion of a Water Harvesting Project at OIL's project office at Jodhpur, Rajasthan.	90 KL
(III)	Commissioning of one 100 KW Solar Energy Lighting system in OIL's operational area.	100 KW
(IV)	Energy Audit of Field Installations (6)	6 Installations
(V)	Environmental Audit of Major Installations (5)	5 Installations







- Water treatment plant, Duliajan, Assam
- Water injection station # 208, NHK Field, Assam
- Gas Collecting Station (GCS) #1, NHK Field, Assam
- Gas Collecting Station (GCS) #2, Moran, Assam
- Drilling Rig-E 1400-S-3
- Drilling Rig-E 1400-S-6

### **Project 5 - Environmental Audit of Major Installations (5 numbers)**

To improve the environmental standards at the field operations and production installations, OIL conducts the environmental audits. An environmental standard is a policy guideline that regulates the effect of human activity upon the environment. The different operational activities have different concerns and therefore different standards are applicable to them. For instance at oil and gas installation environmental standards related to water recycling, effluent treatment, disposal of formation water, flaring of gas and emission to atmosphere etc are looked into. Once follows, these standards help in better environmental management, Compliance

to statutory requirements, Improvement in environmental standards beyond statutory compliance, capacity building of installation personnel and bringing environmental awareness amongst employees etc. OIL keeps identifying the field installations for environmental audit year on year. Accordingly, OIL identified and completed audit of the following field installations -

- Gas Collecting Station (GCS), Moran, Assam
- Oil Collecting Station (OCS) Moran, Assam
- LPG plant, Duliajan, Assam
- Drilling Rig (AC-SCR S4) and
- ITF Tengakhat.

### **OIL'S EXEMPLARY SUSTAINABLE DEVELOPMENT PROJECT INITIATIVE**

OIL has also taken up one major project under sustainability development in the MoU for 2013-14, i.e. commissioning of 5 MW Solar power projects and generation

of 10, 50,000 units (for excellent category) in the current financial year. The total cost of project 5 MW Solar power project is Rs 61.0 Cr including operation & maintenance for 25 years.

### **SUSTAINABLE DEVELOPMENT PROJECT EXPENDITURE**

As per sustainability development performance target setting cum evaluation template of MOU 2012-13, the total sustainable development expenditure required to be incurred during 2012-13 was Rs 50 lakhs + 0.1 % of PAT. OIL's profit after tax (PAT) for the year 2011-12 was Rs 3446.92 Cr. Therefore, to attain excellent category, the total sustainable development expenditure required to be incurred during 2012-13, works out as Rs 3.94 Cr (Rs 0.5 Cr + 0.1% of 3446.92 Cr). However, considering the importance of sustainable development, OIL has exceeded the total spending under this head and incurred an expenditure of approximately Rs 358.00 Cr during the FY 2012-13.

### **SUSTAINABLE DEVELOPMENT PROJECTS EVALUATION**

OIL has engaged a reputed Government agency for certification / appraisal of the projects. Accordingly, all the above projects have also been evaluated by external agency as per the DPE guidelines. OIL shall finally submit its sustainability development performance report duly endorsed by third party to MoU Task Force for evaluation of the actual performance vis-à-vis MoU targets.





# Corporate Governance





OIL believes that Corporate Governance is about accountability, transparency, effectiveness and responsibility between various key players. It is a commitment to values and ethical conduct of business. Oil Philosophy of Corporate Governance revolves around two pillars – **Transparency & Accountability**.

**Transparency** means explaining the Company policies and actions to those to whom Company is responsible. OIL believes that transparency increases accountability.

**Accountability** is the obligation of an individual or organization to account for its activities, accept responsibilities for themselves and to disclose the results in a transparent manner. Accountability also includes the responsibility for money or other entrusted properties.

OIL believes in keeping crystal clear relations with its stakeholders, thus leading to better accountability.

## BOARD OF DIRECTOR'S & COMPOSITION

The Board of the Company consists of 5 Executive Directors (EDs) including the Chairman & Managing Director and 7 Non-Executive Directors (NEDs). Out of these 7 NEDs, 5 (five) are Independent directors (IDs), 2 are Government Nominees from Ministry of Petroleum & Natural Gas (Administrative Ministry). Independent Directors are persons with considerable professional experience and expertise in areas like business, industry, finance, audit, law and public enterprises. Pursuant to Article 118, 119 and 120 of the Articles of Association of the Company, all the directors of the Board of the Company are appointed by the President of India through Administrative Ministry.

The Board of the Company is structured on the basis of Clause 49 of the Listing Agreement and Guidelines on Corporate Governance for CPSEs (DPE Guidelines). In accordance with the above, where the Chairman of the Board is an Executive Director, at least half of the Board should comprise of Independent Directors. Presently, OIL has only 5 IDs against 7 required to ensure the compliance. Thus, the Company has requested the Ministry of Petroleum and Natural Gas for appointment of 2 more IDs on its Board to ensure compliance to Listing Agreement and DPE guidelines.

Board reviewed the performance of the Company at regular intervals. During the year, the Board met 11 times on April 25, 2012, May 28, 2012, July 30, 2012, August 08,

2012, September 14, 2012, November 6, 2012, November 12, 2012, November 30, 2012, January 18, 2013, February 12, 2013, and March 13, 2013.

Sl. No.	Name & Type	Attendance at Board Meeting (Attended/Held)
<b>Executive Directors</b>		
1	Shri. S.K.Srivastava, Chairman & Managing Director	10/10
2	Shri. N.M. Borah (Ex-Chairman & Managing Director)	1/1
3	Shri. T.K. Ananth Kumar, Director (Finance)	11/11
4	Shri. B. N. Talukdar, Director (E&D)	11/11
5	Shri. N. K. Bharali, Director (HR&BD)	10/11
6	Shri. S. Rath, Director (Operations)	9/11
<b>Non-Executive Directors</b>		
7	Smt. Rashmi Aggarwal	7/8
8	Shri Atul Patne	4/8
9	Shri. A.Giridhar	2/2
10	Dr. (Smt.) Archana S. Mathur	2/2
<b>Independent Directors</b>		
11	Prof. Shekhar Chaudhuri	3/6
12	Shri. Anup Mukerji	5/6
13	Prof. Gautam Barua	5/6
14	Shri. Suresh Chand Gupta	5/6
15	Prof. Bhaskar Ramamurthi	1/6
16	CA Pawan Kumar Sharma	5/5
17	Prof. Sushil Khanna	4/5
18	Shri. Vinod K. Misra	5/5
19	Shri. Ghanshyambhai H Amin	5/5
20	Shri. Alexander K.Luke	5/5

The above list does not include directorships of foreign companies, Section 25 companies and private limited companies; none of the directors on the Board is a Member of more than 10 committees and Chairman of more than 5 committees across all the companies in which he/she is a Director; none of the Directors are inter-se related to other Directors of the Company.

## TRAINING & EVALUATION OF NON-EXECUTIVE BOARD MEMBERS

The NEDs are eminent personalities having wide experience in the field of business, education, industry,







commerce and administration. On their induction, detailed presentation on the business module, performance, plans etc. of OIL are made. The Board is updated about all the statutory guidelines being issued by various Govt. Bodies / Departments. Board Members are nominated by the Company for suitable programmes / seminars from time to time. Further, detailed presentations are also made on business related issues, risk assessment, impact of regulatory changes on strategy etc. at the Board/ Committee/other meetings by senior executives/ professionals/consultants. The evaluation of EDs is carried out through a laid down procedure by DPE. However, in case of NEDs, DPE is in process of formulating appropriate guidelines.

### BOARD COMMITTEE

The Board has constituted various committees which deal with specific issues. While constituting these committees attention has been given to keep a judicious mix of NEDs and EDs who possess requisite knowledge for discharging the responsibilities assigned to the Committee.

Audit committee was reconstituted on October 26, 2012 due to completion of the tenure of its members.

The terms of reference, role and power of the Audit Committee as stipulated by the Board and are in conformity with the Section 292A of Companies Act, 1956, Listing Agreement and DPE Guidelines. During the year, Audit Committee met 8 times on April 18, 2012, May 28, 2012, July 18, 2012, August 08, 2012, November 06, 2012, December 18, 2012, February 12, 2013 and March 25, 2013.

Director (Finance) & Director (Operations) are permanent invitees to the Audit Committee Meetings. Statutory Auditors and Internal Auditors also attend the meetings, answer and clarify questions raised at the Audit Committee. Shri. S.R. Krishnan (Company Secretary) acts as Secretary to all the Committees of the Board.

### AUDIT COMMITTEE

Audit committee is constituted in accordance with Section 292 A of the Companies Act, 1956, Clause 49 of the Listing Agreement and DPE Guidelines. The composition of the Audit Committee is as under:

Sl. No.	Name	Category
1	Shri S C Gupta	Independent Director
2	Shri. Anup Mukerji	Independent Director
3	Smt. Rashmi Aggarwal	Govt. Nominee
4	Prof. Gautam Barua	Independent Director
5	CA Pawan Kumar Sharma	Independent Director
6	Shri. Vinod Kumar Misra	Independent Director
7	Dr. (Smt.) Archana S Mathur	Govt. Nominee

### SHAREHOLDERS' / INVESTORS' GRIEVANCES COMMITTEE (SIGC)

The Shareholders'/Investors' Grievances Committee specifically looks into redressing of Shareholders' and Investors' complaints/grievances pertaining to transfer/transmission of shares, non-receipt of annual reports, dividend payments, issue of duplicate certificates and other miscellaneous complaints. The Committee also oversees and reviews performance of the Registrar and Share Transfer Agents and recommends measures for overall improvement in the quality of investor services. During the year, the Committee met on June 27, 2012, Nov 30, 2012 and Feb 22, 2013. The composition of the Committee during the year is as under –

Sl. No.	Name	Category
1	Shri. Anup Mukerji	Independent Director
2	Shri. B.N. Talukdar	Director (E&D)
3	Shri. S. Rath	Director (Operations)
4	Shri. T.K. Ananth Kumar	Director (Finance)
5	Shri. S.C. Gupta	Independent Director
6	Prof. Bhaskar Ramamurthi	Independent Director
7	Shri. Ghanshyambhai H Amin	Independent Director
8	Shri. Alexander K. Luke	Independent Director

SIGC committee was reconstituted on completion of the tenure of its members.

The total number of complaints received during the year was 44. All complaints received during the year 2012-13 have been duly attended to by the Company / RTA and as on 31.03.2013 there was no outstanding complaint.

### REMUNERATION COMMITTEE

Remuneration Committee (RC) reviews and recommends pay and allowances and Performance Related Payment (PRP) etc. payable to below Board level employees. The







Composition of the Committee during the year is as under:-

Sl. No.	Name	Category
1	Shri. S.C.Gupta	Independent Director
2	Shri. Gautam Barua	Independent Director
3	Shri. Shekhar Chaudhuri	Independent Director
4	Shri. T.K.Ananth Kumar	Director (Finance)
5	Shri. N.K.Bharali	Director (HR&BD)
6	Shri. Vinod Kumar Misra	Independent Director
7	Shri. Sushil Khanna	Independent Director
8	Dr. (Smt.) Archana S Mathur	Govt. Nominee

## HUMAN RESOURCE MANAGEMENT (HRM) COMMITTEE

The Human Resource Management Committee considers all issues / areas concerning the Human Resource Planning & Management, HR Policies & Initiatives and Promotions to E-9 Level. HRM Committee meeting was held on April 16, 2012. The Composition of the Committee during the year is as under:-

Sl. No.	Name	Category
1	Prof. Gautam Barua	Chairman
2	Prof. Shekhar Chaudhuri	Member
3	Shri. Alexander k Luke	Chairman
4	Shri. Ghanshyambhai H Amin	Member
5	Dr (Smt.) Archana S Mathur	Member
6	Shri. N.M Borah	Member
7	Shri. T.K.Ananth Kumar	Member
8	Shri. B.N. Talukdar	Member
9	Shri. N.K.Bharali	Member
10.	Shri. S. Rath	Member

## BUSINESS DEVELOPMENT COMMITTEE (BDC)

The Business Development Committee oversees and explores new areas of business, proposals for collaborations, joint ventures, amalgamations, mergers and acquisitions etc. The Committee met twice on April 16, 2012 and July 3, 2012. The Composition of the Committee is as under –

Sl. No.	Name	Category
1	Shri. S.C.Gupta	Independent Director
2	Shri. S.K. Srivastava	CMD
3	Shri. T.K. Ananth Kumar	Director (Finance)
4	Shri. B.N.Talukdar	Director (E&D)
5	Shri. N.K. Bharali	Director (HR&BD)
6	Shri. S. Rath	Director (Operations)
7	Smt. Rashmi Aggarwal	Govt. Nominee
8	Prof. Gautam Barua	Govt. Nominee
9	Shri. Sushil Khanna	Independent Director
10.	CA Pawan Kumar Sharma	Independent Director
11.	Dr. (Smt.) Archana S Mathur	Govt. Nominee

## HEALTH, SAFETY, ENVIRONMENT & SUSTAINABLE DEVELOPMENT (HSE&SD) COMMITTEE

HSE & SD Committee is constituted to assist the Board for evolving appropriate systems to deal with Health, Safety and Environmental issues. The composition of the Committee is as under-

Sl. No.	Name	Category
1	Prof. Bhaskar ramamurthi	Independent Director
2	Shri. Anup Mukerji	Independent Director
3	Shri Atul Patne	Govt. Nominee
4	Prof. Sushil Khanna	Independent Director
5	Shri. Alexander K. Luke	Independent Director
6	Shri. B.N. Talukdar	Director (E&D)
7	Shri. N.K.Bharali	Director (HR&BD)
8	Shri. S. Rath	Director (Operations)

The terms of reference of the committee includes:-

- Establish and review the Company's Health, Safety and Environmental strategy
- Monitor and review the HSE performance of the Company
- Compliance with applicable pollution, environmental and other Statutory laws at all locations of the Company
- Approve Sustainable Development Policy and revise the same at periodical intervals
- Approve Sustainable Development Plan, annual Sustainable Development Budget (short, medium and long term) in the context of the Sustainable Development Guidelines
- Oversee Sustainable Development Performance





### CORPORATE SOCIAL RESPONSIBILITY (CSR) COMMITTEE

CSR Committee functions as a built-in, self-regulating mechanism whereby it monitors and ensures its active compliance with the spirit of the law, ethical standards, and international norms. The current Composition of the Committee is as under:

Sl. No.	Name	Category
1	Prof. Bhaskar ramamurthi	Independent Director
2	Shri. T.K. Ananth Kumar	Director (Finance)
3	Shri. N.K. Bharali	Director (HR & BD)
4	Shri. S. Rath	Director (Operations)
5	Shri. Atul Patne	Govt. Nominee
6	Shri. S.C. Gupta	Independent Director

The terms of reference of the CSR Committee includes:

- Review, agree and establish the Company's CSR strategy
- Review and monitor CSR activities and compliance with CSR policies
- Develop and encourage effective two-way communication concerning CSR issues within the business.
- Review best practice in key CSR areas by appropriate external reports and by benchmarking wherever possible. During the year, no CSR Committee meeting was held.

### CODE OF CONDUCT FOR MEMBERS OF THE BOARD AND SENIOR MANAGEMENT & CODE ON INSIDER TRADING

A copy of the Code of Conduct has been placed on the Company's website 'www.oil-india.com'. All members of the Board and senior management have confirmed their compliance to the Code of Conduct for the year under review.

In pursuance of the SEBI (Prohibition of Insider Trading) Regulations, 1992, the Board has approved the "Code of Conduct for Prevention of Insider Trading" to prevent purchase and/ or sale of shares of the Company by an Insider on the basis of unpublished price sensitive information. Insiders (Directors, Key Executives,

Designated Employees and Statutory Auditors) are prohibited to deal in the shares of the Company during the closure of Trading Window.

### WHISTLE BLOWER POLICY

The Company has adopted a whistle blower mechanism and no personnel have been denied access to the Audit Committee. OIL endeavors to work against corruption in all its forms through well-defined Whistle Blower Policy. The policy provides all the employees with free access to the Management in case they observe unethical and improper practices or any other wrongful conduct in the Company and to prohibit managerial personnel from taking any adverse personal action against those employees.

### MEANS OF COMMUNICATION

The Company's website 'www.oil-india.com' contains separate dedicated section 'Investor Relations' where the shareholders information is available. Annual Report, Shareholding Pattern, Corporate Governance Report, Investors Relation Handbook etc. are also available on the web-site in a user-friendly manner. The Company's website also displays official news releases. The Website contains presentations made to institutional investors or to the analysts.

The Quarterly Results/Annual Results are communicated by means of newspapers and website. These financial results are normally published in leading English Newspapers viz. Times of India, Hindustan Times, Economic Times and vernacular dailies (Dainik Janambhumi) having wide circulation across the country.

Annual Report containing inter-alia, Audited Accounts, Consolidated Financial Statements, Directors' Report, Management Discussion and Analysis (MD&A) Report, Auditors' Report, Corporate Governance Report including Information for the Shareholders and other important information is sent to the members and others entitled thereto.

OIL has adopted a "Go Green" approach wherein it is adopting methods which reduce harm to the nature. With regards to this it hereby requests all our stakeholders to provide us with their E-mail IDs so that minimum use of paper is done, thus protecting the environment.





## SHAREHOLDING PATTERN (AS ON 31<sup>ST</sup> MARCH 2013)

The Government of India is the majority shareholder in OIL and has 68.43% holding in the company. The rest of the shares are distributed mostly among, inter alia, bodies corporates, FIIs, Mutual Funds, Individuals and Directors. The complete breakup of the shareholding pattern is provided below.

Sl. No.	Category of Shareholder	Folios	Shares	Holding %
1	Government of India	1	411385743	68.43
2	Bodies Corporates	930	75841638	12.62
3	Foreign Institutional Investors	176	45969405	7.65
4	Mutual Funds	128	39096306	6.50
5	Resident Individuals	106189	18911531	3.15
6	Indian Financial Institutions	18	7870626	1.31
7	Banks	12	753767	0.13
8	Non Resident Indians	1527	552236	0.09
9	HUF	2988	412544	0.07
10	Clearing Members	123	328836	0.05
11	Directors	6	10450	0.00
12	Trusts	11	2873	0.00
	Total	112109	601135955	100.00

## GUIDELINES ON CORPORATE GOVERNANCE BY DPE

The guidelines issued by DPE on Corporate Governance are being followed. Presidential Directive for Revision of Pay and Allowances issued by the MOP&NG has been implemented. No items of expenditure have been debited in books of accounts, which are not for the purpose of business. No expenses, which are personal in nature, have been incurred for the Board of Directors and top management. The administrative and office expenses were 4.57% of total expenses during 2012-13.

## STAKEHOLDER ENGAGEMENT APPROACH

For OIL, a stakeholder is a person, group or an organization that has direct or indirect stakes in the organization because of how they can affect or be affected by the organization's actions, objectives and policies. Stakeholder engagement is an on-going process that happens at various levels within the organization, depending upon the stakeholder group. OIL engages with different stakeholders that include employees, investors, community members, and others. Mapping of these stakeholders is important as it would help Oil India Limited (OIL) to identify the potential parties that could be impacted. The table below depicts the continuous stakeholder engagement happening at OIL.

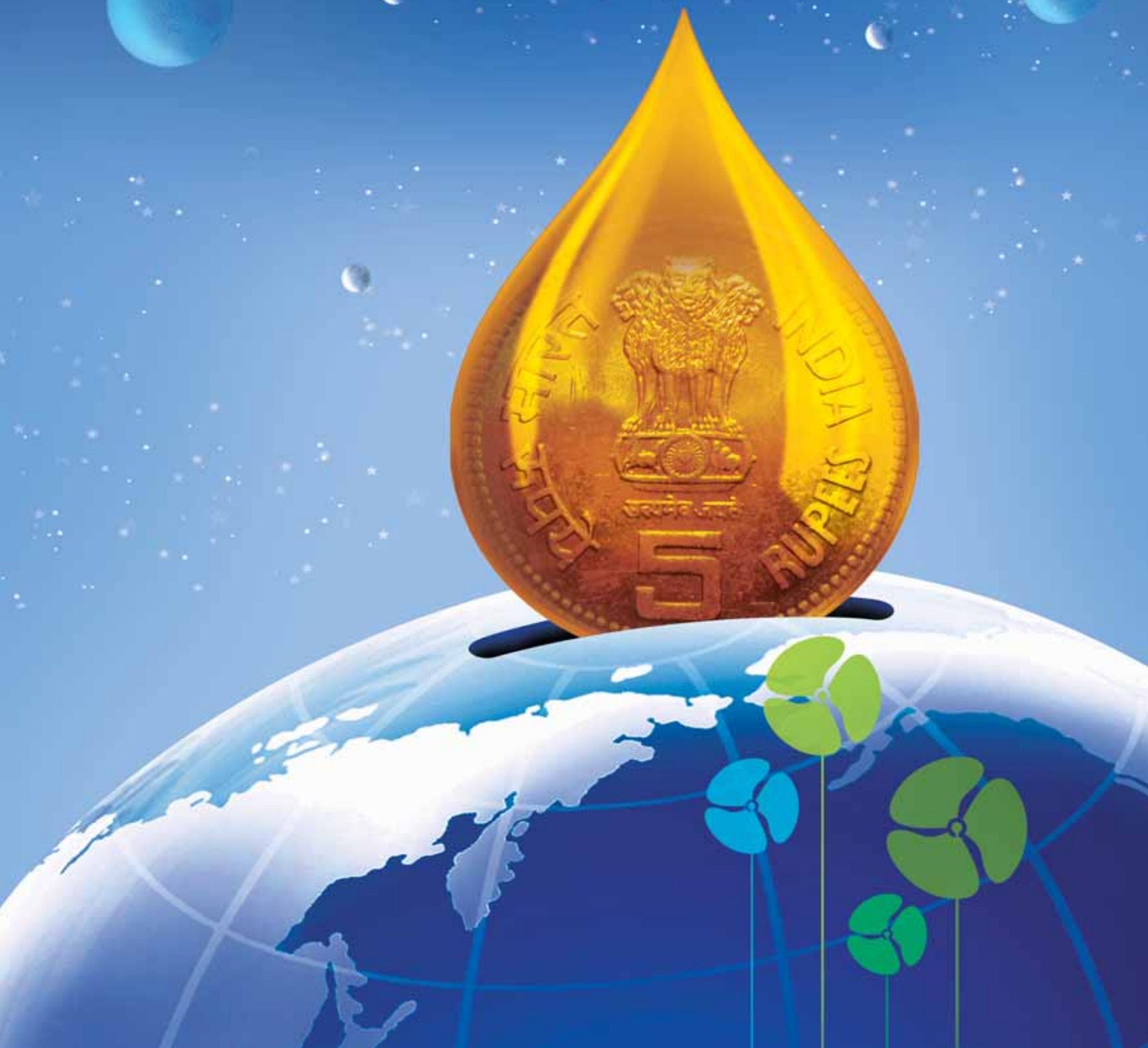
Categories of Stakeholders	Level of Stakeholder Engagement
Shareholders & Lenders	Investors Relation & Company Secretary – Corporate Level
Government & Regulators	Corporate / Board Level
Employees	Departmental Level
Industry Associations	Corporate / Board Level
Customers	Departmental / Corporate / Board Level
Suppliers	Departmental Level
Business & JV Partners	Corporate / Board Level
Communities	Individual / Departmental Level
Dealers & Distributors	Departmental / Corporate Level
Contractors & Contractual Labor	Departmental Level
Local Peoples' Organizations & Pressure Groups	Departmental / Corporate Level
NGOs	Corporate / Departmental Level
Academic Institutions	Departmental Level
Media	Departmental / Corporate Level

For more details on company's Corporate Governance, we request our readers to kindly visit the website of Oil India Limited (<http://www.oil-india.com>) and refer Annual Report 2012-2013 available at <http://www.oil-india.com/AREports.aspx>.





# Economic Performance





The global economy in financial year improved slowly but didn't meet the expectation of the Industry. Several European countries experienced recession due to high unemployment, banking fragility, fiscal tightening and sluggish growth. The US economy improved marginally, however capital investment remained sluggish. Among Asian economies, China too experienced slower growth due to political transition.

**Record PAT of  
₹ 3589.34 crore,  
an increase of 4.13%  
previous year**

*Note: This figure does not include JVs and international alliances*

On account of poor performance of farm, manufacturing and mining section, the growth rate of India's economy slipped to a decadal low of 5% in 2012-13.

