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Ref. rti/opk/iocl/337

Dated:02-02-2017

General Manager Legal & CA,
IOCL, Lodhi Complex, SCOPE-Core 6,
NEW DELHI-110003

GM (Planning), Ho

Kind Attention: Mr. Karun Kumar

Subject: RTI Audit Report 2015-2016 on Implementation in IOCL

Subject:

Dear Sir,

Please find enclosed herewith the detailed audit report on RTI implementation for the year 2015-16 as per notification from DoPT. The same is self explanatory.

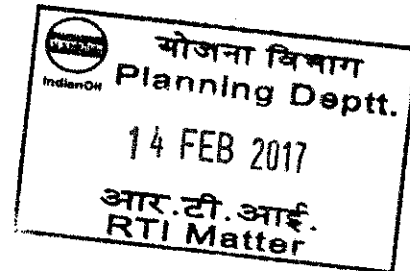
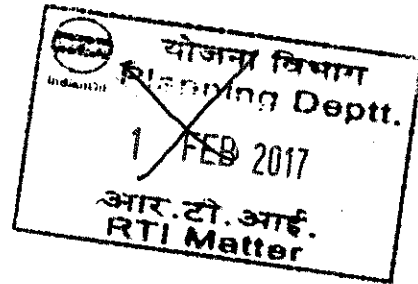
Thanking you,

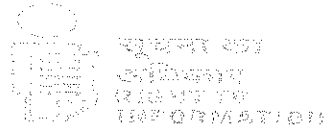
Yours truly,

O.P.Khorwal,
(CEO)

Encl. As above

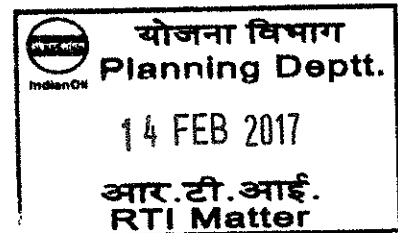
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RTI AUDIT
on
**RTI ACT IMPLEMENTATION IN IOCL,
Marketing Division, Mumbai**
(COMPLIANCE OF SECTION-4)

FOR
(2015-2016)



BY

O. P. Khorwal, Consultant, SCOPE
&
CEO
RTI MANAGEMENT CONSULTANT
K-63, SARITA VIHAR, NEW DELHI-11076

1.0 INTRODUCTION

Corporate Overview

Indian Oil Corporation (Indian Oil) is India's flagship national oil company with business interests straddling the entire hydrocarbon value-chain — from refining, pipeline transportation and marketing of petroleum products to exploration & production of crude oil & gas, marketing of natural gas and petrochemicals, besides forays into alternative energy and globalisation of downstream operations. It is the leading Indian corporate in Fortune's prestigious 'Global 500' listing of the world's largest corporates, ranked at the 96th position for the year 2014. Having set up subsidiaries in Sri Lanka, Mauritius and the UAE, IndianOil is simultaneously scouting for new business opportunities in the energy markets of Asia and Africa.

With a 34,000-strong work-force, IndianOil has been helping meet India's energy demands for over half a century. With a corporate vision to be 'The Energy of India,' the Corporation closed the year 2014-15 with a sales turnover of Rs. 4,37,526 crore (USD 71,538 Million) and profits of Rs. 5,273 crore (USD 862 Million).

Reach and Network

Indian Oil and its subsidiary CPCL (Chennai Petroleum Corporation Ltd) account for over 49% of India's petroleum products market share, 31% national refining capacity, and 71% downstream sector pipelines through capacity. The IndianOil Group owns and operates 10 of India's 22 refineries with a combined refining capacity of 65.7 Mil/I/PA (million metric tonnes per annum), i.e., approx. 1.31 million barrels per day. The Corporation's cross-country pipelines network, for transportation of crude oil and finished products spans over 11,220 km, with a throughput capacity of 80.49 MMTPA for crude oil and petroleum products and 9.5 MMSCMD for gas. This network is the largest in the country and meets the vital energy needs of the consumers in an efficient, economical and environment-friendly manner.

The Corporation has a portfolio of powerful and much-loved energy brands that includes *Indane* LPG cooking gas, *SERVO* lubricants, *XTRAPREMIUM* petrol, *XTRAMILE* diesel, *PROPEL* petrochemicals, etc. Besides IndianOil, both *SERVO* and *Indane* have earned the coveted Superbrand status.

