

BUSINESS RESPONSIBILITY & SUSTAINABILITY REPORTING 2021-22

SECTION A: GENERAL DISCLOSURES

I. Details of the listed entity

1. **Corporate Identity Number (CIN) of the Listed Entity:** L11101AS1959GOI001148
2. **Name of the Listed Entity:** Oil India Limited
3. **Year of incorporation:** 1959
4. **Registered office address:** Duliajan, Assam
5. **Corporate address:** Plot No. 19, Near Film City, Sector- 16A, Noida- 201301
6. **E-mail:** oilindia@oilindia.in
7. **Telephone:** 0374-2807273
8. **Website:** www.oil-india.com
9. **Financial year for which reporting is being done:** 2021-22
10. **Name of the Stock Exchange(s) where shares are listed:** National Stock Exchange of India Ltd. and BSE Limited
11. **Paid-up Capital:** ₹ 1084.41 Crore
12. **Name and contact details (telephone, email address) of the person who may be contacted in case of any queries on the BRSR report:**
Name : Ms. Sakshi Aggarwal
Designation : Sr. Manager-PA (CSR&SD)
Telephone No. : 0374-2807273
Email ID : sakshi_aggarwal@oilindia.in
13. **Reporting boundary - Are the disclosures under this report made on a standalone basis (i.e. only for the entity) or on a consolidated basis (i.e. for the entity and all the entities which form a part of its consolidated financial statements, taken together).** : Standalone basis

II. Products/services

14. **Details of business activities (accounting for 90% of the turnover):**

S. No.	Description of Main Activity	Description of Business Activity	% of Turnover of the entity
1.	Extraction and Production of Hydrocarbon	Extraction of Crude Petroleum	95.18%

15. **Products/Services sold by the entity (accounting for 90% of the entity's Turnover):**

S. No.	Product/ Service	NIC Code	% of total Turnover contributed
1.	Crude Oil	061	84.03
2.	Natural Gas	062	11.15

III. Operations

16. **Number of locations where plants and/or operations/offices of the entity are situated:**

Location	Number of plants	Number of offices	Total
National	As per the Corporate Governance Report	11	11
International	-	1	1

17. **Markets served by the entity:**

- a. Number of locations

Locations	Number
National (No. of States)	7 states
International (No. of Countries)	-

- b. What is the contribution of exports as a percentage of the total turnover of the entity? Nil
- c. A brief on types of customers: Oil & Gas Sector entities

IV. Employees

18. Details as at the end of Financial Year:

- a. Executives [Employees] and Non Executives [Workers](including differently abled):

S. No.	Particulars	Total (A)	Male		Female	
			No. (B)	% (B / A)	No. (C)	% (C / A)
EXECUTIVES						
1.	Permanent (D)	1687	1486	88.09%	201	11.91%
2.	Other than Permanent (E)	52	44	84.61%	08	15.38%
3.	Total employees (D + E)	1739	1530		209	
NON EXECUTIVES						
4.	Permanent (F)	4569	4361	95.45%	208	4.55%
5.	Other than Permanent (G)	220	185	84.09%	35	220%
6.	Total workers (F + G)	4789	4546		243	

- b. Differently abled Executives and Non Executives:

S. No	Particulars	Total (A)	Male		Female	
			No. (B)	% (B / A)	No. (C)	% (C / A)
DIFFERENTLY ABLED EXECUTIVES						
1.	Permanent (D)	34	31	91.18%	3	8.82
2.	Other than Permanent (E)	NIL	NIL	NIL	NIL	NIL
3.	Total differently abled employees (D + E)	34	31	91.18%	3	
DIFFERENTLY ABLED NON EXECUTIVES						
4.	Permanent (F)	80	78	97.5%	2	2.5%
5.	Other than permanent (G)	NIL	NIL	NIL	NIL	NIL
6.	Total differently abled workers (F + G)	80	78		2	

19. Participation/Inclusion/Representation of women

	Total (A)	No. and percentage of Females	
		No. (B)	% (B / A)
Board of Directors	11	1	9.09%
Key Management Personnel	1	0	0

20. Turnover rate for permanent employees and workers

	FY 2021-22 (Turnover rate in current FY)			FY 2020-21 (Turnover rate in previous FY)			FY 2019-20 (Turnover rate in the year prior to the previous FY)		
	Male	Female	Total	Male	Female	Total	Male	Female	Total
Permanent Executives	3.05	4.44	3.22	3.70	1.49	3.43	3.98	2.54	3.81
Permanent Non Executives	9.12	4.42	8.91	10.64	5.84	10.43	8.79	8.26	8.77

V. Holding, Subsidiary and Associate Companies (including joint ventures)**21. (a) Names of holding / subsidiary / associate companies / joint ventures**

S. No.	Name of the holding/ subsidiary/ associate companies/ joint ventures (A)	Indicate whether holding/ Subsidiary/ Associate/ Joint Venture	% of shares held by listed entity	Does the entity indicated at column A, participate in the Business Responsibility initiatives of the listed entity? (Yes/No)
1	Numaligarh Refinery Limited	Material Subsidiary Company	69.63%	The company undertakes its own Business Responsibility (BR) initiatives and adheres to the guidelines issued by statutory bodies / Government from time to time.
2	Oil India Sweden AB	Subsidiary	100%	The Overseas Subsidiaries of the Company are SPVs / Investment arms for acquisition of overseas E&P Assets only.
3	Oil India Cyprus Ltd.	Subsidiary	76%	
4	Oil India (USA) Inc.	Subsidiary	100%	
5	Oil India International B.V (OIIBV)	Subsidiary	100%	
6	Oil India International Pte. Ltd. (OI IPL)	Subsidiary	100%	
7	Oil India International Limited	Subsidiary	100%	
8	Brahmaputra Cracker and Polymer Ltd. (BPCL)	Associate	10%	The company undertakes its own Business Responsibility (BR) initiatives and adheres to the guidelines issued by statutory bodies / Government from time to time.
9	DNP Ltd.	Joint Venture	23%	
10	Assam Petro Chemicals Limited (APCL)	Joint Venture	48.68%	
11	Indradhanush Gas Grid Limited (IGGL)	Joint Venture	20%	
12	HPOIL Gas Private Ltd. (HPOIL)	Joint Venture	50%	
13	Purba Bharati Gas Private Limited (PBGPL)	Joint Venture	26%	



S. No.	Name of the holding/ subsidiary/ associate companies/ joint ventures (A)	Indicate whether holding/ Subsidiary/ Associate/ Joint Venture	% of shares held by listed entity	Does the entity indicated at column A, participate in the Business Responsibility initiatives of the listed entity? (Yes/No)
14	Suntera Nigeria 205 Ltd.	Joint Venture	25%	The overseas JV Companies undertake BR initiatives as per the applicable laws of native country
15	Beas Rovuma Energy Mozambique Ltd. (BREML)	Joint Venture	40%	
16	IndOil Netherlands B.V	Joint Venture	50%	
17	WorldAce Investments Ltd.	Joint Venture	50%	
18	Vankor India Pte. Ltd. (VIPL)	Joint Venture	33.5%	
19	Taas India Pte. Ltd (TIPL)	Joint Venture	33.5%	
20	LLC Bharat Energy Office	Joint Venture	20%	

VI CSR Details

22. (i) Whether CSR is applicable as per section 135 of Companies Act, 2013: Yes

(ii) Turnover (in Rs.): Rs. 14530.18 crore

(iii) Net worth (in Rs.): Rs. 26978.52 Crore

VII. Transparency and Disclosures Compliances

23. Complaints/Grievances on any of the principles (Principles 1 to 9) under the National Guidelines on Responsible Business Conduct

Stakeholder group from whom complaint is received	Grievance Redressal Mechanism in Place (Yes/No) (If Yes, then provide web-link for grievance redress policy)	FY 2021-22			FY 2020-21		
		Number of complaints filed during the year	Number of complaints pending resolution at close of the year	Remarks	Number of complaints filed during the year	Number of complaints pending resolution at close of the year	Remarks
Communities	Yes. Internal Mechanism is in Place. Weblink : oil-india.com/NComplaintHandling 	111	7	Nil	148	13	Nil
Investors (other than shareholders)		Nil	Nil	Nil	Nil	Nil	Nil
Shareholders		98	Nil	Nil	74	Nil	Nil
Employees and workers		Nil	Nil	Nil	Nil	Nil	Nil
Customers		Nil	Nil	Nil	Nil	Nil	Nil

Stakeholder group from whom complaint is received	Grievance Redressal Mechanism in Place (Yes/No) (If Yes, then provide web-link for grievance redress policy)	FY 2021-22			FY 2020-21		
		Number of complaints filed during the year	Number of complaints pending resolution at close of the year	Remarks	Number of complaints filed during the year	Number of complaints pending resolution at close of the year	Remarks
Value Chain Partners		4	0	Nil	4	0	Nil
Other (please specify)		5 (students), 1 (Job aspirant), 1 (contractual worker)	0	Nil	2 (Stakeholders)	0	Nil

24. Overview of the entity's material responsible business conduct issues

Please indicate material responsible business conduct and sustainability issues pertaining to environmental and social matters that present a risk or an opportunity to your business, rationale for identifying the same, approach to adapt or mitigate the risk along-with its financial implications, as per the following format:

