

# NOTICE TO THE MEMBERS

Notice is hereby given that the 71<sup>st</sup> Annual General Meeting of the members of Bharat Petroleum Corporation Limited ("the Company") will be held on Friday, August 30, 2024 at 10.30 a.m. IST through Video-Conferencing ("VC")/Other Audio Visual Means ("OAVM") to transact the following Ordinary and Special Business:-

## A. ORDINARY BUSINESS

- 1) To receive, consider and adopt (a) the Audited Financial Statements of the Company for the Financial Year ended March 31, 2024 (b) the Audited Consolidated Financial Statements of the Company for the Financial Year ended March 31, 2024; and the Reports of the Board of Directors, the Statutory Auditors and the Comments of the Comptroller & Auditor General of India thereon.
- 2) To confirm the payment of Interim Dividend and to declare a Final Dividend on Equity Shares for the Financial Year ended March 31, 2024.
- 3) To appoint a Director in place of Shri Vetsa Ramakrishna Gupta, Director (DIN: 08188547), who retires by rotation and being eligible, offers himself for reappointment.
- 4) To authorize the Board of Directors of the Company to fix the remuneration of the Joint Statutory Auditors of the Company for the Financial Year 2024-25 in terms of the provisions of Section 139(5) read with Section 142 of the Companies Act, 2013 and to consider and, if thought fit, to pass the following Resolution, as an Ordinary Resolution:-

"RESOLVED THAT the Board of Directors of the Company be and is hereby authorized to decide and fix the remuneration of the Joint Statutory Auditors of the Company as appointed by the Comptroller & Auditor General of India for the Financial Year 2024-25."

## B. SPECIAL BUSINESS

### 5) Approval of Remuneration of the Cost Auditors for the Financial Year 2024-25

To consider and if thought fit, to pass the following Resolution as an Ordinary Resolution:-

"RESOLVED THAT pursuant to the provisions of Section 148 and other applicable provisions of the Companies Act, 2013 and the Companies (Audit and Auditors) Rules, 2014 as amended from time to time, the Cost Auditors viz. M/s. Dhananjay V. Joshi & Associates., Cost Accountants and M/s. Diwanji & Co., Cost Accountants, appointed by the Board of Directors of the Company to conduct the audit of the cost records of the Company for the Financial Year ending March 31, 2025 be paid the remuneration as set out below:-

Name of the Cost Auditors	Activities/Location	Audit fees
M/s. Dhananjay V. Joshi & Associates (Lead Auditor)	BPCL's activities where cost records are to be maintained including refineries, products, pipelines etc. (other than lubricants)	₹ 3,50,000 plus applicable tax and reasonable out of pocket expenses
M/s. Diwanji & Co.,	Lubricants Oil Blending Plants – Wadilube, Tondiarpet, Budge-Budge, Loni etc.	₹ 1,25,000 plus applicable tax and reasonable out of pocket expenses

RESOLVED FURTHER THAT the Board of Directors of the Company be and is hereby authorized to do all such acts, deeds and things, and to take all such steps as may be necessary or expedient to give effect to this Resolution."

**6. Appointment of Shri Acharath Parakat Mahalil Mohamedhanish as Director**

To consider and, if thought fit, to pass the following Resolution as an Ordinary Resolution:-

“RESOLVED THAT pursuant to the provisions of Sections 149, 152 and other applicable provisions of the Companies Act, 2013 (“Act”) and the Rules framed thereunder, as amended from time to time, Regulation 17 and all other applicable Regulations of the Securities and Exchange Board of India (Listing Obligations and Disclosure Requirements) Regulations, 2015 (including any statutory modification(s) or re-enactment(s) thereof, for the time being in force), Shri Acharath Parakat Mahalil Mohamedhanish (DIN: 02504842), who was appointed by the Board of Directors as an Additional Director of the Company with effect from July 19, 2024 and who holds office up to the date of this Annual General Meeting of the Company in terms of Section 161 of the Act and in respect of whom the Company has received a Notice in writing under Section 160 of the Act proposing his candidature for the office of Director of the Company, be and is hereby appointed as Director of the Company, liable to retire by rotation.

RESOLVED FURTHER THAT the Board of Directors be and is hereby authorized to do all such acts and to take all such steps as may be necessary, proper or expedient to give effect to this Resolution.”

By Order of the Board of Directors

Sd/-

(V. Kala)

Company Secretary

Place: Mumbai

Date: August 6, 2024

**Registered Office:** Bharat Bhavan, 4 & 6 Currimbhoy Road, Ballard Estate,  
Mumbai 400 001 CIN: L23220MH1952GOI008931  
Phone: 2271 3000/4000  
Email: [info@bharatpetroleum.in](mailto:info@bharatpetroleum.in) Website: [www.bharatpetroleum.in](http://www.bharatpetroleum.in)

## Notice to the Members (Contd.)

### Notes:

1. Pursuant to various circulars issued by the Ministry of Corporate Affairs (MCA) and by the Securities and Exchange Board of India (SEBI) (hereinafter collectively referred to as "the Circulars"), physical presence of the members at the Annual General Meeting (AGM) venue is not required and the AGM will be held through VC or OAVM. Hence, members can attend and participate in the AGM through VC/OAVM at [www.evoting.nsdl.com](http://www.evoting.nsdl.com).

In compliance of provisions of Regulation 44(6) of SEBI (Listing Obligations and Disclosure Requirements) Regulations, 2015, the top 100 Listed Companies determined on the basis of market capitalization are required to provide the facility of the live webcast of the proceedings of the General Meeting. Accordingly, BPCL is arranging a live webcast for the members at [www.evoting.nsdl.com](http://www.evoting.nsdl.com).

2. The Explanatory Statements pursuant to Section 102 of the Companies Act, 2013, for Item No. 5 and 6, is annexed hereto.
3. **A Member entitled to attend and vote at the meeting is entitled to appoint a proxy to attend and vote on a poll instead of himself and the proxy need not be a Member of the Company. Since the present AGM is being held through VC/OAVM pursuant to the MCA/SEBI Circulars, the facility to appoint a proxy to attend and cast a vote for the Member is not available. However, the Bodies Corporate are entitled to appoint authorized representatives to attend the AGM through VC/OAVM and participate thereat and cast their votes through e-voting.**
4. Since the present AGM is being held through VC/OAVM, Proxy form, Attendance Slip and Route map are not enclosed to the notice.
5. The members can join the AGM in the VC/OAVM mode 30 minutes before and after the scheduled time of the commencement of the Meeting. The facility of participation at the AGM through VC/OAVM will be made available for 1000 members on first come first served basis. This will not include large Shareholders (Shareholders holding 2% or more shareholding), Promoters, Institutional Investors, Directors, Key Managerial Personnel, the Chairpersons of the Audit Committee, Nomination and Remuneration Committee and Stakeholders Relationship Committee, Auditors etc. who are allowed to attend the AGM without restriction on account of first come first served basis.
6. The presence of the members attending the AGM through VC/OAVM will be counted for the purpose of reckoning the quorum under Section 103 of the Companies Act, 2013.
7. Pursuant to the provisions of Section 108 of the Companies Act, 2013 read with Rule 20 of the Companies (Management and Administration) Rules, 2014 (as amended) and Regulation 44 of SEBI (Listing Obligations & Disclosure Requirements) Regulations, 2015 (Listing Regulations) (as amended), and the Circulars issued by the MCA, the Company is providing the facility of remote e-voting to its members in respect of the business to be transacted at the AGM. The members who have cast their vote by remote e-voting prior to the meeting may also attend the meeting but shall not be entitled to cast their vote again. For this purpose, the Company has entered into an agreement with National Securities Depository Limited (NSDL) for facilitating voting through electronic means, as the authorized agency. The facility of casting votes by a member using the remote e-voting system as well as the electronic voting system at the AGM will be provided by NSDL. Facility is also being provided to those members attending the AGM through VC, who have not cast their vote through remote e-voting and who are not barred from doing so, to cast their vote by e-voting during the AGM, in respect of the business transacted at the AGM.

In line with the MCA Circular, the Notice convening the AGM and Annual Report will be available on the website of the Company at <https://www.bharatpetroleum.in/Bharat-Petroleum-For/Investors/Shareholders-Meetings/Annual-General-Meeting.aspx>. The Notice and Annual Report can also be accessed from the website of the Stock Exchanges i.e., BSE Limited and National Stock Exchange of India Limited at [www.bseindia.com](http://www.bseindia.com) and [www.nseindia.com](http://www.nseindia.com) respectively and will also be available on the website of NSDL (agency for providing the remote e-voting facility) i.e. [www.evoting.nsdl.com](http://www.evoting.nsdl.com).