Rising oil consumption to meet the growing energy demand of the country is a major cause of concern for the economy. The consumption of petroleum products has risen by 4.92% in 2012-13, with total consumption of 155.417 MMT of petroleum products. The country is dependent for about 75% of its crude oil requirement on imports. Though the oil prices moderated a bit, the falling rupee posed a serious problem for the domestic oil industry in terms of rising under-recoveries of the oil marketing companies and the sustained high subsidy burden on upstream crude oil producers.

To manage the serious oil subsidy problem, the Government launched

concerted policy action and reforms measures during later part of the financial year. These reforms, with their full impact coming in 2013-14, are expected to substantially moderate the oil subsidy on certain essential petroleum products. This is also expected to result in lower subsidy burden on domestic crude oil producers.

The Govt. has time and again made its intention clear that to increase the domestic output of oil and gas and reduce country's dependence on oil imports, it will take all necessary steps to attract large investment in country's E&P sector. To this effect, the Govt. has already initiated action for review of production sharing contracts and revision in the price of natural gas by constituting the Rangarajan committee, which has also submitted its report to the Government. The committee has recommended revision in natural gas prices in tandem with international prices. For long term

energy policy, the Govt. has also constituted Kelkar Committee which is expected to suggest measures for long term growth of the E&P sector and full international parity pricing of natural gas.

Oil India Limited upheld its fine tradition of delivering economic value to shareholders by continuing to post impressive financial performance figures in FY 2012-13. Economic growth is the driving force behind OIL's Sustainable Development journey and has enabled the company to pursue various initiatives in the areas of engagement with local communities, reduction of environmental impacts from operations, employee health & safety and safeguarding of biodiversity & eco-systems in areas of operations. Hence it is imperative for the company to maintain a healthy rate of increment in its productivity and profitability year on year.

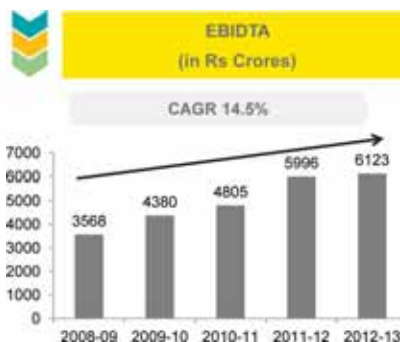
During the year, OIL has earned



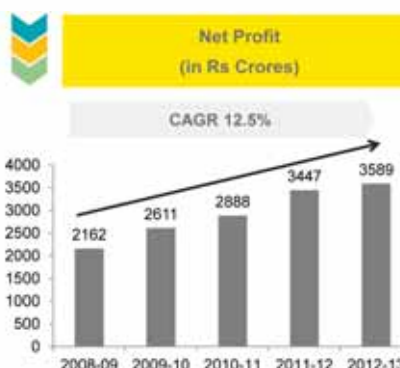




total revenue of Rs. 11456.32 crore against Rs. 11279.90 crore. The Crude Oil production\* was 3.661 MMT in the year against 3.847 MMT in FY 12. Increase in total revenue was contributed by increased realization on account of Natural Gas, LPG and condensate, claims towards under recovery of Natural Gas and other Income which rose to Rs. 1509 Crore from Rs. 1416 Crore in previous year. The PBT earned was Rs. 5283.23 against PBT of Rs 5101.86 crore in the FY12. After deduction of the taxes, PAT was Rs.3589.34 Crore against PAT of Rs. 3446.92 crore in FY 12, registering an increase of Rs. 142.42 Crore over the previous year.

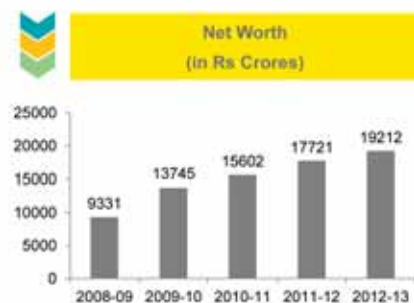


On Expenditure side the cess increased drastically from 17% to 28% in FY 2012-13 on account of increase in cess rate from Rs. 2500 per MT to Rs. 4500 per MT. It resulted in additional burden of Rs747.00 Crore as statutory levies. Other components were comparable with previous year.



During the year, company has made capital investment of Rs.2890 Crore which is highest capital expenditure incurred by OIL till date and expects to increase in future with the increase in exploratory and operational activities.

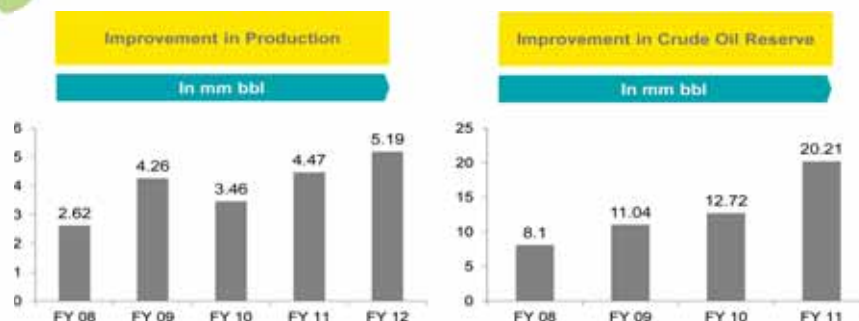
- Our total Operating income has increased at a Compounded annual Growth Rate of 6.09% over the last 5 years and at 6.34% over the previous year.
- The PAT has increased at a Compounded annual Growth Rate of 12.5% over the last 5 years and at 3.46% over the previous year.



The financial decisions of India's flagship oil & gas exploration and production company remains guided broadly by the government's policies and regulations. Also, in recent times, this industry has been witnessing the major challenge of oil field depletion. OIL has taken initiatives in this aspect to arrest decline rates in matured oil fields through technologically-appropriate cost-intensive Improved Oil Recovery / Enhanced Oil Recovery (IOR / EOR) schemes. OIL has made investments in excess of Rs.2425 crores in IOR/EOR initiatives during last five years. Please refer the "Environmental Performance" section of this SD Report for OIL's detailed initiatives in IOR/EOR schemes.







## THRUST ON EXPLORATION & DEVELOPMENT FOR BETTER ECONOMIC PERFORMANCE:

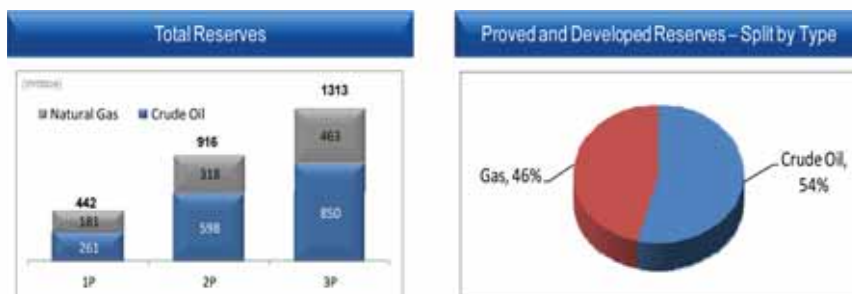
"With the hard work and dedication of all Oil Indians, the company's Reserves to Replacement Ratio (RRR) has been maintained in a very healthy figure of around 1.5 over the years. It means that we are adding through discovery one & half times more than what we produce every year. The thrust has been on exploring subtle and strati-structural plays, tapping attic oil, Reservoir surveillance & monitoring, improved Oil Recovery (IOR) & Enhanced Oil Recovery (EOR) etc. At the same time the company has put maximum emphasis on inducting new and advanced technologies." – **B.N. Talukdar, Director (Exploration & Development), Oil India Limited**

The 'Reserve-Replacement Ratio' (RRR) is a metric used by investors to judge the operating performance of an oil and gas exploration and production company. The reserve-replacement ratio measures the amount of proved reserves added to a company's reserve base during the year relative to the amount of oil and gas produced. During stable demand condition environments a company's reserve replacement ratio must be at least 100% for the company to stay in business long-term; otherwise, it will eventually run out of oil.

Our RRR in the reporting period is 1.64 which demonstrates our approach towards the goal of growth, sustenance and the economic value for our stakeholders.



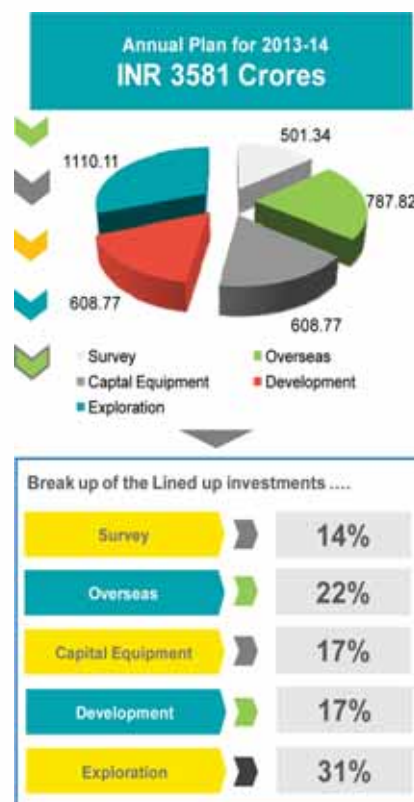
OIL has a significant reserve base. OIL has proved developed reserves of approximately 216 mn barrels and natural gas reserves of 181 mn barrels.



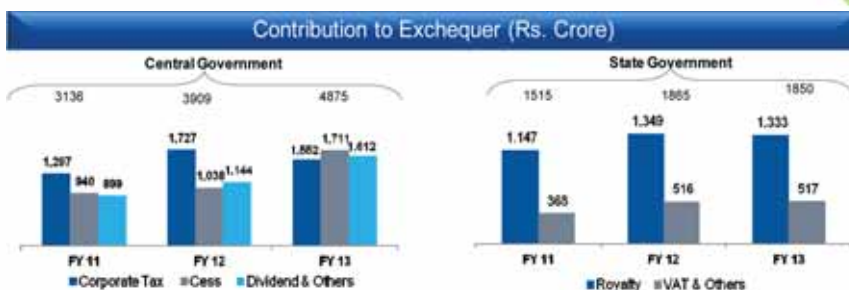
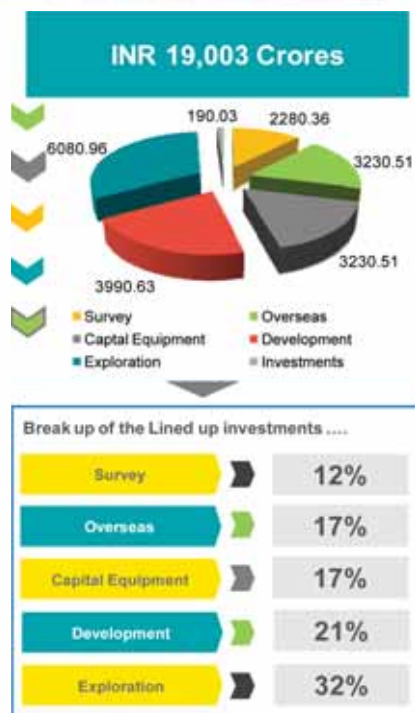
## SIGNIFICANT INVESTMENTS:

"In line with our strategic plan for 2020, we plan to invest ` 19,000 crore during the 12th Plan (2012-17) in exploration and production (E&P) and also to incur expenditure on blocks abroad already acquired. Every year, we will make around ` 4,000 crore investment, including purchase of equipment for exploration & production (E&P). Our acquisition budget will be in addition to this. We plan to deploy the best technology to boost production and accelerate exploration." – **T.K. Ananth Kumar, Director (Finance), Oil India Limited**

OIL has made significant investments in the reporting period FY 2012-13. A snapshot of the same has been shared below.



The below figure highlights OIL's XII<sup>th</sup> year plan for investments in the areas of Survey, Overseas, Capital Equipment, Development and Exploration which is in line with OIL's Strategic Plan 2012 – 2020.



OIL is a Government owned enterprise and receives continued government support which has been evidenced by awarding "Navratna" status to the company making it more autonomous. It has the liberty to take financial decision upto Rs.1000 crores and has the ability to raise Rs.3000 crores. The power of the Board has been enhanced to USD 600 mn

for acquisition. It is the 2nd largest Public Sector E&P Company and has contributed over Rs.6725 crores to the exchequer in the FY 2012-13.

For more details on company's economic performance, we request our readers to kindly visit the website of Oil India Limited (<http://www.oil-india.com>) and refer Annual Report 2012-13 available at <http://www.oil-india.com/ARReports.aspx>.





# Environmental Consciousness







Climate Change is the most important issue affecting the whole planet right now. Climate change related hazards are ongoing and increasing every day and they pose a serious threat to the achievement of the Millennium Development Goals (MDGs) as they have the potential to reverse years of development gains. This introduces the importance of Environmental Sustainability. Environmental Sustainability primarily requires the design and provision of products and services that incorporate and promote waste minimisation, efficient and effective use and reuse of resources for optimizing energy usage, investments in renewable energy, etc. Organizations are integrating environmental sustainability initiatives with their operational processes. OIL is no behind and has taken major initiatives for promoting Environmental Sustainability. The

inherent nature of OIL's business presents a great challenge to the company with respect to elimination of operational hazards. OIL has put a lot of emphasis on control of environmental pollution and conservation of energy. To address this, we have always adopted a proactive approach to the conservation of the environment. This endeavor of OIL is reflected in the environmental policy which clearly mentions OIL's commitment to Safety, Health & Environment.

### OIL'S ENVIRONMENT POLICY

The environment policy of OIL has been carefully formulated so as to comprehensively entail all aspects of environmental sustainability.

Oil India Limited is guided by its Core purpose of "being a fastest growing energy company with global presence and providing value

to all stake holders". Currently as an E&P company, OIL has a pan India presence with overseas foot prints.

In alignment with the core purpose, OIL is deeply committed to the Preservation of Environment & Ecology, Sustainable Development, and Enrichment of the quality of life of Employees, Customers and the Community around its operational areas.

In pursuance of the above mentioned policy OIL is committed to:

- Ensure an environment friendly work place in all our operations.
- Comply with relevant Environment Laws and Regulations in OIL's operations, prescribed by the statutory bodies.
- Follow a systemic approach to Environmental Management





Plan in order to achieve continual performance improvement.

- Adopt technologies that conserve energy, prevent pollution, maximize recycling, reduce wastes, discharge and emissions.
- Develop green belts and plant trees in and around OIL's operational areas in harmony with nature.
- Protect aesthetic, cultural, social patterns and historical characteristics in and around OIL's operational areas.
- Promote a culture among OIL employees, contractors and all the stakeholders associated with OIL for shared responsibility towards environmental protection.
- Promote and nurture a healthy, safe & productive environment in its areas of operations.



minimizing environmental pollution and remedying the effects of any environmental impact caused by its operations. Concerted efforts in protecting the environment and minimizing the pollution have resulted in a clean and green environment in OIL's operational areas. Some of the major initiatives of OIL in minimizing environmental pollution are outlined as below:

- Recycling of drilling effluent pit water in drilling operations to contain all effluents within the well site premises and reuse of water. ETP has been installed by OIL in selected locations.
- Reduced size of pit and achieved the ideal scenario of having optimum sized effluent pits in well sites to ensure minimum land usage
- The formation water produced along with crude oil is scientifically treated with oil soluble demulsifiers to separate oil and water. The separated formation water is disposed off into selected disposal wells specially drilled for the purpose. Such wells have impermeable layers to prevent any vertical migration of disposed formation water to the surface. The water samples from the monitoring water wells in the vicinity of the disposal wells are regularly monitored to ensure that the discharged formation water does not contaminate the aquifers
- Facilities of low pressure booster compressor/jet compressors to reduce flaring of very low pressure natural gas are made available at a few installations
- Time to time ambient air quality monitoring is done in and around OIL's operational areas and other vulnerable places with the help of a mobile Air Quality Monitoring Van procured by OIL. No abnormality in the ambient air quality of the area has been found
- Unavoidable flaring of natural gas due to either non-lifting of the committed quantity of gas by consumers or technical reasons is done only in scientifically designed flare pits.



## OIL'S INITIATIVE TO MITIGATE ENVIRONMENTAL RISKS

Mitigating environmental risks is a major part of OIL's Environment Policy. OIL takes responsibility of







These flare pits have multiburner facility with downward tilt instead of a single burner. To reduce the luminosity of the flame, pits are designed for abundant supply of air

- For abatement of noise pollution from Power Houses at drilling rigs, Oil Collecting Stations etc., noise barrier walls around the machinery generating noise are constructed
- Gen sets/Engines are procured with acoustic enclosures
- The use of weedicides and pesticides is avoided in OIL's installations as a policy and the Company resorts to manual grass cutting for upkeepment of its various premises
- We have reduced in phases the use of CFC's in its all possible

applications

- We have successfully carried out a project on Bio-Remediation of oily sludge in collaboration with TERI. This technique is being applied in OIL field-areas wherever applicable. As of now a project of bioremediation is being implemented in old pits containing oily sludge.
- OIL in collaboration with Assam Agricultural University has been regularly carrying out various environmental projects in its operational areas in Assam to assess the environmental impact of the prime pollutants generated in the OIL field-areas on the environment. Some of the major areas covered by these studies are effect of formation water on cultivation, effect of heat and light on germination etc. The findings of the studies play a major role in designing the pollution control policy of the company
- We have also carried out a full-fledged study on the effect of gas flaring on the surrounding paddy crop growing areas and the findings of which will be used to formulate a strategy to mitigate the same.

- OIL has obtained ISO-9001, ISO-14001, ISRS, OHSAS-18001 certifications for a number of its installations and work places. Actions are also in hand to obtain these certifications for more number of installations and work places.
- We have an incinerator at place in the OIL Hospital and processes are on to set up a treatment plant for treatment of Bio-medical waste in the immediate future
- The municipal solid waste is being disposed as per the BMW rules
- OIL has carried out a pilot scale study on phyto-remediation of oil contaminated soil.
- OIL carries out detailed Risk Analysis study for its project wherever required to take proactive measures for proper HSE Management in its field
- OIL gives topmost priority to the environmental concerns in its operations and has adopted the same in its corporate vision statement as well
- The new initiatives such as bioremediation of oily sludge, phyto-remediation of oil contaminated soil, disposal of MSW in a scientific way have brought encouraging results in controlling pollution and maintaining better environment in OIL's operational areas
- OIL has won prestigious Greentech Environmental Excellence Award and Golden Peacock Environment Award for its efforts on the green front and environmental protection initiatives in its oil field-areas
- Internal and external audits are carried out to ensure compliance of various HSE norms in OIL installations on a







regular basis

- A project on carbon footprint mapping and GHG emission mitigation has been taken up in its OIL field-areas. This will help in reducing the overall GHG emissions in our operations.
- Our OIL House Building located in Noida has been awarded a 3 Star Label Rating by Bureau Energy Efficiency.



## ENERGY PERFORMANCE AT OIL

In a world where energy is becoming an increasingly scarce commodity, OIL as a responsible corporate citizen is committed to minimize its internal energy consumption level. Though, most of our operations are by nature energy intensive, but we constantly endeavor to meet our energy requirement through the energy resources that we extract and produce ourselves.

## ENERGY PRODUCTION BY OIL (2012-13)

The crude oil production\* was 3.661 MMT which is marginally lower

than production of 3.847 MMT in FY 2011-12. Main reason for shortfall in achievement is direct, indirect and consequential losses arising out of blockades, bundhs etc in operational areas and more than expected decline rates in well head potential of existing well. Such incidents affected the operations in FY 2012-13.

During 2012-13, LPG Production was 46010 tonnes which is as per the MOU target of 46000 tonnes set in financial year 2012-13, however 6010 tonnes lesser than previous financial year 2011-12. Along with LPG, a total of 24380 tonnes of condensate were also recovered as by-product. The LPG produced is delivered to IOCL. The plant efficiency was 99.01% compared to designed figure of 98.00% and availability of LPG recovery plant was 99.71%.

The highest ever natural gas production of 2639.21 MMSCM achieved from Assam, Arunachal Pradesh and Rajasthan fields during the year. Accordingly, sales of 2080.23 MMSCM of Natural Gas were achieved during the year.

## CONSERVATION OF ENERGY AT OIL INDIA

Conservation of energy means using less energy and avoiding excessive or wasteful uses. OIL has taken exemplary initiatives in the field of conservation of energy such as conservation of crude oil, recovery of condensate, conservation of natural gas, conservation of electricity, conservation of diesel (HSD), reduction of flare gas, etc.

OIL is engaged in exploration,

production & transportation of crude oil and natural gas. We also produce LPG from natural gas and have a cross country pipeline for the transportation of crude oil to various oil refineries and supply natural gas to the consumers also. Hence our operation need sizeable amount of energy in various forms. OIL with its endeavor has managed to meet the energy requirement from its own production of natural gas, crude oil and generation of electricity. Out of the total energy requirement in terms of kWh, less than 2.3% is met by bought out refined petroleum products such as diesel oil, petrol, etc. and balance more than 97.7% is met from OIL's own production of natural gas, crude oil and generation of electricity.

Thus it is apparent that we are almost self-reliant in meeting our primary and secondary energy needs. Apart from being self-reliant to meet its energy requirement, OIL has been trying to make the maximum use of natural gas produced and thereby, keeping the demand on crude oil and other refined petroleum products to bare minimum.

We have taken up extensive programs for conservation of energy in different forms. While endeavor toward conservation of energy has been going on from very early stage of OIL's operations, measures have been constantly updated and re-assessed for the same. Various short term and long term measures towards conservation of energy adopted by OIL and the achievement made therein during the year 2012-13 are outlined in the following pages:





### Conservation of Crude Oil

A total quantity of **3486.63 KLS** of Crude oil was saved / retrieved from different operational activities in fields during the year under review by adopting the following measures:

- ▶ Use of Oil Soluble Demulsifier (OSD).
- ▶ Regular & proper maintenance of Crude Oil Transportation Trunk / Branch pipelines to minimize pumping power requirement. This is further reduced by treating the crude oil with flow improver chemical / heat treatment.
- ▶ Water Clarification Plant and use of De-Oilier
- ▶ Retrieved from various pits and sumps

### Conservation of Natural Gas

Reduction in natural gas consumption for conditioning of crude oil at Duliajan and Moran:

1. During the year, the crude oil of both OIL was treated with Flow Improver instead of thermal conditioning and thereby a substantial amount of natural gas was conserved during the year 2012-13
2. About 1.2 MMSCM of low pressure natural gas (0.7 kg/cm<sup>2</sup>) was utilized for internal consumption by using VLP (Very Low Pressure) stabilizer booster at Moran field which was normally flared
3. Gas flare in Moran fields kept low as 0.15% of total gas production compared to 0.29% flare in previous year
4. 50000 SCM of Gas monetized by laying a 100 mm NB line from Mechaki to Doomdooma
5. Saving of 47.286 MMSCM gas is achieved by usage of hired compression services in remote / satellite fields to monetize flared gas
6. About 105.869 MMSCM of High Pressure Natural gas was saved during the year by supplying gas through 100 mm NB distribution pipeline to Assam Gas Company Ltd. from Baghjan EPS

### Reduction of Flare Gas






1. Reduction in flaring of about **105.8 MMSCM** of High Pressure natural gas is achieved by supplying gas to AGCL through 100 mm NB distribution pipeline from Baghjan EPS
2. Reduction of flaring of about **47.3 MMSCM** of natural gas is achieved by commissioning of BOO (Build-Own-Operate) compression services at Bhogpara, Dikom, Makum, Chabua and Hatiali, feeding the gas to OIL's gas distribution network.
3. Reduction in flaring of about **1.2 MMSCM** of natural gas is achieved through internal consumption by using very low pressure stabilizer at Moran.