S. No.	Material Issue identified	Indicate whether risk or opportunity (R/O)	Rationale for identifying the risk / opportunity	In case of risk, approach to adapt or mitigate	Financial implications of the risk or opportunity (Indicate positive or negative implications)
1	Climate change	risk	Developing and implementing policies and systems to identify low carbon technologies, conducting sensitivity analysis to assess the threats of rising sea levels and temperatures and address the risks of climate change while meeting the global need for affordable, reliable and sustainable energy.	For more details, please refer Integrated Annual Report	negative
2	Operational excellence	risk	Ensuring uninterrupted fuel supply to customers.		positive
3	Health and Safety	risk	Maintaining a safe and healthy workplace culture by putting in place rules and procedures to ensure a safe and incident-free workplace.		negative
4	Business growth and profitability	opportunity	Ensuring profitability for sustained business growth for all its stakeholders through revenues and other payments, local hiring and local procurement.		positive
5	Public policy and advocacy	opportunity	Create supportive policies, reform or remove redundant policies, or ensure the funding and implementation of supportive policies.		positive



S. No.	Material Issue identified	Indicate whether risk or opportunity (R/O)	Rationale for identifying the risk / opportunity	In case of risk, approach to adapt or mitigate	Financial implications of the risk or opportunity (Indicate positive or negative implications)
6	Human capital management	risk	Ensuring effective management of employee dissatisfaction or complaints (e.g. favoritism, workplace harassment, or wage cuts), resolution of customers, community complaints		positive
7	Stakeholder relationship management	opportunity	Reach out to key stakeholders to keep them well informed about organizational activities and initiatives and address their issues and concerns		positive
8	Supply chain management	risk	Take up adequate supply planning, product planning, demand planning, sales and operations planning, and supply management with focus on visibility, optimization, having the lowest possible cost, timeliness, and consistency.		positive
9	Data and cyber security	risk	Defining a data protection strategy, classification policy, assessing the processes and improving on the technology to secure customer data and prevent leaks or data losses		negative

SECTION B: MANAGEMENT AND PROCESS DISCLOSURES

This section is aimed at helping businesses demonstrate the structures, policies and processes put in place towards adopting the NGRBC Principles and Core Elements.

Disclosure Questions	P 1	P 2	P 3	P 4	P 5	P 6	P 7	P 8	P 9
Policy and management processes									
1. a. Whether your entity's policy/policies cover each principle and its core elements of the NGRBCs. (Yes/No)	Y	Y	Y	Y	Y	Y	N	Y	Y
b. Has the policy been approved by the Board? (Yes/No)	Y	Y	Y	Y	Y	Y	NA	Y	Y
c. Web Link of the Policies, if available	https://www.oil-india.com/10Investor-services								
2. Whether the entity has translated the policy into procedures. (Yes / No)							NA		
3. Do the enlisted policies extend to your value chain partners? (Yes/No)	Y	Y	Y	Y	Y	Y	NA	Y	Y

Disclosure Questions	P 1	P 2	P 3	P 4	P 5	P 6	P 7	P 8	P 9
4. Name of the national and international codes/certifications/ labels/ standards (e.g. Forest Stewardship Council, Fairtrade, Rainforest Alliance, Trustea) standards (e.g. SA 8000, OHSAS, ISO, BIS) adopted by your entity and mapped to each principle.	Y	Y	Y	Y	Y	Y	NA	Y	Y
5. Specific commitments, goals and targets set by the entity with defined timelines, if any	The Company voluntarily follows principles and policies for transparency which are of International Standards apart from adhering to statutes and policies of the Government of India.								
6. Performance of the entity against the specific commitments, goals and targets along-with reasons in case the same are not met.									
Governance, leadership and oversight									
7. Statement by director responsible for the business responsibility report, highlighting ESG related challenges, targets and achievements (listed entity has flexibility regarding the placement of this disclosure)	OIL has embarked on steps to inculcate ESG within its mainstream business practices as we strongly believe if all our business functions work as a cohesive well-oiled machine within the ESG framework, then holistic, inclusive and sustained value can be created for all our stakeholders								
8. Details of the highest authority responsible for implementation and oversight of the Business Responsibility policy (ies).	Chairman & Managing Director								
9. Does the entity have a specified Committee of the Board/ Director responsible for decision making on sustainability related issues? (Yes / No). If yes, provide details.	Yes, The Corporate Social Responsibility & Sustainable Development Committee (CSR & SD) of the Board of Directors is responsible for decision making on sustainability related issues.								
	DIN		Name		Designation				
	08516744		Dr. Tangor Tapak		Chairman				
	08516710		Shri Gagann Jain		Member				
	07109038 [upto 30.06.2021]		Shri Biswajit Roy		Member				
	08489650		Shri Harish Madhav		Member				
	08716147		Shri P. K. Goswami		Member				
	03077515		Ms. Pooja Suri		Member				
	09398201		Shri Raju Revanakar		Member				



10. Details of Review of NGRBCs by the Company:																		
Subject for Review	Indicate whether review was undertaken by Director / Committee of the Board/ Any other Committee									Frequency (Annually/ Half yearly/ Quarterly/ Any other – please specify)								
	P1	P2	P3	P4	P5	P6	P7	P8	P9	P1	P2	P3	P4	P5	P6	P7	P8	P9
Performance against above policies and follow up action	Y	Y	Y	Y	Y	Y	N	Y	Y	Periodically								
Compliance with statutory requirements of relevance to the principles, and, rectification of any non-compliances	Y	Y	Y	Y	Y	Y	N	Y	Y	Quarterly								

11. Has the entity carried out independent assessment/ evaluation of the working of its policies by an external agency? (Yes/No). If yes, provide name of the agency.	P1	P2	P3	P4	P5	P6	P7	P8	P9
		No. However, Oil India Limited is a Government of India Enterprise and is subject to various audits by both internal and external agencies. The Company also publishes Sustainability Report / Integrated Report.							

12. If answer to question (1) above is “No” i.e. not all Principles are covered by a policy, reasons to be stated:

Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
The entity does not consider the Principles material to its business (Yes/ No)									
The entity is not at a stage where it is in a position to formulate and implement the policies on specified principles (Yes/No)									
The entity does not have the financial or/ human and technical resources available for the task (Yes/No)									
It is planned to be done in the next financial year (Yes/No)									
Any other reason (please specify) The Company is a Government of India Enterprise and the policy is not applicable to the Company.							✓		

SECTION C: PRINCIPLE WISE PERFORMANCE DISCLOSURE

This section is aimed at helping entities demonstrate their performance in integrating the Principles and Core Elements with key processes and decisions. The information sought is categorized as “Essential” and “Leadership”. While the essential indicators are expected to be disclosed by every entity that is mandated to file this report, the leadership indicators may be voluntarily disclosed by entities which aspire to progress to a higher level in their quest to be socially, environmentally and ethically responsible.

PRINCIPLE 1 Businesses should conduct and govern themselves with integrity, and in a manner that is Ethical, Transparent and Accountable

Essential Indicators

1. Percentage coverage by training and awareness programmes on any of the Principles during the financial year:

Segment	Total number of training and awareness programmes held	Topics / principles covered under training and its impact	%age of persons in respective category covered by the awareness programmes
Board of Directors	2	- Building Better Boards - Capacity Building for Directors of CPSEs	- 100 % - 100 %
Key Managerial personnel	NIL	NIL	NIL
Employees other than BoD and KMPs	221	Technical/ Managerial/ Behavioural/ Statutory	78%
Workers	85	Technical/ Safety/ Statutory	100%

* Employees other than BoD and KMPs includes all the grades of executives and unionized employees (non executives). Contract Labour is included in the segment of Workers.

2. Details of fines / penalties / punishment/ award/ compounding fees/ settlement amount paid in proceedings (by the entity or by directors / KMPs) with regulators/ law enforcement agencies/ judicial institutions, in the financial year, in the following format (Note: the entity shall make disclosures on the basis of materiality as specified in Regulation 30 of SEBI (Listing Obligations and Disclosure Obligations) Regulations, 2015 and as disclosed on the entity's website):

Monetary					
	NGRBC Principle	Name of the regulatory/ enforcement agencies/ judicial institutions	Amount (In INR)	Brief of the Case	Has an appeal been preferred? (Yes/No)
Penalty/ Fine	NIL	NIL	NIL	NIL	NIL
Settlement	NIL	NIL	NIL	NIL	NIL
Compounding	NIL	NIL	NIL	NIL	NIL
fee	NIL	NIL	NIL	NIL	NIL
Non- Monetary					
	NGRBC Principle	Name of the regulatory/ enforcement agencies/judicial institutions	Amount (In INR)	Brief of the Case	Has an appeal been preferred? (Yes/No)
Imprisonment	NIL	NIL	NIL	NIL	NIL
Punishment	NIL	NIL	NIL	NIL	NIL

3. Of the instances disclosed in Question 2 above, details of the Appeal/ Revision preferred in cases where monetary or non-monetary action has been appealed.

Case Details	Name of the regulatory/ enforcement agencies/ judicial institutions
NA	NA

4. Does the entity have an anti-corruption or anti-bribery policy? If yes, provide details in brief and if available, provide a web-link to the policy.

Oil India is committed to upholding the highest moral and ethical standards and does not tolerate bribery or corruption in any form. The Company, being a listed Public Sector Enterprise, conducts and governs itself with Ethics, Transparency and Accountability as per the policies mandated by Department of Public Enterprises (DPE), Guidelines on Corporate Governance, SEBI (Listing Obligations and Disclosure Requirement) Regulations, 2015 and other guidelines and policies of the DPE in particular and Govt. of India in general. The Company has a Vigilance department ushering transparency, efficiency and integrity and best corporate practices in the working of the organization. The Company has a Whistle Blower Policy meant to provide a channel to the Employees to report genuine concerns about unethical behaviour within the organization. Further, the Executives and Employees of the Company are bound by the respective rules on conduct and discipline which inter-alia consider any form of indulging in bribery or corruption as 'Misconduct'.