IndianOil's network of almost 43,000 customer touch-points spread across urban and rural India reach petroleum products to every nook and corner of the country. These include over 24,400 petrol & diesel stations, including over 6,200 *Kisan Seva Kendra* outlets (KSKs) in the rural markets. They are backed for supplies by 136 bulk storage terminals and depots, 98 aviation fuel stations and 91 LPG bottling plants.

Indane LPG cooking gas reaches the doorsteps of 8.8 crore households in about 3,264 markets through a network of 7,934 distributors. Almost 6,400 dedicated pumps are also in operation for the convenience of large-volume consumers like the defence services, railways and state transport undertakings, ensuring products and inventory at their doorstep. Indian Oil's Aviation Service commands a 63.6% market share in aviation fuel business, serving national and international flag carriers, private airlines and the Indian defence services. The Corporation also has a 65% share of the bulk consumer, industrial, agricultural and marine sectors.

The Corporation is currently investing Rs. 56,200 crore in a host of projects that include augmentation of refining capacity, expansion of petrochemicals infrastructure, and building the E&P portfolio.

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Innovation is key

IndianOil's sprawling R&D Centre at Faridabad near Delhi is perhaps Asia's finest. It has won recognition for its pioneering work in lubricants formulation, refinery processes, pipeline transportation and alternative fuels, and is also the nodal agency of the Indian hydrocarbon sector for ushering in Hydrogen fuel economy in the country. The Centre holds 384 active patents, with over 233 international patents.

IndianOil is the second largest player in the domestic petrochemicals market, besides exports to nearly 70 countries. The Corporation made its big-ticket entry into petrochemicals with the commissioning of the country's largest Linear Alkyl Benzene (LAB, used in the production of detergents) plant at its Koyali Refinery in August 2004. An integrated Paraxylene/Purified Terephthalic Acid (PX/PTA) complex came up at Panipat in Haryana in 2006. The PTA plant is the single largest unit in India, with a world-scale capacity of 5,53,000 MTPA, and produces polyester intermediates. A world-class Naphtha Cracker with downstream polymer units, set up at Panipat in 2010, is the largest operating cracker capacity in India producing polymer (plastics) intermediates.

The Corporation offers a full slate of petrochemical products and intermediates covering all the major segments of petrochemicals under the brand name *PROPEL*. To strengthen its presence in the petrochemicals business, IndianOil is setting up a polypropylene plant at Paradip Refinery. An ethylene glycol plant is also scheduled to be set up at Paradip.

In Exploration & Production, IndianOil has participating interest in 10 domestic and seven overseas blocks. Out of the 10 domestic blocks, IOC is operator with 100% participating interest (PI) in 2 onshore exploration blocks in Cambay basin. In the remaining 8 domestic blocks, IndianOil holds a non-operating participating interest ranging between 20% to 43.5%. The seven overseas blocks are located in Libya, Gabon, Nigeria, Yemen, Venezuela, Canada and USA.

IndianOil entered natural gas marketing business in 2004. Since then, by leveraging its inherent strengths and countrywide reach, the Corporation has significantly enhanced its customer base. As co-promoter of Petronet LNG Ltd. (PLL) for setting up LNG (Liquefied Natural Gas) terminals at Dahej & Kochi, IndianOil has marketing rights for 30% of the LNG procured by PLL. It is also in the process of sourcing more quantities of LNG to meet the increasing domestic requirements and is setting up a 5-MMTPA LNG import terminal at Ennore near Chennai.

IndianOil currently operates city gas distribution networks in Agra and Lucknow through the joint venture Green Gas Ltd. Similar networks are coming up at Allahabad and Chandigarh, to be followed by Ernakulam, Daman and Panipat geographical areas. Furthermore, in consortium with GSPC, HPCL and BPCL, IndianOil has won gas pipeline bids for Mallavaram to Bhilwara and IJajapur via Bhopal, Mehsana to Bhatinda and Bhatinda to Jammu and Srinagar. IndianOil has formed a consortium with IWS Adani Gas Ltd. to develop CGD networks on pan-India basis.

Alternative fuels

IndianOil is fervently working on broadening its energy basket with alternative energy options such as wind, solar, biofuels and nuclear power.