## Conservation of Electricity

- 1** About **30576 kWh** of energy saved  By installation of 29 Nos. of 1.5 Ton energy efficient (star rated) air conditioners in our residential area and offices at FHQ Duliajan
- 2** About **60225 kWh** of energy saved  By installing 26 Nos. 400W SON fittings, 6 Nos. 400W MH fittings, 15 Nos. 150W SON fittings, 1 No. 70W SON fittings at various field installations / Housing Areas of Naharkatia field
- 3** About **2210 kWh** of energy saved  By installing 15 Nos. 23W CFL in place of 60W incandescent lamps, 11 Nos. 40W FTL fittings in place of 100W incandescent lamp and 25 Nos. 20W FTL fittings in place of 60W incandescent lamp at various field installations / Housing areas of Moran field
- 4** About **425000 kWh** of energy saved  By replacing 60 Nos. 150W/250W sodium vapor lights with 4 x 14W T5 fluorescent lights, 150 nos. electronic chokes, 456 Nos. 60/40W GLS with 15W CFL, 11 Nos. old air conditioners with BEE star rated energy efficient air conditioners and 5 Nos. old refrigerators with BEE certified star rated energy efficient refrigerators in Pipelines sphere
- 5** About **98511 kWh** of energy saved  By replacing 60 Nos. 150W/250W sodium vapor lights with 4 x 14W T5 fluorescent lights, 150 nos. electronic chokes, 456 Nos. 60/40W GLS with 15W CFL, 11 Nos. old air conditioners with BEE star rated energy efficient air conditioners and 5 Nos. old refrigerators with BEE certified star rated energy efficient refrigerators in Pipelines sphere

## Additional Initiatives for saving of electricity

- A. Use of Natural Gas instead of conventional electric boilers for producing distilled water resulted in annual saving of approx 1920 kWh of electrical energy
- B. Introduction of high technology PLC and Micrologix in Gas compressor, Crude Oil Despatch pumps & Air Compressor Control panels as replacement of old electromagnetic relay driven panels has resulted in less power consumption and less downtime of the machines
- C. Procurement of energy efficient computer/printer, sharing of printers, hibernating of computers when not in use, using servers/PCs in power save mode, replacement of CRT monitors with TFT monitors, etc resulted in reduction of power consumption







### Conservation of Diesel

1. OIL has always strived towards conservation of Diesel. Some of such initiatives of OIL are as follows:
2. Use of solar lighting at Tanot-GGS (Rajasthan) & Pilot Plant at Baghewala (Rajasthan), resulted in considerable saving of HSD.
3. A saving of about 8 KL of HSD achieved by using electric motor driven hydraulic unit instead of engine driven unit for torque up casings.
4. By installing Exhaust Emission Reduction Device (TADGER) in power pack engines of AC-SCR drilling rigs reduced HSD consumption by 18.76 KL.
5. By use of 2 Nos. Solar Gen Set(PV System) in place of 30 KVA diesel Gen set for area illumination at Work-over locations resulted in saving of about 18KLHSD.
6. Use of PDC bits in place of TCR bits in drilling operation resulted in substantial quantity of HSD saving during the year.
7. About 21.9 KL of HSD saved by commissioning of three nos. 50 KVA Gas Engine Driven Generating set in FGGS-336, Deohal and Kusijan.
8. About 7.9 KL of HSD saved by using gas pressure to load condensate in bowser at FGS 285, Deohal.
9. By replacing 2 nos. 63 KVA diesel generating sets with 125 KVA gas engine driven generating sets at Barekuri EPS about 4440 Liters of HSD saved during the year.
10. About 2.4 KL of HSD saved by commissioning of Electrical Submersible Pump along with deep tube well at Kumchai EPS for industrial water instead of using diesel driven pumps.
11. About 91.25 KL of HSD saved by replacing 2 nos. of diesel engine driven Gen-sets with Gas engine driven gen-sets at EPS-HJC.
12. About 10.95 KL of HSD saved by installing Solar Powered lighting systems at Well-279 security camp instead of running 15KVA diesel engine driven gen-sets.
13. About 11.76 KL of HSD saved by application of non fired NPU (Nitrogen Pumping Unit) in well activation jobs.
14. About 17 KL of HSD saved by installing 5 nos. of field indirect heaters at strategic locations of long flow lines which has reduced the Mobile Steam Generator (MSG) services.
15. Substantial quantity of HSD saved towards carrying out 229 nos. high cost workover jobs using CTU (Coil Tubing Unit) and Nitrogen Pumping Unit (NPU).
16. About 7.0KL of HSD saved by replacing diesel engine with gas engine in Sucker Rod Pump well No. TNL-11.
17. By introduction of fuel efficient vehicle in transport fleet and imparting training on fuel efficient driving techniques to vehicle operating and maintenance personnel resulted in saving of about 22.37KL of HSD.
18. Using the power from captive power plant for calibration & testing of logging tool in the logging truck has resulted in saving of HSD.





## ENERGY AUDIT

As per the MoU signed between Oil India Limited (OIL) and the Ministry of Petroleum & Natural Gas (MoPNG) for the review period 2012-13, one of the key performance evaluation parameters in the organization's commitment towards fulfilling Sustainable Development (SD) is 'Energy Audit of Field Installations'. Consequently, OIL has carried out six such audits during 2012-13 against the target of 5 in and around its operational areas in Duliajan, Assam. The list of the installations is given below.

Sl. No	Installation	Location
1	Water Treatment Plant	Duliajan
2	Rig E 1400 S-3	Makum
3	Rig E 1400 S-6	Hapjan
4	GCS-1	Duliajan
5	GCS-2	Moran
6	Water Injection Station 208	Duliajan

Against this backdrop, OIL assigned Webcon Consulting (India) Ltd. (WEBCON), a government enterprise, as a third-party independent external agency/expert/consultant, etc. for evaluation of the performance parameter set in the MoU for 'Energy Audit of field installations' being implemented in and around OIL's operational area in Duliajan, Assam. Accordingly, WEBCON conducted the certification of the completed energy audits of the 6 OIL's installations between 2nd and 9th June, 2013 in Duliajan, Assam.

During the certification process by WEBCON the following observation were made:

- Suitable replacement of pumps in Water Treatment Plant

towards saving substantial amount of energy. The matter is under active consideration of OIL.

- Replacement of existing D399 engines in Rig S-3 & Rig S-6 with fuel efficient diesel engines. OIL is already in the process of replacing CAT-D399 engines with D-3512 B engines.
- Rationalization in optimal loading of engines in drilling rigs for diesel conservation. This has been accepted and is being practiced in OIL.
- Replacement of existing pumps with energy efficient pumps in Water Injection Station. The matter is under active consideration of OIL.
- Installation of energy meter for proper energy accounting in Water Injection Station and Water Treatment Plant, Duliajan has been suggested. This suggestion has been accepted for implementation.
- Replacement of less energy efficient lighting system with CFL, T5 lamps for capturing energy efficiency as well as efficacy in the lighting system have been suggested in general for all locations. This has been partly implemented and rest will complete in time bound manner.

OIL has firm plans in place to conduct more such energy audits in the other field installations in the near future. It is through such initiatives that we believe, OIL can become the best in the industry in terms of minimizing energy consumption and thereby contribute to the conservation of

energy resources for the future generations.

## NATIONAL ENERGY CONSERVATION DAY (NECD)

As per the advice of Ministry of Power, Govt. of India, NECD was observed on 14th December 2012 with various programs in all work spheres of company. Further, a Technical Workshop followed by an extempore Speech competition was organized in Gopinath Bordoloi High English School, Naoholia, Assam.

## OBSERVATION OF OIL AND GAS CONSERVATION FORTNIGHT (OGCF) - 2013

Oil India Limited observed the Oil and Gas Conservation Fortnight (OGCF)-2013 at its Fields' Headquarter, Duliajan from 15th to 31st January 2013. The idea behind the observation was to create awareness about conservation and efficient utilization of petroleum products among the people. As a part of the fortnight celebration, various programmes were conducted and competitions were held to popularize and spread the message of conservation to all concerned.

To celebrate the occasion:

- OIL organized various competitions such as drawing competition, debate competitions, etc. for the students at educational institutions located in and around Duliajan.
- Awareness programs on conservation of Oil and Gas were organized at schools and ladies forum in and around







Duliajan, which evoked a good response.

- An exhibition of models and posters was also organized at DPS School, Duliajan.
- Technical meets on "Substitution of Petroleum Products with alternate sources" were conducted in GCS, OCS, Drilling locations, etc.
- Two Auto Fuel Efficiency Check Camps at Duliajan Club were put up in collaboration with regional dealers of Maruti and Hyundai make vehicles, where about two hundred numbers of vehicles were examined and serviced.

OGCF 2013 was also observed at other field-areas in Pipeline Headquarters at Narengi (Guwahati), Moran, Digboi and Arunachal Pradesh. It was also successfully organized in other spheres across the country including the corporate office at Noida with pledge taking and displaying of posters/slogans at the offices.

### Observation of Oil and Gas Conservation Fortnight (OGCF) at Oil India



OIL's RCE, Shri K K Nath addressing the audience during inauguration



OIL's RCE, Shri K K Nath flagging off the publicity van



Prize Distribution by our RCE

### OIL'S INVESTMENTS IN RENEWABLE ENERGY

OIL's foray into renewable energy is a significant stride towards achieving its vision of being an energy company committed to India's energy security through both conventional and non conventional energy solutions. The Company has remained focused on being a socially and environmentally responsible Corporate Citizen and foray into the renewable energy segment is a reflection of the same. OIL plans to take up more renewal energy projects in near future to contribute towards the country's energy needs with sustainable energy options. The accomplishments of OIL though a recent entrant in this sector, within a year have been viewed positively by the industry.

Renewable energy can really make a substantial contribution to meet the ever rising energy demand and it is no longer an "alternate energy", but is increasingly becoming a vital part of the solution to the nation's energy needs. As a responsible corporate citizen OIL is committed to enhance use of renewable energy resources.

Though the sector holds enormous potential, it is imperative that the government further incentivizes

the use of renewable energy, reintroduces some of the withdrawn incentives, promotes technological advancements as well as global best practices and eliminates barriers that hinder the import of tools and technical know-how. A slew of such measures would give a fresh impetus to the sector that can contribute immensely in reaching the goal of national energy security in a clean, cost-effective manner.

### WIND ENERGY

***"With countries worldwide seeking to reduce their carbon footprints in order to curb the devastating impact of climate change, it is important that India achieve its goal of national energy security, via an environment-friendly source, such as wind energy. OIL recognises the importance of increasing the usage of renewable sources, while transitioning to a sustainable energy system. A slew of such measures would give a fresh impetus to the sector that can contribute immensely in reaching the goal of national energy security in a clean, cost-effective manner". - N.K. Bharali, Director (Human Resources & Business Development), Oil India Limited.***

Oil India Ltd (OIL) recognizes the importance of increasing the usage of renewable sources while transitioning to a sustainable energy system. Keeping sustainability as one of its major focus areas, OIL firmed up its strategy to selectively diversify into the field of renewable energy and presently has an installed capacity of 67.6 MW of wind power. OIL first established its footprint in renewable energy on 31 March 2012 by successfully commissioning its 13.6 MW Wind Energy Project in Rajasthan, connecting it to the state power







grid at Amar Sagar, Jaisalmer. The 13.6 MW capacity turnkey projects, executed by M/s Gamesa Wind Turbines Private Limited, comprises of a 16 WTG units, each unit having an installed capacity of 850 KW. The Company also commissioned its 54 MW wind turbine plant at Dangri, Jaisalmer district, Rajasthan on 30th Mar 2013. The project, executed by M/s Inox Wind Limited, comprises of 27 wind turbine generator units, each with an installed capacity of 2,000 KW. Wind power generated by OIL is being sold to local state utility under long term Power purchase agreement (PPA) at fixed preferential tariff.

Wind energy investments depend on stable policies, attractive tariffs and "business case certainty". Accurate wind resource estimates, reliable and efficient technology, sufficient grid capacity and power system integration remain the key fundamentals for attracting investments.

## Our Investment in Wind Energy

**13.6 MW** by 2011-12



**67.6 MW** by 2012-13



**Rs. 102 Cr** Investment by 2011-12

**Rs. 462 Cr** Investment by 2012-13

## Inauguration of our Wind Project in Rajasthan



## WIND ENERGY PROJECTS SNAPSHOTS

Parameters	Project-1	Project-2
Wind Farm Capacity	13.6 MW	54 MW
Commissioned on	31.03.2012	30.03.2013
Number of Days took to Commission from LOA	58	142
Location	'Ludurva' Jaisalmer	'Dangri', Jaisalmer
Distance from Jaisalmer	15 Km	70 Km
Developer	M/s Gamesa Wind	M/s Inox Wind
Model of WTGs	G 58	WT2000 DF
Capacity of each WTG	850 KW	2000 KW
Total no. of WTGs	16	27
Tower height, Blade Dia.	65 M and 58 M	80 M and 93 M
Power Evacuation Grid	'Amarsagar'-10 Km	'Akal'- 47 Km
Feed in tariff	Rs 4.46 / Kwh	Rs 5.18 / Kwh
Project Cost (Approx) including O&M cost	Rs 102 Cr (Incl of 10 years O&M)	Rs 360 Cr (Incl of 10 years O&M)
Expected Project IRR	16.3% (with AD)	15.7% without AD and GBI)
PLF	22.84%	24%
Payback period	Approx 6 years	Approx 6.4 years
Units generated so for	18.20 MILLION UNITS as on 31 <sup>st</sup> March 2013	3.21 MILLION UNITS as on 31 <sup>st</sup> March 2013
Revenue Generated / realised	<ul style="list-style-type: none"> <li>Total payment Rs 87.00 Cr</li> <li>Receivables during 12-13: <ul style="list-style-type: none"> <li>Rs 27.72 Cr against AD</li> <li>Rs 8.11 Cr against generation.</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>Rs 1.66 Cr</li> <li>This receivables is due to commissioning of projects before schedule</li> </ul>
Formally inaugurated	26 <sup>th</sup> April 2012	2 <sup>nd</sup> April 2013





Our selective diversification into the domain of alternate energy sources is a strategic decision. We are committed to continue our journey towards expanding renewable energy resources in future with participation in many more similar projects. One of our pipeline initiatives involves carrying out a Wind Resource Assessment Study in the State of Assam highlights of which have been shared below.

WRA study in the state of Assam with the assistance of CWET (Centre for wind energy technology) -

- Phase-I: Identify suitable sites for setting up wind mast station (WMS). Order to CWET will be placed shortly (by 15th June 2013)
- Phase-II: Setup WMS & collect wind data for wind potential assessment.

### SOLAR ENERGY

***"Apart from wind energy, OIL has also made a modest beginning in the field of Solar Energy. OIL's foray into renewable energy is a significant stride towards achieving its' vision of being an energy company committed to India's energy security through both conventional and non conventional energy solutions". - Sudish Kumar Singh, DGM, Heading Renewable Energy Group, Oil India Limited.***

Apart from investing in Wind energy, OIL is also strengthening its footprints in the domain of solar power. Oil India has made investment in the following solar power projects:



### Our Investment in Solar Energy

Jaipur	<b>100 kW Solar PV</b>	Commissioned in March 2012
Tanot	<b>100 kW Solar PV</b>	Commissioned in March 2013
Noida	<b>30 kW Solar PV</b>	Commissioned in October 2012
Ramgarh	<b>5 MW Solar Power Plant....in Pipeline</b>	

In order to increase our footprint in the domain of solar energy, we plan to utilize the open space at different pipeline pump stations /repeater stations to install requisite capacity.

### OTHER RENEWABLE INITIATIVES

OIL has used Solar Photo-Voltaic Cell for MART communication system which saved about 3400 kWh of equivalent electric energy during the year 2012-13.

OIL replaced a diesel engine driven 30 KVA gen set with 2 nos. solar gen sets for illumination requirement at work over location which conserved use of 18,000 litres of diesel during the year 2012-13.

OIL installed 7 nos. of LED solar street lights, 1 no. solar water heater and few solar lanterns for Pipeline operations.

OIL commissioned 2 nos. of 100 KWp solar energy plants, 1 no. at Assam field and 1 no. at Rajasthan field during 2012-13.

OIL installed of 30 kWp off-grid roof top solar energy system at OIL's corporate office, Noida during the year 2012-13 which prevented emission of estimated 14,540 kg of CO<sub>2</sub> in approx 8 months by generating of about 18,000 kWh of electricity.

### NON-CONVENTIONAL ENERGY

#### Shale Gas

In 2012 Oil India Limited acquired stakes in Carrizo Oil & Gas Inc's ("Carrizo") liquid rich shale assets in the Denver - Julesburg Basin in Colorado. This is our first shale acquisition in the United States. This investment provides an early entry into a prolific unconventional oil play. The D-J Basin is a well known producing basin where many U.S. E&P companies are successfully developing the Niobrara formation. The transaction has provided us a platform for additional acquisitions in North America. On 4<sup>th</sup> of October, 2012 we have entered into an agreement with Carrizo through our wholly-owned U.S. subsidiary named OIL INDIA (USA) INC. We have acquired a 20% stake in the asset.

***This acquisition is in line with our corporate growth strategy along the Energy value chain. We have earmarked part of our financial reserves for acquisitions and new opportunities to bolster our overseas portfolio and were keen on joint ventures in countries with geopolitical stability. This acquisition will also give us first hand exposure to operations of shale/tight oil and gas fields and technologies deployed for the same***  
- Chairman & Managing Director, Mr. SK Srivastava, Oil India Limited





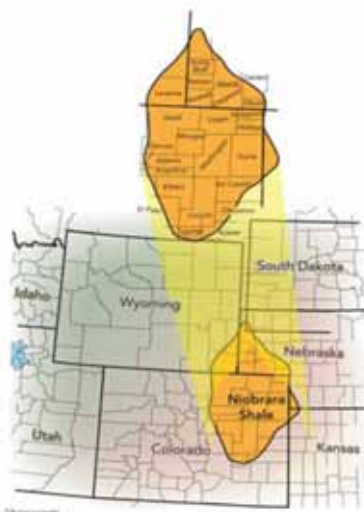
## OIL's NIOBRARA INVESTMENT

The Niobrara shale formation is situated in northeastern Colorado and parts of adjacent Wyoming, Nebraska, and Kansas. Primarily an oil play, it is in the Denver-Julesburg Basin, which has long been a major oil and gas province. An emerging play, the Niobrara is in its early stages and companies have been busy leasing land for future drilling. It has been compared by some to the Bakken shale formation farther to the north.

Oil India is one of the companies to establish a position in the Niobrara

This is OIL's first shale acquisition in the United States

## NIOBRARA SHALE MAP



## Coal Bed Methane Gas

***"In its five decade history, OIL India has been able to achieve a record production, and this has come through its increase in drilling efforts, making use of novel technologies and effective exploration in its areas of operation" - S.K. Srivastava, Chairman & Managing Director, OIL***

Coal Bed Methane (CBM) has a lot of potential. Having the 3rd largest proven coal reserves, India's CBM reserves are estimated to be 4.6 trillion cubic metres (TCM), which is big. One block belonging to Great Eastern Energy Corporation Limited has already commenced commercial production. It was only after the formulation of the CBM policy for Exploration and Production (E&P) by the Government in July 1997, CBM exploration activity commenced in the country. In the fourth round of CBM OIL has won a block in consortium with DART Energy who will operate the block. OIL has 40 per cent participating interest in the

block. The block (AS-CBM-2008/IV) is in Assam with an area of 113 Sq km. Statutory approvals are being taken by the operator for grant of PEL and Core hole drilling in Phase I exploration. We plan to drill the pilot/Test well in 2012 under the Phase I of the work programme. The details of the block are given below:

Block area	113 km <sup>2</sup>
District	Tinsukia
Coal depth	800-1500 metre
Coal thickness	Up to 80 metre
Gas content	~8m <sup>3</sup> /t
GIP	60.3 BCM

***"The company has a strategy for 'selective diversification', which will be related to the petroleum value chain such as City Gas, LNG, Refinery and Petrochemicals, unconventional hydrocarbons such as CBM, Shale Oil and Gas, Tight Oil and Gas and renewable energy like Wind and Solar" - S.K. Srivastava, Chairman & Managing Director, OIL***

## OBSERVATION OF THE WORLD ENVIRONMENT DAY AT OIL

World Environment Day (WED) is celebrated every year on 5 June to raise global awareness of the need to take positive environmental action. It is run by the United Nations Environment Programme (UNEP). The 2013 theme for World Environment Day was "Think, Eat, Save". OIL took up several initiatives for celebrating WED this year, snapshot of some those events have been shared below.

LPG fraternity joins hands on the worldwide endeavor to protect mother earth on 5th June, 2013, on the World Environment Day by planting saplings inside the LPG Recovery Plant premises as a part of green action initiatives. We also support this year theme "Think. Eat. Save." picked up by United Nations.







World Environment Day -2013 was observed in Duliajan Power Station (Electrical Department) on 5th June 2013. The Event was marked by planting of saplings and an interactive session, in which several speakers put forward their views on protecting the environment.



### WATER MANAGEMENT

Water remains a serious concern across the world. With climate change aggravating the problem of water availability, India is confronted with a difficult and turbulent future

arising out of severe water stress.

Today, India's snow-fed rivers, such as the Ganga and Brahmaputra, are facing serious supply threats as a result of the glacial melt. Added to this, is the direct threat of reduced agricultural output due to disruption in monsoon patterns. Agriculture accounts for around 90% of the total water consumption in India. The challenges posed by water scarcity are aggravated by the huge inequalities in geographical distribution as well as by the short duration of the monsoons — wherein the entire rainfall happens over a brief period of around 12 weeks in a year.

Given these challenges, OIL is committed to conserve and manage this precious natural resource.

### WATER MANAGEMENT AT OIL'S DULIAJAN TOWNSHIP AND ARUNACHAL PRADESH OPERATIONS

Water for portable & industrial use in Duliajan Township is supplied by the Water Treatment Plant at Tipling

near Duliajan. The raw water is drawn from the river Buridihing and is treated at the Plant. The water is supplied to the Township as per IS: 10500:1991 standard. As a part of process improvement of the Plant, OIL has initiated the "Integrated Management System (IMS)" Certification of the plant (Integration of IS: 9001 (Quality Management) and IS: 14001 standard for Environmental Management). The audit of the plant has been initiated.

As a part of the process improvement of the Plant, OIL has initiated process for introduction of modern technology based cost effective & safer Chemical for treatment of water at the plant. Simultaneously, processes are on to introduce cost effective LED based lighting system for illumination of the Plant and for installation of Solar PV based technology lights for area lighting of Plant, as a part of the cost effective measures. In recent times, the river Buridihing is showing signs of receding, especially in the dry season, resulting in difficulties in drawing water from the river. With a view on Water security and Sustainability of the Township for the next 30yrs, OIL has initiated a process to study the river and subsequently to augment the plant.

Since inception, water for portable & industrial use for Kumchai EPS, Arunachal Pradesh was drawn from a nearby rivulet passing through several villages in the vicinity. After few unsuccessful attempts by our in house resources, an MOU was entered with the Public Health Department of Arunachal Pradesh for construction of a borewell in the EPS. With their technological expertise for boring of tube wells





in hilly boulder bed regions, the Public Health Department has successfully bored two tube wells in the EPS. With this, a longstanding requirement for clean & hygienic water at the Eastern Producing Area (EPA) was fulfilled.

The company is taking all steps towards understanding the philosophy behind the measurement of its' Water Footprint and is making efforts for sustainable water use in its' industrial as well as township areas.

### WATER HARVESTING INITIATIVE IN RAJASTHAN

As per the MoU signed between Oil India Limited (OIL) and the Ministry of Petroleum & Natural Gas (MoPNG) for the review period 2012-13, one of the key performance evaluation parameters in the organization's commitment towards fulfilling Sustainable Development (SD) is 'Completion of a Water Harvesting Project at OIL's project office at Jodhpur, Rajasthan' with a target date of completion by 15th March, 2013 (Annexure-I). Consequently, OIL has constructed a water harvesting unit at OIL's Store Complex located at Hamira, Jaisalmer, Rajasthan. Roofs of the godowns have been utilised for "Roof Top Rain Water Harvesting (RWH) and Conservation at Surface Storage and Artificial Recharge to Aquifer". The same MoU has also set guidelines for periodic review by the ministry for implementation and monitoring of the same performance evaluation parameter.

Against this backdrop, OIL assigned Webcon Consulting (India) Ltd. (WEBCON), a government enterprise,



as a third-party independent external agency/expert/consultant, etc. for evaluation of the performance parameter set in the MoU for 'Completion of a Water Harvesting Project at OIL's project office at Jodhpur, Rajasthan' being implemented in and around OIL's operational area in Jaisalmer, Rajasthan. Accordingly, WEBCON conducted the evaluation of water harvesting project between 10th and 14th June, 2013 in Jaisalmer, Rajasthan.

### WATER AWARENESS WEEK 2012

As many areas of the globe face increasing freshwater constraints due to increased consumption and the likely impacts of climatic change, Oil India Limited, over the last couple of years has joined



United Nations global campaign on this noble cause as a responsible corporate and has been sponsoring drives aimed at increasing awareness related to this precious resource.

"Water Awareness Week" (WAW) campaigns held in and around OIL's operational areas in the last couple of years have made it possible to reach out to a large section of the society and have created much needed awareness, both for the conservation, as well as judicious use of this precious resource. These initiatives, besides being acknowledged and appreciated by the local and national media, have also contributed towards OIL receiving recognitions and awards at various national and international forums. Very significant of the recent recognitions has been the acknowledgement and inclusion of OIL's initiatives by the UN at its global mapping of noticeable efforts on this aspect. "Aqua Excellence Awards 2011", under the Corporate Social Responsibility (Water) category, was awarded to OIL by Aqua Foundation, an







organization working in the field of water, bringing governments, policy makers, researchers, academicians, technology providers, consultants, industry players and NGO's on a common platform.