5. Number of Directors/KMPs/employees/workers against whom disciplinary action was taken by any law enforcement agency for the charges of bribery/ corruption:

	FY 2021-22	FY 2020-21
Directors	Nil	Nil
KMPs	Nil	Nil
Employees	Nil	Nil
Workers	Nil	Nil

6. Details of complaints with regard to conflict of interest:

	FY 2021-22		FY 2020-21	
	Number	Remarks	Number	Remarks
Number of complaints received in relation to issues of Conflict of Interest of the Directors	Nil	Nil	Nil	Nil
Number of complaints received in relation to issues of conflicts of Interest of the KMPs	Nil	Nil	Nil	Nil

7. Provide details of any corrective action taken or underway on issues related to fines / penalties / action taken by regulators/ law enforcement agencies/ judicial institutions, on cases of corruption and conflicts of interest.

NA

PRINCIPLE 2 Businesses should provide goods and services in a manner that is sustainable and safe
Essential Indicators

- Percentage of R&D and capital expenditure (capex) investments in specific technologies to improve the environmental and social impacts of product and processes to total R&D and capex investments made by the entity, respectively.**

S. N.	FY	Total R&D Expenditure (A)	Total R&D Expenditure exclusively towards specific technologies to improve the environmental and social impacts of product and processes (B)	% Calculation i.e (B/A)*100
1	2021-22	100.96 Cr	0.64 Cr	0.63
2	2020-21	95.99 Cr	0.40 Cr	0.41

S. N.	Technology/ Project/ Initiative	(Revenue Expenditure) FY 2020-2021	(Revenue Expenditure) FY 2021-2022	Details of improvements in environmental and social impacts
1	Implementation of In-house developed Microbial EOR	Provision for INR 2,16,000.00 (Booked for procurement of agriculture-based raw material for microbial mass culture)	INR 1,44,000.00 (Expenditure incurred for procurement of agriculture-based raw material as a mass culture component for Microbial EOR jobs)	Microbial EOR is one of the most cost effective and environment friendly among the Enhanced Oil Recovery (EOR) strategies adopted worldwide. The field implementation of the in-house developed MEOR technology at OIL involved use of a novel low cost nutrient recipe for mass culture of microbial consortia. This offers promise for sourcing of critical non-toxic and ecologically sustainable raw materials for MEOR jobs from agro-industries located in NE India.
2.	Ambient Air Quality Monitoring	INR 39,31,885.00	INR 40,28,949.00	Oil India Limited has long ago initiated efforts towards providing a clean environment. Ambient Air Quality monitoring is one such effort to determine the existing quality of air, evaluation of the effectiveness of control program and to identify areas in need of restoration and their prioritization. The objectives of the Air quality monitoring are to determine status and trends of ambient air quality, to ascertain whether the prescribed ambient air quality standards are followed and to obtain the knowledge and understanding necessary for developing preventive and corrective measures, if needed.



S. N.	Technology/ Project/ Initiative	(Revenue Expenditure) FY 2020-2021	(Revenue Expenditure) FY 2021-2022	Details of improvements in environmental and social impacts
3.	Collaborative study on "Effect of blending Hydrogen in Natural Gas" with IITG	None	INR 16,32,104.64.00	Hydrogen addition mitigates emissions and enhances the combustion characteristics such as laminar burning velocity, flammability, adiabatic flame temperature, heating value, etc. CNG blended with Hydrogen (HCNG) is found to be an alternate and intermediate solution in the approach toward clean combustion. HCNG combustion further reduces the NOx emissions by lowering the flame temperature through widening the lean burning characteristics. HC and CO levels are further brought down due to the presence of H ₂ . Solid Oxide Fuel Cell (SOFC) technology is an efficient and clean alternative solution to obtain heat and electricity. Research on renewable energy has identified solid oxide fuel cell (SOFC) fuel cell as an important potential energy source for the future. SOFC is an energy conversion device that converts the chemical energy of a fuel gas directly to electrical energy and heat without the need for direct combustion as an intermediate step. It is one of the most efficient and environmental-friendly technologies available for generating power from hydrogen, natural gas, and other renewable fuels. Also, it gives much higher conversion efficiencies than conventional thermomechanical methods. SOFC systems are capable to operate with the widest fuel flexibility and club with other power generation systems to improve overall efficiency. The H ₂ -NG based SOFC can be used in the place of NG based burners to further reduce the emissions and improve the total system efficiency. Thus, it is envisaged that the collaborative study on "Effect of blending Hydrogen in Natural Gas" with academia partners will have a significant improvements and benefits in terms of reduced emissions and better fuel efficiency.
4	Collaborative Research Project Between Oil India Ltd. and UPES Dehradun on "Microbial Biohydrogen"	Provision for INR 13,65,000.00 (Booked for the collaborative research project)	INR 5,46,000.00 (Expenditure incurred for the collaborative research project)	Hydrogen is a clean source of energy for the future. It can be an important pillar of energy security of the country. Hydrogen with its high energy density, better combustion characteristics and non-polluting nature has vast advantages over the conventional fuels. Hydrogen energy is at present at early stage of penetration in energy sector. Biohydrogen that is H ₂ (hydrogen) produced biologically is one option for obtaining Green Hydrogen in addition to the electrolysis of water into hydrogen and oxygen through an electrolyser.

S. N.	Technology/ Project/ Initiative	(Revenue Expenditure) FY 2020-2021	(Revenue Expenditure) FY 2021-2022	Details of improvements in environmental and social impacts
				Greener methods of hydrogen production are actively being explored in India and R&D efforts are on to bring down the cost of production of Green Hydrogen. So far, the current biohydrogen production systems are appropriate for decentralised small-scale systems, integrated with waste from agriculture and industries or from waste-processing facilities, using reactors operating with mixed microflora or pure cultures enriched from natural sources. Use of industrial wastes in biohydrogen production routes could be a cost-effective way of meeting a portion of hydrogen demand. With many social, economic and environmental benefits, biohydrogen energy is considered as a future sustainable energy source. The collaborative research project with UPES-Dehradun is a first step towards gaining further insights into Biohydrogen producing microbes and in utilizing them for Biohydrogen production in the near future.

Please note that these expenditures are excluding the applicable GST Rate.

2. a. Does the entity have procedures in place for sustainable sourcing? (Yes/No)

No. As of now, no such structured procedure for sustainable sourcing is in place.

b. If yes, what percentage of inputs were sourced sustainably? NA

3. Describe the processes in place to safely reclaim your products for reusing, recycling and disposing at the end of life, for (a) Plastics (including packaging) (b) E-waste (c) Hazardous waste and (d) other waste.

Product recycling is not practiced in this sector.

However, hazardous waste like Oily Sludge is processed in Sludge Processing Plant and crude oil recovered from the said process is injected in the nearest Oil Collecting Station. Similarly, a portion of drilling and workover fluid is processed in mud plant and reused as drilling fluid. Formation water after treatment in ETP as per MoEF&CC guidelines is re-injected into the reservoirs through Water Injection Stations for Enhanced Oil Recovery, which helps in avoiding usages of ground water for injection purpose.

4. Whether Extended Producer Responsibility (EPR) is applicable to the entity's activities (Yes / No). If yes, whether the waste collection plan is in line with the Extended Producer Responsibility (EPR) plan submitted to Pollution Control Boards? If not, provide steps taken to address the same.-

NA

PRINCIPLE 3 Businesses should respect and promote the well-being of all employees, including those in their value chains

Essential Indicators

1. a. Details of measures for the well-being of Executives:

Category	% of Executives covered by										
	Total (A)	Health Insurance		Accident Insurance		Maternity benefits		Paternity Benefits		Day Care facilities	
		Number (B)	% (B / A)	Number (C)	% (C / A)	Number (D)	% (D / A)	Number (E)	% (E / A)	Number (F)	% (F / A)
Permanent Executives											
Male	1486	1486*	100%	1486	100%	NA	NA	1486	100%	Nil	Nil
Female	201	201*	100%	201	100%	201	100%	NA	NA	Nil	Nil
Total	1687	1687*	100%	1687	100%	NA	NA	NA	NA	NA	NA
Other than Permanent Executives											
Male	44	44**	100%	0	0%	NA	NA	NA	NA	Nil	Nil
Female	08	08**	100%	0	0%	08	100%	NA	NA	Nil	Nil
Total	52	52**	100%	0	0%	08	100%	NA	NA	NA	NA

* Permanent Executives of the Company are covered under the OIL Employees' Medical Attendance Rules-2018 (Amended).

** Other than Permanent Executives are covered under Employees' Compensation Act, 1923. The benefits under this Policy are governed by limits mentioned in the act.

b. Details of measures for the well-being of Non-Executives:

Category	% of Non-Executives covered by										
	Total (A)	Health Insurance		Accident Insurance		Maternity benefits		Paternity Benefits		Day Care facilities	
		Number (B)	% (B / A)	Number (C)	% (C / A)	Number (D)	% (D / A)	Number (E)	% (E / A)	Number (F)	% (F / A)
Permanent Non-Executives											
Male	4361	4361*	100%	4361	100%	NA	N/A	4361	100%	Nil	Nil
Female	208	208*	100%	208	100%	208	100%	NA	NA	Nil	Nil
Total	4569	4569*	100%	5469	100%	208	100%	4361	100%	Nil	Nil
Other than permanent non-executives											
Male	185	185**	100%	0	0%	NA	NA	NA	NA	Nil	Nil
Female	35	35**	100%	0	0%	35	100%	NA	NA	Nil	Nil
Total	220	220**	100%	0	0%	35	100%	NA	NA	Nil	Nil

* Permanent Non-Executives of the Company are covered under the OIL Employees' Medical Attendance Rules-2018 (Amended).