In terms of the SEBI Circulars and Regulation 36(1) (c) of Listing Regulations, Notice of the AGM along with the Annual Report 2023-24 is sent only through electronic mode to those members whose email addresses are registered with the Company or Depository Participant (DP). Physical copy of the Notice of the AGM along with the Annual Report 2023-24 shall be sent to those members who request for the same.

For receiving the Annual Report and all other communications from the Company electronically:

- a. Members holding shares in physical mode and who have not registered/updated their email address with the Company are requested to register/update the same by writing to the Registrar and Transfer Agent (RTA) of the Company, M/s. Data Software Research Co. Pvt. Ltd. (DSRC) at [bpcl@dsrc-cid.in](mailto:bpcl@dsrc-cid.in) with details of folio number and attaching a self-attested copy of PAN card.

- b. Members holding shares in dematerialized mode are requested to register/update their email addresses with the relevant DP.
  - c. If there is any change in the email ID already registered with the Company/RTA, members are requested to immediately notify such change to the Company/RTA in respect of shares held in physical form and to DP in respect of shares held in electronic form.
  - d. In case of any queries relating to shares, members are requested to contact the RTA on the above email address.
8. The Board of Directors of the Company has recommended a Final dividend of ₹ 21 per share (pre-bonus issue) which translates into Final dividend of ₹ 10.50 per equity share (post-bonus issue). Final dividend, once approved by the members in the AGM, will be paid to the eligible shareholders within the stipulated period of 30 days from the date of declaration at the AGM.
  9. The Company has fixed Friday, August 9, 2024 as the Record Date for the purpose of payment of final dividend on equity shares for the year ended March 31, 2024, if declared at the AGM. All members of the Company holding shares as on the said Record Date will be eligible for the final dividend as per the data to be made available by NSDL/CDSL/RTA.
  10. SEBI vide its Circular No. SEBI/HO/MIRSD/MIRSD\_RTAMB/P/CIR/2021/655 dated November 3, 2021 (subsequently amended by Circular Nos. SEBI/HO/MIRSD/MIRSD\_RTAMB/P/CIR/2021/687 dated December 14, 2021, SEBI/HO/MIRSD/MIRSD-PoD-1/P/CIR/2023/37 dated March 16, 2023 and SEBI/HO/MIRSD/POD-1/P/CIR/2023/181 dated November 17, 2023) has mandated that with effect from April 1, 2024, shareholders (including shareholders holding shares in physical form) shall be paid dividend only through electronic mode. Such payment shall be made only after furnishing the PAN, choice of nomination, contact details including mobile number, bank account details and specimen signature by such shareholders.  
  
Further, relevant FAQs published by SEBI on its website can be viewed at the following link: [https://www.sebi.gov.in/sebi\\_data/faqfiles/jan-2024/1704433843359.pdf](https://www.sebi.gov.in/sebi_data/faqfiles/jan-2024/1704433843359.pdf)
  11. For submitting the above information, members holding shares in physical form may access the following link: <https://www.bharatpetroleum.in/bharat-petroleum-for/Investors/KYC-Updation.aspx>.
  12. Members who hold physical shares may provide updated bank details by submitting a hard copy of the duly signed form ISR-1 along with relevant documents mentioned therein to RTA. The said form is available on <https://www.bharatpetroleum.in/bharat-petroleum-for/Investors/KYC-Updation.aspx>
  13. Members holding shares in electronic form are requested to submit their PAN, choice of nomination, contact details and update their bank particulars with their respective DPs, with whom they hold the demat account.
  14. As per the provisions of Section 72 of the Companies Act, 2013, facility for making nomination is available to individuals holding shares in the Company. Members who are holding shares in physical form and have not yet registered their nomination are requested to submit Form SH-13 for registering their nomination, Form SH-14 for making changes to their nomination details and Form ISR -3 to opt out of nomination along with the relevant documents to RTA. The relevant forms are available on the company's website at <https://www.bharatpetroleum.in/bharat-petroleum-for/Investors/KYC-Updation.aspx>. In case members are holding shares in dematerialized form, they can register their nomination with their respective DPs.
  15. In terms of Regulation 40 of SEBI (Listing Obligations and Disclosure Requirements) Regulations, 2015, as amended, securities of listed companies can be transferred only in dematerialized form with effect from April 1, 2019, except in case of requests received for transmission or transposition of securities.
  16. As per SEBI circular nos. SEBI/HO/MIRSD/MIRSD\_RTAMB/P/CIR/2022/8 dated January 25, 2022 and SEBI/HO/MIRSD/MIRSD\_RTAMB/P/CIR/2022/70 dated May 25, 2022 the listed companies, with immediate effect, shall issue the securities only in demat mode while processing various investor service requests pertaining to issuance of duplicate shares certificate, claim from unclaimed suspense account, renewal/exchange of securities certificate, endorsement, sub-division/splitting of share certificate, consolidation of share certificate, transposition etc. Therefore, members are requested to submit a hard copy of duly signed Form ISR-4 along with relevant documents to RTA. The detailed procedure and the relevant documents are available on <https://www.bharatpetroleum.in/bharat-petroleum-for/Investors/Procedure-Related-to-Investor-Service-request.aspx>
  17. SEBI vide circular no. SEBI/HO/MIRSD/MIRSD\_RTAMB/P/CIR/2022/65 dated May 18, 2022 has simplified and standardized the procedure for transmission of shares. Therefore, members are requested to make a service request for transmission of shares by submitting a hard copy of duly signed Form ISR-5 along with relevant documents to RTA. The detailed procedure and the relevant documents are available on <https://www.bharatpetroleum.in/bharat-petroleum-for/Investors/Procedure-Related-to-Investor-Service-request.aspx>

## Notice to the Members (Contd.)

18. The certificate of the Secretarial Auditor certifying that the ESPS scheme of the Company is implemented in accordance with SEBI (Share Based Employee Benefits) Regulations, 2021 is available at <https://www.bharatpetroleum.in/bharat-petroleum-for/Investors/Shareholders-Meetings/Annual-General-Meeting.aspx>
19. All documents referred to in the Notice, if any, will be available electronically for inspection during office hours without any fee by the members from the date of circulation of the Notice up to the date of the AGM. Members seeking to inspect such documents can send an email to [ssc@bharatpetroleum.in](mailto:ssc@bharatpetroleum.in).
20. The Register of Directors and Key Managerial Personnel and their shareholding maintained under Section 170 of the Act, the Register of Contracts or Arrangements in which the Directors are interested, maintained under Section 189 of the Act, and the relevant documents referred to in the Notice will be available electronically for inspection by the members during the AGM. Members desiring inspection of such Registers during the AGM may send their request in writing to the Company at [ssc@bharatpetroleum.in](mailto:ssc@bharatpetroleum.in).
21. Members seeking any information with regard to the accounts or any matter to be placed at the AGM, are requested to write to the Company on or before Friday, August 23, 2024 through email on [ssc@bharatpetroleum.in](mailto:ssc@bharatpetroleum.in). The same will be replied to by the Company suitably through email.
22. As required under Regulation 36(3) of Listing Regulations, a brief resume of persons seeking reappointment and appointment as Directors under Item No. 3 and 6 of the Notice is attached.
23. Non-Resident Indian members are requested to inform the RTA immediately about:
  - (i) Change in their residential status on return to India for permanent settlement.
  - (ii) Particulars of their bank account maintained in India with complete name, branch, account type, account number and address of the bank with pin code number, if not furnished earlier.
24. Members may note that the Income Tax Act, 1961, as amended by the Finance Act, 2020, mandates that dividends paid or distributed by a Company are taxable in the hands of members. The Company shall therefore be required to deduct tax at source ("TDS") at the time of making the payment of dividend. In order to enable us to determine the applicable TDS rate, members are requested to submit the relevant documents on or before Monday, August 12, 2024. The detailed communication regarding TDS on dividend sent to the members is provided on the link: <https://www.bharatpetroleum.in/bharat-petroleum-for/Investors/Procedure-Related-to-Investor-Service-request/Tax-Forms.aspx>. Kindly note that no documents in respect of TDS would be accepted from members after Monday, August 12, 2024.
25. The unclaimed dividends of BPCL and erstwhile Kochi Refineries Limited (KRL) for the Financial Years up to 1993-94 have been transferred by the Companies to the General Revenue Account of the Central Government, which can be claimed by the members from the Office of the Registrar of Companies at Mumbai and Kochi, respectively.
26. (a) Pursuant to Section 124 and 125 of the Companies Act, 2013, any amount of dividend remaining unpaid or unclaimed for a period of seven years from the date of its transfer to the Unpaid Dividend Account of the Company is required to be transferred to the Investor Education & Protection Fund (IEPF) established by the Central Government. The unclaimed dividends for the Financial Years from 1994-95 to 2015-16 and two interim dividends for Financial Year 2016-17 have been transferred to the said Fund and no claim shall lie against the Company, for the amount of dividend so transferred.
  - (b) In terms of Section 124(6) of the Companies Act, 2013, read with the IEPF Rules as amended, all the shares in respect of which dividend has remained unpaid/unclaimed for seven consecutive years or more are required to be transferred to an IEPF Demat account. Accordingly, shares in respect of unclaimed final dividend for the Financial Year 2015-16, 1<sup>st</sup> Interim and 2<sup>nd</sup> interim dividend of Financial Year 2016-17 have been transferred to an IEPF Demat account. In the event of transfer of shares and the unclaimed dividends to IEPF, members are entitled to claim the same from IEPF by submitting an online application in the prescribed IEPF-5 web form by login on [www.mca.gov.in](http://www.mca.gov.in). After login, click on 'MCA services', then click on 'Company E-filing', in the dropdown, click on 'IEPF Services' and select 'IEPF-5 web form' for claiming unpaid amounts and shares. Members can file only one consolidated claim in a financial year as per the IEPF Rules.
  - (c) Members of BPCL who have not yet encashed their dividend warrant(s) for the final dividend of Financial Year 2016-17 or dividend warrants(s) for any subsequent financial years are requested to make their claims without any delay to the RTA/Company. It may be noted that the unclaimed amount of final dividend for the Financial Year ended March 31, 2017 becomes due for transfer to IEPF Authority on October 17, 2024. It may please be noted that if no claim/application is received by the Company or the Company's RTA for the final dividend of Financial