### OIL'S E-WASTE MANAGEMENT INITIATIVE

Electronic waste (popularly known as E-waste) consists of waste generated from electrical and electronic equipment which are intended to be discarded. With increasing dependence and limited useable time span of such equipment, quantum of E-waste has assumed gigantic proportions across the globe. Management of this rapidly increasing E-waste is a huge concern. Besides being a significant health and environment hazard, improper handling of E-waste has an inherent security risk associated with it. Ministry of Environment and Forests, Govt of India has promulgated E-waste (Management and Handling) Rules, 2011 whereby consumers of electrical and electronic equipment are required to dispose their E-waste in an environment-friendly manner.

Over the years, E-waste generation in Oil India Limited has increased manifold and needs scientific & environment-friendly disposal. Being a socially and environmentally responsible Organization, OIL has felt the need to scientifically manage this increasing E-waste, at the same time conforming to statutory requirements.

Accordingly, it has been decided to engage the services of a Government-authorized recycler

for scientific disposal of our E-waste as per E-waste handling rules and also to formulate a policy for OIL's E-waste management. Both of these activities are currently in progress.

### WASTE MANAGEMENT: BIOREMEDIATION OF OILY SLUDGE IN OUR PRODUCTION PITS

Oil India Limited unavoidably generates some quantity of oily sludge oil soaked soil and ETP oily sludge which constitutes a major challenge for hazardous waste management as well as environmental protection. One way to handle this type of waste is to dump the waste into specially constructed crude oil/oily sludge pits with a leach ate collection system and a polymer lining to prevent the percolation of contamination into ground water. Transportation of oily waste (crude oil/oily sludge/oil soaked contaminated soil etc) from generation point to disposal site is very problematic. Moreover, those pits are far more expensive and OIL requires these pits in large numbers. However, the area available with us at various oil installations for constructing more such sludge pits is indeed limited. Further there are numerous pits that already exist with OIL where oily sludge has accumulated over the years. Due to stringent norms by regulatory authorities and corporate responsibility of oil companies, new techniques for mitigation of such environmental problems are

continuously in demand. Among the many technologies that have been developed and tested, bioremediation provides a very cost effective and environmental friendly solution to tackle this problem. These technologies, which were considered emerging a few years back, are now well accepted in the field of hazardous waste treatment.







The research on remediation though biological intervention was initiated in 1992 and after six years of extensive research at TERI, New Delhi, a microbial consortium known as 'Oilzapper' has been developed. 'Oilzapper' is a mixture of five natural occurring bacterial strains, which could biodegrade crude oil and oily sludge, ETP oily sludge and oil soaked soil. Bioremediation is a process that uses naturally occurring micro organisms to transform harmful substances to non-toxic compounds. Bioremediation exploits this natural process by promoting the growth of microbes that can effectively degrade specific contaminants. Thus Oilzapper technology utilizes the bioremediation potential of specific microbes that degrades the toxic hydrocarbon compounds leaving behind non-hazardous end products or metabolites and hence no harmful effects. Not only is this technique environmental friendly but also is highly cost effective when compared to storage of oily waste/oily sludge in sludge pits. Further, it shows that bioremediation technique could greatly help in solving the oil contamination problem.







## We apply the following Methodology for Bioremediation

- 1  Selection of Oily sludge pits for in situ Bioremediation at OIL, Duliajan
- 2  Sample collection at the Bioremediation area at various Installations of OIL, Duliajan
- 3  Characterization of sludge collected at different Bioremediation site of OIL, Duliajan
- 4  Production of Oilzapper and transportation to OIL, Duliajan
- 5  Site preparation, application of Oilzapper and bioremediation of the oily sludge in the different bioremediation sites of OIL, Duliajan
- 6  Monitoring of the bioremediation process and characterization of residual oily sludge undertaken for the bioremediation

A joint venture was formed between ONGC and TERI in 2007 and it was named as 'ONGC TERI Biotech Limited' OTBL for the commercial application of the bioremediation along with other technology for oil industries. An MOU was signed between OIL and OTBL on 16th June, 2009 for carrying out Bioremediation in the various installations of OIL. Based on this MOU the third contract for treatment of 9000 M3 of oily sludge in OIL Duliajan was given to OTBL.

Total volume of sludge  
**9028 m3**

## Present Phase of the Project

- 1 **Tengakhat OCS Area**
  - 1. Under Hatiali EPS
  - 2. Under Baijan QPS
  - 3. Near Well # KMT 02 & 03
  - 4. Under DIAN QPS
- 2 **Hapjan OCS Area**
  - 1. Under Hapjan OCS Pit No 1
- 3 **Jorajan OCS Area**
  - Under Jorajan OCS (Near Well # 02)

## Bio-remediation activities

### Earlier...

In situ Bio-Remediation near Well # KMT 02 & 03 of Tengakhat OCS Area (zero days)



### Now...

After 3rd application of Oil-zapper 25.03.2013





### CONSERVATION OF BIODIVERSITY

Oil India Limited, being a responsible corporate citizen is fully committed to the conservation of biodiversity in the country and more so in its' areas of operations in India and abroad. This is very significant because a majority of OIL's operational areas are blessed with very rich biodiversity.

The company has taken various steps to mitigate the damage to endangered wildlife in its' operational areas in the state of Assam, by practising professional modes of wildlife conflict management to ensure that there is no collateral damage to both endangered wildlife like Leopards and Elephants and humans whenever there are situations of man-animal conflict in and near OIL's operational sites.

Oil India Limited also plans to take up projects for large scale conservation of flora and fauna in its' operational areas. The company plans to take up a project on Hoolock Gibbon conservation in the districts of Dibrugarh and Tinsukia. Hoolock Gibbon is the only ape species found on the Indian subcontinent and OIL's operational areas in Assam form a great part of their range in India. Therefore, the project is of utmost significance in OIL's larger vision of conserving endangered flora and fauna in its' areas of operations.

Secondly, the company intends to start a project on plantation of one lakh tree saplings in the districts of Dibrugarh and Tinsukia in the coming 5 years.

As such the company remains committed to the cause of biodiversity conservation and considers the preservation of endangered flora and fauna in its' operational areas as its' top most priority in the realm of its' Sustainable Development goals.

### IOR/EOR AND OIL – A SUCCESS STORY

EOR's role is primarily one of extracting the last technically extractable drop of oil from the reservoir while extending the economic life of the abundant mature oil fields. Its contribution will be crucial for the continued expansion of world oil production. EOR is quite a challenge, both technologically and economically, but it is worth pursuing. Successful IOR/EOR projects are long-lived, manpower intensive, may need long lead times to do the R&D vital to the tailoring of the processes, and require constant sophisticated engineering monitoring.

The term IOR broadly covers all processes that lead to improved oil recovery including all production enhancement initiatives, well technology implementation, application of EOR processes etc. Oil India Limited depending on its requirements and suitability, has implemented a number of such IOR / EOR processes which include mainly the following -

Production Enhancement	Infill/ Step-out Drilling	Secondary Recovery	Enhanced Oil Recovery
<ul style="list-style-type: none"> <li>Optimizing artificial lift</li> <li>Well stimulation</li> <li>Reactivating idle wells</li> <li>Changing completion strategy</li> <li>De-bottlenecking facilities</li> <li>Upgrading facilities</li> </ul>	<ul style="list-style-type: none"> <li>Re-completion</li> <li>Work over</li> <li>Infill drilling</li> <li>Step-out drilling</li> <li>Deepening of wells</li> <li>Second generation wells</li> </ul>	<ul style="list-style-type: none"> <li>Water flooding</li> <li>Peripheral water injection</li> <li>Gas injection</li> <li>Simultaneous injection of both gas and water</li> </ul>	<ul style="list-style-type: none"> <li>Polymer flooding</li> <li>Microbial (MEOR)</li> <li>Thermal</li> <li>Condensate flooding</li> <li>Surfactant flooding</li> </ul>

Some of the noteworthy IOR/EOR schemes implemented in OIL's fields are summarized in the following paragraphs-

**Gas Injection:** Gas injection was initiated in a reservoir of Nahorkatiya oilfield in way back in 1965. Following a cumulative injection of around 25 BCM of gas in OIL's fields, gas injection was suspended from 1996 based on detailed reservoir engineering studies which indicated marginal gain in ultimate oil recovery.

**Water Injection:** Due to low viscosity ratio of oil and water in reservoir conditions, water injection works out to be the best IOR/EOR technique for OIL's oilfields. Having first been introduced in 1966, around 65 MM m3 of water has been injected into the reservoirs till date. In most of the reservoirs which have been subjected to fairly long duration scheme, oil recovery has been in the range of 30-50%, far exceeding the recovery estimated from primary depletion. The improvement in oil recovery factor over the primary





depletion recovery for most of the reservoirs has been of the order of 10-20%. Actions are on to convert additional water injection wells and augment surface infrastructures to enhance water injection.

**Polymer Flooding:** Polymer flooding had been initiated in the year 1975 in an Oligocene-Miocene clastic reservoir of Nahorkatiya oilfield followed subsequently by plain water flooding, yielding encouraging result with considerable improvement in overall pressure-production behavior of the reservoir with respect to arrest of reservoir pressure decline, reduced water production and reduced producing GOR, resulting in improved oil recovery of around 42% of Original Oil-in-Place. High oil-water viscosity ratio (6:1) and adverse oil-water mobility ratio prompted initiation of polymer flooding in this reservoir adopting an inverted 7-spot pattern, which was a relatively new concept at that point of time, especially taking into account the depth of occurrence (around 2650 metres) of hydrocarbon accumulation.

**MEOR:** MEOR bacteria transport themselves through water and congregate in pore spaces at oil/rock and oil/water interfaces where they metabolize to produce organic bio-chemicals including surfactants. The effect of MEOR process causes previously immobile, unrecoverable oil to become mobile causing improvement in oil production. Recently, MEOR process was initiated in seven wells of OIL, whereby some wells demonstrated around 40% post-job recovery. Few more wells have therefore been further identified for further

implementation of this process.

**Other Processes:** Small scale projects of Alkaline Flooding, Miscible (Condensate) Flooding, continuous Steam Injection, have also been field tested in Digboi Oilfield. The process of Steam Injection (huff and puff) is currently being field tested as a pilot to recover heavy oil from OIL's Rajasthan field. ASP (Alkaline Surfactant Polymer) Flooding has been identified to be suitable for many reservoirs of OIL and presently being studied for implementation in Nahorkatiya oilfield.

In the reporting period, there were no significant fines and non-monetary sanctions for non-compliance with environmental laws and regulations.

### ENVIRONMENT AUDIT

As per the MoU signed between Oil India Limited (OIL also referred to as the organization in this document) and the Ministry of Petroleum & Natural Gas (MoPNG) for the review period 2012-13, one of the key performance evaluation parameters in the organization's commitment towards fulfilling Sustainable Development (SD) is 'Environmental Audit of major installations' with a target of audit of 4 nos. of installations (Annexure-1). Consequently, OIL has carried out 5 such audits during 2012-13 against the target of 4 set in the MoU, in and around its operational areas in Duliajan, Assam. The major installations for which the environmental audits were carried out are listed below:

1. LPG plant
2. Drilling Rig MSC Jonai (MMC)

3. ITF Tengakhat,
4. Oil Collecting Station (OCS-1) Moran
5. Gas Compression Station (GCS-2) Moran

The same MoU has also set guidelines for periodic review by the ministry for implementation and monitoring of the same performance evaluation parameter. Against this backdrop, OIL assigned Webcon Consulting (India) Ltd. (WEBCON), a government enterprise, as a third-party independent external agency/expert/consultant, etc. for evaluation of the performance parameter set in the MoU for 'Environmental Audit of major installations' being implemented in and around OIL's operational area in Duliajan, Assam. Accordingly, WEBCON conducted the evaluation and certification of the completed environmental audits of the 5 major installations between 2nd and 9th June, 2013 in Duliajan, Assam.

### GHG FOOTPRINTING

OIL conducted GHG Footprinting exercise in 2009-10 where Scope-I & Scope-II emissions of OIL were measured. The report for the same was published in 2011. The data collection and monitoring exercise for GHG Footprinting is practiced in OIL annually. We would like to let our stakeholders know that OIL plans to come up with the next report highlighting OIL's GHG Mapping for FY 2013-14 next year which will cover all the installations of OIL.





# Social Responsibility







“Business has a responsibility beyond its basic responsibility to its shareholders; a responsibility to a broader constituency that includes its key stakeholders: including employees, suppliers, customers, government, NGOs, environmental groups, special interest groups - the people of the communities in which it operates.” It is the social responsibility of business that encompasses the economic, legal, ethical, and discretionary expectations that the society has of organizations at a given point in time. As such, keeping in perspective the larger good of the society, Oil India Limited since inception has engaged itself directly with local communities, identifying their basic needs, and integrating their needs with business goals and strategic intent. Fulfilling its duty of providing care to the society,

Oil India Limited has embarked upon massive programs of educational, health, sports, cultural and infrastructural development endeavors; an attempt to invest technology with a human face. Therefore the company is in a constant process of improving the ongoing CSR activities as well as innovating newer ways for ushering in a better society.

***“CSR at Oil India Limited is characterized by all round development of the communities of OIL operational areas”.***

In 1962 the idea of collective rural development was first initiated in Oil India Limited, today it has reached many milestones towards welfare of the society. Since then, till date the company has undergone several changes in terms of its widening areas of operation which has broadened the horizon and scope for promoting good practices in corporate citizenship and sustainable development. Strengthening the rural development network in its operational areas catering to more than 1400 villages in Assam & Arunachal Pradesh alone, OIL has been continuously striving towards the all round development of the communities amongst whom it operates. Today, the Company's CSR activities have achieved national and global recognition for its strategy of identifying and blending with the local and unique developmental needs of several ethnic groups which includes human conditions as well as environmental issues.

The CSR initiatives taken up at Oil India Limited are governed by need assessment studies and baseline surveys of the targeted areas. As such CSR activities are need based and realistic. At regular intervals OIL conducts formative researches & social audits of the ongoing activities so as to ensure their proper implementation & to find out scope of improvements if any.

## HEALTH

### Mobile Health Care Services

The Mobile Dispensary Services of OIL have always been one of the most significant community welfare projects of the Company. Started way back in early eighties, OIL's Mobile Health Care services were carried out with in-house doctors and paramedics in remote areas of Dibrugarh District.

**In line with the long standing association (through MoUs) between OIL and St. Luke's Hospital, the mobile**





health care project "SPARSHA", covers OIL operational areas of Tinsukia and Dibrugarh Districts. This effort of OIL caters to the primary health care needs of the people in OIL operational areas. The project is conducted through St. Luke's Hospital in addition to OIL's in-house Mobile Health Care team. In 2012-13 OIL conducted **796 camps, screening and extending primary healthcare services to more than 1,39,513 patients in Dibrugarh & Tinsukia.**

In addition, OIL's Health Care initiatives also include the Primary Healthcare Services provided by the OIL Dispensary in South Bank and Manabhaum regions. The patients in these two dispensaries are given free primary healthcare treatment in addition to basic vaccines. A detailed tabular description, of the Healthcare services for the year 2012-13, is given below.

OIL's Health Initiatives from 1 <sup>st</sup> April 2013 to 31 <sup>st</sup> March 2013 (In House)					
	Medical Camps	Dental Camps	School Health Camps	Hepatitis – B Vaccination Camps	Total
No. of Camps	165	03	47	06	221
No. of Patients Examined	42847	412	3423	762	47444
Cost of Medicines (in INR)	27,16,133.40	Nil	3,12,012.32	57,150.00	30,65,295.72
Average Cost of Medicines / Patient	63.24	Nil	91.15	75.00	64.60

OIL's Health Initiatives from 1 <sup>st</sup> April 2013 to 31 <sup>st</sup> March 2013 (St. Luke's Hospital)				
	Tinsukia District	Chabua, Dibrugarh District	South Bank Dispensary	Manabhaum Dispensary
No. of Camps	288	287	Nil	Nil
No. of Patients Examined	36,970	49,871	863	4365
Cost of Medicines (in INR)	22,42,929.44	30,04,405.88	39,266.50	1,68,879.14
Average Cost of Medicines / Patient	60.66	60.24	45.50	38.69







## LIVELIHOOD & SELF-EMPLOYMENT AVENUES

### Oil India Rural Development Society (OIRDS)



Realizing the importance and significance of rural development, Oil India Rural Development Society (OIRDS) was instituted by Oil India Limited which is one of the foremost and extensive social welfare projects designed to percolate down to the beneficiaries of the grass root level of India, particularly of the rural areas in the operational areas of OIL. The Society was conceived with the principle objective to promote, undertake, carry out, sponsor, assist or aid directly or in any manner, any activity for the promotion and growth of rural economy and economic development and welfare or upliftment of the masses from rural areas/villages from the selected districts of OIL operational areas. Oil India Limited, the founder

promoter of the society envisions equipping the rural societies with technological advancements which would further help integrating the less developed communities with the comparatively advanced mainstream. Revolutionizing the

rural economies, OIRDS aims at sustainable growth pattern by the best possible utilization of the available resources, generating avenues for effective employment nurturing the existing skills of people by providing knowledge of science and technology, financial aid and other essential know-how.

OIRDS under the aegis of OIL India is engaged in two core areas namely- the Agriculture Project & the Handicraft Training and Production Centre (HTPC). The society through its two core focus areas is constantly engaged in introduction of modern technology in the field of agriculture and imparting training in handicraft to the needy people of OIL's operational areas. The Agriculture

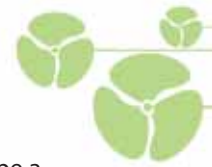
Project started in the year 1991, introduced modern methods of cultivation to generate large scale production and thus providing an opportunity to the unemployed youths of the society. Whereas the HTPC was established in 1984 as a Silver Jubilee Year Project of Oil India Limited training young girls/women from the OIL operational areas in knitting, embroidery and weaving under the expert trainers making constant efforts to generate self employment opportunities and economic empowerment of women.

### Handicraft Training & Production Centre (HTPC)

OIL's Handicraft Training and Production Centre, located at Duliajan, Assam has been imparting nine-month stipendiary training in Weaving, Cutting & Tailoring, Embroidery & Knitting to young girls from OIL operational areas. The students are selected through written test and viva-voce. During 2012-13, a total of 32 Nos. of rural women were imparted such







training with a total expenditure of approximately 13.83 lakhs. In the current year a total of 32 Nos. of women are undergoing similar training in the training centre.

### Agriculture Project

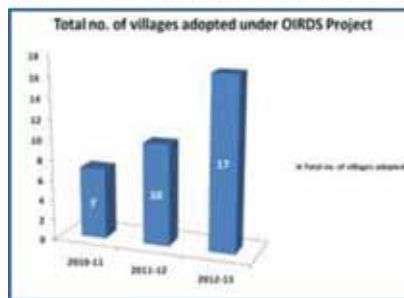


The primary objective of Agriculture Project is to introduce modern methods of cultivation to generate large scale production and thus providing an opportunity to the unemployment youths of the society to adopt agriculture as a means of earning livelihood and attaining economic empowerment. While doing so, maximum emphasis is given in extending in-field training by experts from Agriculture Department, Government of Assam & Assam Agriculture University for proper and adequate use of technology. To boost the encouragement of the farmers, OIRDS introduces high yielding paddy seeds specially collected from Regional Agriculture Research Centre, Titabor and organic manure to revitalize the paddy fields. The patterns of crops are mostly Sali & Rabi.

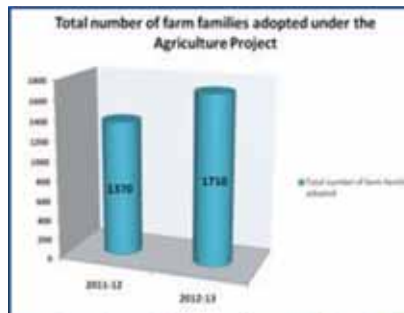
Till date, OIRDS has adopted more than 84 villages under various PatharParicholanaSamity, Krishi Got and Co-operative Society covering

nearly 8909 farm families under its Agriculture Project. The total expenditure on the project for the year 2012-13 was 41 lakhs INR.

A comparative of the total number of villages covered under the Agriculture Project increased from 7 in 2010-11 to 10 in 2011-12 and 17 in 2012-13, as shown below.



The Total number of farm families adopted under the Agriculture Project, increased from 1370 in 2011-12 to 1710 in 2012-13.



The project continues to be a promising tool for transforming the lives of agricultural communities in OIL's operational areas.

### RUPANTAR – OIL'S CSR INITIATIVE FOR GENERATING SUSTAINABLE SELF-EMPLOYMENT

OIL's main producing area is located in the three districts of Dibrugarh, Tinsukia and parts of Sivasagar in Upper Assam. Today one of the main reasons of growing social unrest in the primary agrarian region is the lack of employment avenues and lack of adequate industrial growth. The growing unemployment problem has posed a serious threat to OIL's long term business goals.



This is because OIL is one of the major industries in this part of the Country, which is catering to the socio-economic development of the residents of its operational areas. More and more unemployed youths expect OIL as the only source of direct or indirect employment.

With numerous villages under its extended operational areas, it is becoming increasingly difficult for OIL to meet the expectations of the people. In order to help the large





number of unemployed youth of the society irrespective of gender perspective and strengthen rural economy, OIL and the State Institute of Rural Development (SIRD) Assam had jointly started an ambitious project – *Rupantar*, since September, 2003, with a central focus to assist Self Help Groups for development of Agro based industries like bamboo cultivation, floriculture, fishery, sericulture, organic farming, etc and other allied activities like duck farming, pig rearing, goat farming, dairy farming, handloom, small business, etc. along with a Computer Centre thereby help the unemployed youths to find alternate employment providing a scope for entrepreneurship. The marketing outlet 'AASTHA' at Duliajan has been satisfactorily providing the requisite support to the marketing needs of the SHGs of OIL's operational areas.

## DEVELOPMENT OF SUSTAINABLE LIVELIHOODS

Keeping in perspective the visible success of the project and the requests from the local residents of OIL operational areas for enlarging the project, OIL had



supported another 300 SHGs/JLGs under CSR in the financial year 2012-13 consisting of 2350 families. The groups were involved in self-employment ventures in order to economically support their respective households. The monitoring & evaluation process for the Project will continue for a further period of 24 months.

Common Facility Inputs			
Sl. No.	Activity	No. of Groups	Amount in lakhs (Rs).
1	Duck Rearing	50 nos.	76.00 lakhs
2	Goatary Farming	60 nos.	
3	Pig Farming	60 nos.	

Credit Linkage			
Sl. No	Activity	No. of Groups	Amount in lakhs
1	Farm Mechanization	70 nos.	126.00 lakhs
2	Small Business and Industry	10 nos.	15.00 lakhs
3	Handloom	50 nos.	75.00 lakhs
	Other expenses like group developing, monitoring, training etc		43.00 lakhs
Total		300 nos.	Rs335.00 lakhs

The credit and material disbursement function for the 300 Groups was held on 27<sup>th</sup> February 2013 at Bihutoli, Duliajan where more than 3000 beneficiaries (90% women) received financial support and material inputs with a total investment of Rs 250 Lakhs (Rupees Two hundred and fifty lakh only). The total credit mobilization of the project was Rs 335.00 lakhs (Rupees Three hundred and thirty five lakh only), out of which Rs 85.00 lakhs (Rupees Eighty Five Lakh only) came as loans from nationalized banks. The necessary trainings of the economic activities are currently under process. It may be noted that since 2003, OIL and SIRD, jointly has formed around 5900 Self Help Groups and around 2900 of them have received financial aid. Out of the total project value of around Rs 60 crore being contributed by OIL, SIRD and Banks in Dibrugarh, Tinsukia and Sivasagar, OIL contributed Rs 831.00 lakhs to the project till date.

OIL + SIRD		
Sl. No.	Year	No. of SHGs
1.	2003-08	3119
2.	2008-12 (March)	1804
3.	2012-13	300+677
TOTAL		5900

**Computer Centre:** Since 2004, SIRD has successfully implemented a computer education programme under OIL's Project Rupantar in Duliajan. The Computer centre offers various short term courses to students as well as other candidates at a subsidized rate of Rs 500.00 per month. Moreover, SIRD has been regularly imparting training on Information Education and Communication (IEC) and Panchayati Raj Institution (PRI), rural development etc. Till date 53,000 nos. of students have been trained in the Computer training centre under project Rupantar.







