ऑयल इंडिया लिमिटेड
(भारत सरकार का उद्यम) पंजीकृत कार्यालयः दुलियाजान, असम
Oil India Limited
(A Government of India Enterprise) Registered Office "Duliajan, Assam"

प्लॉट. न. 19, सैक्टर 16-ए, नोएडा-201 301, उत्तर प्रदेश
Plot No. : 19, Sector 16-A, Noida-201 301, Uttar Pradesh
दूरभाष / Telephone : 0120-2419000, फैक्स / Fax : 0120-2488310
CIN : L11101AS1959GOI001148, ई–मेल / E-mail : oilindia@oilindia.in, वेबसाईट / Website : www.oil-india.com

Ref. No. OIL/SEC/32-33/NSE-BSE
Dated: 26.09.2018

National Stock Exchange of India Ltd.
Exchange Plaza,
Plot no. C/1, G Block,
Bandra-Kurla Complex
Bandra (E)
Mumbai - 400 051
Scrip Code: OIL

BSE Limited,
Department of Corporate Service,
Phiroze Jeejeebhoy Towers,
Dalal Street,
Mumbai- 400 001
Scrip Code: 533106

Sub: Annual Report 2017-18

Sir / Madam,

Pursuant to Regulation 34 of the SEBI (LODR) Regulations, 2015, we are submitting herewith Annual Report 2017-18 of the Company for your records please.

Yours faithfully,
Oil India Limited

(S.K. Senapati)
CGM (Legal & CS)

Cc : Singapore Stock Exchange } data@sgx.com

BUSINESS RESPONSIBILITY REPORT

SECTION A: GENERAL INFORMATION ABOUT THE COMPANY

1. Corporate Identity Number (CIN) of the Company : L11101AS1959GOI001148
2. Name of the Company: Oil India Limited.
3. Registered address : Duliajan, Assam
4. Website : www.oil-india.com
5. E-mail id : oilindia@oilindia.in
6. Financial Year reported : 2017-18
7. Sector(s) that the Company is engaged in (industrial activity code-wise)

	Code
(i) Extraction of Crude Oil	061
(ii) Extraction of Natural Gas	062
(iii) Transportation of Crude Oil	493
(iv) LPG- Liquefied Petroleum Gas	192
(v) Power Generation using renewable sources	351

8. List three key products/services that the Company manufactures/provides (as in balance sheet)
   a. Crude Oil
   b. Natural Gas
   c. LPG- Liquefied Petroleum Gas
9. Total number of locations where business activity is undertaken by the company
   i). Number of International Locations (Provide details of major 5)

   Refer Point No. 14 of the Report on Corporate Governance

   ii). Number of National Locations

   Refer Point No.14 of the Report on Corporate Governance
10. Markets served by the Company - Local/State/National/ International}

The customers of the Company include PSUs like Numaligarh Refinery Ltd. (NRL), Indian Oil Corporation Ltd. (IOCL), Brahmaputra Valley Fertilizer Corporation Ltd. (BVFCL), Brahmaputra Cracker and Polymer Ltd. (BCPL) etc.

SECTION B: FINANCIAL DETAILS OF THE COMPANY

1. Paid up Capital (INR) : 756.60 crore
2. Total Turnover (INR) :10656.47 crore
3. Total Profit after Taxes (INR) :2667.93 crore
4. Total Spending on Corporate Social Responsibility (CSR) as percentage of net profit (%) is 3.18%.
5. List of activities in which expenditure in 4 above has been incurred:-

The List of activities in which expenditure in 4 above has been incurred are mentioned at point 5 of the Annual Report on CSR activities forming part of Management Discussion & Analysis Report :-

SECTION C: OTHER DETAILS

1. Does the Company have any Subsidiary Company/ Companies?

   Yes.

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

   The Subsidiaries of OIL are SPVs / Investment arms for acquisition of overseas E&P Assets, therefore BR initiatives are undertaken through OIL only. The details of the subsidiaries are provided in the Directors' Report. (Point No. 20)

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

   OIL supplies crude oil to refineries viz. NRL, IOCL etc, which have their own BR mechanism in place. Moreover, our contracts with external agencies also address the BR issues.