Year 2016-17 before the said date, the Company will be compelled to transfer the underlying shares to the IEPF. The details of unclaimed dividend/shares to be transferred to IEPF are available on the website of the Company.

## PROCESS AND MANNER OF E-VOTING AND JOINING THE ANNUAL GENERAL MEETING

The remote e-voting period begins on Sunday, August 25, 2024 at 9:00 A.M. and ends on Thursday, August 29, 2024 at 5:00 P.M. The remote e-voting module shall be disabled by NSDL for voting thereafter. The Members, whose names appear in the Register of Members/Beneficial Owners as on the record date (cut-off date) i.e. Friday, August 23, 2024 may cast their vote electronically. The voting right of shareholders shall be in proportion to their share in the paid-up equity share capital of the Company as on the cut-off date, being Friday, August 23, 2024.

### How do I vote electronically using the NSDL e-Voting system?

The way to vote electronically on NSDL e-Voting system consists of “Two Steps” which are mentioned below:

#### Step 1: Access to NSDL e-Voting system

##### A) Login method for e-Voting and joining virtual meeting for Individual shareholders holding securities in demat mode

In terms of SEBI circular dated December 9, 2020 on e-Voting facility provided by Listed Companies, Individual shareholders holding securities in demat mode are allowed to vote through their demat account maintained with Depositories and Depository Participants. Shareholders are advised to update their mobile number and email Id in their demat accounts in order to access e-Voting facility.

Login method for Individual shareholders holding securities in demat mode is given below:

Type of Shareholders	Login Method
Individual Shareholders holding securities in demat mode with NSDL.	<ol style="list-style-type: none"> <li>Existing <b>IDeAS</b> user can visit the e-Services website of NSDL Viz. <a href="https://eservices.nsdl.com">https://eservices.nsdl.com</a> either on a Personal Computer or on a mobile. On the e-Services home page click on the “<b>Beneficial Owner</b>” icon under “<b>Login</b>” which is available under “<b>IDeAS</b>” section, this will prompt you to enter your existing User ID and Password. After successful authentication, you will be able to see e-Voting services under Value added services. Click on “<b>Access to e-Voting</b>” under e-Voting services and you will be able to see e-Voting page. Click on company name or <b>e-Voting service provider i.e. NSDL</b> and you will be re-directed to e-Voting website of NSDL for casting your vote during the remote e-Voting period or joining virtual meeting &amp; voting during the meeting.</li> <li>If you are not registered for IDeAS e-Services, option to register is available at <a href="https://eservices.nsdl.com">https://eservices.nsdl.com</a>. Select “<b>Register Online for IDeAS Portal</b>” or click at <a href="https://eservices.nsdl.com/SecureWeb/IdeasDirectReg.jsp">https://eservices.nsdl.com/SecureWeb/IdeasDirectReg.jsp</a></li> <li>Visit the e-Voting website of NSDL. Open web browser by typing the following URL: <a href="https://www.evoting.nsdl.com/">https://www.evoting.nsdl.com/</a> either on a Personal Computer or on a mobile. Once the home page of e-Voting system is launched, click on the icon “Login” which is available under ‘Shareholder/Member’ section. A new screen will open. You will have to enter your User ID (i.e. your sixteen digit demat account number held with NSDL), Password/OTP and a Verification Code as shown on the screen. After successful authentication, you will be redirected to the NSDL Depository site wherein you can see the e-Voting page. Click on company name or <b>e-Voting service provider i.e. NSDL</b> and you will be redirected to the e-Voting website of NSDL for casting your vote during the remote e-Voting period or joining the virtual meeting &amp; voting during the meeting.</li> <li>Shareholders/Members can also download the NSDL Mobile App “NSDL Speede” facility by scanning the QR code mentioned below for a seamless voting experience.</li> </ol>

#### NSDL Mobile App is available on



Individual Shareholders holding securities in demat mode with CDSL	<ol style="list-style-type: none"> <li>Users who have opted for CDSL Easi/Easiest facility, can login through their existing user id and password. The option will be made available to reach the e-Voting page without any further authentication. The users to login Easi/Easiest are requested to visit the CDSL website <a href="http://www.cdslindia.com">www.cdslindia.com</a> and click on login icon &amp; New System Myeasi Tab and then use your existing my easi username &amp; password.</li> <li>After successful login the Easi/Easiest user will be able to see the e-Voting option for eligible companies where the e-Voting is in progress as per the information provided by the company. On clicking the e-Voting option, the user will be able to see the e-Voting page of the e-Voting service provider for casting your vote during the remote e-Voting period or joining the virtual meeting &amp; voting during the meeting. Additionally, there are also links provided to access the system of all e-Voting Service Providers, so that the user can visit the e-Voting service providers' website directly.</li> </ol>
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## Notice to the Members (Contd.)

Type of Shareholders	Login Method
	<p>3. If the user is not registered for Easi/Easiest, option to register is available at the CDSL website <a href="http://www.cdslindia.com">www.cdslindia.com</a>. Click on login &amp; New System Myeasi Tab and then click on registration option.</p> <p>4. Alternatively, the user can directly access the e-Voting page by providing Demat Account Number and PAN No. from an e-Voting link available on <a href="http://www.cdslindia.com">www.cdslindia.com</a> home page. The system will authenticate the user by sending OTP on registered Mobile &amp; Email as recorded in the Demat Account. After successful authentication, the user will be able to see the e-Voting option where the e-voting is in progress and also able to directly access the system of all e-Voting Service Providers.</p>
Individual Shareholders (holding securities in demat mode) login through their depository participants	You can also login using the login credentials of your demat account through your Depository Participant registered with NSDL/CDSL for e-Voting facility. Upon logging in, you will be able to see e-Voting option. Click on e-Voting option, you will be redirected to NSDL/CDSL Depository site after successful authentication, wherein you can see the e-Voting feature. Click on company name or e-Voting service provider i.e. NSDL and you will be redirected to the e-Voting website of NSDL for casting your vote during the remote e-Voting period or joining the virtual meeting & voting during the meeting.

**Important note:** Members who are unable to retrieve the User ID/Password are advised to use the Forget User ID and Forget Password option available at the above mentioned website.

**Helpdesk for Individual Shareholders holding securities in demat mode for any technical issues related to login through Depository i.e. NSDL and CDSL.**

Login type	Helpdesk details
Individual Shareholders holding securities in demat mode with NSDL	Members facing any technical issue in login can contact the NSDL helpdesk by sending a request at <a href="mailto:evoting@nsdl.com">evoting@nsdl.com</a> or call at 022 - 4886 7000
Individual Shareholders holding securities in demat mode with CDSL	Members facing any technical issue in login can contact the CDSL helpdesk by sending a request at <a href="mailto:helpdesk.evoting@cdslindia.com">helpdesk.evoting@cdslindia.com</a> or contact at toll free no. 1800 21 09911

### B) Login Method for e-Voting and joining virtual meeting for shareholders other than Individual shareholders holding securities in demat mode and shareholders holding securities in physical mode.