Wind power systems to the tune of 69.3 MW have been installed in States of Gujarat and Andhra Pradesh. A 5-MW grid-connected Solar Power Plant at Rawra, Rajasthan, is operational since 2012. Solar power

systems of about 900 kW have also been installed at various IndianOil installations and offices across the country. Steps are underway to set up additional 200 MW of wind power and 60 MW of solar power systems.

A major initiative to solarise retail outlets has gained importance in reducing carbon emissions. About 2600 Retail Outlets in rural and urban areas have already been solarised. To reduce carbon soot generated by the use of kerosene lamp in households, over 1.4 lakh solar lanterns have been sold through the IndianOil retail network.

IndianOil has the largest captive plantation — covering 8,000 hectares — for bio-fuel production in India in the States of Chhattisgarh, Madhya Pradesh and Uttar Pradesh. To straddle the complete bio-fuel value chain, IndianOil has formed two joint ventures, IndianOil CREDA Biofuels Ltd. and IndianOil Ruchi Biofuels LLP. Currently, the possibilities of ethanol production from lignocellulosic sources are being actively explored

IndianOil The Energy of India

With facilities at multiple locations and ever-expanding market opportunities, IndianOil is poised to become an integrated energy company. As the flagship public sector enterprise of India, IndianOil has also successfully combined its corporate social responsibility agenda with its business offerings, meeting the energy needs of millions of people every day, across the country..

2.0 Implementation of the RTI Act.2005 & Procedures Followed

IOCL as per the records available in the RTI cell, had started the implementation of the RTI Act 2005 immediately after the enactment of the RTI Act in 2005. As per the records the company had nominated the Appellate Authority (AA), Central Public Information Officer (CPIO) & Assistant Public Information Officer (APIO) during the year 2005 and also notified the same on their website.

As per the system being followed for the implementation of the act in IOCL, there is one centralise monitoring cell at Corporate Office, under the **General Manager (CA&LAW)**. There are 45 CPIOs, 45 APIOs and thirty three Appellate Authorities for all business unit heads & Corporate & Regional offices . Also, there are 45 ACPIOs assisting CPIOs for smooth implementation of the RTI Act in IOCL for all its business Units/ Corporate & Regional Offices. Applications are being received by CPIOs or ACPIOs as per provisions in the RTI Act and implementation guidelines. However, correspondence or information to the applicant is being provided by respective CPIO only.

Appellate Authorities (AA) are independently receiving the appeals related to their respective areas/ departments/business unit and disposing of the same in line with the provisions in the act with in 30 days except in some exceptional cases.

In Marketing Division at Head Office, Mumbai there is one CPIO and One Appellate Authority, who are assisted by APIO & Nominated nodal Officers of all the departments. All the replies are vetted by the law department in order to ensure the compliance of the RTI Act.

List of the Appellate Authorities, CPIOs & APIOs is attached at **Annexure “I”**

At present following officers are directly responsible for smooth implementation of the RTI act 2005 in IOCL

Mr.B. Ashok	Chairman
Ms Nishi Saigal	GM.(CA & LEGAL)
THIRTY THREE(33)	Appellate Authorities
FORTY FIVE	CPIOs
FORTY FIVE	ACPIOs
Business units	ED/HEADS
All Departments	Nominated Officers
All Employees	As Custodians of Information

3.0 Officers contacted for the Audit;

In order to conduct the RTI audit of the Marketing Division of IOCL, Mumbai following officials have been contacted for discussions and obtaining the relevant inputs for smooth audit.

- i) Mr Subimal Mondal, ED(HR & AA) Mumbai
- ii) Mr.Kamal Gwalani DGM (Law & CA) Mumbai
- iii) Ms Nishi Saigal GM (Law) CC, Delhi
- iv) Mr. T. Satish Kumar, GM & CPIO, Mumbai
- v) Mr.Pankaj Kumar, GM (Law), Mumbai
- vi) Mr.E.S. Anand, Sr.Manager (Planning & APIO), Mumbai
- vii)Mr. Dutta Shetye Sr.Manager, (Law) Mumbai
- viii) Mr. Karun Kumar, Sr. Manager, (Law) & RTI Cell Mumbai & Delhi

4.0 Compliance of RTI act in IOCL (Compliance of Section 4(1)(b))

In accordance with the act it was the obligations of all the public authorities to comply with the provisions of the section 4(1) (b) and to publish the same within 120 days from 15-06-2005 for smooth implementation of the act from the date of enactment that 12-10-2005, accordingly, IOCL has to proactively disclose all the information as mentioned in 16paras i.e.(a) i to xvi, IOCL has provided data/details/ information with respect to all points. One item is not applicable to IOCL. Detailed point wise status is given in the **Annexure II**.