   OIL has signed an MOU with Transparency International India (TII) in 2007 for adopting Integrity Pact (IP) program in OIL. IP is a tool developed by TII to ensure that all activities and transactions between the company and its suppliers/ contractors are handled in a fair, transparent and corruption free manner.

SECTION D: BR INFORMATION

1. Details of Directors (s) responsible for BR

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

DIN Number	:	07567357
Name	:	Shri Utpal Bora
Designation	:	Chairman & Managing Director

b) Details of the BR head

S. N.	Particulars	Details
1.	DIN Number (if applicable)	NA
2.	Name	Shri B.P.Sarma
3.	Designation	Resident Chief Executive
4.	Telephone number	0374-2800525
5.	E-mail id	rce@oilindia.in

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

S. No.	Questions	P 1	P 2	P 3	P 4	P 5	P 6	P 7	P 8	P 9
1.	Do you have a policy / policies for....	Y	Y	Y	Y	Y	Y	N	Y	Y
2.	Has the policy being formulated in consultation with the relevant stakeholders?	Y	Y	Y	Y	Y	Y	NA	Y	Y
3.	Does the policy conform to any national / international standards? If yes, specify? (50 words)*	Y	Y	Y	Y	Y	Y	NA	Y	Y
4.	Has the policy being approved by the Board? Is yes, has it been signed by MD/owner/CEO/appropriate Board Director?	Y	Y	Y	Y	Y	Y	NA	Y	Y
5.	Does the company have a specified committee of the Board/ Director/Official to oversee the implementation of the policy?	Y	Y	Y	Y	Y	Y	NA	Y	Y
6.	Indicate the link for the policy to be viewed online?	Y	Y	Y	Y	Y	Y	NA	Y	Y
	http://www.oil-india.com/oilnew/Investor-services.....Policies									
7.	Has the policy been formally communicated to all relevant internal and external stakeholders?	The policies have been communicated to key internal stakeholders. The communication is an on-going process to cover all internal and external stakeholders. More over every citizen of India has free access to these policies under RTI Act, 2005. Also, many of the policies are available on OIL website (www.oil-india.com).								
8.	Does the company have in- house structure to implement the policy/policies.	Yes. Various Sub Committees of the Board are responsible for overseeing the implementation of the Policies.								
9.	Does the Company have a grievance redressal mechanism related to the policy/policies to address stakeholders' grievances related to the policy/policies?	Yes, The grievance redressal mechanism related to the policy/ policies is monitored by Board Committees such as SRC, Audit, & Ethics HSE, CSR & SD Committee. Any stakeholder of the company can file online compliant on company website through public grievance portal. Besides this, any shareholder can file compliant to the compliance officer/RTA about his shareholding in the company.								
10.	Has the company carried out independent audit /evaluation of the working of this policy by an internal or external agency?	At regular intervals, audits are conducted by the Internal Audit Team combined with audit conducted by Statutory Auditors.								

Note: Principles 1 to 9 are detailed at the end of this report.

If answer to S.No.1 against any principle is 'No', please explain why (tick upto 2 options):

S. No.	Questions	P 1	P 2	P 3	P 4	P 5	P 6	P 7	P 8	P 9
1.	The companyhas not understood the principles									
2.	The company is not at a stage where it finds itself in a position to formulate and implement the policies on specified principles							✓		
3.	The company does not have financial or manpower resources available for the task									
4.	It is planned to be done within 6 months.									
5.	It is planned to be done within next 1 year.									
6.	Any other reason(please specify)									

2. Governance related to BR

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

Board of OIL meets 12-13 times in a year wherein issues related to the CSR, Health, Safety and Environment, are discussed besides the business and financial performance. The BR initiatives are also discussed in detail in the Committees of the Board constituted for the purpose.. (Details of Board Meeting/Committee meeting held during the year are provided in Corporate Governance Report)

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

OIL publishes its Sustainability Report annually and the same is uploaded on the Company's website (http://www.oil-india.com/oilnew/Sustainability-at-oil)

Section E: Principle-wise performance

Principle 1: Businesses should conduct and govern themselves with Ethics, Transparency and Accountability

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

Yes, OIL's policies regarding ethics, bribery and corruption extend to group, joint ventures, suppliers, contractors and other associated entities. OIL's customers have separate policies of their own covering the said aspects; moreover contracts & Agreement also cover the same.