#### How to Login to the NSDL e-Voting website?

- Visit the e-Voting website of NSDL. Open the web browser by typing the following URL: <https://www.evoting.nsdl.com/> either on a Personal Computer or on a mobile.
- Once the home page of the e-Voting system is launched, click on the icon "Login" which is available under 'Shareholder/ Member' section.
- A new screen will open. You will have to enter your User ID, your Password/OTP and a Verification Code as shown on the screen.

Alternatively, if you are registered for NSDL e-services i.e. IDEAS, you can login at <https://eservices.nsdl.com/> with your existing IDEAS login. Once you login to NSDL e-services after using your login credentials, click on e-Voting and you can proceed to Step 2 i.e. Cast your vote electronically.

- Your User ID details are given below:

Manner of holding shares i.e. Demat (NSDL or CDSL) or Physical	Your User ID is:
a) For Members who hold shares in demat account with NSDL	8 Character DP ID followed by 8 Digit Client ID For example if your DP ID is IN300*** and Client ID is 12***** then your user ID is IN300***12*****.
b) For Members who hold shares in demat account with CDSL	16 Digit Beneficiary ID For example if your Beneficiary ID is 12***** then your user ID is 12*****
c) For Members holding shares in Physical Form	EVEN Number followed by Folio Number registered with the company For example if your folio number is 001*** and EVEN is 101456 then user ID is 101456001***

- Password details for shareholders other than Individual shareholders are given below:
  - If you are already registered for e-Voting, then you can use your existing password to login and cast your vote.
  - If you are using NSDL e-Voting system for the first time, you will need to retrieve the 'initial password' which was communicated to you. Once you retrieve your 'initial password', you need to enter the 'initial password' and the system will force you to change your password.

- c) How to retrieve your 'initial password'?
  - (i) If your email ID is registered in your demat account or with the company, your 'initial password' is communicated to you on your email ID. Trace the email sent to you from NSDL from your mailbox. Open the email and open the attachment i.e. a .pdf file. Open the .pdf file. The password to open the .pdf file is your 8 digit client ID for NSDL account, last 8 digits of client ID for CDSL account or folio number for shares held in physical form. The .pdf file contains your 'User ID' and your 'initial password'.
  - (ii) If your email ID is not registered, please follow steps mentioned below **in process for those shareholders whose email ids are not registered.**
6. If you are unable to retrieve or have not received the "Initial password" or have forgotten your password:
  - a) Click on "Forgot User Details/Password?" (If you are holding shares in your demat account with NSDL or CDSL) option available on [www.evoting.nsdl.com](http://www.evoting.nsdl.com).
  - b) "Physical User Reset Password?" (If you are holding shares in physical mode) option available on [www.evoting.nsdl.com](http://www.evoting.nsdl.com).
  - c) If you are still unable to get the password by aforesaid two options, you can send a request at [evoting@nsdl.com](mailto:evoting@nsdl.com) mentioning your demat account number/folio number, your PAN, your name and your registered address etc.
  - d) Members can also use the OTP (One Time Password) based login for casting the votes on the e-Voting system of NSDL.
7. After entering your password, tick on Agree to "Terms and Conditions" by selecting on the check box.
8. Now, you will have to click on the "Login" button.
9. After you click on the "Login" button, the Home page of e-Voting will open.

## Step 2: Cast your vote electronically and join General Meeting on NSDL e-Voting system.

### How to cast your vote electronically and join General Meeting on NSDL e-Voting system?

1. After successful login at Step 1, you will be able to see all the companies "EVEN" in which you are holding shares and whose voting cycle and General Meeting is in active status.
2. Select "EVEN" of the company for which you wish to cast your vote during the remote e-Voting period and casting your vote during the General Meeting. For joining the virtual meeting, you need to click on the "VC/OAVM" link placed under "Join Meeting".
3. Now you are ready for e-Voting as the Voting page opens.
4. Cast your vote by selecting the appropriate options i.e. assent or dissent, verify/modify the number of shares for which you wish to cast your vote and click on "Submit" and also "Confirm" when prompted.
5. Upon confirmation, the message "Vote cast successfully" will be displayed.
6. You can also take the printout of the votes cast by you by clicking on the print option on the confirmation page.
7. Once you confirm your vote on the resolution, you will not be allowed to modify your vote.

### General Guidelines for shareholders

1. Institutional shareholders (i.e. other than individuals, HUF, NRI etc.) are required to send a scanned copy (PDF/JPG Format) of the relevant Board Resolution/Authority letter etc. with attested specimen signature of the duly authorized signatory(ies) who are authorized to vote, to the Scrutinizer by email to [mail@csraginichokshi.com](mailto:mail@csraginichokshi.com) with a copy marked to [evoting@nsdl.com](mailto:evoting@nsdl.com). Institutional shareholders (i.e. other than individuals, HUF, NRI etc.) can also upload their Board Resolution/Power of Attorney/Authority Letter etc. by clicking on "Upload Board Resolution/Authority Letter" displayed under the "e-Voting" tab in their login.
2. It is strongly recommended not to share your password with any other person and take utmost care to keep your password confidential. Login to the e-voting website will be disabled upon five unsuccessful attempts to key in the correct password. In such an event, you will need to go through the "Forgot User Details/Password?" or "Physical User Reset Password?" option available on [www.evoting.nsdl.com](http://www.evoting.nsdl.com) to reset the password.
3. In case of any queries, you may refer to the Frequently Asked Questions (FAQs) for Shareholders and e-voting user manual for Shareholders available at the download section of [www.evoting.nsdl.com](http://www.evoting.nsdl.com) or call on 022 - 4886 7000 or send a request to Ms. Pallavi Mhatre, Manager, NSDL, 4<sup>th</sup> Floor, 'A' Wing, Trade World, Kamla Mills Compound, Senapati Bapat Marg, Lower Parel, Mumbai 400013 at [evoting@nsdl.com](mailto:evoting@nsdl.com)



## Notice to the Members (Contd.)

**Process for those shareholders whose email ids are not registered with the depositories for procuring user id and password and registration of email ids for e-voting for the resolutions set out in this notice:**

1. In case shares are held in physical mode please provide Folio No., Name of shareholder, scanned copy of the share certificate (front and back), PAN (self attested scanned copy of PAN card), AADHAR (self attested scanned copy of Aadhar Card) by email to [ssc@bharatpetroleum.in](mailto:ssc@bharatpetroleum.in).
2. In case shares are held in demat mode, please provide DPID-CLID (16 digit DPID + CLID or 16 digit beneficiary ID), Name, client master or copy of Consolidated Account statement, PAN (self attested scanned copy of PAN card), AADHAR (self attested scanned copy of Aadhar Card) to [ssc@bharatpetroleum.in](mailto:ssc@bharatpetroleum.in). If you are an Individual shareholder holding securities in demat mode, you are requested to refer to the login method explained at step 1 (A) i.e. **Login method for e-Voting and joining virtual meeting for Individual shareholders holding securities in demat mode.**
3. Alternatively shareholders/members may send a request to [evoting@nsdl.com](mailto:evoting@nsdl.com) for procuring the user id and password for e-voting by providing the above mentioned documents.
4. In terms of SEBI circular dated December 9, 2020 on e-Voting facility provided by Listed Companies, Individual shareholders holding securities in demat mode are allowed to vote through their demat account maintained with Depositories and Depository Participants. Shareholders are required to update their mobile number and email ID correctly in their demat account in order to access the e-Voting facility.

### **THE INSTRUCTIONS FOR MEMBERS FOR E-VOTING ON THE DAY OF THE AGM ARE AS UNDER:-**

1. The procedure for e-Voting on the day of the AGM is the same as the instructions mentioned above for remote e-voting.
2. Only those Members, who will be present in the AGM through VC/OAVM facility and have not cast their vote on the Resolutions through remote e-Voting and are otherwise not barred from doing so, shall be eligible to vote through the e-Voting system in the AGM.
3. Members who have voted through Remote e-Voting will be eligible to attend the AGM. However, they will not be eligible to vote at the AGM.
4. For any grievances connected with the facility for e-voting on the day of the AGM, the members may contact the person whose details are mentioned in the general guidelines for shareholders under remote e-voting.