### PROJECT AREA & TARGET BENEFICIARIES

The Project areas of *Project Rupantar* are the districts of Dibrugarh, Tinsukia and parts of Sibsagar where OIL conducts its operations. The target beneficiaries are the rural people, especially the farmers, the women and the youth.

### EDUCATION

#### OIL Awards and OIL Merit Scholarships

OIL's commitment to socio-economic development in its areas of operation encompasses education as one of the most important areas indispensable for the overall development of an individual and well-being of the society at large. Apart from contributing in various tangible and non-tangible ways, every year OIL rewards meritorious students of operational areas passing class X & XII with OIL Awards and OIL Merit Scholarships which go a long



way in encouraging the students to perform better. For the academic year 2012-13, ₹75.00 lakhs have been earmarked to reward 1813 no. students from OIL operational areas of Assam and Arunachal Pradesh including OIL Employees' children across India with OIL Awards and OIL Merit Scholarships. This includes 20 nos. of OIL Awards, 1338 nos. of Merit Scholarships to students from non-OIL Employee Children and OIL Employees' Children categories, incentive to 205 students from special schools viz Mrinaljyoti Rehabilitation Centre, Duliajan and Janamangal Adarsha Blind School, Moran and special incentive to 250 BPL category students.

### CSR HIGHLIGHTS WITH FOCUS ON VISIBLE PROJECTS

#### Need Assessment Study and Social Audit of OIL's CSR Initiatives

OIL feels that it is pertinent to conduct a need assessment study to assess the socio-economic needs of the people and communities of OIL operational areas in order to initiate need-based projects and programs. Moreover, it is important to conduct an audit of the ongoing CSR initiatives and activities of the Company in the OIL operational areas.

A MoU was signed between Dibrugarh University and OIL for conducting a Need Assessment Study and Social Audit in and around OIL operational areas. The study would help OIL to formulate the Company's future CSR road map as well as highlight the significance of developing a trust/foundation for implementing the Company's visible

CSR projects keeping in cognizance OIL's CSR policy and the new CSR guidelines by Department of Public Enterprises (DPE).

### OIL's MOU Targets

#### Project Rupantar

As per MoU target 2012-13, 300 SHGs/JLGs have been formed under



Project Rupantar in the operational districts of Tinsukia, Dibrugarh and Sivasagar as mentioned above.

#### Project Infant Mortality

As per the report submitted for Project IMR, an awareness camp & Health talk was conducted at *Balijan Nepali* village on 31<sup>st</sup> January 2012 as the first phase of implementation located at one of our major OIL operational areas near Digboi and is one of the areas where IMR was found to be the highest. A health camp was conducted at *Balijan Nepali* village on 23<sup>rd</sup> February 2012. In 2012-13, a follow-up camp was successfully organized in the village (Balijan Nepali Gaon) on 2<sup>nd</sup> June 2012. In the 2<sup>nd</sup> phase of implementing the MoU target for the current financial year, OIL hospital has taken up the action to implement the project in two new villages i.e., Lankashi Village and Nagajan Village. The health camp was successfully conducted in the 1<sup>st</sup> & 2<sup>nd</sup> week of December, 2012 where ante-natal check-up was done and children upto the age of 1





year were screened. It may be noted that as per MoU target two villages needs to be taken up as per this years' MoU target.

## Project 'Dikhya' Promoting Computer & Adult Literacy

### Computer Literacy

As per the MoU for current fiscal, 2012-13, we are advised to implement computer literacy in six areas within OIL's operational areas in the districts of Dibrugarh, Tinsukia and Sivasagar.

Accordingly, six areas have been identified and one ME/MV school from each of these areas has been selected ensuring that each district has a representation of two schools. Following is the list of identified schools taken up under Project 'Dikhya' in the first phase:

- MerbilChachoni M.V. School. Location- Chachoni, Dist- Dibrugarh
- Basumati M.V. School. Location- Rangagora, Dist- Dibrugarh
- Mahakali Grant M.V. School, Location- Khetupathar, Dist- Tinsukia
- Navajagriti M.V. School. Location- Monkhushi, Dist- Tinsukia
- Moran Girls ME School, Location- Ward no. 5, Moran Town, Dist-Sivasagar
- Batamara M.V. School, Location- Batamara, Dist- Sivasagar

The project is implemented through State Institute of Rural Development (SIRD), Assam, via mobile education vans which visit each of the areas and schools. In the first phase of implementation (2013 batch), the target beneficiaries

are the students of class VI. The course content has been developed keeping in perspective the basics and fundamentals of computer education and the recommendation made by the consultants who were engaged for conducting the base line survey. The total course syllabus will be for 60 hours inclusive of practice sessions and examination. Each student will be awarded a certificate on successful completion of the course.

### Adult Literacy

As per the MoU target 2012-13, six specific areas within OIL's operational areas in the districts of Dibrugarh, Tinsukia and Sivasagar have been selected. The project would be implemented through State Institute of Rural Development (SIRD), Assam. Adult Literacy Project is implemented in the same areas where the Computer Literacy Van visits, targeting mainly the illiterate and semi-literate people of the Tea Gardens. The course content has been developed as per the SarvaSiksha Mission of the Government. Project Computer Literacy & Adult Literacy was christened as Project 'Dikhya' and was formally launched on 20th December 2012 at Duliayan, to impart Computer education and promote adult Literacy in a phased manner. Dikhya was ceremoniously inaugurated by school students on 7th February 2013 in presence of representatives of District Administration, Heads of selected Schools, teachers, local area volunteers, parents and OIL officials.

***Incurred an expenditure of 0.50% of OIL's Profit After Tax (reference fiscal year 2010-11) for CSR activities in 2012-13***

## Up-Gradation of 3 (Three) Rural Hospitals

Under its CSR initiatives, OIL has deposited the 1st instalment of Rs1.41 crores to Deputy Commissioner, Dibrugarh for up-gradation of 3 (three) hospitals in its operational areas of Dibrugarh district. The three rural hospitals identified for up-gradation as per the advice of the District Administration and Health



Authorities were namely Ghoramara State Dispensary into a First Referral Unit, the Mini Primary Health Centre (PHC) at Tinthengia into a First Referral Unit and the Sub-Centre at SenchuaPukhuri (established by Red Cross Society) into a Mini PHC. The total involvement for up-gradation of the 3 (three) hospitals would amount to Rs 4,20,22,400 (Rupees Four Crores Twenty Lakhs Twenty Two Thousand Four Hundred) only.

### Up-Gradation of Tinsukia ITI

An ambitious project for up-gradation of Tinsukia ITI in association with Tinsukia District Administration has been taken up under OIL's CSR initiatives in phased manner. Towards the same, Rs33.60 lakhs has been earmarked out of which the first instalment of Rs16.80 lakhs has been released by OIL to Deputy Commissioner, Tinsukia.







### GENDER BUDGETING

OIL undertakes all gender related activities through Public Relations Department under the aegis of 'Social Welfare Programme' and 'Area Development Scheme'. On the basis of the Ministry's guidelines, an independent cell has formed to deal with all the Gender Budgeting activities of the company. The cell monitors the following schemes which aim for benefit of the female members of the society.

#### Handicraft Training for Women

OIL's Handicraft Training and Production Centre, located at Duliagan, Assam imparts training since 1984 to women members of the society on Handicraft, Weaving, Embroidery and Tailoring on monthly stipendiary for 9 months duration basis. During 2012-13 a total of 32 Nos. of rural women were imparted such training with a total expenditure of approx. `13.83 lakhs. In the current year a total of 32 Nos. of women are undergoing similar training in the above training centre.

#### General Nursing Midwifery (GNM) Training

The nursing school in OIL Hospital Duliagan conducts 3 years General Nursing Midwifery (GNM) training courses which is recognized by the Directorate of Medical Education, Government of Assam. The annual intake is 20 (Twenty) candidates, out of which one vacancy each is reserved for SC and ST candidate. Stipend is paid to the students in addition to limited hostel accommodation, uniform and protective clothing.

#### Donation to Women Colleges/Schools/ Organisations

The Company lays emphasis on women education, sports, etc. Towards this, OIL has made significant contribution to various women colleges, schools, Associations, etc. Besides, OIL pays significant contribution to numerous co-educational institutions benefiting the women of the society. OIL also donates periodically to women organization of the locality through its SWP and ADS for their socio-cultural and other developmental works. An amount of 128 Lakhs INR was incurred for the above organisations under OIL's area of operation in Assam and Arunachal Pradesh during 2012-13.

### WOMEN BENEFICIARIES UNDER PROJECT RUPANTAR, ASSAM

#### Self-Help Groups/Joint Liability Groups

In order to help the large section of unemployed youth of the society

and for empowerment of women strengthening rural economy, since September, 2003, with a central focus to assist Self Help Groups for development of Agro based industries like bamboo cultivation, floriculture, fishery, sericulture, organic farming etc.

As on date, more than 18743 weavers, most of whom are women from various rural areas have successfully completed training programme at the Growth Centre for Training and Production of Diversified Handloom Products in Eri and Muga. Most of the weavers have availed loans for starting their specialized training cum production weaving centres.

#### Special Component Plan (SCP) and Tribal Sub-Plan (TSP)

Oil India has always laid great emphasis in implementing various developmental projects in and around operational areas, which has a large number of the ST/ SC population. The projects are implemented within the scope of the Government's policy on Special





Component Plan (SCP) and Tribal Sub-Plan (TSP).

- Oil India SC/ST Employees Welfare Association recommends / monitors the implementation of various schemes under SCP and TSP.
- OIL gives stress especially in the development of primary education, rural roads, etc.
- Of the total CSR budget, the budget allocated for SCP component is 24% and TSP component is 3%.

### Role in Creating a Favorable External Environment

OIL played a significant role in enhancing the goodwill of the stakeholders, especially the people residing in and around OIL's operational areas in Upper Assam. OIL handled several negotiations to address public grievances on varied matters related to the Company. The success of these negotiations, pro-active strategies and impact of CSR interventions have in its own way contributed to the significant reduction of bandhs and blockades, which in turn has helped in reducing the loss of production due to such issues.

### INDUSTRY ACADEMIA INTERFACE

#### OIL K D Malaviya Chair (KDM) in Department of Applied Geology, Dibrugarh University, Dibrugarh

The OIL KDM Chair was instituted in February 1992 towards imparting high quality research in petroleum



exploration, particularly with reference to north eastern region. Since its inception, the KDM Chair has been of immense benefit to its sponsor. Various activities carried out under KDM Chair include several research studies and paper publications of value to the petroleum industry. For example, the activities under the Chair had commenced with two projects related to oil viz. (a) "Palynostratigraphy and Depositional Environment of a part of Upper Assam Basin" and (b) Significant Palynofossils recorded from the different Horizons of tertiary Sediments of Arunachal Pradesh, Assam, Nagaland and Meghalaya.

#### OIL Shreemanta Shankardev Fellowship for Comparative Studies of Literature, Guwahati University

The Shreemanta Shankardev Fellowship for Comparative Studies of Literature was created in the University of Guwahati in January 2003 for the Comparative Studies of Hindi & Assamese Literature. The purpose of the fellowship was to

give wide readership to Assamese and Hindi literature and to establish close relationship between regional and national language of India.

#### OIL- Superb-30- An initiative for harnessing human resource & empowering the youth of North-East India

As part of OIL's endeavor to educate the youth of its operational areas, the Company's 'Superb 30'- a new CSR initiative was started for harnessing human resource and empowering the youth of North East India under mentorship of MrAbhayanand, IPS, the then Addl D G Police Bihar and co-founder of Super 30 Patna. Under the initiative a selected group of students are provided 10 month rigorous residential coaching for IIT aspirants of Assam and Arunachal Pradesh in cooperation with the Centre for Social Responsibility & Leadership, a well known NGO. The special coaching programme was formally launched by Sri TarunGogoi, Chief Minister of Assam. In the year 2010, out of 26 students 23 qualified in ISRO, IIT, NIT, Assam Medical College, Jorhat Engineering College etc.







Encouraged by the success the Guwahati centre was continued and another centre was opened at Jorhat in 2011. The batch 2011-12 has shown more promising result. 10 students qualified in JEE/ IIT from Guwahati centre and 3 from Jorhatcentre. Other students have qualified in NIT and State Engineering Colleges.

Oil India feels proud to state that in a span of 2 years it has radically changed the life of about 70 students who are now placed in different institutions. Altogether 6 students are in IIT, 1 in I I S A T (ISRO), 1 in IIIT Allahabad, 1 in NIT Trichy, 17 in NIT Silchar, 12 in other NIT or NIT status where admission is through AIEEE, 14 in Assam and Jorhat Engineering College, 2 in Dibrugarh Medical College and rest in other state engineering college.

### SPORTS INITIATIVES

Development of sports and sports persons has always been a priority area for OIL. OIL conducts rural sports in the its's operational villages to promote games and sports among the youth and school students with prime focus on promotion of athletics. OIL's endeavour to promote rural sports was initiated in the year 2001 which provided a platform and encouraged the budding talents to participate at the village level and eventually represent at the district / state levels. There are several examples of young sports persons from villages of OIL's operational areas participating in such forums.

The Company also has a Performance based Sports Policy in order to encourage, develop & facilitate sportspersons to achieve

excellence. The Sports guidelines are essentially an affirmation of OIL's commitment for promotion & development of sports in the OIL operational areas and in the Country. OIL engages the best available sports persons of the country for participating in various games & sports of International, National & State level, and various Inter Oil PSU Petroleum Sports Promotion Board Tournaments & All India Public Sector Sports Promotion Board Tournaments regularly. Promising young players are recruited and given every opportunity to advance in their chosen sporting discipline.

Amongst the many sports that OIL patronages, football continues to be one of the most popular sport amongst Oilindians and the people of Assam at large. The Company sponsored the Assam Football Team in the 33rd National Games held at Guwahati besides contributing substantially towards the games. The OIL Challenge Gold Cup organized by OIL at Duliajan has become a

major soccer event in North East India. OIL also sponsored OIL-AITA Super Series Tennis Championship in 2012-13, OIL India Ordinance Cup 2012-13, OIL India Cup Golf Tournament, etc.

OIL extends financial assistance to various District Sports Associations of Assam for promotion and development of sports for major football tournaments like ATPA Shield football tournament at Jorhat, Independence Day Football Tournament at Nowgong, Bordoloi Trophy Football tournament at Guwahati, State Premier Football League, All Assam Badminton Tournament, and others like Taekwondo, Athletic, Cricket, etc.

OIL has also been conducting Football & Cricket coaching camps in OIL operational areas in and around Duliajan for development of young potential and many of these players have started representing various district and state level teams.





It may be noted that in the last three years the Company's financial contribution towards Sports under OIL's CSR has increased many fold. Apart from promoting and financially supporting several district, state and national level sports events, OIL has also extended honorary financial assistance to national and international players as well as provided financial sponsorship to many needy players to participate in events. OIL has been continuously supporting many youth and sports organizations as well as educational institutions in developing sports infrastructures like development of playgrounds, construction of indoor stadiums, pavilions, procurement of sports equipment, financial assistance towards coaching, etc.

Apart from the above, since 2001 till date OIL has supported 25 rural sports in its operational areas. From a modest investment of Rs 1.50 – Rs 2.00 Lakhs per event (initially), the investment has increased to Rs 3.00 Lakhs in the present date. OIL's investment of more than Rs

50.00 lakhs till date has not only mobilized the sporting talents but also played a fundamental role in promoting sports like marathon, javelin throw, shot put, discus throw, etc. amongst children coming from rural backgrounds.

In the year 2010-11, OIL had spent a total amount of Rs. 71.42 lakhs out of which Rs. 8.00 lakhs (Rs. 2.00 lakhs each) was contributed

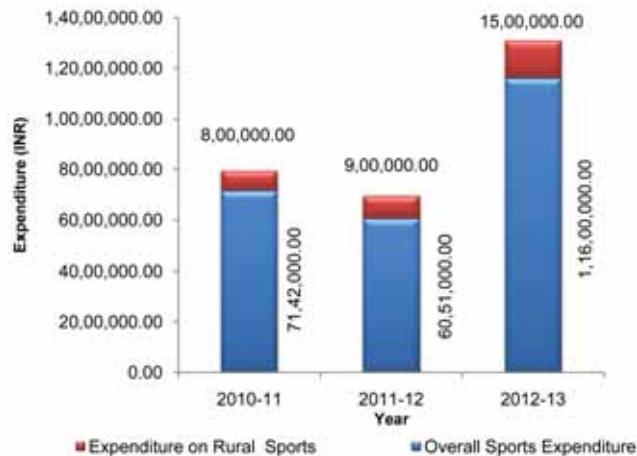
towards 4 rural sports events. While in the year 2011-12, Rs. 60.51 lakhs was the expenditure towards promotion of sports out of which Rs. 9.00 lakhs (Rs. 3.00 Lakhs each) was spent towards conducting 3 rural sports events in the rural areas of OIL's operational districts of Assam. In the last financial year of 2012-13, OIL's CSR expenditure towards sports initiatives had gone up to Rs. 1.16 crores out of which Rs. 15.00 lakhs (Rs. 3.00 lakhs each) was spent in conducting 5 rural sports events. OIL's expenditure towards sports under CSR is self explanatory in understanding the Company's role towards promotion of games & sports amongst the local communities as well as towards State & National scenario of sports.







### OIL's Financial Contribution to Promotion of Rural Sports



### NATURAL CALAMITY ASSISTANCE

Oil India Limited is also committed to calamity and disaster assistance in the country. For this purpose, the company every year provides assistance to natural disaster hit areas, through contributions to the Govt's relief funds. Following are the details of the relief assistance provided by the company in the past three years.

Year	States	Amount
2010-11	Chief Minister's Relief Fund, Assam	50.00 Lakhs
	Chief Minister's Relief Fund, Arunachal Pradesh	25.00 Lakhs
2011-12	Chief Minister's Relief Fund, Assam	50.00 Lakhs
2012-13	Chief Minister's Relief Fund, Assam	70.00 Lakhs
	Chief Minister's Relief Fund, Arunachal Pradesh	25.00 Lakhs

Oil India Limited has forayed in to the realm of providing assistance to the flood hit people of Dibrugarh and Tinsukia districts. The company has taken the initiative of distributing medicated mosquito nets in the flood affected areas of the two districts, to prevent the outbreak of deadly diseases like Malaria and Dengue in the flood affected areas. Under this scheme, the company is distributing 5000 medicated mosquito nets each, in both Dibrugarh and Tinsukia districts. Oil India Limited had carried out the ceremonial distribution of mosquito nets in the Deputy Commissioner's office in Dibrugarh district, in the month of March, 2013. Shri D K Das, Head (PR) OIL, Ms. Madalasa Baruah, Senior Manager (PR) OIL, Ms. Jibontara Ghatawar, MLA and Ms. B D Tamuli, ADC, Dibrugarh ceremoniously distributed the mosquito nets at Barbaruah, Dibrugarh District on 21st March,

2013. The mosquito nets were handed over to some of the flood affected villagers of Sadiya in the presence of the Extra Additional Deputy Commissioner, Tinsukia, in the office of the Sub Divisional Magistrate, Sadiya. This initiative from Oil India Limited, is a part of the overall assistance provided by the company to the Govt. of Assam in Disaster control and management in the state.



### REPORTING ON CSR

Several reports on CSR activities of OIL were submitted to various Govt Authorities like Ministry of Petroleum and Natural Gas, Committee on Public Undertakings, CVO, etc during the financial year 2012-13.

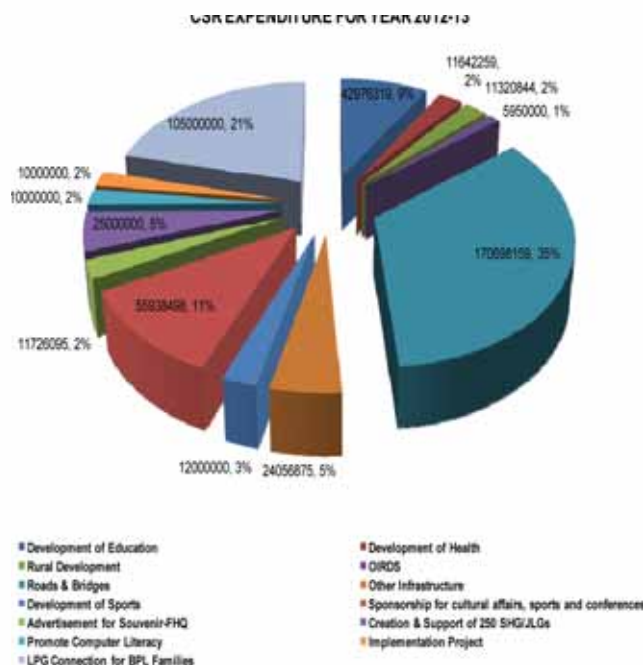
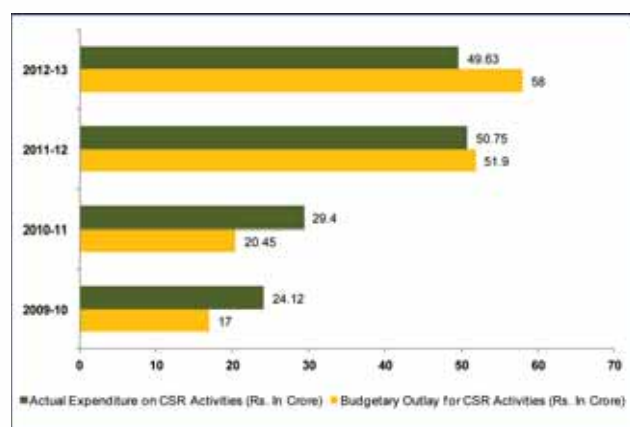




## OILS's CSR Investments

The investments on CSR are made keeping in view the needs of the communities of OIL's operational areas. The various CSR projects of OIL cater to areas of Education, Health, Rural Development, Sustainable Livelihood, Infrastructure and Socio-Economic development. Some of the major CSR projects taken up by OIL in 2012-13 include promoting computer literacy in school students in OIL's operational areas; implementing project Adult Literacy in OIL's operational areas; and creating & supporting 250 SHGs/JLGs.

The following figure highlights a comparative analysis of OIL's Annual CSR Expenditures.



## CSR INITIATIVES - RAJASTHAN

The following table highlights the CSR initiatives of OIL in Rajasthan during the reporting period 2012-2013.

Sl. No.	CSR Project	Project Description
1	Rain Water Harvesting	The project was implemented at Hamira Village in Rajasthan.
2	Promotion of Sports	OIL provided sponsorship to Rajasthan Volleyball Association towards organizing 61st Sr. National (Men & Women) Volleyball Tournament.
3	Promotion of Classical Music and Art Form	Sponsorship to Saptasur Sansthan towards Musical Tribute to Padma Bhushan Ustad Sultan Khan of Jodhpur

Besides the above initiatives, OIL constructed and maintained roads in the areas of operation which are used by BSF and local populace. OIL also constructed roads that supplies water in the desert area in Tanot for BSF and villagers living in the desert. Following are some of the other CSR initiatives of OIL in Rajasthan:

- Provided three computers with accessories such as UPS, Primer, Computer Table & Chair to the Office of Dy. SP, Pokaran
- Purchased one X-Ray Machine to be installed in the Government Rural Hospital, Tehsil Kolayat, Bikaner.

