



Stakeholder Engagement

IndianOil's business operations are spread over the geographical span of the country and hence, we cater to wide ranging and diverse stakeholder groups. IndianOil is committed to constantly strengthening the process of engagement with stakeholders in its efforts to streamline the issues of mutual concern.

The major stakeholder groups for IndianOil are its Shareholders, Customers, Employees, Government Bodies/ Departments, Financial Institutions, Subsidiaries, Joint Ventures, Dealers / Distributors and academic institutes.

The Shareholders / Investors Grievance Committee (SIGC) of Directors handles the complaints received from the shareholders. Besides publishing the quarterly, half-yearly and annual results of the Corporation in leading newspapers in India, the results are also available on the Corporation's website <http://www.iocl.com>. Presentations made to the Institutional investors / analysts are also available on IndianOil's website. Investor Service Cell operate from the registered office at Mumbai and Corporate Office at New Delhi to address the grievances / queries of shareholders. To enhance greater ease in raising queries or submission of grievances by the investors, we have a dedicated e-mail ID: investors@indianoil.co.in

Customer engagement is an essential activity for product branding. We maintain continuous dialogue and open channel communication with our customers.

For direct and high-volume customers such as the Railways, State Transport Undertakings, steel plants, fertilizer plants, textile mills and power plants, we organise seminars, workshops, co-ordination meetings and training to resolve the issues of mutual concern.

IndianOil is the sole canalising agent for product supplies to Nepal and Bhutan. We have a keen customer focus and a formidable network of customer touch-points 19,463 petrol and diesel stations, including 3517 Kisan Seva Kendras (KSKs) dotting the landscape across urban and rural India. With a countrywide network of 36,900 sales points, backed for supplies by 140 bulk storage terminals and depots, 96 aviation fuel stations and 89 LPGas bottling plants, IndianOil services every nook and corner of the country. Indane is present in 2764 markets through a network of 5456 distributors. About 7780 bulk consumer pumps are also in operation for the convenience of large consumers, ensuring products and inventory at their doorstep.

Channel Partners are engaged through structured meetings, Dealer/Distributor Conventions, Gold Circle Dealer Conventions, KSK Conventions, Indane Star Distributor Conventions at the State office level. Chairman's Panel comprising high performing dealers and distributors at the national level is an important forum for interaction between our resellers and the top management.

As part of our efforts to identify various engagement drivers, we have carried out employee engagement survey



We achieve... We care...

We lead... We share

IndianOil Day

1st September 2011



IndianOil, a transnational energy company, is the highest ranked Indian company, at the 98th position in the prestigious *Fortune* 'Global 500' list. For over five decades, IndianOil has remained a leader due to the patronage of over a billion Indians.

At the heart of IndianOil is technology that makes a difference to customers everyday. Evolving new perspectives, inspiring path breaking initiatives, serving people across the nation and contributing to society through dedicated Corporate Social Responsibility activities, IndianOil always strives to bring a smile of pride and self-esteem to every Indian.

Today, as we celebrate **IndianOil Day**, we reiterate our commitment of **'Bringing Energy to Life'**.



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Last date for submitting application forms is 15th September, 2011

Advt. on IndianOil Day

covering the entire workforce of about 34,000. Based on the outcome of the survey, we have taken various initiatives. Our locations conduct structured periodic staff meetings and discuss various issues. Display of monthly Bulletin on location's / employee achievements, display of notices, Bulletins, posters and messages from Chairman, Directors of the Company, birthday greetings to employees and information sharing through e-magazine Xpress News and a well-structured internal communications portal (IndianOilXpress), celebration of national events, farewell functions for superannuating employees, etc. are our important initiatives under employee engagement programmes.

Dissemination of important information on corporate financial and operational performance, achievement of significant milestones, future plans, new steps, challenges being faced and those ahead, expectations of collectives in achieving the goals etc. is done through open house sessions with Chairman and Directors. The progress of meeting is webcast for wider dissemination among the employees.

We constantly remain engaged with business partners viz. various industry bodies, Govt. bodies, organisations, academic institutions, local communities, charitable trusts on issues of mutual interest.

Business Partners	Relationship Requirements	Engagement Level
Government & Regulatory authorities	Policy issues, compliance, product pricing, MoU targets, Performance Review meetings	Corporate, Head Office, Regional Office, State Office, Unit level
Subsidiaries/Joint Ventures	Synergy in operations	Corporate level
Vendor/Supplier	Operational matters	Head Office, Regional Office, State Office, Unit level
Business Analysts	Competitive reports, Industry trends	Corporate & Head Office level
Academic Institutions	Operational Synergy	Corporate & Head Office level
Lenders including Institutional Investors, Retail Investors, Banks & Financial Institutions	Investment, Business Plans, Sustainability Performance	Corporate level
Media	Annual Reports, Business plan, events	Corporate level



Yellow hard hat

Grey uniform

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