### **INSTRUCTIONS FOR MEMBERS FOR ATTENDING THE AGM THROUGH VC/OAVM ARE AS UNDER:**

1. Members will be provided with a facility to attend the AGM through VC/OAVM through the NSDL e-Voting system. Members may access by following the steps mentioned above for Access to the NSDL e-Voting system. After successful login, you can see the link of "VC/OAVM" placed under the "Join meeting" menu against the company name. You are requested to click on the VC/OAVM link placed under the Join Meeting menu. The link for the VC/OAVM will be available in the Shareholder/Member login where the EVEN of the Company will be displayed. Please note that the members who do not have the User ID and Password for e-Voting or have forgotten the User ID and Password may retrieve the same by following the remote e-Voting instructions mentioned in the notice to avoid last minute rush.
2. Members are encouraged to join the Meeting through laptops for a better experience.
3. Further, Members will be required to allow the Camera and use the Internet with a good speed to avoid any disturbance during the meeting.
4. Please note that Participants Connecting from Mobile Devices or Tablets or through Laptop connecting via Mobile Hotspot may experience Audio/Video loss due to Fluctuation in their respective network. It is therefore recommended to use a Stable Wi-Fi or LAN Connection to mitigate any kind of aforesaid glitches.
5. Members who would like to express their views/have questions may send their questions in advance mentioning their name, demat account number/folio number, email id, mobile number at [ssc@bharatpetroleum.in](mailto:ssc@bharatpetroleum.in). The same will be replied by the company suitably.
6. The members who would like to express their views/have questions may pre-register themselves as a speaker, by sending their request from their registered email address mentioning their name, DPID and Client ID/folio number, PAN, email id, and mobile number at [bpclagm24@bharatpetroleum.in](mailto:bpclagm24@bharatpetroleum.in) from Wednesday, August 21, 2024 to Saturday, August 24, 2024. Only those members who have pre-registered themselves as a speaker will be allowed to express their views/ask questions during the AGM. The Company reserves the right to restrict the number of questions and number of speakers, depending upon availability of time as appropriate for smooth conduct of the AGM.

7. The members who need technical assistance w.r.t. VC/OAVM before or during the AGM, can contact NSDL on [evoting@nsdl.com](mailto:evoting@nsdl.com) or call on 022 - 4886 7000 or send a request to Ms. Pallavi Mhatre, Manager, NSDL, 4<sup>th</sup> floor, 'A' Wing, Trade World, Kamla Mills Compound, Senapati Bapat Marg, Lower Parel, Mumbai 400013 at [evoting@nsdl.com](mailto:evoting@nsdl.com)

### OTHER INSTRUCTIONS:-

1. Members can also update their mobile number and email id in the user profile details of the folio by providing this information to the DP/RTA, which may be used for sending future communication.
2. The members holding shares in electronic form are therefore requested to submit the Permanent Account Number (PAN) details to their DP with whom they are maintaining their demat accounts. Members holding shares in physical form can submit their PAN details to the Company or to RTA.
3. The voting rights of members shall be in proportion to their shares in the paid-up equity share capital of the Company as on the cut-off date i.e. Friday, August 23, 2024. A person whose name is recorded in the register of members or in the register of Beneficial Owners maintained by the DP as on the cut-off date i.e. Friday, August 23, 2024 only shall be entitled to avail of the facility of remote e-voting at the AGM. A person who is not a member as on the cut-off date, should treat the Notice for information purpose only.
4. Any person holding shares in physical form as on the cut-off date and non-individual shareholders who acquire shares of the Company and become members of the Company after dispatch of the notice and holding shares as on the cut-off date i.e. Friday, August 23, 2024, may obtain the login ID and password by sending a request at [evoting@nsdl.com](mailto:evoting@nsdl.com) or [bpcl@dsr-cid.in](mailto:bpcl@dsr-cid.in).

In case of Individual Shareholders holding securities in demat mode, who acquire shares of the Company and become members of the Company after sending of the notice and holding the shares as of the cut-off date i.e. Friday, August 23, 2024 may follow the steps mentioned under "Access to NSDL e-Voting system".

However, if you are already registered with NSDL for remote e-voting, then you can use your existing user ID and password for casting your vote. If you forgot your password, you can reset your password by using "Forgot User Details/ Password" or "Physical User Reset Password" option available on [www.evoting.nsdl.com](http://www.evoting.nsdl.com) or call on 022 - 4886 7000.

5. Once the vote on a Resolution is cast by a member, whether partially or otherwise, the member shall not be allowed to change it subsequently or cast the vote again.
6. Mrs. Ragini Chokshi, (C.P. No. 1436) Practising Company Secretary (Membership No. 2390) of Ragini Chokshi & Co. Company Secretaries has been appointed as the Scrutinizer to scrutinize the voting and remote e-voting process in a fair and transparent manner.
7. The Chairman shall, at the end of the discussion on the resolutions on which voting is to be held, allow voting with the assistance of the Scrutinizer, by use of e-voting for all those members who have not cast their votes by availing the remote e-voting facility.
8. The Scrutinizer will, within fifteen minutes after the conclusion of voting at the AGM, first unblock the votes cast through remote e-voting and shall make available, within two working days of conclusion of the meeting, a Consolidated Scrutinizer's report of the total votes cast in favor of, or against, if any, to the chairman or a person authorized by him in writing who shall countersign the same and declare the results of voting.
9. The results of e-voting, declared along with the report of the Scrutinizer, shall be placed on the Company's website [www.bharatpetroleum.in](http://www.bharatpetroleum.in) and on the website of NSDL [www.evoting.nsdl.com](http://www.evoting.nsdl.com) immediately after the result is declared. The Company shall simultaneously forward the results to BSE Limited and National Stock Exchange of India Limited, where the shares of the Company are listed.
10. Members holding multiple folios may get their shareholding consolidated.

## ANNEXURE TO THE NOTICE

### Explanatory Statement Pursuant to Section 102 of the Companies Act, 2013

#### Item No. 5: Approval of Remuneration of the Cost Auditors for the Financial Year 2024-25

The Board of Directors, on the recommendation of the Audit Committee, has approved the appointment and remuneration of M/s. Dhananjay V. Joshi & Associates., Cost Accountants and M/s. Diwanji & Co., Cost Accountants to conduct the audit of the Cost records for the Financial Year 2024-25.

With the completion of the Cost Audit for the Financial Year 2023-24, both existing Cost Auditors (M/s. R. Nanabhoy & Co., Cost Accountants and M/s. G.R. Kulkarni & Associates, Cost Accountants) have completed 4 years of Cost Audit. Hence, appointment of new Cost Auditors for the Financial Year 2024-25 in place of the existing Cost Auditors was considered. The remuneration proposed to the newly appointed Cost Auditors remains the same.

In accordance with the provisions of Section 148 of the Companies Act, 2013 read with the Companies (Audit and Auditors) Rules, 2014, ratification for the remuneration payable to the Cost Auditors for the Financial Year 2024-25 by way of an Ordinary Resolution is being sought, as set out at Item No. 5 of the notice.

The Board of Directors accordingly recommends the passing of the proposed Ordinary Resolution for approval by the Members. None of the Directors or Key Managerial Personnel of the Company or their relatives have any concern or interest, financially or otherwise in passing of the said Ordinary Resolution.

#### Item No.6: Appointment of Shri Acharath Parakat Mahalil Mohamedhanish as Director

Shri Acharath Parakat Mahalil Mohamedhanish was appointed as Additional Director on the Board upon nomination by the Government of India as Government Nominee Director, under the provisions of Article 77A of the Articles of Association of the Company, read with Section 161 of the Companies Act, 2013, effective July 19, 2024, in accordance with the directions of the Government of India.

Shri Acharath Parakat Mahalil Mohamedhanish, being an Additional Director, holds office up to the date of the ensuing Annual General Meeting. The Company has received a Notice in writing along with the deposit of requisite amount under Section 160 of the Companies Act, 2013 proposing his candidature.

Shri Acharath Parakat Mahalil Mohamedhanish, is a senior IAS officer from 1996 batch and holds B. Tech degree in Civil Engineering from College of Engineering, Trivandrum. He is presently serving as Principal Secretary, Industries, Commerce and Waqf Department in Government of Kerala. His brief resume containing his age, qualification, expertise etc. is annexed herewith.

Relevant documents, if any, in respect of the said item will be available for inspection in electronic form on request by the Members of the Company, up to the last date of the remote e-voting.

The Board of Directors accordingly, recommends the passing of the proposed Ordinary Resolution as contained in the Notice by Members of the Company.

Shri Acharath Parakat Mahalil Mohamedhanish is interested in the Resolution to the extent as it concerns his appointment. None of the other Directors or Key Managerial Personnel or their relatives has any concern or interest, financial or otherwise, in passing of the said Ordinary Resolution.