## CSR INITIATIVES – KG BASIN

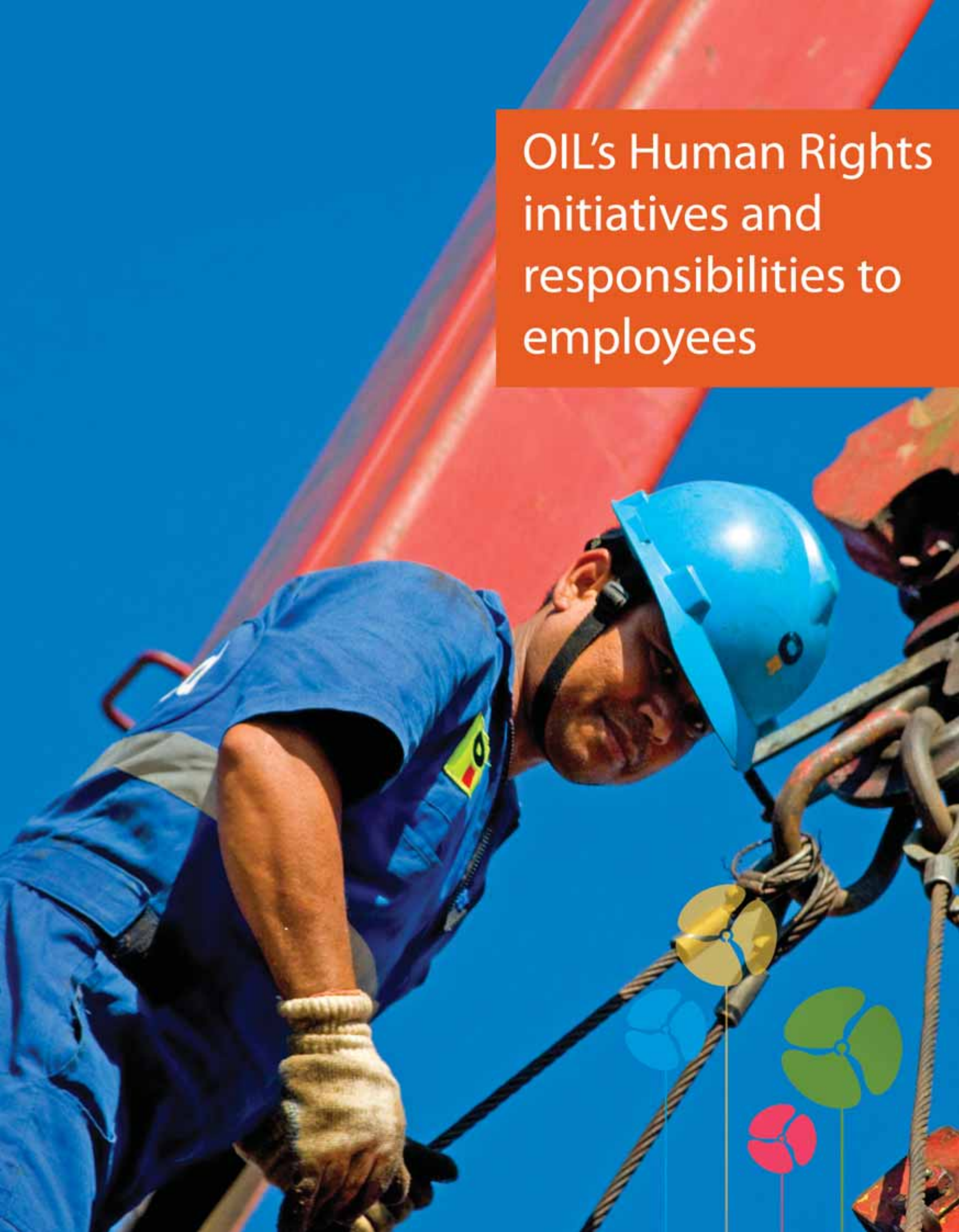
The following table highlights the CSR initiatives of OIL in KG Basin during the reporting period 2012-2013.

Sl. No.	Beneficiaries	Details of CSR Initiative
1	Andhra Pradesh Table Tennis Association	Fund provided by Corporate Office for sports
2	Indian Red Cross Society, Kakinada	Fund provided for distribution of dress materials to under-privileged children; Blood Bank improvement
3	JNTU, Kakinada	Fund provided for promoting educational activities
4	Social Welfare Hostels, Kakinada Division	Fund provided for repair and improvement of facilities

Besides the above initiatives, OIL also extended logistical support during the Eye Screening & Cataract Operation Camp organized by the NGO, 'Anugraha Drishthidaan' in October, 2012 in Thanelanka, Mummidivaram Mandal and Balusutippa, Katrenikona Mandal, East Godavari District respectively. OIL also provided sponsorship for National Press Day in association with Press Information Bureau, Doordarshan.



# OIL's Human Rights initiatives and responsibilities to employees



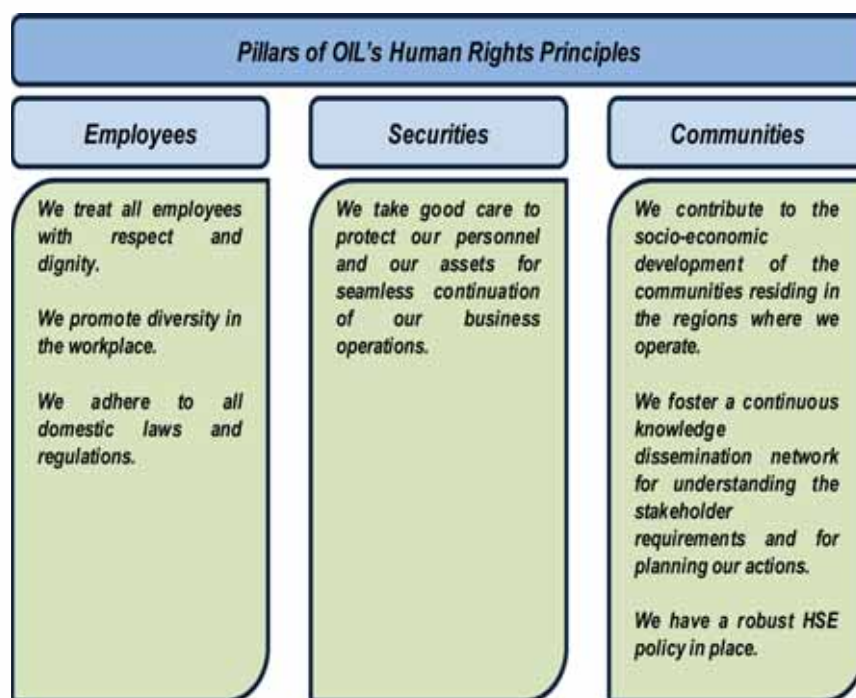


Human rights are rights inherent to all human beings, whatever our nationality, place of residence, sex, national or ethnic origin, color, religion, language, or any other status. We are all equally entitled to our human rights without discrimination. These rights are all inter-related, interdependent and indivisible. Universal human rights are often expressed and guaranteed by law, in the forms of treaties, customary international law, general principles and other sources of international law. International human rights law lays

and drawing attention to the responsibilities of business and its human rights impacts. In June 2011, the United Nations Human Rights Council endorsed the "Guiding Principles on Business and Human Rights - implementing the United Nations "Protect, Respect and Remedy framework". The guiding principles and framework calls for all companies to conduct human rights due diligence to ensure that they respect human rights and ensure early and effective remediation of any negative human rights impacts. We at Oil India Limited believe

social issues are part of a broader set of complex socio economic concerns and therefore can impact many aspects of our business operations. Because of this reason management of human rights in our organization is based on the totality of our efforts. Our corporate policies, management processes, community investment programs and participation in voluntary initiatives are complementary and are intended to work together and reinforce our commitment to respecting human rights. We believe in three dimensional approach when it comes to respect and promotion of human rights within our business operations.

In the reporting period, no actions needed to be taken in response to incidents of corruption. There were also no significant fines and non-monetary sanctions for non-compliance with laws and regulations. Also, there were no incidents of discrimination and actions taken; no incidents of violations involving rights of indigenous people and actions taken; no operations were identified as having significant risk for incidents of child labor and hence no measures were needed to be taken to contribute to the elimination of child labor.



down obligations of Governments to act in certain ways or to refrain from certain acts, in order to promote and protect human rights and fundamental freedoms of individuals or groups.

Accusations of human rights violation by oil and gas companies are widely documented and routinely tracked and the same is publicized. Internationally governments are adding pressure

that although governments have a primary duty to protect and ensure fulfillment of human rights, it is also our responsibility to respect human rights and play a positive impact in the regions in which we operate. We understand that problems with an organization's human rights records can result in significant reputational damage and which in turn can negatively impact the investment climate of the company. Moreover,

## INVESTMENT AGREEMENTS

Our investment agreements are suitably designed to adhere to the principles of Human Rights upheld by the country, the Constitution of India and national labor laws. For us human rights screening is a formal or documented process that applies a set of human rights performance







criteria as one of the factors in determining whether to proceed with an investment. For the current reporting period we did not sign any investment agreement that required human rights screening.

### COLLECTIVE BARGAINING

Collective bargaining is the protection of the right of workers to organize collectively in organizations of their own choice. We uphold and support the freedom of association of our employees by recognizing and encouraging the right of collective bargaining. The employees association engages with the management through structured as well as informal mechanisms. We also keep a close eye on the operations in which the freedom of association might be at risk. For the last three years we have not been able to identify a single such instance and it speaks volumes about the efficiency of our control system. We organize discussion session with the officers union for understanding their basic needs and developing plan of action for acting on those requirements. We ensure all around participation in the events of workers union. We at OIL believe that employees are not to be subjected to forced or compulsory labor which is also a fundamental provision of human rights. We prohibit the deployment of forced labor across our entire operations. For the current reporting period we did not have a single operation or any significant suppliers exposed to the risk of forced or compulsory labour.

### ANTI-DISCRIMINATION POLICY

At Oil India Limited we believe that human rights extend beyond the rights of employees in the workplace. Anti-discrimination policy is a key requirement of international conventions and social legislation and guidelines. We have an effective monitoring system in place to ensure throughout our business operations. For the last three years even a single incident of discrimination on grounds of age, race, color, gender, disability, religion, political opinion, national extraction, or social origin or other forms of discrimination has not been reported. Our rigid control systems have helped us maintain this record in the previous two years as well.

### TRAINING

We believe that our employees are the core of our business operations. Therefore, it is our duty to impart



proper training to our employees. For our employees we periodically organize training programs on company policies and procedures. Different training initiatives by OIL have been mentioned in subsequent sections.

### OIL'S INITIATIVE TO SAFETY MEASURES

OIL gives sincere efforts to raise safety awareness among employees by implementation of safety measures. The following table represents unfortunate incidents of accidents, lost days, etc. taking place in OIL in





FY 2012-13. OIL is determined to reduce such number of incidents in the years to follow.

an active participation by the employees and opening up of lines of communication. The focus

in various competitions like poster making, on spot essay competition etc. Students from various schools participated in the Cartoon/Painting and Slogan competition.

Sl. No.	Description	Unit	FY 2013											
			Apr'12	May'12	Jun'12	Jul'12	Aug'12	Sep'12	Oct'12	Nov'12	Dec'12	Jan'13	Feb'13	Mar'13
1	Accidents (Total)	Nos	0	1	1	1	1	1	3	2	1	2	1	1
2	Frequency Rate	Rate	0	0.46	0.47	0.47	0.46	0.49	1.37	0.95	0.47	0.91	0.51	0.47
3	Occupational disease cases (Total)	Nos	0	0	0	0	0	0	0	0	0	0	0	0
4	Lost days	Nos	90	76	109	111	71	85	98	108	138	159	141	142
5	Severity Rate		44.28	34.64	51.55	52.57	32.41	41.83	44.67	51.15	65.31	72.49	72.34	67.23
6	Man hours worked (in lakhs)	Nos	20.33	21.94	21.15	21.12	21.91	20.32	21.94	21.11	21.13	21.93	19.49	21.12
7	Fatalities	Nos	0	0	0	0	0	0	0	0	0	0	0	0
8	Near miss incidents	Nos	0	0	0	0	0	0	0	0	0	0	0	0

The week's celebration emphasized that implementing safety directives & safe working procedures at worksites is the responsibility of each OIL individual and this should be the culture of the organization. On this occasion, prizes were distributed to the longest accident free workmen, best installations in each category of competition (Drilling, Workover Rigs Old OCS, New OCS, Workshops, Mud plants, GCS, Materials Godown, Power House, EPS, QPS, CTFs etc.), best departmental performance on safety etc. Safety song and Safety skit competitions were held during the function. The meeting was attended by the Agents, Mines Managers, MSOs, DSOs, and representatives from private operators like Geo-Enpro, Jay-Bee etc. and field employees from all spheres of operations.

## VIGILANCE AWARENESS DRIVE

OIL takes sincere initiatives in organizing Vigilance Awareness Week was observed by the Employees and Executives of OIL, at its Field Head Quarter, Duliajan. The weeklong celebrations saw

of the week-long event was on transparency in public procurement. With the multiple scams cropping in private and government entities, public procurement is a system which finds itself open to accusations from various quarters.

The week-long awareness program began with a cycle rally which covered the township area with the cyclists chanting slogans promoting the cause for a vigilant and honest society. An interactive session and seminar on "Transparency in Public Procurement" was organized where executives and employees from different departments attended. Representatives from Contracts, Materials, Vigilance and various other Departments shared their experiences with the employees and gave suggestions on how transparency can be increased in the entire process. On 31st October, a training session was conducted through external faculty to bring awareness about role of vigilance and transparency in procurement. The training programme was well appreciated by the participants since it highlighted the challenges in the procurement system and ways to muddle through them. The employees also participated

The awareness week was well publicized in OIL's operational areas through displaying of award winning slogans and awareness posters. Oil India Limited has launched a unified end-to-end e-procurement platform to ensure transparency and efficiency in its procurement process. Through E-procurement portal the tender bids are received online. Under the new system bidder can participate in the tender process from any location.

## PERSONNEL MANAGEMENT AT OIL

Human Resource Management in OIL is an integrated approach focusing on the organization's faith to work with people and work through them to manage change and strive for continued excellence. Personnel management at OIL, apart from formulating policies/ systems for accelerating the pace of progress, focuses on the role of being a change agent. In the present scenario of striving for excellence, the human resource plays a pivotal role in an organization's success. Keeping this premise in view, the company aims to induct quality manpower, evolve effective and dynamic personnel policies, systems and identify the key areas of manpower development and bring about changes to meet immediate targets and also prepare ourselves to face the impending challenges that lie ahead. The significant functions







of personnel management are planning, organizing, directing and controlling of the procurement, development, career growth, compensation, integration, maintenance and separation of Human Resources to the end that individual, organizational and societal objectives are accomplished. The objective of Human Resources management at OIL, is to maximize the return on investment from the organization's human capital and minimize financial risk.

Our HR Vision is to build a Positive Employee-OIL Relationship through Nurturing Initiatives, Innovations and Aspirations with Best Practices and Commitment to Honesty, Integrity, Transparency and Mutual Trust creating Employee Pride. OIL always promises to provide and promote an encouraging and professional working environment. Our employee friendly HR Policies and Practices are always sensitive to the people's need. With a firm belief that the prosperity of our business depends on successfully developing an integrated community of motivated and innovative employees, we ensure that team possesses a high level of morale through recognition and positive employee relations and inspires employees by offering opportunities for challenging work, personal development and growth.

Today, the Team OIL through its competence and commitment is giving shape to our dreams and building a new future for the Company. The Company through its effective and dynamic HR policies and systems has always encouraged its workers to innovate and apply new ideas so as to achieve quantum

leaps in both size and scale of operations. OIL's Human Resource philosophy is to establish, build and retain a strong performance and competency driven culture

with greater sense of accountability and responsibility. Among other things, the company's work culture ensures great work life balance for its employees.



### HR PROFILE OF OIL INDIA LIMITED - GRADEWISE / SPHERE-WISE MANPOWER POSITION (as on 31-03-2013)

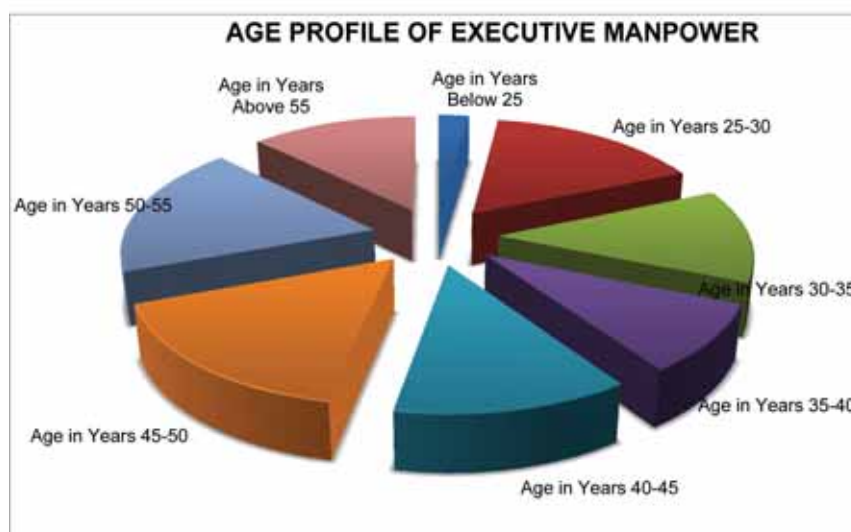
		SPHERES																
		DULAIAN	DIGBOI	MORAN	ARUNACHAL	PIPELINE	CALCUTTA	BEP	NOKDA	RAJASTHAN	KGBASIN	DEPUTATION	CoES	NORTHBANK	MIZORAM	GABON	VENEZUELA	TOTAL
GRADE	I	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1
	GGM	3	0	0	0	0	0	0	2	1	1	0	0	0	0	0	0	7
	H	18	1	0	0	1	0	0	8	0	1	1	1	0	0	0	0	31
	G	53	1	1	0	6	0	0	10	5	4	4	1	1	0	1	0	87
	G(PG)	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1
	F	169	2	2	0	25	5	0	17	12	4	11	2	0	1	2	1	253
	E	114	0	0	0	35	3	0	21	4	2	2	1	0	0	1	2	185
	D	114	3	7	0	19	4	0	12	6	1	2	0	0	0	1	2	171
	C1	43	1	1	0	2	0	0	6	4	1	0	0	0	0	0	1	59
	C	177	7	18	0	18	4	0	18	14	2	2	3	0	1	0	1	265
	B	237	5	7	0	27	2	0	5	5	1	1	0	0	0	0	0	290
	A	77	2	1	2	6	3	1	2	2	0	1	0	0	0	0	0	96
	TOTAL	1007	22	37	2	139	21	1	101	53	17	24	8	1	2	5	7	1446
ADDITIONAL OFFICERS																		
	GrdSC	76	2	1	0	14	0	0	7	0	0	1	0	0	0	0	0	101
	GrdSB	172	3	8	1	15	1	4	1	0	0	0	0	0	0	0	0	205
	GrdSA	9	0	1	1	1	0	0	1	1	0	0	0	0	0	0	0	14
	TOTAL	257	5	10	2	30	1	4	9	1	0	1	0	0	0	0	0	320
EXECUTIVE TRAINEE																		
	ETs	45				6												51

The Level Wise depiction of the strength of Executive Manpower at Oil India Limited is as follows a natural structure and is depicted below, with Level 1 being the junior most and level 4 being the senior most.

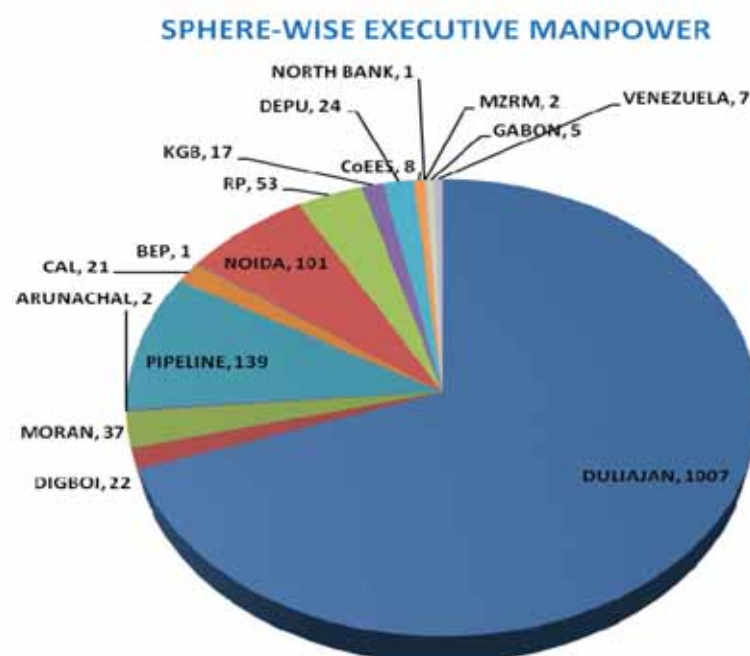




The age profile of the executive manpower in OIL is well balanced, as showcased below.



Average age (in years) of Executive Manpower is 42.7



## EMPLOYEE RELATIONS MANAGEMENT AT OIL

Oil India Limited's Employee Relations department, which deals with all matters pertaining to OIL's work persons, is certified to be in conformity with ISO 9001:2008 QMS and is growing better to serve better.

## Employee Satisfaction Survey

In order to comply with the requirements of MoU (HRM) parameter 2012-13 of Ministry of Petroleum & Natural Gas, an Employee Satisfaction Survey for unionized employees was carried out by Department of Commerce, Dibrugarh University. The survey was carried out at Field Head Quarters as well as in Moran, Digboi & Manabhum. In this regard, the Department of Commerce, Dibrugarh University carried out the survey towards the 3rd quarter (October-December, 2012) with 1176 no. of respondents out of the sample size of 1500 employees to whom questionnaires were distributed. The survey for the 3rd Quarter was successfully completed by Dibrugarh University with a satisfaction level of 75.8% amongst employees.

## COMPANY'S WORK-PERSON MANPOWER

The below table highlights allocation of sanctioned vis-à-vis existing manpower strength of the company (as on 31.03.2013).







SPHERES	BOARD SANCTION	ADDL. SANCTION WITHIN THE OVER-ALL STRENGTH OF THE COMPANY	VOLUNTARY RETD. CASES 2000	VOLUNTARY RETD. CASES 2003	EXISTING STRENGTH					
					PERMANENT				TEMPORARY	TOTAL ON ROLL
					WORKMEN	ADDL. OFFICER-	SPORTS PERSON	TOTAL PERMANENT		
A	B	C	C1	C2	D	E	F	(D+E+F)=G	H	G+H=I
FIELDS	7782	295	409	602	5525	279	16	5820	157	5977
PIPELINE (OGPL&F/C)	562		16	28	295	27	15	337	6	343
KOLKATA OFFICE	134			1	2	1	4	97	0	97
B.E.P/K.G.BASIN	69				9	4	1	34	0	34
G.V. PROJECT	8				6	4		10	0	10
DELHI OFFICE	60				5	5	7	57	3	60
RAJASTHAN PROJECT	80			1	2	0	17	109	0	109
ALL SPHERES TOTAL	8695	295	425	632	6084	320	60	6464	166	6630

Oil India Limited is a responsible employer and looks after all sections of its' workforce in the best possible manner and in consonance of the industry standards.

REPRESENTATION OF WOMEN / MINORITIES / PWDs / EX-SERVICEMEN IN WORKPERSON STRENGTH AS ON 31.03.2013 (ALL SPHERES)

Group of Posts	Total workmen strength	Women	Minorities	PWDs	ESM
C	6039	262	391	46	33
D	591	04	44	10	04
Total	6630	266	435	56	37

## LEARNING AND DEVELOPMENT INITIATIVES

The Learning & Development practices of the company aim to develop employee skills and competencies towards better performance; increase awareness and implication of various rules and regulations governing the industry; develop people to take on higher responsibilities and new challenges; reduce the learning time for taking up new assignments; and prioritize effectiveness of training.

The targets achieved by the company in the domain of its' training practices, in line with the MOU signed by Oil India Limited with MoP& NG for the year 2012-13 are as under:

Sl. No.	MoU Parameter	Target for Excellent rating	Achievement
1	% Actualization Of Training Plan & Training Days Per Employee Per Year	2000 Employees (Executives + Work-persons)	4305
2	Developing Critical Mass Of Leaders Through A System Of Career Planning & Development	12 Leadership Development Programmes	18
3	Training Budget As % Of Employee Cost (Budget Rs. 14 Crore / Emp. Cost Rs. 1449 Cr.)	> 1% of employee cost	Budget spent on training is Rs. 15,80,02,272.8
4	% Fulfillment Of Training Plan For Multi-Skill / Skill Up gradation Of Non-Executives - Training & Awareness Programme of MSO/DSO/IM/Engineers/ Supervisors/ Safety Comm. Members & Others	5 Programmes	5
5	Interventions Towards Industry -Academia Interface	YES	YES (728)





Sl. No.	MoU Parameter	Target for Excellent rating	Achievement
6	Presence Of Mentorship Development Programme - Nos. Of Mentors & Mentees	100%	100%
7	Training On "Contract Management For International & National Contract"	50 nos. of Sr. Executives	53
8	Training On "HSE - Management In E&P Company"	50 nos. of employees	157
9	Nos. Of Nominations / Entries Submitted For National Awards (PM Shram Awards, Vishwakarma Rashtriya Puraskar)	>2 nos. of employee nominations	3
10	Nos. Of Suggestions Generated Per 1000 Employee Per Year	>2 suggestion per 1000 employee	20 Suggestions generated, against the target of 16 suggestions
11	Tension, Medicare, Yoga Classes To Reduce Stress Where The Job Is Stressful, Setting Up Of Wellness Centre Such As Gym Etc.	10 nos. of programmes	10
12	Participation In Survey Conducted By External Agencies (Employer Of Choice, Best Employer, Best Place To Work Etc.)	Participation in 02 Reputed Awards	3

## Training initiatives and Milestones

1. Inauguration of IWCT (INSTITUTE OF WELL CONTROL TECHNOLOGY) on 18<sup>th</sup> June, 2012 at the premises of the Fields Headquarters of Oil India Limited in Duliajan: The institute, which is the first of its kind in Eastern India, was established to provide world class technology, training and exposure to internal as well as external participants. It is engaged to conduct the "Rotary Drilling Well Control Course" and the "Well Intervention Pressure Control Course" as per International Well Control Forum (IWCF) certification syllabus. We have professionally trained and certified internal trainers to conduct these courses.
2. **Workshop on Industry Academia Interface at the Management Training & Development Centre, Duliajan (07<sup>th</sup> -09<sup>th</sup> MARCH 2013):** The theme of the workshop was "Upstream Geology and Geophysics – Exploration of Oil and Gas" in collaboration with PetroFed and Lovraj Kumar

Memorial Trust. The objective of the workshop was to share the experience of Upstream Oil and Gas professionals with the teaching faculties of academia of North East and other regions of India to enhance their knowledge in respect of Oil and Gas industry.