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

As specified in the Report on Corporate Governance, the total number of investors' complaints received during the year was '425'. All complaints received during the year 2017-18 have been duly attended to by the Company / RTA and there was no outstanding complaint as on 31.03.2018.

Further, status of pollution complaints received in the financial year 2017-18 is as under:

Sl. No.	Description of Pollution Complaints	2017-18	2016-17
1.	Opening Balance	17	17
2.	Received during the year	93	96
3.	Resolved during the year	90	96
4.	Pending at the end of the year	20	17

Principle 2: Businesses should provide goods and services that are safe and contribute to sustainability throughout their life cycle

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

All crude oil, natural gas and LPG processing installations/ terminals are designed taking cognizance of environmental concerns, risk and/or opportunities involved. All drilling installations are equipped with Effluent Treatment Plants (ETP) to reuse/recycled the effluent water generated during drilling operations so that no effluents can be flown out to

cause any surface pollution to the surroundings. In addition to that, identification of emergency pit has also been carried out to transfer effluent water to resist the overflow of effluents at the operational effluent pits if any, in case of an emergency.

Noise level measurements were carried at various Production, Drilling and Engineering mine installations at regular intervals as per OISD-GDN-166 & EP Act, 1986 Guidelines.

The formation water produced along with crude oil is scientifically treated with oil soluble demulsifies to separate oil and water. Settling time in the tanks was increased. 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 tube wells in the vicinity of the disposal wells are regularly monitored.

For abatement of noise pollution from power houses at drilling rigs, Oil Collecting Stations, Gas Compressor Stations and various other installations, the use of acoustic enclosure and construction of noise barrier walls around the machinery generating noise are resorted to..

Time to time, ambient air quality monitoring are carried out in and around OIL's operational areas and other vulnerable places with the help of a mobile Air Quality Monitoring Van procured by OIL and also by engaging third parties. Ambient Air Quality Monitoring in different OIL operational areas is also carried out periodically by PCBA.

1157 km long cross country crude oil pipeline is operated in an environmental friendly manner 660 km pipeline for evacuation of petroleum products of NRL commissioned in 2008 eliminates surface transportation to the tune of 1.72 MMTPA.

2. For each such product, provide the following details in respect of resource use (Energy, Water, Raw Material etc) per unit of product (Optional).

The measurement of per unit of usage of energy, water and raw material is not carried out by the company.However, all efforts are made to minimise the use of vital resources used in extraction and transportation of crude oil and natural.The brief on the efforts made towards energy conservation are detailed in the annexure to the Directors' Report and efforts for conservation of water are summarised below in question 3.

3.. Does the company have procedures in place for sustainable sourcing (including transportation)? (i) If yes, what percentage of your inputs was sourced sustainable? Also, provide details thereof, in about 50 words or so.

(i) For strategically managing increasing volumes of produced formation water (FW) and to reduce the volumes of fresh water from shallow aquifer, OIL embarked upon an ambitious & a geographically large project of Produced Water Re-injection into its reservoir. The three parts of the project are as under: (i) ETP-Tengakhat project job: An Effluent Treatment Plant at Tengakhat of 5000 KLPD capacity is being constructed which will take the produced water from surrounding installations viz. Tengakhat-OCS, Kathaloni-OCS, Bhogpara-OCS, Dikom-OCS, Chabua-EPS and Hatiali-EPS. The treated formation water coming out at the outlet of the ETP will be the source of formation water to be re-injected into reservoirs. Another project job of construction of STF, Madhuban comprising an ETP of 7200 KLPD capacity is being executed by Project department. STF will receive crude oil from Eastern Asset's fields and also from part of Naharkatiya and Jorajan fields. Some part (around 600- 800 KLPD) of formation water separated / dehydrated at STF will also be taken for reinjection into reservoirs at Water Injection Station WIS#21.