By Order of the Board of Directors

Sd/-

(V. Kala)

Company Secretary

Place: Mumbai

Date: August 6, 2024

**Registered Office:** Bharat Bhavan, 4 & 6 Currimbhoy Road, Ballard Estate,  
Mumbai 400 001 CIN: L23220MH1952GOI008931  
Phone: 2271 3000/4000  
Email: [info@bharatpetroleum.in](mailto:info@bharatpetroleum.in) Website: [www.bharatpetroleum.in](http://www.bharatpetroleum.in)

## BRIEF RESUME OF DIRECTOR SEEKING REAPPOINTMENT AT THE 71<sup>st</sup> ANNUAL GENERAL MEETING IN TERMS OF REGULATION 36(3) OF LISTING REGULATIONS AND SECRETARIAL STANDARD – 2

Name	Shri Vetsa Ramakrishna Gupta	Shri Acharath Parakat Mahalil Mohamedhanish
Date of Birth	29.06.1971	17.02.1969
Date of first Appointment	07.09.2021	19.07.2024
Qualifications	B.Com, ACA, AICWA	IAS, B. Tech (Civil) from College of Engineering, Trivandrum
Experience in specific functional areas	<p>Shri Vetsa Ramakrishna Gupta is a member of the Institute of Chartered Accountants of India (1998 batch) and a Bachelor of Commerce. He is also a member of Institute of Cost Accountants of India. With an illustrious career spanning over 26 years at BPCL in various finance roles, he is currently holding charge of Director (Finance).</p> <p>Shri Vetsa Ramakrishna Gupta has a well-rounded experience profile, and in his rich and diverse career, he has held various positions in BPCL handling various facets of finance covering Corporate Accounts, Risk Management, Business Plan, Budgeting, Treasury operations etc. Apart from his corporate role, he has vast experience of handling finance in various business units of BPCL. He played a critical role in strategy formulation and implementation to ensure Corporate Governance, including internal controls and monitoring. He was a key architect in implementing IND-AS in BPCL.</p> <p>As a Board member under his able leadership, merger of Bharat Oman Refineries Limited (BORL)/Bharat Gas Resources Limited (BGRL) with BPCL was carried out smoothly and a conducive environment was created for onboarding BORL/BGRL employees into the BPCL family. He has been instrumental in co-creating 'Project Aspire', our five-year strategic framework under which BPCL has set ambitious goals by FY 2028-29.</p>	<p>Shri Acharath Parakat Mahalil Mohamedhanish is presently serving as Principal Secretary, Industries, Commerce and Waqf Departments in Government of Kerala. He has held the position of Principal Secretary, General Education, Health &amp; family Welfare and AYUSH, Govt. of Kerala. He has also held various positions such as District Collector &amp; District Magistrate, Ernakulam, Director of Public Instruction, Kerala. He has also served as Secretary, Urban Affairs &amp; PWD, Chairman &amp; Managing Director, Supply Co, Managing Director, Kochi Metro Rail Ltd, CEO, Kochi Smart City.</p>
Membership/ Chairmanships of Board Committees in BPCL	<p><b>Memberships in the following Committees:</b></p> <ol style="list-style-type: none"> <li>1. Stakeholders Relationship Committee</li> <li>2. Corporate Social Responsibility (CSR) Committee</li> <li>3. Risk Management Committee</li> <li>4. Project Evaluation Committee</li> <li>5. Sustainable Development Committee</li> <li>6. Standing Committee of the Board for Tenders</li> <li>7. Standing Committee of the Board for JVC Matters</li> <li>8. Standing Committee of the Board for Release of Flats.</li> <li>9. BPCL Trust for Investment in Shares Committee</li> <li>10. Standing Committee of the Board for Issue of Share Certificates</li> <li>11. Monitoring Committee on Investments in JVs/Subsidiaries</li> </ol>	-
Directorship held in other Companies	<p><b>Director:</b></p> <ol style="list-style-type: none"> <li>1. Bharat PetroResources Limited</li> </ol>	<p><b>Director:</b></p> <ol style="list-style-type: none"> <li>1. Malabar Cements Limited</li> <li>2. Additional Skill Acquisition Program Kerala</li> <li>3. Travancore Titanium Products Limited</li> <li>4. Kerala Medical Services Corporation Limited</li> <li>5. Nitta Gelatin India Limited</li> <li>6. Cheraman Financial Services Limited</li> <li>7. Kel Electrical Machines Limited</li> </ol>
Listed companies from which the Director has resigned in the past 3 years	NIL	NIL
No. of Board Meetings attended during the Financial Year 2023-24	16	NA
Relationship with other Directors & KMP	None	None
No. of shares held in BPCL	5,250 Equity Shares	None
Terms of Appointment	<p>As per the letter dated 07.09.2021 issued by the Ministry of Petroleum &amp; Natural Gas, Government of India, he was appointed as Director (Finance) (Whole Time Director) for a period of five years with effect from his assumption of charge of the post or till the date of his superannuation or until further orders, whichever is earliest. As BPCL is a Government of India Enterprise, his remuneration and other terms and conditions will be as per the applicable guidelines issued by Department of Public Enterprises from time to time.</p>	<p>As per the letter dated 18.07.2024 issued by the Ministry of Petroleum &amp; Natural Gas, Government of India, he was appointed as Director for a period of three years on co-terminous basis or until further orders, whichever is earlier.</p>

# DIRECTORS' REPORT

The Board of Directors takes pleasure in presenting their Report on the performance of Bharat Petroleum Corporation Limited (BPCL) for the year ended March 31, 2024.

## PERFORMANCE OVERVIEW

### Group Performance

During the year 2023-24, the aggregate refinery throughput of BPCL's refineries at Mumbai, Kochi and Bina was 39.93 million Metric Tonnes (MMT), as compared to 38.53 MMT during the year 2022-23. The BPCL Group ended the year with market sales of 51.04 MMT, as compared to 48.92

MMT during the year 2022-23. During the year, the BPCL Group exported 1.16 MMT of petroleum products, as against 1.31 MMT during the year 2022-23. The growth in physical parameters was mainly on account of increase in demand of petroleum products.

During the current Financial Year, the Group achieved Gross Revenue from Operations of ₹ 5,06,992.60 crore, as compared to ₹ 5,33,547.29 crore in the year 2022-23. The Net Profit attributable to BPCL stood at ₹ 26,858.84 crore in 2023-24, as against ₹ 2,131.05 crore in the previous year. The Group has recorded Earnings per Share of ₹ 126.08 per share in the current year, as against ₹ 10.01 per share in 2022-23.

CONSOLIDATED GROUP RESULTS	2023-24	2022-23
<b>Physical Performance</b>		
Refinery Throughput (MMT)	39.93	38.53
Market Sales (MMT)	51.04	48.92
<b>Financial Performance</b>		₹ in crore
Revenue from Operations	5,06,992.60	5,33,547.29
<b>Profit before Finance Costs, Depreciation, Share of profit/(loss) of equity accounted investee, Exceptional Items and Tax</b>	<b>46,316.76</b>	12,386.33
Finance Cost	4,148.89	4,262.77
Depreciation & Amortization expense	6,771.26	6,368.82
<b>Profit before Share of profit/(loss) of equity accounted investee, Exceptional Items and Tax</b>	<b>35,396.61</b>	1,754.74
Share of Profit/(loss) of equity accounted investee (net of income tax)	1,065.53	2,191.92
Exceptional Items – Income/(Expense)	(267.70)	(1,125.53)
<b>Profit before Tax</b>	<b>36,194.44</b>	2,821.13
Provision for Taxation – Current Tax	9,419.98	353.11
Provision for Taxation – Deferred Tax	(84.39)	379.87
Short/(Excess) provision for Taxation for earlier years	0.01	(42.90)
<b>Net Profit for the year</b>	<b>26,858.84</b>	2,131.05
<b>Net Profit attributable to BPCL</b>	<b>26,858.84</b>	2,131.05
Other Comprehensive Income attributable to BPCL	212.81	761.29
<b>Total Comprehensive Income attributable to BPCL</b>	<b>27,071.65</b>	2,892.34
Group Basic and Diluted Earnings per share attributable to BPCL (₹ per share)	126.08	10.01

## Company Standalone Performance

During the year 2023-24, the refinery throughput at BPCL's refineries at Mumbai, Kochi and Bina was 39.93 MMT, as against 38.53 MMT achieved in 2022-23. The Market Sales of the Company increased by 4.33%, from 48.92 MMT in 2022-23 to 51.04 MMT in 2023-24. The growth in physical parameters was in line with the increase in demand of petroleum products.