3. **Skill up gradation of Field employees:** With the help of NIIT, Duliajan 100 field employees were trained in 05 batches during the month of January & February 2013 to give the basic knowledge about computer applications.
4. **Onsite HSE Training:** Six batches of Onsite HSE training were organized at different locations like Manabhum, Moran, Electrical Department, Field Engineering Department, Production (Oil) Department, and Pump Station - 1 during the months of September & October 2012.
5. **Leadership Programmes:** A series of leadership programmes were organized in which one of them was High Impact Leadership programme conducted by Mr. Shiv Khera.

The training programme was organized in two batches from 3<sup>rd</sup> to 5<sup>th</sup> December 2012 and 28<sup>th</sup> to 30<sup>th</sup> January 2013. Another programme was conducted by Prof. Debashis Chatterjee, Director – IIM, Kozhikode in two batches



from 24<sup>th</sup> to 26<sup>th</sup> April 2012 and 1<sup>st</sup> to 3<sup>rd</sup> November 2012

6. A training programme on **Productivity without Anxiety** was organized by Sri Aurobindo Society, Puducherry, in the month of November, 2013.
7. One day programme on **Women Empowerment** was conducted at Duliajan, in the month of April, 2012 by faculties from Dibrugarh University.







8. A unique workshop on **Voice & Speech** was organized exclusively for Union Office Bearers in the month of December 2012, by M/s D' Vantage Promotions, Guwahati.
9. A one day programme on **Stress Management** was conducted by Brahma Kumaries, Tinsukia in three (03) batches from 20<sup>th</sup> to 22<sup>nd</sup> October 2012. 1<sup>st</sup> batch was organized for women employees, 2<sup>nd</sup> batch was organized for OIL employees and 3<sup>rd</sup> batch was organized for Union officials.

### Apprenticeship Training in Oil

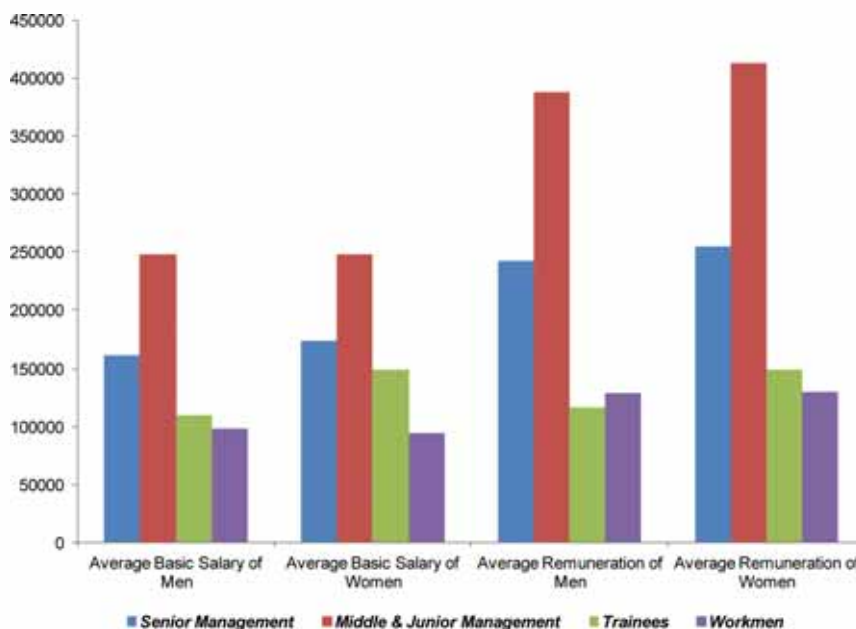
Oil India Limited conducts Apprenticeship training for various trades. Under which, Trade Apprentices are inducted for 1 year, 2 year and 2 1/2 years duration. Each year on an average 92 apprentices are inducted in the course, which covers 12 trades: Fitter, Electrician, Mech. (M.V), Machinist, Turner, Diesel Mech., Boiler Attendant, Wireman, Instrument Mech., Electronic Mech., Refrigeration & AC Mech., and Welder. On completion of the course, the Trade Apprentices appear for the All India Trade Test (AITT). The candidates, who pass the examination, are issued one pass certificate from the company and another certificate from the Regional Directorate of Apprenticeship Training (RDAT), Kolkata.

The second course under Apprenticeship training in OIL is the Diploma Apprentice course. In which, the Diploma Apprentices are inducted for 1 year Apprenticeship Training. Each year on an average, 51 apprentices are inducted in the course. The course covers 7 streams, namely Electrical, Mechanical, Chemical, Automobile, Computer,

Instrumentation, and Electronics & Telecommunication Engineering. On completion of the course, the apprentices are given certificates by Oil India Limited and the Board of Practical Training (BOPT), Kolkata.

### RATIO OF BASIC SALARY OF MEN TO WOMEN BY EMPLOYEE CATEGORY

The figure below depicts the ratio of basic salary (in INR) of men and women in FY 2012-13 for different employee categories.



### FOCUS ON SAFETY

*"In today's industrial environment - especially in our industry, best Health, Safety and Environment (HSE) practices are of paramount importance. We, in OIL, had recognized this a long time ago and have always maintained our HSE standards. Today our commitment to HSE is embedded in our Vision Statement." - S. Rath, Director (Operations), Oil India Limited*

#### Safety Training and Awareness

With high priority accorded to the training, awareness and learning mechanism at all levels, trainings like Gas Testing & Work Permit, Mines Vocational Training, Refresher courses besides other special training are imparted in all the spheres as a continuous process. In the FY 2012-13 also many initiatives on the Safety front were organized. These are depicted below.

- An awareness program was organized for the family members





of OIL employees belonging Moran OIL at Moran which had an overwhelming response. Awareness on HSE issues were also covered through presentations to all the work personnel of in Pump station 3, Jorhat and Pipeline HQ, Guwahati during their Safety Week, in the months of November and December, 2013. Continuous efforts for increasing awareness amongst site personnel through safety leaflets, handouts, display of safety sign boards, distribution of instruction cards, audio CD etc. were made.

- Mines Vocational training (MVT): Considering one of the vital instruments to propagate the safety to grass root level, transformed the Mines Vocational training, which a statutory requirement is for mines worker, into knowledge enhancing and sharing program.
- MVT Refresher: Added one more session to discuss various accidents Analysis.
- Gas Testing & Work Permit : A work permits training for the Installation Manager, field officials and engineers was conducted to increase the effectiveness of work permit system.
- HSE training in field installations: During safety audit (Prespud, Pre Workover& Review) safety training cum awareness session have been conducted immediately after the audit for the officials and work persons present in the installation. It covers various topic like work permit, Nearmiss, Job safety analysis, Safe operating practices etc.

### Safety Audits

Oil India Limited's Safety & Environment department carries and co-ordinates various safety audits and inspections, covering all the installations spread over Assam and Arunachal Pradesh. To add value and increase effectiveness to our Pre spud and Pre workover Safety Audit, the system of inspection is reworked and new checklists are adopted which covers not only covers OIL' policy commitment on HSE, but also statutory requirement of oil Mines and requirement of OISD.

### PRODUCT RESPONSIBILITY

Oil India Limited is a responsible corporate citizen and this is true in the way it operates. The company's core business lies in exploration, production, and transportation of Crude Oil and Natural Gas to downstream refining and marketing companies. Throughout its' value chain the company strives to ensure quality performance and environmental excellence. There are various stages in the Product Cycle of Oil India Limited and in each one of them the company's endeavor is to come true on the aspirations and essential requirements of its' major stakeholders like the environment, society, and the business buyers of our products. This can be understood in greater detail by going through these stages one by one.

### Exploration

With having acquired, processed and interpreted over 70,000 line km of 2D and 5,000 sq km of 3D seismic data in a variety of terrains, including hills, deserts, rivers, marshes, etc. till

date, OIL's physical footprint is quite large in so far as the survey stage is concerned. OIL's systematic and scientific approach to exploration has also been rewarded with a high success ratio of 65% of exploratory wells drilled. The company also possesses support services ranging from satellite navigation systems to remote blasting units.

OIL has pioneered the implementation of the concepts of modern reservoir management in the Indian oil industry. Numerical reservoir simulation, introduced by OIL in India for the first time in the



early seventies, has remained its forte since inception. Simulation has been used as an important tool for management planning, production forecasting and decision making. Based on numerical simulation studies, gas and water injection, and water and polymer flooding projects have been successfully implemented in OIL's fields, yielding recoveries averaging over 20% in excess of the recoverable solely by primary depletion. OIL has also developed special expertise in reservoir management of ageing fields. Today, OIL has state-of-the-art numerical reservoir simulators with dedicated workstations and a valuable knowledge-base to handle cost-effective reservoir evaluation, development and management in







all demanding environments. With the use of the best in class modern technology the company has tried to maximize the output from limited geographical area, thus reducing its' physical footprint.

### Drilling and Work-Over

Oil India has drilled over 1,000 wells covering over 3.5 million metres, varying in depth from 1,000 – 5,000 metres, in various surface and sub-surface environments, including high underground pressures and temperature conditions, thus far. To minimize land acquisition time, OIL has resorted to cluster well drilling to develop its oil and gas fields, which has resulted in protection of green belts surrounding OIL's operational areas. In addition, the process of applying for and obtaining Environmental Clearances and maintaining the regular generations of Environmental Clearance Compliance Reports are streamlined processes in the company.

### Production Services

OIL has taken steps to maximize productivity in the domain of production of Crude Oil and Natural Gas. The productivity improvement measures like acid stimulation, polymer water shut-off, gravel packing and chemical consolidation are designed and implemented in-house. Coil tubing technology has been increasingly used over the last decade. OIL also possesses expertise in designing, installing and troubleshooting continuous and intermittent gas-lift systems and the related networks. About 50% of crude oil production comes from depleting oilfields. Artificial lifting and EOR techniques adopted since late 1960s have played an important

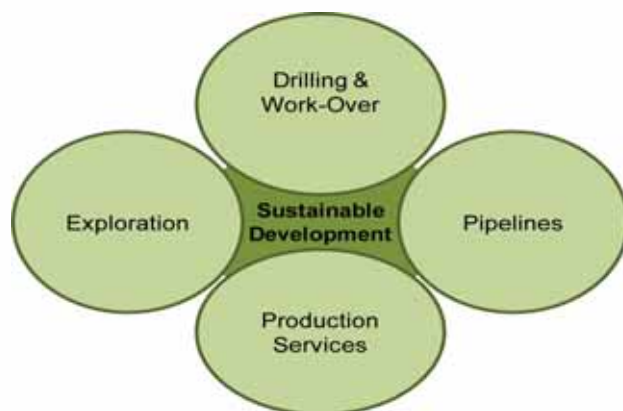
role in augmenting production and enhancing the ultimate recovery from these oilfields. OIL produces around 5 MMSCUMD of natural gas and has a dedicated pipeline network for collection and supply of gas as fuel and feedstock to nearby industries such as refineries, fertiliser and petrochemical plants, power generation plants and 200 tea gardens. Over 90% of the internal energy requirement of varied oilfield plants and equipment is met by natural gas.



### Pipelines

OIL, the pioneer in crude oil transportation in south-east Asia, owns and operates 1,432 km of cross-country crude oil pipelines. Commissioned in 1962, OIL's crude oil pipeline traverses 79 river crossings, including the mighty Brahmaputra River rushing through paddy fields, tropical rain forests and the world's greatest watershed zone - the Teesta Area. The state-of-the-art pipeline can transport over 8.0 MTPA of crude oil, feeding 4 Public Sector Refineries in North-east India. OIL owns 10 crude oil

pumping stations and 17 repeater stations spread across the eastern India states of Assam, West Bengal and Bihar. The clearances from MoEF and National board for Wildlife



*Oil India Limited's value chain has commitment to Sustainable Development ingrained in every stage.*

are applied for and obtained in a thorough manner before any pipelines related projects are taken up.

In the reporting period, there were no incidents of non-compliance with regulations and voluntary codes concerning health and safety impacts of products and services during their life cycle; no incidents of non-compliance

with regulations and voluntary codes concerning product and service information and labeling; no incidents of non-compliance with regulations and voluntary codes concerning marketing communications, including advertising, promotion, and sponsorship; no complaints regarding breaches of customer privacy and losses of customer data; no significant fines for non-compliance with laws and regulations concerning the provision and use of products and services.





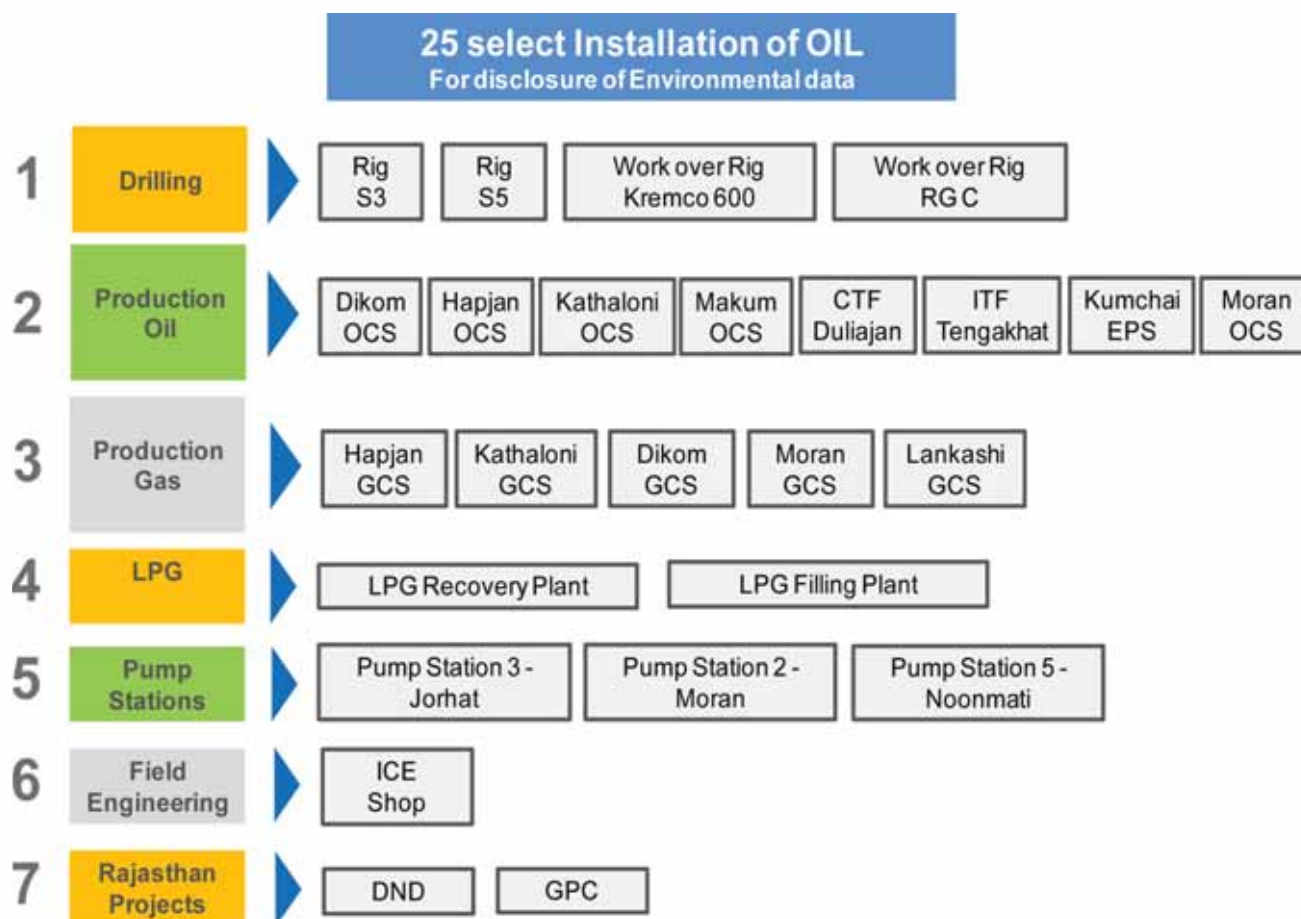
A full-page photograph of a male worker in a blue uniform and hard hat, focused on operating a large green industrial valve. The scene is set outdoors at dusk or dawn, with warm lighting. In the bottom right corner, there are four stylized flower-like icons in yellow, blue, green, and pink, each with a thin vertical line extending downwards.

## Performance review of selected installations





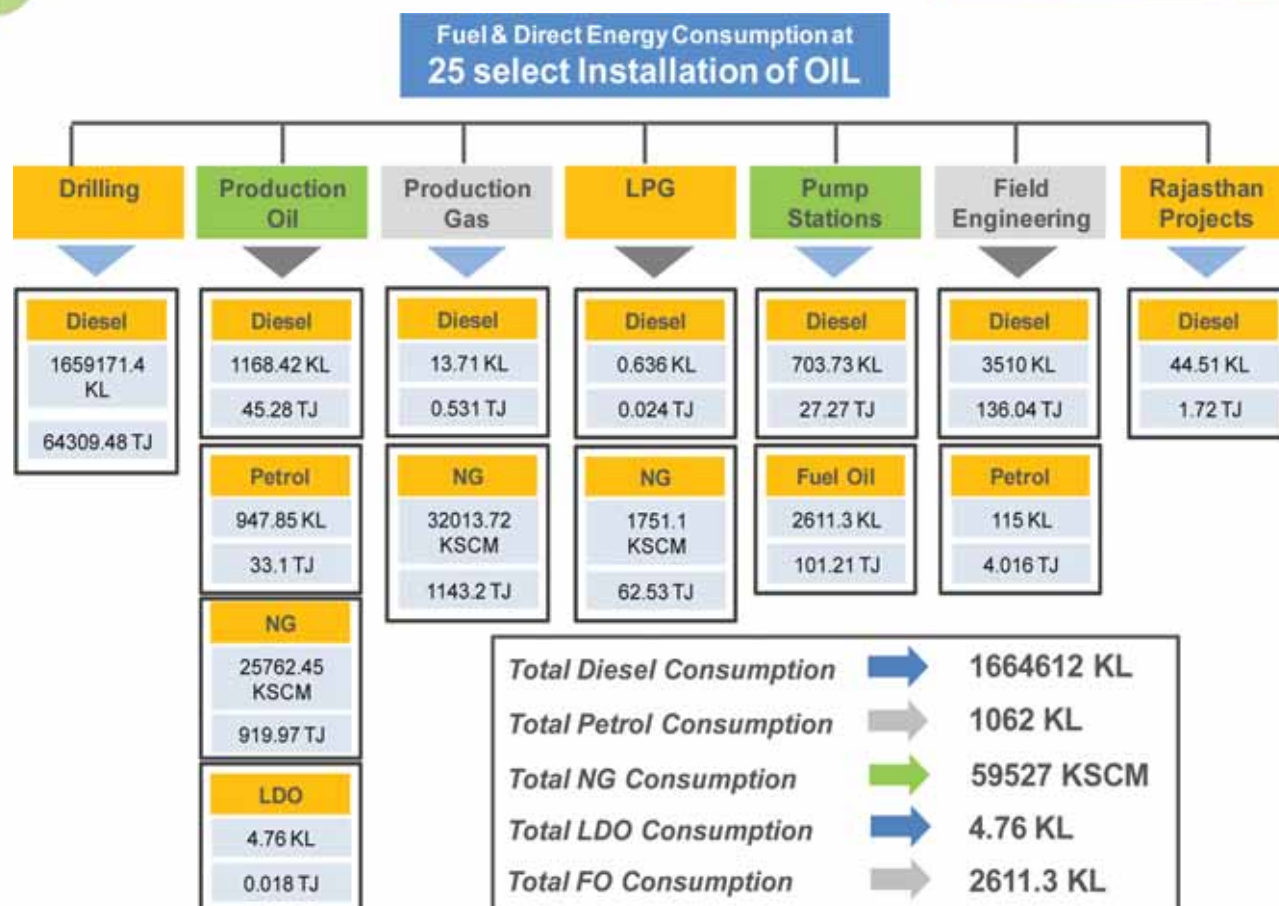
For disclosure of our environmental performance data for the period of FY 2012-13, we have selected 25 installations across our operations in India. We gradually plan to increase the number of installations covered under the Reporting Boundary from next year onwards. For selection of a right mix of installations under the reporting boundary for this year's report (installations which have been considered for reporting of data regarding environmental performance of OIL), we have come up with the list of 25 sample installations cutting across the key domains of Drilling, Production Oil, Production Gas, LPG, Field Engineering, Pump Stations and Rajasthan Projects.



### Energy Performance

During 2012-13 Diesel was the major fuel source behind our direct energy consumption (for the 25 installation). During the entire financial year, the total Diesel consumption of the 25 select installations stands at 1664610 KL, total petrol consumption stands at 1062 KL, LDO consumption stands at 4.76 KL, FO consumption stands at 2611.3 KL, NG Consumption stands at 59527 KSCM. Diesel is the only fuel which has been consumed in all type of installations. Crude oil has been consumed in our pump stations only (included within the reporting boundary).

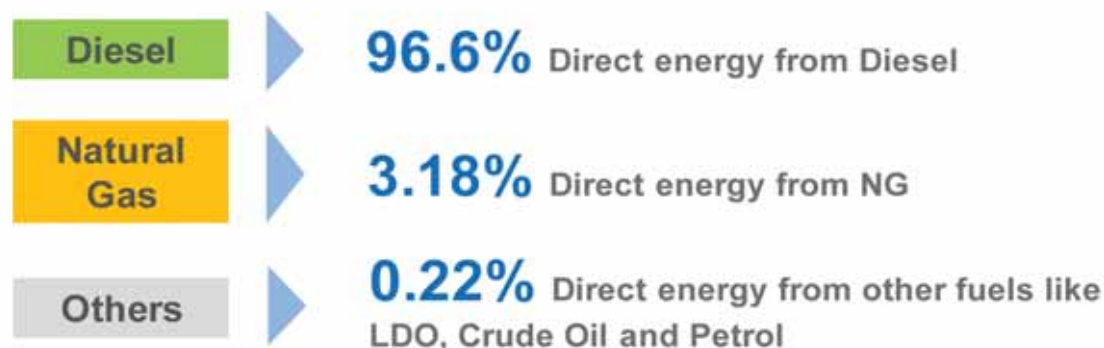




**For the 25 installations, we have consumed a total direct energy of 66784.3 TJ during 2012-13**

For the 25 installations included in this year's reporting boundary, 96.6% of the direct energy consumed has been generated through diesel and 3.18% through Natural gas. The remaining amount of direct energy has come from Petrol, Crude oil and LDO.

#### Break up of Direct energy consumption at the 25 Installations







Total indirect energy consumption i.e. imported electricity (indirect) consumption for the select 25 installations stands at 32127.98 MWh during FY 2012-13. Out of the same 97.27% electricity has been consumed at our LPG Recovery Plant and LPG Filling Plant.