(ii) PWRI Pipeline project job: A pipeline network project is currently being executed to supply the untreated formation water to the ETP-Tengakhat and to take the treated water from the ETP-Tengakhat to different Water Injection Stations. Total length of this pipe-line network project is about 75 kms spanning over an area of aerial radius of 20-25 kms and is divided into 5 geographically convenient / manageable segments. All the 5 segments of the project are in the execution stage with an EDC of 28.02.2019.

(iii) Construction of a new (a) Water Injection Station (WIS) at Dikom and (b) Revamping of 4 (four) Water Injection Stations (WISs) in Naharkatiya area: Treated formation water of ETP-Tengakhat will be supplied to 2(two) water injection stations namely upcoming Dikom-WIS and WIS GCS#6. Subsequently, transfer pumps at WIS GCS#6 will supply the treated FW to 2 (two) other WISs namely WIS#240 & WIS#208. Job of revamping / reconstruction of WIS GCS#6, WIS#240 & WIS#208 (along with WIS#21 for receiving treated formation water from ETP of STF) is being taken up for converting these WISs suitable for handling treated Formation Water.

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

Yes, OIL has taken adequate steps to procure goods and services from local and small producers, including communities surrounding their place of work. Significant steps have been taken to improve the capacity and capability of local and small vendors with the following initiatives:

- concession to bonafide local small scale entrepreneurs to participate in OIL's tenders,
- holding entrepreneurship development program from time-to-time,
- sourcing of all skilled and unskilled labourer from local communities,
- Outsourcing of services like transport/ transportation and small value service and maintenance contracts to local communities.

During the year 2017-18, OIL procured 14.19% of the total goods & Services from Medium and Small Enterprises.

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

Yes.

Refer to the Annexure to the Directors' Report on Conservation of Energy.

E-waste:

In line with the requirements of the E-Waste (Management and Handling) Rules 2010, OIL has implemented the project where E-waste across different spheres viz, FHQ, Pipelines, Kolkata Office, Corporate Office Noida, Rajasthan Project and BEP is collected and disposed/ recycled as per norms. M/s Attero Recycling has been awarded contract for the same. During the year under review, 60 tonnes (approx.) of E-waste was disposed and the process is on for more disposal.

Principle 3: Businesses should promote the wellbeing of all employees

1. Please indicate the Total number of employees.

   Total number of Employees: 6955

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

   Total number of employees hired on temporary/ contractual/casual basis: 248

3. Please indicate the Number of permanent women employees.

   Number of permanent women employees: 386

4. Please indicate the Number of permanent employees with disabilities

   Number of permanent employees with disabilities: 112

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

   Yes.

   i) Oil India Executive Employees Association - for Executives

   ii) Oil and Gas Employees Union - for work persons

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

   i) Oil India Executive Employees Association -86.67%

   ii) Oil and Gas Employees Union - 66.78%

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

S. No.	Category	No of complaints filed during the financial year	No of complaints pending as on end of the financial year
1.	Child labour /forced labour/involuntary labour	Nil	NA
2.	Sexual harassment	Nil	Nil
3.	Discriminatory employment	Nil	NA

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

SAFETY UPGRADATION TRAINING

S.No.	CATEGORY	PERCENTAGE
1)	Permanent Employees	15.77
2)	Permanent Women Employees	8.59
3)	Contractual/Temporary/ Casual Employees	37.60
4)	Employees with Disability	9.37
SKILL UPGRADATON TRAINING		
1)	Permanent Employees	25.71
2)	Permanent Women Employees	36.21
3)	Contractual/Temporary/ Casual Employees	Nil(*)
4)	Employees with Disability	37

*Contractual and other casual workers deployed by different contractors receive mandatory on-site safety training and On-the-Job Skill Up gradation training.

Principle 4: Businesses should respect the interests of, and be responsive towards all stakeholders, especially those who are disadvantaged, vulnerable and marginalized.

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

   Yes

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

   Yes.

   The Company has structured CSR policy to take care of the disadvantaged vulnerable and marginalised people in and around OIL's operational areas. The vulnerable category includes SC/ST/OBC, women, children and senior citizens.