5.0 Details for obtaining of information by citizen of India

Detailed procedure for obtaining information by the citizen of India from IOCL has been provided under RTI portal, including particulars of CPIO.
For making appeal as per section 19 of the act, IOCL has also provided the complete details of all the Appellate Authorities along with their contact details.

6.0 Acceptance of cash by IOCL for RTI Fee

IOCL is accepting cash against application fee as well as for additional fee for providing information, as per the RTI act Fee Rules, 2005.

7.0 Compliance of Section 4(1) (a)

Detailed discussions were held with heads of three departments for implementation of the act & providing of information as well as with respect to record management being followed by them. All the three departments' i.e. Planning, Law and HR have confirmed for maintaining the proper records management in their respective departments for faster disposal of appeals & RTI applications. For RTI cell there is separate record retention policy in place as per circular dated 26-07-2016. **(Annexure III)**

It has been told that all the departments are ISO Certified, and the ISO procedures are being followed in decision making process & with respect to the retention of the documents and weed out of the same as per the life of documents mentioned in the respective procedures which are being followed.

Computerisation of the documents & records indexing & cataloguing are under consideration. IOC Marketing Division, HO-Mumbai have developed the computerised RTI Management system, which is being used for processing of RTI application by CPIO, APIO, Nominated Officer and all the sections/ departments of the Marketing Division. **(Annexure IV)**. It has been told that the RTI system has reduced about 60% paper work.

8.0 Suo-motu disclosures under section 4(2), 4(3) & 4(4)

IOCL as per requirement of Suo-motu disclosures under 4(2), 4(3) & 4(4) has provided adequate information related to IOCL, on the web site as well as in the annual report. In addition to above, details of all type of products being produced, procedure for making available to the customers by IOCL and benefits of these products have been adequately given. It has also given in details about domestic & global markets, future plans, annual report also covering all the financial parameters etc.

However, above information is not available under RTI portal. IOCL has been **advised to link all these information with RTI Portal** for the benefits of the citizens of India..

9.0 Status of RTI applications for the year 2015-2016 (Only for Marketing Head Office, Mumbai single CPIO & single AA)

No. Of applications received during the year	= 825+70=895
No. Of applications disposed of during the year	= 842
No. Of applications disposed of within 30 days	= 838
No. Of applications disposed of after 30 days	= 4

Note: (Delay due to holiday, Saturday & Sunday. However, all applications processed within 30 working days)

10.0 Status of RTI appeals to first appellate authority for the year 2015-2016

No. of appeals received during the year	= 65+2=67
No. of appeals transferred during the year	= 9
No. of appeals received Of Marketing Division	= 58
No. of appeals disposed off during the year	= 56
No. of appeals disposed of within 30 days	= 56
No. Of applications disposed of after 30 days	= Nil

11.0 Annual & Quarterly Reports (section 25)

As per the records physically seen related to the Quarterly Reports of Marketing Division of IOCL, they are regularly submitting quarterly reports to RTI Cell, IOCL, Ministry of Petroleum & CIC, in the prescribed Performa of DoPT. (Quarterly Reports for all the four quarters for the year 2015-16 are enclosed at **Annexure V**). Quarterly Reports are being collected by the RTI Cell, Corporate Affairs Department at Corporate Offices, IOCL, New Delhi from all the 45 CPIOs & 33 AAs. Based on these reports consolidated single report is being prepared and forwarded to the concerned authorities by Corporate Affairs Department at CO, Delhi.

12.0 Update of information (Section 4 (xvii))

IOCL has confirmed that, it is updating the information every year & as and when required. Presently, updated information is available on the website as on 01-10-2016. IOCL has been advised to update the RTI portal in line with the deficiencies observed & recommendations made.