** Other than Permanent Non-Executives are covered under Employees' Compensation Act, 1923. The benefits under this Policy are governed by limits mentioned in the act.

2. Details of retirement benefits, for Current FY and Previous Financial Year.

Benefits	FY 2021-22			FY 2020-21		
	No. of executives covered as a % of total executives	No. of non-executives covered as a % of total non-executives	Deducted and deposited with the authority (Y/N/N.A.)	No. of executives covered as a % of total executives	No. of non-executives covered as a % of total non-executives	Deducted and deposited with the authority (Y/N/N.A.)
PF	100%	100%	YES	100%	100%	YES
Gratuity	100%	100%	YES	100%	100%	YES
ESI	NA	NA	NA	NA	NA	NA

3. Accessibility of workplaces

Are the premises / offices of the entity accessible to differently abled employees and workers, as per the requirements of the Rights of Persons with Disabilities Act, 2016? If not, whether any steps are being taken by the entity in this regard

Office premises where differently abled employees have been employed have been made accessible to them through wheelchair ramps/ lifts. Moreover, it has been ensured that all new office buildings under construction have more provisions of accessibility for differently abled employees.

4. Does the entity have an equal opportunity policy as per the Rights of Persons with Disabilities Act, 2016? If so, provide a web-link to the policy.

Yes. The policy has been made available to all employees through internal web portal.

5. Return to work and Retention rates of permanent employees and workers that took parental leave.

Gender	Permanent executives		Permanent employees	
	Return to work rate	Retention rate	Return to work rate	Retention rate
Male	100%	100%	100%	100%
Female	100%	100%	100%	100%
Total	100%	100%	100%	100%

6. Is there a mechanism available to receive and redress grievances for the following categories of employees and worker? Is yes, give details of mechanism in brief:

	Yes/No (If yes, then give details of the mechanism in brief)
Permanent workers	Yes. In Oil India Limited, there exists an "Online Grievance Redressal Portal" for addressing the grievances of the permanent executives/ employees of the Company. The procedure for addressing the grievances are as per the laid down policy/procedure of the Company
Other than Permanent workers	
Permanent Employees	
Other than Permanent Employees	

7. Membership of Executives and non-executives in association(s) or Unions recognized by the listed entity:

In OIL, for Executives, there exists an "Association" namely Oil India Executive Employees Association (OIEEA) and for Non Executives, the present "Recognised Union" is Indian Oil Workers' Union(IOWU),details of which are given as under

Category	FY 2021-22			FY 2020-21		
	Total Executives / Non-Executives in respective category (A)	No. of Executives / Non-Executives in respective category, who are part of association(s) or Union (B)	% (B / A)	Total Executives / Non-Executives in respective category (C)	No. of Executives / Non-Executives in respective category, who are part of association(s) or Union (D)	% (D / C)
Total Permanent Executives	1687	OIEEA TOTAL:1401	83%	1669	OIEEA TOTAL:1375	82.3%
-Male	1486	1235		1465	1211	
-Female	201	166		204	164	
Total Permanent Non-Executives	4569	IOWU TOTAL:3419	74%	4521	IOWU TOTAL:3250	71.8%
-Male	4361	3295		4322	3125	
-Female	208	124		199	125	

8. Details of training given to Executives and Non Executives:

Category	Total (A)	FY 2021-22				FY 2020-21				
		On Health and Safety measures		On skill upgradation		Total (D)	On Health and Safety measures		On skill upgradation	
		No. (B)	% (B/A)	No. (C)	% (C/A)		No. (E)	% (E/D)	No. (F)	% (F/D)
Executives										
Male	1486	195	13%	1731	116%	1465	156	11%	1908	130%
Female	201	22	11%	219	109%	204	21	10%	341	167%
Total	1687	217	13%	1950	115%	1669	177	11%	2249	135%
Non-Executives										
Male	4361	1774	41%	841	19%	4322	1058	24%	598	14%
Female	208	43	21%	51	25%	199	13	7%	86	43%
Total	4569	1817	40%	892	20%	4521	1071	24%	684	15%

9. Details of performance and career development reviews of employees and worker:

Category	FY 2021-22			FY 2020-21		
	Total (A)	No. (B)	% (B/A)	Total (C)	No. (D)	% (D/C)
Executives						
Male	1486	1486	100%	1465	1465	100%
Female	201	201	100%	204	204	100%
Total	1687	1687		1669	1669	
Non Executives						
Male	4361	4361	100%	4322	3266	75.57%
Female	208	208	100%	199	184	92.46%
Total	4569	4569		4521	3450	

10. Health and safety management system:
a. Whether an occupational health and safety management system has been implemented by the entity? (Yes/No). If yes, the coverage such system?

Yes. OIL has a robust Health, Safety, and Environmental (HSE) Management System, which is applicable to all employees, workers across all operational areas of OIL. Continual enhancement of HSE standards in all the activities is one of the prime corporate objectives of the organization, which is aptly reflected in OIL's one of the vision statements "OIL is fully committed to Health, Safety & Environment".

b. What are the processes used to identify work-related hazards and assess risks on a routine and non-routine basis by the entity?

Safety hazards and risk assessments are carried out in installations by conducting Risk Assessment Studies, viz. HAZOP (Hazard and Operability Study) and QRA (Quantitative Risk Assessment) on a continuous basis. Additionally, JSA (Job Safety Analysis) is carried out for every critical job. Recommendations for mitigation measures are implemented. Additionally, regular monitoring is carried out for gas, pressure, illumination noise, heat etc. to keep the levels within safe limits.

c. Whether you have processes for workers to report the work related hazards and to remove themselves from such risks. (Y/N)

Yes. Hazards or unsafe condition if identified by an employee/worker/contractual worker, can be immediately reported to (i) seniors; (ii) HSE Department; and (iii) during Safety Committee Meetings. OIL has established a Near-miss reporting format/ portal for all workers for reporting unsafe acts/ conditions/ near miss etc. Reporting of near misses is encouraged by reward schemes, various awareness campaigns etc. Also, the near miss reports are reviewed, analyzed, and corrective actions are taken to minimize probability of reoccurrence of similar incidents.

d. Do the employees/ worker of the entity have access to non-occupational medical and health care services? (Yes/No)

Yes. OIL provides best medical facilities to its employees and workers, and they have access to non-occupational medical and healthcare services.

11. Details of safety related incidents, in the following format:

Safety Incident/Number	Category	FY 2021-22 (Current Financial Year)	FY 2020-21 (Previous Financial Year)
Lost Time Injury Frequency Rate (LTIFR)(per one million-person hours worked)	Executives	0.107	0.357
	Employees	*	*
Total recordable work-related injuries	Executives	0	1
	Employees	3	8
No. of fatalities	Executives	0	1
	Employees	1	4
High consequence work-related injury or ill-health (excluding fatalities)	Executives	0	0
	Employees	1	3

* Bifurcated LTIFR for workers and employees is not captured at present

12. Describe the measures taken by the entity to ensure a safe and healthy work place.

A structured Safety management system is in place and all statutory norms, rules and regulations as per PESO, DGMS, PNGRB or OISD guidelines as applicable are followed which are at par with International Safety Standards.

All the activities are guided as per the system manuals and updated HSE guidelines and circulars issued from time to time. Strict compliance of safe operating practices and safety management system is ensured through monitoring by competent authority.

OIL has established well defined systems, procedures and guidelines to achieve world class HSE standard as illustrated below :-

1. HSE Policies (Integrated HSE, Safety, Environment and Occupational Health)
2. Organizational Structure for HSE Management
3. HSE Practices:
 - a) Awareness on HSE including family orientation
 - b) Inspection & Audit
 - c) Standard Operating Procedures
 - d) HSE Training
 - i. Adherence to Personal Protective Equipment (PPE)
 - ii. Emergency preparedness and Mock Drills
 - iii. Permit to work
 - iv. HSE Meetings
 - v. Accident reporting, investigation and analysis
 - vi. Documentation & Record Keeping
 - vii. Monitoring HSE Performance
 - viii. Hazard identification & Risk Assessment
 - ix. Adoption of latest technology for making operations safer

13. Number of Complaints on the following made by employees and workers:

	FY 2021-22			FY 2020-21		
	Filed during the year	Pending resolution at the end of year	Remarks	Filed during the year	Pending resolution at the end of year	Remarks
Working Conditions	0	0	-	0	0	-
Health & Safety	0	0	-	0	0	-

14. Assessments for the year:

	% of your plants and offices that were assessed (by entity or statutory authorities or third parties)
Health and safety practices	100%
Working Conditions	

15. Provide details of any corrective action taken or underway to address safety-related incidents (if any) and on significant risks / concerns arising from assessments of health & safety practices and working conditions.

All incidents are investigated in accordance with the Oil Mines Regulation/ PNGRB ERDMP Regulations / OISD guidelines and company's guidelines for identification of gaps and recommendations for improving the system. The recommendations are implemented in time bound manner.

To ensure effectiveness of all the components of the safety system and activities, various internal and external audits are carried out by Mines Inspectors of different domains (Mine, Mechanical, Electrical) from Director General of Mines Safety (DGMS), Factory Inspector from Factory Inspectorate of the respective State, Controller of Explosives from Petroleum Explosives and Safety Organization (PESO), Official from Central Electricity Authority (CEA) and Multidisciplinary team from Oil Industry Safety Directorate (OISD).

Strict monitoring of the of internal & external audit recommendations is carried out at various levels.

Leadership Indicators
1. Does the entity extend any life insurance or any compensatory package in the event of death of (A) Employees (Y/N) (B) Workers (Y/N).