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

   Yes, OIL has been sensitive to the needs of the disadvantaged vulnerable and marginalised stakeholders OIL makes special efforts for welfare of the society neighbouring the OIL's Operational areas .The measures taken by OIL includes programmes on Empowering women through initiatives on sustainable livelihood generation, Self-employment programmes, Self Help Groups, Computer training Programme, Skill development programmes for hospitality, housekeeping, food & beverages, Electrician, Fitter etc Certificate course on Nursing, Developmental and Welfare projects for SC/ST/OBC ,Educational projects, programme on medical assistance etc

Principle 5: Businesses should respect and promote human rights

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

   OIL tries to extend its value system to those in the value chain through contracts that sets standards for compliance with these values. The Company is aware of the challenges and constantly tries to extend its circle of influence along the value chain in order to propagate responsible business practices. Apart from the internal stakeholders, the policy extends to its suppliers / contractors / others. Moreover, OIL has been a signatory to the Principles of UN Global Compact since 2006.

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

   Till date, the Company has not received any complaint on Human Rights.

Principle 6: Business should respect, protect, and make efforts to restore the environment

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

   "OIL is fully committed to Health, Safety and Environment (HSE)", policy related to the Principle and extends it to all 'stakeholders' and society at large in its operational domain. Restoring environment has been a keyword in OIL's business operations.

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

Yes, OIL being a key player in the upstream oil & gas sector is committed to minimize its impact on the environment while maximizing its profitability. OIL has thus initiated a process of low carbon transformation.

i. As a first step OIL has calculated its carbon inventory and framed a low carbon strategy.

ii. OIL has carried out exercise to calculate its overall carbon footprint of the organization in its and operational boundary which was o 1.09 million CO2 e in the year 2014-15 and with all the same has been reduced in-line with India's commitment to COP 21.Efforts are on for keeping the level and to reduce in future.

iii. OIL has identified GHG emission & abatement opportunities through technology and process improvement levers and strategized the implementation plan.

iv. OIL has set up solar power stations, wind mills to produce non-conventional energy thereby reducing GHG emission and climate change.

v. For reduction of GHG emission, OIL has taken a number of steps such as phasing out of CFC, reduction in flaring, mass tree plantation etc.

vi. OIL, with the intent of augmenting its reserves base and maximising recovery from its aging oilfields through Enhanced Oil recovery (EOR) by utilising emitted greenhouse gases (CO2) to reduce India's carbon footprint as per COP21 climate change policy, has entered into a MoU with University of Houston. OIL is also in talks with NRG (NRG Energy Inc.) - a leading power company in the U.S. - who can help OIL to assess CO2 availability from the nearby industry sources, and support as well as advice on viability of Carbon Capture Utilisation & Sequestration (CCUS) pilot project.

vii. 10 (Ten) numbers of Environment audit were done as per guidelines of the Ministry of Environment, Forest and Climate.

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

Yes, Environmental Impact Assessment (EIA) is carried out for the projects. The baseline scenario of all the environmental factors of the present conditions prevailing in the proposed project area is carried out.

The probable impact of the proposed project on the environment is identified during the construction and operational phase. Thus based on the identified environmental risks, an Environment Management Plan is prepared which is followed during planning and implementation of various pollution abatement measures for the proposed project.

Risk Analysis studies are carried out for the installations and mitigation measures are developed and implemented.

In addition to the above, regular HSE audits are also carried out by internal and external agencies. The audit recommendations are implemented in time bound manner.

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

No

5. Has the company undertaken any other initiatives on clean technology, energy efficiency, renewal

Yes, the salient features of the initiatives taken by the company on clean technology, energy efficiency, and renewable energy are detailed in Annexure to the Directors Report on conservation of energy & Technology absorption.

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

No show cause/ legal notices have been pending from CPCB/SPCB as on end of financial year.

Principle 7: Businesses, when engaged in influencing public and regulatory policy, should do so in a responsible manner

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

Yes, some of the major ones are:

Standing Conference of Public Enterprises, Social Security Association of India, Petroleum Conservation Research Association, Petroleum Federation of India, All India Association of Employees, The Associated Chambers of Commerce and Industry of India, Petroleum Sports Promotion board, Federation of Indian Chamber of Commerce and Industry, All India Management Association and Confederation of Indian Industry.