13.0 Training on RTI (Section 26)

IOCL, Marketing division time to time deputing its officers for RTI Programs & Seminars. **In house training 10 Nos has been conducted during 2015-16 for officers handling RTI matters at Head office, Marketing Division, including processing of replies in the RTI portal developed for own use.** It was suggested to have more in house training on RTI for creating awareness as per section 26 of the RTI Act

14.0 Availability of latest circulars, guidelines and notifications on RTI

Most of the relevant circulars, guidelines and notifications of DoPT & CIC, are available in the RTI cell of IOCL.

15.0 RTI para in Annual Report

IOCL in their Annual Report have not included a para on implementation of RTI Act 2005. IOCL has been advised to include para for an implementation of the RTI act 2005 in the next Annual Report as per provision of the DoPT circular of 15-04-2013.

16.0 Examination/ Audit of CPIO Office/AA Office/ APIO Office

Detailed discussions were held in the office of Mr. T. Satish Kumar, GM & CPIO on 16-01-2017 alongwith Mr E.S.Anand, Sr.Manager (Planning) & APIO & Mr. Karun Kumar , Sr.Manager, (Law), CO with respect to implementation of RTI Act & RTI application disposal process in IOCL Marketing Division. Also discussed the process of Information availability, records of documents, availability of relevant circulars /guidelines, training of officers on RTI etc.

Detailed discussions were held in the office of Mr. Submial Mondal, ED (HR) & Appellate Authority on 17-01-2017 with respect to implementation of RTI Act & Appeal disposal process in IOCL Marketing Division.

Detailed discussions were held in the office of Mr.Pankaj Kumar, GM(Law) on 16-01-2017 with respect to implementation of RTI Act & legal vetting process of RTI Reply in IOCL Marketing Division.

All the concerned documents, registers, files, website of IOCL including RTI Portal were examined /audited and detailed observations are given below;

17.0 Observations;

- (i) On examinations of records of replies & information provided to the applicants it has been found that consistently IOCL is providing information or making replies to the applicants within 30 days. Only on 4 occasions it has been found that information provided beyond 30 days due to holidays. However, all applications processed within 30 working days
- (ii) On examinations of records of appeals filed by applicants to the one Appellate Authority examined by me, it has been found that consistently the Appellate Authorities are disposing of the appeals within 30 days. No case has been found where appeal was dispose of beyond 30 days.
- (iii) Regarding Update of RTI replies on Web site –IOCL, Marketing Division is uploading of the RTI replies **at their own system of RTI MIS software** in order to comply the DoPT circular No. 1/1/2013-IR, Dated: 21-10-2014, it needs to be uploaded on central portal so that available to the citizen of India..
- (iv) Proper guidelines from Corporate Office for implementation of the RTI Act 2005 at its Regional offices & other Units.

- (v) IOCL in their Annual Report have not included a para on implementation of RTI Act 2005. IOCL has been advised to include para for on implementation of the RTI act 2005 in the next Annual Report as per provision of the DoPT circular of 15-04-2013.

18.0 Final Conclusions / Recommendation to IOCL

IOCL Marketing Division, Mumbai implementing RTI ACT 2005 in right and true spirit may be seen from the status of applications and appeals that all the applications have been disposed of by CPIO **within the time limit of 30 days** except for four occasions beyond the control of CPIO. Also all the appeals were also dispose of by the **appellate authorities within 30 days**.

IOCL Marketing Division, Mumbai, having proven computerised RTI management system for monitoring & MIS. There are well defined RTI guidelines, record management system and procedure for inspection of documents.

IOCL has complied the obligations of public authority by pro active disclosures of the information as per section 4(1) (b) of the RTI Act , detailed status is given in the attached annexure II.

As well as, IOCL is sharing the information regularly through newsletters/ intranet and internet. However, certain minor deficiencies have been observed that needs to be complied during the next update or at the earliest.

- (i) **IOCL in their Annual Report have not included a para on implementation of RTI Act 2005. IOCL has been advised to include para for on implementation of the RTI act 2005 in the next Annual Report as per provision of the DoPT circular of 15-04-2013.**
- (ii) **To conduct RTI Training Program for the awareness of all employees, which shall also help in faster processing of RTI application and shall save the administrative time of the company.**
- (iii) **Marketing Division, HO, Mumbai has also been advised to be in constant touch with Corporate Affairs Department and keep them informed about all the implementation of RTI aspects.**

In view of above, IOCL , Marketing Division has complied all the parameters of the RTI audit including compliance of section 4 of the RTI Act 2005 for the year 2015-2016.