Yes.

2. Provide the number of employees / workers having suffered high consequence work-related injury / ill-health / fatalities (as reported in Q11 of Essential Indicators above), who have been are rehabilitated and placed in suitable employment or whose family members have been placed in suitable employment:

	Total no. of affected employees/ workers		No. of employees/workers that are rehabilitated and placed in suitable employment or whose family members have been placed in suitable employment	
	FY 2021-22	FY 2020-21	FY 2021-22	FY 2020-21
Executives	NIL	1	NIL	NIL
Unionized Employees	1	3	NIL	Compassionate employment given to the dependents of 2 (Two) Unionized Employees

3. Does the entity provide transition assistance programs to facilitate continued employability and the management of career endings resulting from retirement or termination of employment?

Yes

PRINCIPLE 4: Businesses should respect the interests of and be responsive to all its stakeholders

Essential Indicators

1. Describe the processes for identifying key stakeholder groups of the entity.

As a Central Public Sector Undertaking, we are committed to being accountable to all our stakeholders, allowing them to participate in the identification of pertinent material topics and solutions. Despite the nature of stakeholder activities, conflicting interests, and concerns, we remain inclusive in our engagement with stakeholders. Stakeholders of OIL are identified via:

- Studying OIL’s peer’s and competitor’s relevant stakeholders
- Utilizing internal sources including people with the knowledge of the company and topics pertaining to the stakeholder dialogue
- Analysing the repetitive presence of the stakeholders in OIL communications materials such as Sustainability Reports, Annual Reports etc

Understanding and identifying the characteristics of stakeholders that make them essential to our business and necessitate effective involvement is critical. This starts with establishing the criteria, followed by mapping our value chain to identify stakeholders who qualify for the criteria. When identifying, prioritizing, and engaging with our stakeholders, we consider the following factors. In keeping with the above criteria, we will identify key stakeholder groups for stakeholder engagement exercises. We interact with several stakeholders throughout the year. Our stakeholders are defined by how relevant they are to OIL’s operations and the significance of the operations and vice-versa.

Defining stakeholders contributes to the quality and credibility of the materiality process. But, considering the extensive stakeholder network and interactions, achieving inclusivity can be a complex task. By utilising the processes, we have identified 11 key stakeholder groups including the public at large. They are further classified into external and internal stakeholders. The internal stakeholders comprise of all the employees, whereas the key external stakeholders include the remaining 10 stakeholder groups.

2. List stakeholder groups identified as key for your entity and the frequency of engagement with each stakeholder group.

Stakeholder Group	Whether identified as vulnerable & Marginalized group (Yes/ No)	Channels of communication (Email, SMS, Newspaper, Pamphlets, Advertisement, Community Meetings, Notice Board, Website), Others	Frequency of engagement (Annually/ Half yearly/ Quarterly/ others- please specify)	Purpose and scope of engagement including key topics and concerns raised during such engagement
Government and other regulators	No	Monthly, Quarterly and Annual Review	Annual, Monthly and Need-based	Support government missions to promote sustainable development goals <ul style="list-style-type: none"> • Performance appraisal through MoUs • Discussions on major investment plans

Stakeholder Group	Whether identified as vulnerable & Marginalized group (Yes/ No)	Channels of communication (Email, SMS, Newspaper, Pamphlets, Advertisement, Community Meetings, Notice Board, Website), Others	Frequency of engagement (Annually/ Half yearly/ Quarterly/ others- please specify)	Purpose and scope of engagement including key topics and concerns raised during such engagement
Employees	Yes	Satisfaction surveys, Social Media Grievance Redressal Emails, Journals, Meetings with employee associations and unions	Annual, Quarterly, Monthly, Daily	Communication on OIL's business goals, values, and principles <ul style="list-style-type: none"> • Implementation of best practices • Facilitating learning and developing • Track key performance indicators and action plans
Suppliers	Yes	Supplier Meets, Industry Conclave, Access to empowered C&P committee and Vendor development programs	Annual, Quarterly, Monthly, Daily	Communicate operational decisions <ul style="list-style-type: none"> • Seek their performance data/information • Understand and address their concerns • Dispute resolution • Review of Contracts
Customers	No	Annual Customer Meet Customer Interactive Meet Customer Satisfaction Survey	Annual, Quarterly	<ul style="list-style-type: none"> • To understand their satisfaction levels • To address operational concerns • To get feedback on new product development
Joint ventures and subsidiaries	No	Need-based meetings Reports and Newsletters	Need-based	Discussions on major investment plans' <ul style="list-style-type: none"> • Sharing of performance data • Facilitate decision-making on major topics
Industry partners	No	Seminars Conferences Industry Expo Interviews Reports and Newsletters	Need-based	Share performance data Inform on keys decisions and projects <ul style="list-style-type: none"> • Participating in conferences and seminars • Engage in public policy advocacy



Stakeholder Group	Whether identified as vulnerable & Marginalized group (Yes/ No)	Channels of communication (Email, SMS, Newspaper, Pamphlets, Advertisement, Community Meetings, Notice Board, Website), Others	Frequency of engagement (Annually/ Half yearly/ Quarterly/ others- please specify)	Purpose and scope of engagement including key topics and concerns raised during such engagement
Communities	Yes	Meetings and direct interactions, Community events, Needs analysis and Impact assessments, CSR initiatives & Corporate communication Materials	Need-based	Engaging with communities for conducting need assessment and executing community development projects <ul style="list-style-type: none"> • Understanding and addressing their concerns on critical incidents • Community Grievances Redressal
Contractors/ Implementing agencies	Yes	Need-based meetings & Website	Annual, Quarterly, Monthly, Daily	Communicate operational decisions <ul style="list-style-type: none"> • To align their work with company policies and mandates (Compliance)
NGOs /Civil society organizations	Yes	Project meetings & Annual reviews	Need-based	Executing community development projects <ul style="list-style-type: none"> • Understanding and addressing their concerns on critical incidents
Media	No	Press Meets, Interviews & Corporate communication materials	Monthly, Need based	<ul style="list-style-type: none"> • Relationship building • Promotion of latest initiatives and events • Increase brand recall value • Appraising performance highlights and lowlights • Point-of-view on major sectoral development
Investors	No	Annual Report, Investors Meet, Conference Calls, Websites, E-Mails, Campaign, Communication by RTA	Periodical, Need based	Servicing of Investor Queries and Information about the Performance [Ref: Report on Corporate Governance]

Leadership Indicators**1. Provide the processes for consultation between stakeholders and the Board on economic, environmental, and social topics or if consultation is delegated, how is feedback from such consultations provided to the Board.**

Stakeholder consultations are typically undertaken by respective spheres, department heads and relevant company officers through various channels of communication as highlighted in the table above. The feedbacks / identified issues of corporate concern are escalated to the Board-level either through direct channels or through various Board Committee.

2. Whether stakeholder consultation is used to support the identification and management of environmental, and social topics (Yes / No). If so, provide details of instances as to how the inputs received from stakeholders on these topics were incorporated into policies and activities of the entity.

Yes. Stakeholder consultation is key to identification of areas of improvement in corporate environmental & social efforts.

The Company's CSR objective also places high importance on understanding the needs and expectations of the communities through a focused engagement process and communication strategy and leverage this understanding to develop and implement outcome-based and impact-oriented projects in the selected areas.

Since areas of operation of the Company are in remote and backward areas, the process of engaging with the external stakeholders, including the community around our areas of operation, gives significant input relating to the needs of the disadvantaged and vulnerable marginal stakeholders. Besides this over a last couple of years the Company has carried out baseline survey and need assessment around a few of our areas of operation to have greater insight into the needs of the community through structured interactions and feedbacks.

Before grant of Environment Clearance for a new E&P activity, Public Hearing is organised by State Pollution Control Board with the community surrounding the new project activity. An action plan is made against the inputs received from public during the said consultation and submitted to the MOEF&CC. The said plan is implemented during the course of the project activity.

Company also follows the Presidential Directives and guidelines issued by Govt of India on reservation in services for SC/ST/OBC/PWD/Ex-servicemen to promote inclusive growth.

3. Provide details of instances of engagement with, and actions taken to, address the concerns of vulnerable/ marginalized stakeholder groups.

- (i) Details of various initiatives as part of corporate social responsibility undertaken by the company for vulnerable/ marginalized stakeholder groups mentioned in the CSR section of the Annual Integrated Report.
- (ii) The company undertakes purchases from MSEs vendors belonging to SC / ST category and Women Entrepreneurs as per Public Procurement Policy.
- (iii) The company encourages employment from backward classes such as SC/ST/ OBC/ EWS and also provide employment to other vulnerable group of stakeholders like Ex Service Men & People with disabilities.