COMPANY STANDALONE RESULTS	2023-24	2022-23
<b>Physical Performance</b>		
Refinery Throughput (MMT)	39.93	38.53
Market Sales (MMT)	51.04	48.92
<b>Financial Performance</b>		₹ in crore
Revenue from Operations	5,06,911.36	5,33,467.55
<b>Profit before Finance Costs, Depreciation, Exceptional Items and Tax</b>	<b>46,569.51</b>	<b>13,140.62</b>
Finance Cost	2,473.01	3,216.48
Depreciation & Amortization expense	6,750.11	6,347.48
<b>Profit before Exceptional Items and Tax</b>	<b>37,346.39</b>	<b>3,576.66</b>
Exceptional Items – Income/(Expense)	(1,798.02)	(1,359.96)
<b>Profit before Tax</b>	<b>35,548.37</b>	<b>2,216.70</b>
Provision for Taxation – Current Tax	9,412.06	352.18
Provision for Taxation – Deferred Tax	(537.20)	37.32
Short/(Excess) provision for taxation of earlier years	0.01	(42.90)
<b>Net Profit for the year (A)</b>	<b>26,673.50</b>	<b>1,870.10</b>
Other Comprehensive Income (OCI)	956.13	(240.10)
<b>Total Comprehensive Income for the year</b>	<b>27,629.63</b>	<b>1,630.00</b>
<b>Opening Balance of Retained Earnings (B)</b>	<b>9,326.25</b>	<b>9,062.62</b>
<b>Amount available for Appropriation (A+B)</b>	<b>35,999.75</b>	<b>10,932.72</b>
<b>Appropriations/Others:</b>		
Final Dividend of previous year	867.70	1,301.55
Interim Dividends	4,555.43	-
Transfer to Debenture Redemption Reserve	-	50.00
Transfer to General Reserve	4,000.00	-
Income from 'BPCL Trust for Investment in Shares'*	(82.40)	(19.78)
Income from 'BPCL ESPS Trust'*	(10.96)	(2.63)
Re-measurements of Defined Benefit Plans (Net of tax)*	(98.58)	277.33
Transfer of Reserve to Business Combination	1,720.13	-
<b>Closing Balance of Retained Earnings</b>	<b>25,048.43</b>	<b>9,326.25</b>
<b>Summarized Cash Flow Statement:</b>		
<b>Cash Flows:</b>		
Inflow/(Outflow) from Operating Activities	35,762.21	10,664.05
Inflow/(Outflow) from Investing Activities	(11,661.16)	(6,397.31)
Inflow/(Outflow) from Financing Activities	(25,466.04)	(3,665.87)
Net increase/(decrease) in cash & cash equivalents	(1,364.99)	600.87

\*Represents addition to Retained Earnings



## Directors' Report (Contd.)

BPCL achieved Gross Revenue from Operations of ₹ 5,06,911.36 crore in the year 2023-24, as compared to ₹ 5,33,467.55 crore in the year 2022-23. The Profit before Tax for the year was ₹ 35,548.37 crore, as compared to ₹ 2,216.70 crore in 2022-23. After providing for Tax (including Deferred Tax, Short/(Excess) provision for previous years) of ₹ 8,874.87 crore, as against ₹ 346.60 crore during the previous year, the Profit after Tax for the year stood at ₹ 26,673.50 crore, as against ₹ 1,870.10 crore in the year 2022-23.

Profit for the current year is higher as compared to the previous year on account of a higher margin on certain petroleum products.

Internal Generation after adjusting Dividend, Depreciation and Deferred Tax during the year was higher at ₹ 27,558.94 crore, as against ₹ 8,228.88 crore in the year 2022-23, mainly on account of the higher Profit after Tax.

The Basic and Diluted Earnings per Share amounted to ₹ 125.21 per share for the year 2023-24, as compared to ₹ 8.78 per share for the year 2022-23. The Basic and Diluted Earnings per Share is after adjustment of 'BPCL Trust for Investment in Shares' and 'BPCL ESPS Trust'.

BPCL's contribution to the exchequer by way of Taxes, Duties and Dividend during the year 2023-24 amounted to ₹ 1,48,566.10 crore, as against ₹ 1,39,210.62 crore in the previous year.

As on March 31, 2024, BPCL's total equity stands at ₹ 74,674.80 crore, as against ₹ 51,996.34 crore for the previous year.

### Issue of Bonus Shares

The Board of Directors, at the meeting held on May 9, 2024, recommended the capitalization of a sum of ₹ 21,69,25,27,440 out of the Securities Premium Account for issue and allotment of bonus equity shares in the proportion of one new bonus equity share of ₹ 10 each for every one existing equity share of ₹ 10 each held by the Members on the Record Date i.e. Saturday, June 22, 2024. Accordingly, 2,16,92,52,744 equity shares of ₹ 10 were issued as fully paid-up bonus shares to the shareholders of the Company. Consequently, the paid-up equity share capital of the Company increased to ₹ 43,38,50,54,880 consisting of 4,33,85,05,488 fully paid-up equity shares of ₹ 10 each.

### Capital Infusion through Rights Issue of Equity Shares

The Board of Directors had approved the proposal for raising capital up to an amount not exceeding ₹ 18,000 crore in June 2023, by way of issue of equity shares on rights issue basis to eligible equity shareholders of the Company and the same is in process.

### Dividend

The Board of Directors has recommended a final dividend of ₹ 21 per equity share of face value of ₹ 10 each (pre-bonus), which translates into final dividend of ₹ 10.50 per equity share of face value of ₹ 10 each (post-bonus) (i.e. @105% of the

paid-up equity share capital), amounting to ₹ 4,555.43 crore, on the paid-up equity share capital of ₹ 43,38,50,54,880. In addition, the Board of Directors has declared and distributed Interim Dividend during the year 2023-24 totalling ₹ 21 per equity share (i.e. @210% of the paid-up equity share capital) on the paid-up share capital of ₹ 21,69,25,27,440.

As per Regulation 43A of the Securities and Exchange Board of India (Listing Obligations and Disclosure Requirements) Regulations, 2015, the top thousand listed entities shall formulate a Dividend Distribution Policy. Accordingly, a Dividend Distribution Policy has been adopted to set out the parameters and circumstances that will be taken into account by the Board in determining the distribution of Dividend to its shareholders and/or retaining the profit into the business. The policy is available on the Company's website at <https://www.bharatpetroleum.in/bharat-petroleum-for/Investors/DDP%20Final%20File.pdf>

### Transfer to Reserves

Out of the amount available in Retained Earnings, an amount of ₹ 4,000 crore has been transferred to the General Reserve. Further, ₹ 250 crore has been transferred from the Debenture Redemption Reserve to the General Reserve on account of debentures redeemed during the year. Additionally, ₹ 1,720 crore has been transferred to a new reserve, 'Reserve on Business Combination' from Retained Earnings created on account of re-measurement gains recognized in the Consolidated Financial Statements on acquisition of Bharat Oman Refineries Limited, subsequently recorded in the Standalone Financial Statements on its merger with the Corporation.

### MATERIAL CHANGES AND COMMITMENTS AFFECTING THE FINANCIAL POSITION OF THE COMPANY BETWEEN THE END OF THE FINANCIAL YEAR AND THE DATE OF THE REPORT

There have been no material changes and commitments affecting the financial position of the Company between the end of the Financial Year and the date of this report. There has been no change in the nature of business of the Company.

### EMPLOYEE STOCK PURCHASE SCHEME (ESPS)

The Company had formulated an Employee Stock Purchase Scheme (ESPS) in line with SEBI (Share Based Employee Benefits) Regulations, 2014, which was approved by the shareholders in the Annual General Meeting held on September 28, 2020, offering up to 4,33,85,000 fully paid-up equity shares of ₹ 10 each (representing 2% of the paid-up capital) to eligible employees under ESPS.

Based on the terms and conditions of the Scheme, eligible employees were offered 4,33,79,025 fully paid-up equity shares of face value of ₹ 10 each and 3,65,42,077 shares were transferred to 7,868 employees in the year 2021-22, at an issue price of ₹ 126.54 and ₹ 253.08 per share (as

applicable) and ₹462.48 crore was the consideration received against the issuance of shares. Out of the 3,65,42,077 shares transferred, 42,050 shares were transferred to key managerial personnel.

During the year under review, 68,36,948 shares held by the BPCL ESPS Trust were sold off through the stock exchange mechanism, in accordance with the BPCL Employee Stock Purchase Scheme 2020 and SEBI (Share Based Employee Benefits and Sweat Equity) Regulations, 2021, and the BPCL ESPS Trust does not hold any shares at the end of the year, on behalf of the employees. The Trust did not exercise voting rights in respect of the above shares.

The Scheme is in compliance with SEBI (Share Based Employee Benefits and Sweat Equity) Regulations, 2021, and this has been certified by the secretarial auditors of the Company. The certificate of the secretarial auditors can be accessed at <https://www.bharatpetroleum.in/Bharat-Petroleum-For/Investors/Shareholders-Meetings/Annual-General-Meeting.aspx>

In line with Regulation 14 of the SEBI (Share Based Employee Benefits and Sweat Equity) Regulations, 2021, a statement giving complete details, as on March 31, 2024, is available on the website of the Company at <https://www.bharatpetroleum.in/Bharat-Petroleum-For/Investors/Shareholders-Meetings/Annual-General-Meeting.aspx>

### Borrowings

Total Borrowings of the Company as at March 31, 2024 stood at ₹ 18,766.89 crore, as against ₹ 35,854.80 crore as at March 31, 2023.