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

   OIL does not engage in any lobbying for issues of Corporate interest. However, since OIL operates in a highly regulated industry, the Company interacts with the Central and State Governments at various levels under the supervisions and overview of management and also expresses views and opinions on different issues confronting the Company/ Industry.

Principle 8: Businesses should support inclusive growth and equitable development

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

   The CSR policy of the company covers wide range of activities for inclusive growth including implementation of key programmes. OIL implements various CSR programmes and projects in key thrust areas such as Healthcare, Swachh Bharat Abhiyan, Education, Sustainable Livelihood Generation, Skill Development, Capacity Building & Empowerment of Women, Environment, Rural Sports, Rural Development/ Augmentation of Rural Infrastructure etc. The details of the major CSR projects and other activities are enumerated in Annual Report of CSR activities.(Annexure to the Management Discussion & Analysis Report)

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

   Yes, OIL has been partnering with NGOs as well as government/semi-government agencies for implementing various CSR projects.

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

i. Company's monitoring and evaluation mechanism involves both internal as well as external authorities for impact assessment of the different CSR projects and programs pertaining to the different thrust areas under which the initiatives are undertaken.

ii. OIL had carried out evaluation and certification of its CSR MoU Projects as well as several other CSR projects through Webcon Consulting (India) Ltd., Kolkata.

iii. OIL had carried out an initial assessment survey on Functioning of Toilets constructed under Swachh Bharat Abhiyan in FY 2016-17.

iv. In case of implementation of the CSR projects, internally, the officials from department of Public Relations & Corporate Communication (PR&CC) are made responsible for periodically monitoring the implementation, wherein the department conducts field visits, public meetings, etc. at equal intervals to access the quantum of progress. Moreover, departments like Internal Audit, Finance & Accounts of the Company also do necessary auditing of the CSR projects and expenditure.

v. The infrastructure development related activities are assessed by the respective district authorities of the OIL operational areas. Moreover, a team of CSR inspectors from the Civil Engineering background and other officials of PR&CC department have been formed to physically monitor the work progress of on-going and completed projects.

vi. State Institute of Rural Development (SIRD), Government of Assam and St. Luke's Hospital, the implementing agencies for Project Rupantar and Mobile Healthcare Project Sparsha respectively in the OIL operational areas, conduct independent audits and assessments of the on-going activities under the projects. External agencies like Enterprises Group (New Delhi) had carried out a study of OIL's on-going CSR activities.

vii. Additionally, the Company had engaged Dibrugarh University, to conduct a need assessment study of the OIL operational areas along with a social audit on the Company's on-going CSR projects/ initiatives and its impact on the beneficiaries.

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

   Refer Section B, Point no. 4 and Annual Report on CSR activities.

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

   Successful adoption of community development initiatives are visualized through impact assessment studies

conducted at regular intervals by OIL as well as the project implementing agencies. Project based success stories are documented as well as photographic evidences of project implementation are maintained at the departmental level.

Principle 9: Businesses should engage with and provide value to their customers and consumers in a responsible manner

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

   No customer complaints are pending for FY 2017-18

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

   For sale of crude oil, joint ticket, which includes various quality parameters is signed by the buyer and the seller.

   With respect to refilling of LPG cylinders, various quality checks are carried out before cylinders are handed over to IOCL (the buyer)

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

   No. Crude oil pricing formula is approved by the Government of India and sales are at an arm's length.

4. Did your company carry out any consumer survey/ consumer satisfaction trend?

   Our crude oil is sold to the refineries and the natural gas to the gas utility companies. In the case of crude oil, daily audit of quality is done at the point of sale. OIL also regularly checks integrity of product pipelines through standard pipeline inspection methods, hardware testing etc. OIL carries out Consumer Perception Surveys at periodical intervals, e.g OIL sells LPG both in packed and bulk to IOCL and also sells condensate. In this regard, OIL collects the customer feedback in the form of Assessment of Customer perception from IOCL and also from condensate buyers yearly. The assessment is based on certain parameters related to activities qualitative and quantitative.