PRINCIPLE 5 Businesses should respect and promote human rights

Essential Indicators

1. Employees and Workers who have been provided training on human rights issues and policy(ies) of the entity, in the following format:

Category	FY 2021-22 (Current Financial Year)			FY 2020-21 (Previous Financial Year)		
	Total (A)	No. of executives / non-executives covered (B)	% (B / A)	Total (C)	No. of executives / non-executives covered (D)	% (D / C)
Executives						
Permanent	1687	1687	100%	1669	1669	100%
Other than permanent	52	52	100%	302	302	100%
Total Executives	1739	1739	100%	1971	1971	100%
Non-Executives						
Permanent	4569	4569	100%	4521	4521	100%
Other than permanent	220	220	100%	83	83	100%
Total Employees	4789	4789	100%	4604	4604	100%

2. Details of minimum wages paid to Employees and Workers, in the following format:

Category	FY 2021-22 (Current Financial Year)					FY 2020-21 (Previous Financial Year)				
	Total (A)	Equal to Minimum Wage		More than Minimum Wage		Total (D)	Equal to Minimum Wage		More than Minimum Wage	
		No. (B)	% (B / A)	No. (C)	% (C / A)		No. (E)	% (E / D)	No. (F)	% (F / D)
Executives										
Permanent										
Male	1486	0	0	1486	100%	1465	0	0	1465	100%
Female	201	0	0	201	100%	204	0	0	204	100%
Other than Permanent										
Male	44	0	0	44	100%	23	0	0	23	100%
Female	08	0	0	08	100%	07	0	0	07	100%
Non Executives										
Permanent										
Male	4361	0	0	4361	100%	4322	0	0	4322	100%
Female	208	0	0	208	100%	199	0	0	199	100%
Other than Permanent										
Male	185	0	0	185	100%	46	0	0	46	100%
Female	35	0	0	35	100%	37	0	0	37	100%

3. Details of remuneration/salary/wages, in the following format

	Male		Female	
	Number	Median remuneration/ salary/ wages of respective category	Number	Median remuneration/ salary/ wages of respective category
Board of Directors (BoD)[Functional]	4	₹ 68,60,687.00	-	
Key Managerial Personnel	1	₹ 50,01,214.00	-	
Employees other than BoD and KMP	1682	Not Calculated	201	Not Calculated
Workers	4361	Not Calculated	208	Not Calculated

*The Companies Act, 2013 contains a provision relation to calculation of median salaries. However, the requirement is exempt for Government Companies. In view of thereof, median salaries have not been computed.

4. Do you have a focal point (Individual/ Committee) responsible for addressing human rights impacts or issues caused or contributed to by the business? (Yes/No)

Yes, Across the company, systems and processes are in place in a manner that minimizes human rights violations in operations as well as supply chain.

5. Describe the internal mechanisms in place to redress grievances related to human rights issues.

In Oil India Limited, there are well-established policies and practices in place such as the Online Grievance Management System, Whistle Blower Policy, including strict compliance to laws, rules, and regulations, such as labour rights, health and safety, non-discrimination, freedom of association and collective bargaining, human rights disciplinary practices, contract management, and Prevention of Sexual Harassment, amongst others. OIL also has an independent Chief Vigilance Officer who reports to the Central Vigilance Commission, Govt. of India.

6. Number of Complaints on the following made by Employees and Workers:

	FY 2021-22			FY 2020-21		
	Filed during the year	Pending resolution at the end of year	Remarks	Filed during the year	Pending resolution at the end of year	Remarks
Sexual Harassment	Nil	Nil	-	01(one)	Nil	-
Discrimination at workplace	Nil	Nil	-	Nil	Nil	-
Child Labour	Nil	Nil	-	Nil	Nil	-
Forced Labour/Involuntary Labour	Nil	Nil	-	Nil	Nil	-
Wages	Nil	Nil	-	Nil	Nil	-
Other human rights related issues	Nil	Nil	-	Nil	Nil	-

7. Mechanisms to prevent adverse consequences to the complainant in discrimination and harassment cases.

Provisions are available under the specific policies related to the prevention of adverse consequences to the complainant in Grievance and harassment cases.

Mechanisms have been laid down as per the "Grievance Management" and "Prevention of Sexual Harassment (PoSH)" Policies of the Company.

8. Do human rights requirements form part of your business agreements and contracts? (Yes/No)

YES, we have incorporated a provision related to prohibition of child labour in tender documents. The said provision is incorporated in comply of the following laws which prohibit child labour as under:

- The Factories Act 1948- The child below 15 years of age is not allowed to work in factories.
- The Minimum Wages Act 1948- The person who has not completed the age of 14 is termed a child and hence is prohibited from working as labour.
- The Plantation Labour Act 1951- The Act mentions the age restriction on labour. Hence, preventing child labour.
- The Mines Act 1952- As per the Constitution, the Mines Act has put a bar on the age limit. The Act doesn't allow children less than 14 years to work.
- The Child Labour Act 1986- The Act has especially be made to protect the rights and stop the exploitation of children in work industries.
- The Right of Children to Free and Compulsory Education Act 2009- The Act emphasises the rights and needs of children with respect to education. Free and compulsory education is made mandatory for children of a certain age. Hence, it helps in the decrease of child labour.

9. Assessments for the year- No

	% of your plants and offices that were assessed (by entity or statutory authorities or third parties)
Child labour	-
Forced/involuntary labour	
Sexual harassment	
Discrimination at workplace	
Wages	
Others - please specify	

10. Provide details of any corrective actions taken or underway to address significant risks / concerns arising from the assessments at Question 9 above.- NA

PRINCIPLE 6: Businesses should respect and make efforts to protect and restore the environment

Essential Indicators

1. Details of total energy consumption (in Joules or multiples) and energy intensity, in the following format:

Parameter	FY 2021-22	FY 2020-21
Total electricity consumption (A)	166413889 KWh	168450191.7 KWh
Total fuel consumption (B)	104648795 KWh	165337256 KWh
Energy consumption through other sources (C)	5969954500 KWh	4981442503 KWh
Total energy consumption (A+B+C)	6241017184 KWh	5315229951 KWh
Energy intensity per rupee of turnover (Total energy consumption/ turnover in rupees)	429520.9821 KWh/Crore	616731.9091 KWh/Crore
Energy intensity (optional) - the relevant metric may be selected by the entity		

Note: Indicate if any independent assessment/ evaluation/assurance has been carried out by an external agency? (Y/N) If yes, name of the external agency.-NA

- 2. Does the entity have any sites / facilities identified as designated consumers (DCs) under the Performance, Achieve and Trade (PAT) Scheme of the Government of India? (Y/N) If yes, disclose whether targets set under the PAT scheme have been achieved. In case targets have not been achieved, provide the remedial action taken, if any.**

NA

- 3. Provide details of the following disclosures related to water, in the following format:**

Parameter	FY 2021-22	FY 2020-21
Water withdrawal by source (in kilolitres)		
(i) Surface water	3,50,400 KL	3,50,400 KL
(ii) Groundwater	NA	NA
(iii) Third party water	NA	NA
(iv) Seawater / desalinated water	NA	NA
(v) Others	-	-
Total volume of water withdrawal (in kilolitres) (i + ii + iii + iv + v)	3,50,400 KL	3,50,400 KL
Total volume of water consumption (in kilolitres)	3,50,400 KL	3,50,400 KL
Water intensity per rupee of turnover (Water consumed / turnover)	24.11 KL/Crore	40.65 KL/Crore
Water intensity (optional) – the relevant metric may be selected by the entity		

Note: the data disclosed above pertains to OIL's Field Headquarter in Duliagan, Assam and nearby areas only.

Note: Indicate if any independent assessment/ evaluation/assurance has been carried out by an external agency? (Y/N) If yes, name of the external agency.- N

- 4. Has the entity implemented a mechanism for Zero Liquid Discharge? If yes, provide details of its coverage and implementation.**

Sustainable use of water is a prime focus area for OIL. Formation water produced along with crude oil from onshore production installations/plants are treated in high capacity (5000 KL) Effluent Treatment Plants (ETPs) and brought to permissible limits before disposal. The treated water is injected into wells via 'Water Injection' for maintaining reservoir pressure. Drilling fluid from drill sites are treated in mobile ETPs to meet statutory requirements for discharge at surface. A significant portion of the said fluid is recycled and reused in preparation of mud/drilling fluid.

- 5. Please provide details of air emissions (other than GHG emissions) by the entity, in the following format:**

Parameter	Please specify unit	FY 2021-22	FY 2020-21
NOx	µg/m ³	Oil India Limited has been successfully monitoring ambient air quality parameters as per CPCB criteria for all installations under FHQ. For every fixed installation (like OCS, GCS, etc.),	
SOx	µg/m ³		
Particulate matter (PM)	µg/m ³		
Persistent organic pollutants (POP)	NA	Ambient Air Quality is monitored once in every month and the reports are sent to the concerned installations upon receipt. For all drilling locations, Ambient Air Quality is monitored thrice per location, that is prior to drilling operation, during the drilling operation and after completion of drilling operation. The AAQM (Ambient Air Quality Monitoring) is carried out as per National Ambient Air Quality (NAAQ) standard, Environment Clearance, Ministry of Environment and Forest, Govt. of India (MoEF, GOI) guidelines.	
Volatile organic compounds (VOC)	µg/m ³		
Hazardous air pollutants (HAP)	µg/m ³		
Others – please specify	NA		

Note: Indicate if any independent assessment/ evaluation/assurance has been carried out by an external agency? (Y/N) If yes, name of the external agency.- NA

6. Provide details of greenhouse gas emissions (Scope 1 and Scope 2 emissions) & its intensity, in the following format:

Parameter	Unit		FY 2021-22	FY 2020-21
Total Scope 1 emissions ((Break-up of the GHG into CO2, CH4 and N2O (estimated values) is provided)	Metric tonnes of CO2 equivalent	CO2	36,00,563.08	35,40,122.37
		CH4	18,002.82	17,700.61
		N2O	36,005.63	35,401.22
		Total	36,54,571.53	35,93,224.20
Total Scope 2 emissions (Break-up of the GHG not available)	Metric tonnes of CO2 equivalent		1,23,768.67	1,25,283.15
Total Scope-1 and Scope-2 emissions	Metric tonnes of CO2 equivalent		37,78,340.19	37,18,507.35
Total Scope 1 and Scope 2 emissions per rupee of turnover	MT CO2e/Rs. Cr		260.03	431.46

Note: Indicate if any independent assessment/ evaluation/assurance has been carried out by an external agency? (Y/N) If yes, name of the external agency. No.