### Break up of Indirect electricity consumption at the 25 Installations

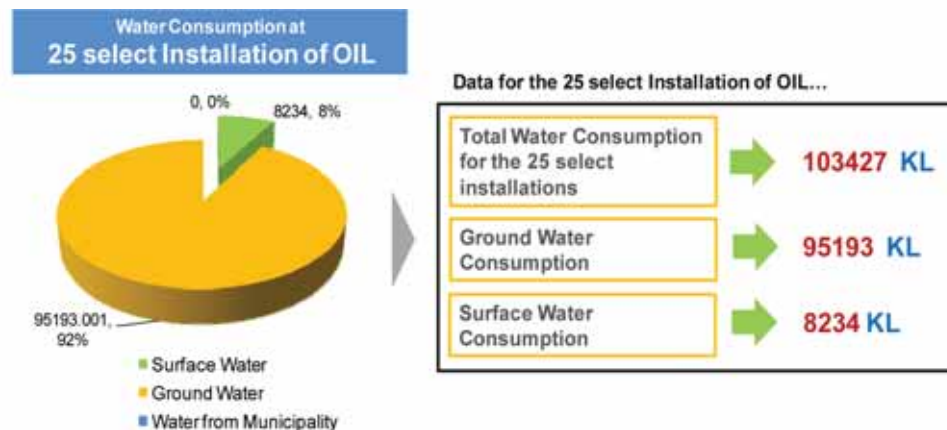
**32127.98 MWh** indirect electricity consumed



As declared in the Environment Section of this report, OIL is constantly striving to reduce consumption of both indirect and direct energy consumption across all its operations to underline our commitment towards energy resource sustainability.

### Water Management

In 2012-13 the 25 select installations of OIL (for whom the environmental performance data is being reported, please refer to the 'Energy Management at Oil India' Section for detailed reference of the select installations) have withdrawn a total water quantity of 103427 KL. Out of the above, the installations have consumed 95193 KL of Ground water and 8234 KL of surface water.




**92%** of our Total water consumption comes from Ground Water  
**8%** of our Total water consumption comes from Surface Water

Data for the 25 select Installation of OIL...

OIL has implemented various water conservation measures so as to keep reducing the water footprint of its operation. Such measures will enable OIL to contribute to one of the key global issues of water conservation.

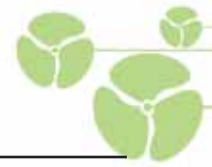






# Sustainability strategy and roadmap - the way forward





As per the Brundtland Commission's definition, Sustainable Development is defined as the "development that meets the needs of the present without compromising the ability of the future generations to meet their own needs". The concept of Sustainable Development is majorly broken out into three constituent parts: Environmental Sustainability, Economic Sustainability and Social Sustainability. Sustainability is becoming increasingly important for organizations in the modern economy. Sustainability offers a holistic continuous improvement of processes that includes the sound management of people and the environment. True sustainability is integrated into the operations and processes of an organization and is reflected in its policies and management approaches and the benefits of Sustainability are directly fed back into the triple bottom line of any organization. Sustainability is not a top-driven initiative and it involves participation of all employees of any organization.

OIL has identified two strategic moves - SD capacity building among employees & developing structure for effective social and community engagement to ensure OIL's actions are in line with its Sustainability commitments.

### SUSTAINABLE DEVELOPMENT CAPACITY BUILDING AMONG OIL EMPLOYEES

Capacity building, in general, focuses on the process and goals of strengthening human potential in the domain of social, political,

economic, and natural environment. United Nations Development Program (UNDP) provides a useful starting definition of capacity building, "as a long-term continual process of development that involves all stakeholders; including ministries, local authorities, non-governmental organizations, professionals, community members, academics and more". Capacity building can be at multiple levels which are individual, institutional level, and societal levels.

OIL will concentrate on Capacity Building at individual level in the domain of Sustainable Development. This will allow individual employees to build and enhance existing knowledge and skills. It will also allow individuals to engage in the process of learning and adapting to change. This in turn will help OIL's SD policy to be truly effective as it is vital that the employees are made aware of the sustainability issues and are constantly encouraged to come up with innovative solutions to address them. OIL has planned to take up the following initiatives and plan to implement the same organization wide for capacity building among employees.

### DEVELOP STRUCTURE FOR EFFECTIVE SOCIAL AND COMMUNITY ENGAGEMENT

Community engagement refers to the process by which organizations engage with its nearby communities and individuals to build ongoing, permanent relationships for the purpose of applying a collective vision for the inclusive growth of the society. OIL has always made endeavour through community engagement to bring in changes in its surrounding community which will result in socio-economic upliftment of the communities. The nature and geographical spread of OIL's operations puts special emphasis on the relationships it builds with the society and the local community and hence it is imperative to continuously seek a more substantial and meaningful stakeholder communications in this regard. However, OIL has plans to make its social and community engagement more effective by strategising its socio-community engagement in different levels.

#### Capacity Building Initiatives by OIL

- ☐ Introduce schemes to arrange for short term executive sustainability courses for interested employees on an annual basis.
- ☐ Invite expert speakers in this field to present sessions on sustainability in all their major business locations.
- ☐ Publish articles on sustainable development on a regular basis in company newsletters and internal publications.

#### Capacity Building Initiatives by OIL (contd..)

- ☐ Develop dedicated portal on the Company's intranet where employees can access information on all sustainable development related initiatives being planned and implemented and contribute their own innovative ideas.
- ☐ Introduce periodic reward and recognition schemes aimed for those employees who have actively demonstrated their enthusiasm in coming up with sustainable development ideas and implement them.
- ☐ Identify sustainability champions among the workforce who will subsequently be integrated within the





LEVELS OF EFFECTIVE STAKEHOLDER COMMUNICATION	
<b>INFORM</b>	Provide local stakeholders with balanced and objective information to assist them in understanding the problem, alternatives, opportunities and/or solutions.
<b>CONSULT</b>	To obtain stakeholder feedback for decision-makers on analysis, alternatives and/or decisions.
<b>INVOLVE</b>	To work directly with the local communities throughout the process to ensure that public concerns and aspirations are consistently understood and considered in decision making processes.
<b>COLLABORATE</b>	To partner with the stakeholders in each aspect of the decision including the development of alternatives and the identification of the preferred solution.
<b>EMPOWER</b>	To ensure that the actions taken have the planned beneficial impact on stakeholders.

OIL understands and recognizes the critical importance of continuous improvement and excellence in each of the above mentioned areas and OIL will strive to attain excellence in each of these domains in coming years.

However, OIL understands the importance of Sustainable Development and has not restricted itself in the above mentioned initiatives only. OIL has gone beyond to plan and take other initiatives as well. OIL plans to take initiatives to upgrade systems for improvement

in its energy and environmental performance. Improving the performance under these two heads will help OIL to adhere to its SD policy. As a result, OIL plans to excel in areas of Performance Metering, Performance Monitoring and Performance Improvement which will help OIL to improve its environmental performance. Such an initiative will involve engagement of employees from all cadres of the organization for which OIL is working towards building a robust and comprehensive sustainability governance structure. OIL understands that sustainability & governance goes hand in hand and such an initiative will help OIL integrate sustainability issues into its core business structures and processes, rather than manage them separately.







### REFERENCE TO REPORTED PARAMETERS

STANDARD DISCLOSURES PART I: Profile Disclosures		
1. Strategy and Analysis		
Profile Disclosure	Description	Cross-reference/Direct answer
1.1	Statement from the most senior decision-maker of the organization.	Pg 16-21
1.2	Description of key impacts, risks, and opportunities.	Pg 22-24
2. Organizational Profile		
Profile Disclosure	Description	Cross-reference/Direct answer
2.1	Name of the organization.	Pg 5-7
2.2	Primary brands, products, and/or services.	Pg 6-7
2.3	Operational structure of the organization, including main divisions, operating companies, subsidiaries, and joint ventures.	Pg 5-9
2.4	Location of organization's headquarters.	Pg 7
2.5	Number of countries where the organization operates, and names of countries with either major operations or that are specifically relevant to the sustainability issues covered in the report.	Pg 8-11
2.6	Nature of ownership and legal form.	Pg 5
2.7	Markets served (including geographic breakdown, sectors served, and types of customers/beneficiaries).	Pg 6
2.8	Scale of the reporting organization.	Pg 5-11
2.9	Significant changes during the reporting period regarding size, structure, or ownership.	Pg 10-11 & Pg 29-33
2.10	Awards received in the reporting period.	Pg 12-13
3. Report Parameters		
Profile Disclosure	Description	Cross-reference/Direct answer
3.1	Reporting period (e.g., fiscal/calendar year) for information provided.	Pg 15
3.2	Date of most recent previous report (if any).	Pg 15
3.3	Reporting cycle (annual, biennial, etc.)	Pg 15
3.4	Contact point for questions regarding the report or its contents.	Pg 15
3.5	Process for defining report content.	Pg 15
3.6	Boundary of the report (e.g., countries, divisions, subsidiaries, leased facilities, joint ventures, suppliers). See GRI Boundary Protocol for further guidance.	Pg 15
3.7	State any specific limitations on the scope or boundary of the report (see completeness principle for explanation of scope).	Pg 15
3.8	Basis for reporting on joint ventures, subsidiaries, leased facilities, outsourced operations, and other entities that can significantly affect comparability from period to period and/or between organizations.	Pg 15
3.9	Data measurement techniques and the bases of calculations, including assumptions and techniques underlying estimations applied to the compilation of the Indicators and other information in the report. Explain any decisions not to apply, or to substantially diverge from, the GRI Indicator Protocols.	Pg 15
3.10	Explanation of the effect of any re-statements of information provided in earlier reports, and the reasons for such re-statement (e.g., mergers/acquisitions, change of base years/periods, nature of business, measurement methods).	Pg 15
3.11	Significant changes from previous reporting periods in the scope, boundary, or measurement methods applied in the report.	Pg 15
3.12	Table identifying the location of the Standard Disclosures in the report.	Pg 15
3.13	Policy and current practice with regard to seeking external assurance for the report.	Pg 15

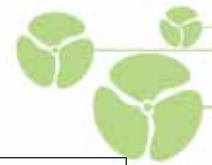




4. Governance, Commitments, and Engagement		
Profile Disclosure	Description	Cross-reference/Direct answer
4.1	Governance structure of the organization, including committees under the highest governance body responsible for specific tasks, such as setting strategy or organizational oversight.	Pg 28-33
4.2	Indicate whether the Chair of the highest governance body is also an executive officer.	Pg 28-33
4.3	For organizations that have a unitary board structure, state the number of members of the highest governance body that are independent and/or non-executive members.	Pg 28-33
4.4	Mechanisms for shareholders and employees to provide recommendations or direction to the highest governance body.	Pg 28-33
4.5	Linkage between compensation for members of the highest governance body, senior managers, and executives (including departure arrangements), and the organization's performance (including social and environmental performance).	Pg 28-33
4.6	Processes in place for the highest governance body to ensure conflicts of interest are avoided.	Pg 28-33
4.7	Process for determining the qualifications and expertise of the members of the highest governance body for guiding the organization's strategy on economic, environmental, and social topics.	Pg 28-33
4.8	Internally developed statements of mission or values, codes of conduct, and principles relevant to economic, environmental, and social performance and the status of their implementation.	Pg 28-33
4.9	Procedures of the highest governance body for overseeing the organization's identification and management of economic, environmental, and social performance, including relevant risks and opportunities, and adherence or compliance with internationally agreed standards, codes of conduct, and principles.	Pg 28-33
4.10	Processes for evaluating the highest governance body's own performance, particularly with respect to economic, environmental, and social performance.	Pg 28-33
4.11	Explanation of whether and how the precautionary approach or principle is addressed by the organization.	Pg 28-33
4.12	Externally developed economic, environmental, and social charters, principles, or other initiatives to which the organization subscribes or endorses.	Pg 28-33
4.13	Memberships in associations (such as industry associations) and/or national/international advocacy organizations in which the organization: * Has positions in governance bodies; * Participates in projects or committees; * Provides substantive funding beyond routine membership dues; or * Views membership as strategic.	Pg 28-33
4.14	List of stakeholder groups engaged by the organization.	Pg 28-33
4.15	Basis for identification and selection of stakeholders with whom to engage.	Pg 28-33
4.16	Approaches to stakeholder engagement, including frequency of engagement by type and by stakeholder group.	Pg 28-33
4.17	Key topics and concerns that have been raised through stakeholder engagement, and how the organization has responded to those key topics and concerns, including through its reporting.	Pg 28-33
STANDARD DISCLOSURES PART II: Disclosures on Management Approach (DMAs)		
G3 DMA	Description	Cross-reference/Direct answer
DMA EC	Disclosure on Management Approach EC	
Aspects	Economic performance	Pg 34-38
	Market presence	Pg 34-38
	Indirect economic impacts	Pg 34-38







<b>DMA EN</b>	<b>Disclosure on Management Approach EN</b>	
<b>Aspects</b>	Materials	Pg 39-57
	Energy	Pg 39-57
	Water	Pg 39-57
	Biodiversity	Pg 39-57
	Emissions, effluents and waste	Pg 39-57
	Products and services	Pg 39-57
	Compliance	Pg 39-57
	Transport	Pg 39-57
	Overall	Pg 39-57
<b>DMA LA</b>	<b>Disclosure on Management Approach LA</b>	
<b>Aspects</b>	Employment	Pg 72-82
	Labor/management relations	Pg 72-82
	Occupational health and safety	Pg 72-82
	Training and education	Pg 72-82
	Diversity and equal opportunity	Pg 72-82
<b>DMA HR</b>	<b>Disclosure on Management Approach HR</b>	
<b>Aspects</b>	Investment and procurement practices	Pg 72-82
	Non-discrimination	Pg 72-82
	Freedom of association and collective bargaining	Pg 72-82
	Child labor	Pg 72-82
	Forced and compulsory labor	Pg 72-82
	Security practices	Pg 72-82
	Indigenous rights	Pg 72-82
<b>DMA SO</b>	<b>Disclosure on Management Approach SO</b>	
<b>Aspects</b>	Community	Pg 58-71
	Corruption	
	Public policy	
	Anti-competitive behavior	
	Compliance	
<b>DMA PR</b>	<b>Disclosure on Management Approach PR</b>	
<b>Aspects</b>	Customer health and safety	Pg 80-81
	Product and service labelling	Pg 81-82
	Marketing communications	Pg 81-82
	Customer privacy	Pg 82
	Compliance	Pg 82
<b>STANDARD DISCLOSURES PART III: Performance Indicators</b>		
<b>Economic</b>		
<b>Performance Indicator</b>	<b>Description</b>	<b>Cross-reference/Direct answer</b>
<b>Economic performance</b>		
<b>EC1</b>	Direct economic value generated and distributed, including revenues, operating costs, employee compensation, donations and other community investments, retained earnings, and payments to capital providers and governments.	Pg 34-38





<b>EC2</b>	Financial implications and other risks and opportunities for the organization's activities due to climate change.	Pg 34-38
<b>EC3</b>	Coverage of the organization's defined benefit plan obligations.	Pg 34-38
<b>EC4</b>	Significant financial assistance received from government.	Pg 34-38
<b>Market presence</b>		
<b>EC5</b>	Range of ratios of standard entry level wage compared to local minimum wage at significant locations of operation.	Pg 72-80
<b>EC6</b>	Policy, practices, and proportion of spending on locally-based suppliers at significant locations of operation.	Pg 72-82
<b>EC7</b>	Procedures for local hiring and proportion of senior management hired from the local community at significant locations of operation.	Pg 72-82
<b>Indirect economic impacts</b>		
<b>EC8</b>	Development and impact of infrastructure investments and services provided primarily for public benefit through commercial, in-kind, or pro bono engagement.	Pg 58-71
<b>EC9</b>	Understanding and describing significant indirect economic impacts, including the extent of impacts.	Pg 34-38
<b>Environmental</b>		
<b>Performance Indicator</b>	<b>Description</b>	<b>Cross-reference/Direct answer</b>
<b>Materials</b>		
<b>EN1</b>	Materials used by weight or volume.	Pg 39-57
<b>EN2</b>	Percentage of materials used that are recycled input materials.	Pg 39-57
<b>Energy</b>		
<b>EN3</b>	Direct energy consumption by primary energy source.	Pg 39-57
<b>EN4</b>	Indirect energy consumption by primary source.	Pg 39-57
<b>EN5</b>	Energy saved due to conservation and efficiency improvements.	Pg 39-57
<b>EN6</b>	Initiatives to provide energy-efficient or renewable energy based products and services, and reductions in energy requirements as a result of these initiatives.	Pg 39-57
<b>EN7</b>	Initiatives to reduce indirect energy consumption and reductions achieved.	Pg 39-57
<b>Water</b>		
<b>EN8</b>	Total water withdrawal by source.	Pg 39-57
<b>EN9</b>	Water sources significantly affected by withdrawal of water.	Pg 39-57
<b>EN10</b>	Percentage and total volume of water recycled and reused.	Pg 39-57
<b>Biodiversity</b>		
<b>EN11</b>	Location and size of land owned, leased, managed in, or adjacent to, protected areas and areas of high biodiversity value outside protected areas.	Pg 39-57
<b>EN12</b>	Description of significant impacts of activities, products, and services on biodiversity in protected areas and areas of high biodiversity value outside protected areas.	Pg 39-57
<b>EN13</b>	Habitats protected or restored.	Pg 39-57
<b>EN14</b>	Strategies, current actions, and future plans for managing impacts on biodiversity.	Pg 39-57
<b>EN15</b>	Number of IUCN Red List species and national conservation list species with habitats in areas affected by operations, by level of extinction risk.	Pg 39-57
<b>Emissions, effluents and waste</b>		
<b>EN16</b>	Total direct and indirect greenhouse gas emissions by weight.	Pg 39-57
<b>EN17</b>	Other relevant indirect greenhouse gas emissions by weight.	Pg 39-57
<b>EN18</b>	Initiatives to reduce greenhouse gas emissions and reductions achieved.	Pg 39-57
<b>EN19</b>	Emissions of ozone-depleting substances by weight.	Pg 39-57
<b>EN20</b>	NOx, SOx, and other significant air emissions by type and weight.	Pg 39-57
<b>EN21</b>	Total water discharge by quality and destination.	Pg 39-57







EN22	Total weight of waste by type and disposal method.	Pg 39-57
EN23	Total number and volume of significant spills.	Pg 39-57
EN24	Weight of transported, imported, exported, or treated waste deemed hazardous under the terms of the Basel Convention Annex I, II, III, and VIII, and percentage of transported waste shipped internationally.	Pg 39-57
EN25	Identity, size, protected status, and biodiversity value of water bodies and related habitats significantly affected by the reporting organization's discharges of water and runoff.	Pg 39-57
<b>Products and services</b>		
EN26	Initiatives to mitigate environmental impacts of products and services, and extent of impact mitigation.	Pg 39-57
EN27	Percentage of products sold and their packaging materials that are reclaimed by category.	Pg 39-57
<b>Compliance</b>		
EN28	Monetary value of significant fines and total number of non-monetary sanctions for non-compliance with environmental laws and regulations.	Pg 39-57
<b>Transport</b>		
EN29	Significant environmental impacts of transporting products and other goods and materials used for the organization's operations, and transporting members of the workforce.	Pg 39-57
<b>Overall</b>		
EN30	Total environmental protection expenditures and investments by type.	Pg 39-57
<b>Social: Labor Practices and Decent Work</b>		
Performance Indicator	Description	Cross-reference/Direct answer
<b>Employment</b>		
LA1	Total workforce by employment type, employment contract, and region.	Pg 72-80
LA2	Total number and rate of employee turnover by age group, gender, and region.	Pg 72-80
LA3	Benefits provided to full-time employees that are not provided to temporary or part-time employees, by major operations.	Pg 72-80
<b>Labor/management relations</b>		
LA4	Percentage of employees covered by collective bargaining agreements.	Pg 72-80
LA5	Minimum notice period(s) regarding significant operational changes, including whether it is specified in collective agreements.	Pg 72-80
<b>Occupational health and safety</b>		
LA6	Percentage of total workforce represented in formal joint management-worker health and safety committees that help monitor and advise on occupational health and safety programs.	Pg 80-81
LA7	Rates of injury, occupational diseases, lost days, and absenteeism, and number of work-related fatalities by region.	Pg 80-81
LA8	Education, training, counseling, prevention, and risk-control programs in place to assist workforce members, their families, or community members regarding serious diseases.	Pg 80-81
LA9	Health and safety topics covered in formal agreements with trade unions.	Pg 80-81
<b>Training and education</b>		
LA10	Average hours of training per year per employee by employee category.	Pg 78-80
LA11	Programs for skills management and lifelong learning that support the continued employability of employees and assist them in managing career endings.	Pg 78-80
LA12	Percentage of employees receiving regular performance and career development reviews.	Pg 78-80
<b>Diversity and equal opportunity</b>		
LA13	Composition of governance bodies and breakdown of employees per category according to gender, age group, minority group membership, and other indicators of diversity.	Pg 72-80
LA14	Ratio of basic salary of men to women by employee category.	Pg 72-80





Social: Human Rights		
Performance Indicator	Description	Cross-reference/Direct answer
<b>Investment and procurement practices</b>		
HR1	Percentage and total number of significant investment agreements that include human rights clauses or that have undergone human rights screening.	Pg 72-80
HR2	Percentage of significant suppliers and contractors that have undergone screening on human rights and actions taken.	Pg 72-80
HR3	Total hours of employee training on policies and procedures concerning aspects of human rights that are relevant to operations, including the percentage of employees trained.	Pg 72-80
<b>Non-discrimination</b>		
HR4	Total number of incidents of discrimination and actions taken.	Pg 72-80
<b>Freedom of association and collective bargaining</b>		
HR5	Operations identified in which the right to exercise freedom of association and collective bargaining may be at significant risk, and actions taken to support these rights.	Pg 72-80
<b>Child labor</b>		
HR6	Operations identified as having significant risk for incidents of child labor, and measures taken to contribute to the elimination of child labor.	Pg 72-81
<b>Forced and compulsory labor</b>		
HR7	Operations identified as having significant risk for incidents of forced or compulsory labor, and measures to contribute to the elimination of forced or compulsory labor.	Pg 72-80
<b>Security practices</b>		
HR8	Percentage of security personnel trained in the organization's policies or procedures concerning aspects of human rights that are relevant to operations.	Pg 72-80
<b>Indigenous rights</b>		
HR9	Total number of incidents of violations involving rights of indigenous people and actions taken.	Pg 72-80
Social: Society		
Performance Indicator	Description	Cross-reference/Direct answer
<b>Community</b>		
SO1	Nature, scope, and effectiveness of any programs and practices that assess and manage the impacts of operations on communities, including entering, operating, and exiting.	Pg 58-80
<b>Corruption</b>		
SO2	Percentage and total number of business units analyzed for risks related to corruption.	Pg 72-80
SO3	Percentage of employees trained in organization's anti-corruption policies and procedures.	Pg 72-80
SO4	Actions taken in response to incidents of corruption.	Pg 72-80
<b>Public policy</b>		
SO5	Public policy positions and participation in public policy development and lobbying.	Pg 72-80
SO6	Total value of financial and in-kind contributions to political parties, politicians, and related institutions by country.	Pg 72-80
<b>Anti-competitive behavior</b>		
SO7	Total number of legal actions for anti-competitive behavior, anti-trust, and monopoly practices and their outcomes.	Pg 72-80
<b>Compliance</b>		
SO8	Monetary value of significant fines and total number of non-monetary sanctions for non-compliance with laws and regulations.	Pg 72-80







Social: Product Responsibility		
Performance Indicator	Description	Cross-reference/Direct answer
<b>Customer health and safety</b>		
PR1	Life cycle stages in which health and safety impacts of products and services are assessed for improvement, and percentage of significant products and services categories subject to such procedures.	Pg 81-82
PR2	Total number of incidents of non-compliance with regulations and voluntary codes concerning health and safety impacts of products and services during their life cycle, by type of outcomes.	Pg 81-82
<b>Product and service labelling</b>		
PR3	Type of product and service information required by procedures, and percentage of significant products and services subject to such information requirements.	Pg 81-82
PR4	Total number of incidents of non-compliance with regulations and voluntary codes concerning product and service information and labeling, by type of outcomes.	Pg 81-82
PR5	Practices related to customer satisfaction, including results of surveys measuring customer satisfaction.	Pg 81-82
<b>Marketing communications</b>		
PR6	Programs for adherence to laws, standards, and voluntary codes related to marketing communications, including advertising, promotion, and sponsorship.	Pg 81-82
PR7	Total number of incidents of non-compliance with regulations and voluntary codes concerning marketing communications, including advertising, promotion, and sponsorship by type of outcomes.	Pg 81-82
<b>Customer privacy</b>		
PR8	Total number of substantiated complaints regarding breaches of customer privacy and losses of customer data.	Pg 81-82
<b>Compliance</b>		
PR9	Monetary value of significant fines for non-compliance with laws and regulations concerning the provision and use of products and services.	Pg 81-82







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