7. Does the entity have any project related to reducing Green House Gas emission? If Yes, then provide details.

Commissioning of Green Hydrogen pilot plant at PS#3, Jorhat, Assam : OIL Commissioned a Green Hydrogen pilot plant of capacity 10 Kg per day which can be scaled up to 30 Kg per day at Jorhat, Assam and is progressing with a deep study on blending of Green Hydrogen (GH2) with Natural Gas (NG) with an objective to assess the impact of the blended gas on the existing facility. The study will be done in collaboration with IIT, Guwahati. The plant is based on Anion Exchange Membrane (AEM) technology and producing 99.999% pure Hydrogen. This is the first project of green hydrogen commissioned in India. It may be noted that for the first time AEM technology is introduced in India which has the benefits of both Alkaline and PEM technology and has a promising future in India.

OIL is reducing air emission levels through adoption of cleaner technologies and investment in pollution control equipment like low pressure booster compressor/jet compressors to reduce flaring of very low-pressure natural gas. A total amount 51.191 MMSCM of Natural gas was saved and monetized during FY-2021-22. This has resulted in energy saving and GHG emission reduction.

As part of OIL's commitment towards National Determined Contributions (NDC), an ambitious project for reducing our Green House Gas (GHG) emission levels has been undertaken in association with NEIST, Jorhat. The project had a three pronged approach i.e. to restore abandoned well sites of OIL, plantation of trees and sequesterate Carbon Dioxide. Till date more than 78,000 trees and shrubs have been planted.

Further details on activities pertaining to the Environmental Protection and Conservation, Technological Conservation, Renewable Energy Developments and Foreign Exchange Conservation are included in the Annexure to the Directors' Report.

8. Provide details related to waste management by the entity, in the following format:

Parameter	FY 2021-22	FY 2020-21
Total Waste generated (in metric tonnes)		
Plastic waste (A)	30.18 MT	NA
E-waste (B)	29.95 MT	10.45 MT
Bio-medical waste (C)	15.47 MT	
Battery waste (D)	48.60 MT	32.90 MT

Parameter	FY 2021-22	FY 2020-21
Oily sludge (E)	9943 MT	3796.397 MT
Spent Oil (F)	58.8 MT*	188 MT*
Other Hazardous waste (Burnt Lube Oil & Tank Bottom Sludge) (G)	800 MT	486.3 MT
Other non hazardous waste- Drill cuttings & solids in Drilling & Workover Fluids (H)	283.68 MT	401.8 MT
Total (A+B + C + D + E + F + G+H+I)	11209.68 MT	4915.85 MT
For each category of waste generated, total waste recovered through recycling, re-using or other recovery operations (in metric tonnes)		
Category of waste		
(i) Recycled		
(ii) Re-used		
(iii) Other recovery operations: Sludge recovery Plant	1113 MT	472 MT
Total	1113 MT	472 MT
For each category of waste generated, total waste disposed by nature of disposal method (in metric tonnes)		
Category of waste		
Incineration		
Landfilling		
Registered recycler	49 MT* (Spent Oil)	102.86 MT* (Spent Oil)
Bio-remediation & Oil recovery	9970 MT	3770.100 MT
Other methods of disposal-sale of various scrapped items by way of e-auction through M/s MSTC Limited	1) Plastic waste: 10.18 MT 2) E-waste: 29.98 MT 3) Battery Scrap: 24.10 MT 4) Hazardous waste (Burnt Lube Oil & Tank Bottom Sludge): 734 MT 5) Non-hazardous waste generated (H): 283.68MT (Drill cuttings & solids in Drilling & Workover Fluids) Leftover aqueous drilling fluid as dead volumes in tanks and cuttings generated are disposed in wellsite effluent pits following all regulatory norms of MoEF and pollution control board. Effluent pit water is treated by ETP Plant and reused in the wellsite leaving behind only non-hazardous dry cuttings (reported quantity).	1) Plastic waste: NA 2) E-waste: NA 3) Battery Scrap: 21.30 MT 4) Hazardous waste (Burnt Lube Oil & Tank Bottom Sludge): 486.3 MT 5) Non-hazardous waste generated (H): 401.8MT (Drill cuttings & solids in Drilling & Workover Fluids) Leftover aqueous drilling fluid as dead volumes in tanks and cuttings generated are disposed in wellsite effluent pits following all regulatory norms of MoEF and pollution control board. Effluent pit water is treated by ETP Plant and reused in the wellsite leaving behind only non-hazardous dry cuttings (reported quantity).
Total	11076.84 MT	4296.06 MT

*Conversion factor 1KL= .98 MT is used.

Note: Indicate if any independent assessment/ evaluation/assurance has been carried out by an external agency? (Y/N) If yes, name of the external agency. No.



9. Briefly describe the waste management practices adopted in your establishments. Describe the strategy adopted by your company to reduce usage of hazardous and toxic chemicals in your products and processes and the practices adopted to manage such wastes.

- A. All hazardous waste generated in OIL is disposed as per Hazardous (Management and Transboundary Movement) Rules, 2016 and norms laid by Central Pollution Control Board as per the following details :-
- a) OILY SLUDGE : Oily Sludge from storage tank bottom generated at various installations at FHQ, Duliajan are collected, transferred and processed at OIL's Sludge Processing Plant. The crude oil recovered from the process is pumped to nearest oil collecting station as Recovered Crude Oil. Post recovery, the remaining sludge is Bioremediated via contracts with registered and reputed organisations like M/s Balmer Lawrie & Co. Ltd, M/s OTBL etc. Additionally, In-situ and Ex-situ Bioremediation are carried out at affected sites for handling the emergency situations (if any), because of spillage of oil on land and water bodies.
 - b) SPENT OIL : Used lubricant oil generated at various installations are collected and disposed to registered recycler for recycling/co-processing.
- B. Other non-hazardous wastes are also disposed as per norms laid by Central Pollution Control Board as per the following details :
- a. DRILLING/WORKOVER FLUID : OIL uses environment friendly Water Based Mud (WBM) for its Drilling operations. Drilling fluids are recycled and reused in OIL's mud plant recycling facility as per MoEF&CC guidelines. The left over fluid are stored at drill sites in HDPE (High Density Polyethylene) sheets lined pits after processing through Effluent Treatment Plant.
 - b. DRILL CUTTINGS : As per MoEF&CC guidelines, Drill cuttings are washed and stored in HDPE lined pits at drill site.
 - c. E-WASTE : All electronic and electrical waste generated in OIL is disposed as per E-waste (Management) Amendment Rules, 2018. through approved recycler agency for the disposal of E-waste generated in the organization.
 - d. BIO MEDICAL WASTE : Bio-Medical Waste is scientifically disposed through our Double Chamber Incinerator and effluent is treated in ETP as per norms of State Pollution Control Board.
 - e. OTHER SCRAP : Oil India Limited has signed a Memorandum of Understanding (MOU) with M/s MSTC for disposal of company's scrap (non-hazardous) materials.
 - f. Other Waste reduction strategy adopted so far as below:
 - Optimum mud preparation during final stage of the wells to reduce left over mud.
 - A major portion of mud is recycled and reused in different wells.
 - A new central mud plant is commissioned at 'Kathalguri Mud Plant' to recycle drilling mud for waste reduction.
 - Major part of effluent pit water is treated at ETP Plant at wellsite and reused.
 - Cuttings generated during operation was collected randomly and tested in CSIR-NEIST, Jorhat and found to be non-hazardous.

10. If the entity has operations/offices in/around ecologically sensitive areas (such as national parks, wildlife sanctuaries, biosphere reserves, wetlands, biodiversity hotspots, forests, coastal regulation zones etc.) where environmental approvals / clearances are required, please specify details in the following format:

S. No.	Location of operations/offices	Type of operations	Whether the conditions of environmental approval / clearance are being complied with? (Y/N) If no, the reasons thereof and corrective action taken, if any.
1	Assam	Onshore Oil & Gas Development Drilling and Production in Mechaki Area covering Mechaki, Mechaki Extension, Baghjan and Tinsukia Extension PMLs in Tinsukia District of Assam.	Yes
2	Arunachal Pradesh	Onshore Oil & Gas exploration & development drilling and production in NINGRU OIL & GAS FIELD in Changlang and Namsai Districts under Ningru PML.	Yes
3	Assam	Onshore Oil & Gas development drilling and production in KHAGORIJAN OIL & GAS FIELD in Dibrugarh & Tinsukia District under Tinsukia PML, Tinsukia Extension PML and Chabua PML.	Yes
4	Assam	Onshore Oil & Gas development drilling and production in Dibrugarh district under Dibrugarh, Chabua, Hugnrijan and Tinsukia PMLs	Yes
5	Assam	Onshore Oil and Gas Development Drilling and Production Involving Onshore drilling of 179 wells, production facilities and laying of assorted oil & gas flowlines/delivery lines in District Tinsukia	Yes
6	Andhra Pradesh	Offshore oil & gas exploration/ development in KG offshore PML Block in Bay of Bengal, East of Godaveri, Andhra Pradesh	Yes
7	Assam	Onshore Oil & Gas Development Drilling and Production in Mechaki Area covering Mechaki, Mechaki Extension, Baghjan and Tinsukia Extension PMLs in Tinsukia District of Assam.	Yes
8	Arunachal Pradesh	Onshore Oil & Gas exploration & development drilling and production in NINGRU OIL & GAS FIELD in Changlang and Namsai Districts under Ningru PML.	Yes

11. Details of environmental impact assessments of projects undertaken by the entity based on applicable laws, in the current financial year:

Name and brief details of project	EIA Notification No.	Date	Whether conducted by independent external agency (Yes / No)	Results communicated in public domain (Yes / No)	Relevant Web link
Onshore Oil & Gas development drilling and production in Tinsukia and Dibrugarh Districts under Hugrijan, Naharkatia & Naharkatia Extn, Sapkaint and few parts of Dumduma (Block A&B), Borhat and Moran Extension PMLs (Jorajan Block)	S.O.1533 dated 14 September 2006	March 2022	Yes	Yes	https://www.pcbassam.org/EIAREPORT/EIA%20OIL/Jorajan%20PH%202022/Jorajan%20Draft%20EIA.pdf
Onshore Oil & Gas development drilling and production in Naharkatiya-DeohalBogapani-Nagajan Area in Dibrugarh & Tinsukia District under Nahorkatiya Extension, Tinsukia Extension, Hugrijan, Chabua, Borhapjan, Dumdumada Hugrijan Extension (Proposed) PMLs.	S.O.1533 dated 14 September 2006	March 2022	Yes	Yes	https://www.pcbassam.org/EIAREPORT/EIA%20OIL/NDBN%20PH%202022/Draft%20EIA%20Report%20NDBN.pdf
Onshore Oil & Gas development drilling and production in Onshore Oil & Gas development drilling and production (16 exploratory and 73 developmental drilling wells) in Dibrugarh, Sibsagar and Charaideo Districts under Moran, Moran Extension, Dholiya and some portion of Dumduma (Block A) PMLs (Moran Block)	S.O.1533 dated 14 September 2006	March 2022	Yes	Yes	https://www.pcbassam.org/EIAREPORT/EIA%20OIL/Moran%20PH%202022/Draft%20EIA%20Report%20Moran.pdf
Onshore Exploratory and Development drilling wells and production in Dibrugarh & Sibsagar Districts under Dibrugarh, Dibrugarh Extn., Hugrijan, Naharkatia, Sapkaint, Dumduma, Dholiya and Moran, Moran Extn., Borhat PMLs-Khowang Shalmari Area.	S.O.1533 dated 14 September 2006	March 2022	Yes	Yes	https://www.pcbassam.org/EIAREPORT/EIA%20OIL/Khowang%20PH%202022/Draft%20EIA%20Khowang%20Shalmari.pdf

12. Is the entity compliant with the applicable environmental law/ regulations/ guidelines in India; such as the Water (Prevention and Control of Pollution) Act, Air (Prevention and Control of Pollution) Act, Environment protection act and rules thereunder (Y/N). If not, provide details of all such non-compliances, in the following format:

S. No.	Specify the law / regulation/ guidelines which was not complied with	Provide details of the non-compliance	Any fines / penalties / action taken by regulatory agencies such as pollution control boards or by courts	Corrective action taken, if any
1.	Environment (Protection), Act, 1986	Non - Compliance to Environmental conditions of EC dated 09.10.2014 1. Fencing of well sites 2. Qualified person in Environment management cell 3. Date of shut in of each well and operation suspension certificate.	No	Suitable action taken. Compliance report submitted.
2.	Water (Prevention and Control of Pollution) Act, 1981 and Air (Prevention and Control of Pollution), Act, 1981	Incomplete information in Consent to Operate Application	No	Data provided. Issue resolved

PRINCIPLE 7 Businesses, when engaging in influencing public and regulatory policy, should do so in a manner that is responsible and transparent

Essential Indicators

1. a. **Number of affiliations with trade and industry chambers/ associations.**

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.

- b. **List the top 10 trade and industry chambers/ associations (determined based on the total members of such body) the entity is a member of/ affiliated to.**

S. No.	Name of the trade and industry chambers/ associations	Reach of trade and industry chambers/ associations (State/National)
1	Confederation on Indian Industries (CII)	National
2	Federation of Indian Chambers of Commerce (FICCI)	National
3	Federation of Indian Petroleum Industry (FIPI)	National
4	All India Organisation of Employers, an allied body of FICCI	National
5	Standing Conference of Public Enterprises (SCOPE)	National

2. Provide details of corrective action taken or underway on any issues related to anti- competitive conduct by the entity, based on adverse orders from regulatory authorities.

Name of authority	Brief of the case	Corrective action taken
Not Applicabale		

PRINCIPLE 8 Businesses should promote inclusive growth and equitable development

Essential Indicators

1. Details of Social Impact Assessments (SIA) of projects undertaken by the entity based on applicable laws, in the current financial year.-

NIL

2. Provide information on project(s) for which ongoing Rehabilitation and Resettlement (R&R) is being undertaken by your entity, in the following format:

There is no such project where R&R is applicable.

3. Describe the mechanisms to receive and redress grievances of the community.

In OIL, stakeholders from the community can approach the nearest OIL installation for filing a complaint. The written complainant is forwarded to the grievance cell for resolution. Subsequently, the complainant is contacted onsite and necessary action is taken for satisfactory resolution. In case of dissatisfaction shown by the complainant, help of District Administration or third party is taken for mutually benefitting solution.

Sometimes stakeholders from the community can also approach other designated departments in the company with their grievances and depending on the nature of the grievance, the matter is further taken up with OIL management to resolve the same.

4. Percentage of input material (inputs to total inputs by value) sourced from suppliers:

	FY 2021-22	FY 2020-21
Directly sourced from MSMEs/ small producers	299.26 Crore	129.96 Crore
Sourced directly from within the district and neighbouring districts	0.57%	2.01%

Leadership Indicators

1. a) Do you have a preferential procurement policy where you give preference to purchase from suppliers comprising marginalized /vulnerable groups? (Yes/No)-YES

OIL promotes the procurement of products supplied & services rendered by MSEs by extending all benefits including price preference mandated under Public Procurement Policy 2012. OIL has also adopted a policy to place order on MSEs for full tender quantity (100%), if the MSE emerges within the margin of preference subject to matching of price with that of the L1 bidder who is not MSE. Additionally, OIL has created an exclusive web tab page for MSE vendors where OIL's annual targets for procurement from MSE vendors along with projected Goods and Service to be procured from MSE and the tenders exclusively for MSE vendors are published in this webpage. Purchase Preference as mandated in Public Procurement Policy for Schedules Caste, Scheduled Tribe and Women Entrepreneurs is applicable against OIL's Tenders.

- b) From which marginalized /vulnerable groups do you procure?

MSEs owned by SC/ST and Women Entrepreneurs as per Public Procurement Policy

c) What percentage of total procurement (by value) does it constitute?

Procurement from MSEs (Rs. Crore) : Rs. 1404.87 Crore (27.20%)

Procurement from MSEs Owned by SC/ST (Rs. Crore) : Rs. 54.927 Crore (1.31 %)

Procurement from women MSEs (Rs. Crore) : Rs. 7.49 Crore (0.18%)

2. Details of beneficiaries of CSR Projects:

S. No.	CSR Project	No. of persons benefitted from CSR Projects	% of beneficiaries from vulnerable and marginalized groups
1	OIL carries out its CSR initiatives in a wide range of areas specified under Schedule VII of the Companies Act, 2013. Our interventions are focused on several key thrust areas such as Healthcare, Education, Sustainable Livelihood, Skill Development, Capacity Building and Empowerment of Women, Drinking Water & Sanitation under Swachh Bharat Abhiyan, Promotion of Rural Sports, Environment Sustainability, Augmentation of Rural Infrastructure, Transformation of Aspirational districts, etc.	Project wise beneficiaries details are available separately under detailed CSR section of the Annual Report.	All CSR projects are targeted towards socio-economic development of marginalized communities like SC/ST communities, OBC communities, economically backward groups, and economically backward women.

PRINCIPLE 9 Businesses should engage with and provide value to their consumers in a responsible manner
Essential Indicators
1. Describe the mechanisms in place to receive and respond to consumer complaints and feedback.

Crude Oil Sales Agreement [COSA] / Gas Supply Agreement [GSA] have built-in mechanism for stakeholders' grievances redressal. 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. The Company also regularly checks integrity of product pipelines through standard pipeline inspection methods, hardware testing etc. The Company carries out Consumer Perception Surveys at periodical intervals, e.g The Company sells LPG both in packed & bulk to IOCL and also sells condensate. In this regard, the Company 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.

2. Turnover of products and/ services as a percentage of turnover from all products/service that carry information about:

Type	As a percentage to total turnover
Environmental and social parameters relevant to the product	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)[Ref: Section A II - 14 & 15]
Safe and responsible usage	
Recycling and/or safe disposal	

3. Number of consumer complaints in respect of the following:

	FY 2021-22		Remarks	FY 2020-21		Remarks
	Received during the year	Pending resolution at the end of year		Received during the year	Pending resolution at the end of year	
Data Privacy						
Advertising	NIL	NIL	NIL	NIL	NIL	NIL
Cyber-Security						
Delivery of essential services						
Restrictive Trade Practices						
Unfair Trade Practices	Crude oil pricing formula is approved by the Government of India and sales are made at an arm's length					
Other						

4. Details of instances of product recalls on account of safety issues:

NA

5. Does the entity have a framework/ policy on cyber security and risks related to data privacy? (Yes/No) If available, provide a web-link of the policy.

In Oil India Ltd, we have an approved "ISO 27001 Information Security Management System – Information Security Policy" in place. Data privacy is taken care of by the risk assessment exercise as a part of the ISO 27001 certification. Our Data Centre at Duliagan and DR Site at Noida are ISO 27001:2013 certified.

6. Provide details of any corrective actions taken or underway on issues relating to advertising, and delivery of essential services; cyber security and data privacy of customers; re-occurrence of instances of product recalls; penalty / action taken by regulatory authorities on safety of products / services.

NA