During the year 2023-24, due to higher cash accruals, there was no requirement of raising long-term funds. Accordingly, 25% of incremental borrowings by way of issuing debt securities for the Financial Year 2021-22, Financial Year 2022-23 and Financial Year 2023-24 has not been raised.

### Deposits from Public

The Company has not accepted any deposit from the public during the year. The amount of deposits, matured but unclaimed, at the end of the year was nil.

### Capital Expenditure

Capital Expenditure during the year, including investments in Subsidiaries, Joint Venture Companies (JVCs) and Associates, amounted to ₹ 11,702.05 crore, as compared to ₹ 12,120.33 crore during the previous year.

The Company has entered into a Memorandum of Understanding (MoU) with the Government of India for the purpose of performance assessment. Capital Expenditure incurred by the Company and its proportionate share of Capital Expenditure by its Subsidiaries (Group), JVCs and Associates during the year is ₹ 12,135.54 crore.

### Comptroller and Auditor General of India's (C&AG) Audit

The Comptroller and Auditor General of India's (C&AG) comment upon or supplement to the Statutory Auditors'

Report on the Accounts for the year ended March 31, 2024 is appended as Annexure E.

As on March 31, 2024, there are nine pending published paras related to the C&AG audit, which are appended as Annexure F.

### REFINERIES

Financial Year 2023-24 has been a year of significant progress, wherein the Company's Refineries achieved important milestones, embraced new technologies, delivered new products and commenced strategic initiatives that solidify the Company's position as a pioneer in the oil and gas sector. In this financial year, the Company's Refineries achieved the highest ever throughput of 39.93 MMT. Furthermore, capacity utilization increased to a strong 112% in FY 2023-24, as compared to 109% in the previous year. These accomplishments reflect ongoing efforts to improve efficiency and productivity.

The key to efficient refining operations is the expertise in converting crude oil into value-added products at the lowest cost. Dynamic changes to operating parameters and stringent monitoring practices aided us in processing challenging but discounted crudes, aiding in optimizing crude costs during the financial year. We also successfully introduced at-least 3 new crude varieties in each refinery. The diversification strengthens the crude slate and provides greater refining flexibility. These informed decisions, coupled with strong capacity utilization, enabled the refineries to deliver Gross Refining Margin (GRM) of \$ 14.14 per barrel for the financial year.

BPCL has identified Petrochemicals as one of its strategic levers for future expansion. It is with great pride that the foundation stone was laid for the Bina Petchem Refinery Expansion Project (BPREP) by Hon'ble Prime Minister of India on September 14, 2023. This project, conceived at an expected cost of ₹ 43,367 crore, promises to significantly expand our refining and petrochemical production capabilities. In view of the estimated demand in India, as well as in the Bina Refinery (BR) economic zone, polymer products such as Linear Low Density Polyethylene (LLDPE), High Density Polyethylene (HDPE) and Polypropylene (PP) are considered in the project. In addition to polymers, there will be production of aromatics (Benzene, Toluene and Mixed Xylene) from the complex. During the year, a Final Investment Decision (FID) of ₹ 4,460 crore was accorded by the Board to install yet another petrochemical project of 400 Kilo Tonnes Per Annum (KTPA) Polypropylene at Kochi Refinery (KR). The feed for the same, petrochemical grade Propylene, shall be made available with minor modification of existing units at KR.

Significant innovations were made during the year for widening the product portfolio. Mumbai Refinery (MR) successfully produced import substitute Group III 100 N Lube Oil especially used in high end automotive vehicles. By commissioning the first-of-its-kind commercially operated De-Aromatized Solvents (DAS) splitter of the LOBS unit, value-added solvents like D40/D100/D130 were made available to the market. These are special grade industrial

## Directors' Report (Contd.)

solvents used in paints, metal rolling, mosquito repellents, etc. BPCL is among the few producers in the world and the only producer of these products in India. In collaboration with the Corporate R&D Center, KR successfully produced Anode Grade Green Pet Coke - a superior quality and cost-effective alternative to conventional fuel-grade coke - and Environmental Protection Agency (EPA) grade diesel, used for testing of diesel engines which are exported to the USA. Heavy Oxo alcohol is an additional product added to the KR Petchem product portfolio from the Oxo alcohol unit of the Petchem complex at Kochi. Production of Army Grade Kerosene (Low Smoke Low Aromatic Superior Kerosene Oil [SKO]) commenced at BR, specifically formulated to meet the requirements of the armed forces at high altitudes. In addition, BPCL became the first in India to be awarded BIS licenses for N-Butyl Alcohol (IS 361:2009) and Iso-Butyl Alcohol (IS 9834:1981) produced at KR, granting us the hallmark of world-class product quality.

BPCL is committed to sustainable practices and renewable energy sources. This commitment is exemplified by the award of a 5 MW electrolyzer based 'Green Hydrogen Plant' at BR. The project is scheduled to be completed by early 2025. We have also commissioned one of our biggest solar power projects in BPCL refineries through a 14 MW Solar Power Project at BR. A 150 TPD (Tonnes Per Day) Feed Bio-methanation plant, aimed at converting biodegradable municipal solid waste into approx. 6 TPD Compressed Biogas (CBG), is yet another environment-friendly initiative being implemented in Kochi with the support of the State Government. This project will help in alleviating the challenges faced in disposal of municipal waste and consequent air pollution.

Financial Year 2023-24 has been a year of substantial progress, marked by important achievements and strategic advancements. Our dedication to operational excellence, innovation and sustainability, positions us for continued growth and success in the years ahead.

### Performance of Refineries

Parameters	Mumbai Refinery		Kochi Refinery		Bina Refinery		Total	
	2022-23	2023-24	2022-23	2023-24	2022-23	2023-24	2022-23	2023-24
Refinery Throughput (MMT)	14.66	15.20	16.12	17.54	7.75	7.19	38.53	39.93
Crude Oil Processed (MMT)	14.55	15.05	16.02	17.31	7.84	7.13	38.41	39.50
Capacity Utilization (%)*	121.22	125.43	103.33	111.70	100.52	91.45	108.79	111.89
GRM (\$/bbl)	15.20	9.62	21.01	15.39	28.18	20.66	20.24	14.14

\* Capacity utilization is the % of actual crude oil processed to the installed/design capacity

### MARKETING

The year 2023-24 posed a new set of challenges for BPCL on the marketing front. While in 2022-23, due to considerable withdrawal of private players from the market, the entire supply chain of PSUs was stretched and stressed out, in 2023-24, they came back aggressively due to the improved business environment, resulting in stiff competition from all sides.

During the year 2023-24, BPCL's market sales volume increased by 4.33% to 51.04 MMT, as compared to 48.92 MMT in the previous year. BPCL's market share amongst the public sector oil marketing companies stood at 27.57% as on March 31, 2024, as compared to 27.26% at the end of the previous year. This is the highest ever sales volume and market share achieved by BPCL.

A detailed discussion of the performance of the Marketing function is given in the Management Discussion & Analysis Report (MDA).

### PIPELINES

BPCL owns a multi-product pipeline network of 2,600 km with a design capacity of 20.9 million Metric Tonnes Per Annum (MMTPA) and 937 km of crude pipeline with a design capacity of 7.8 MMTPA. Pipeline operations have optimized specific energy consumption by 3% over Financial Year 2023-24, avoiding 3,000 MT CO<sub>2</sub> emission.

During the year 2023-24, product pipelines achieved a throughput of 18.6 MMTPA, as against 19.06 MMTPA in the previous year. Crude pipelines achieved a throughput of 7.14 MMTPA, as against 7.81 MMTPA in the previous year. During the year, all standard operating procedures were strictly followed, resulting in 'nil' fatality and 'nil' Lost Time Accident (LTA). BPCL is always at the forefront to ensure the security and safety of its assets. To enhance the safety and security of its cross-country pipeline network, a Fiber Optics based Pipeline Intrusion Detection System (PIDS) was commissioned for the Kochi-Coimbatore-Karur Pipeline. With this, major white oil pipelines have been covered under PIDS. PIDS is being commissioned in the 937 km long crude pipeline.

### MAJOR PROJECTS

Details of major completed/ongoing projects during the year are given below. Approved project cost indicated for each project is net of input tax credit.

#### Projects Completed in 2023-24

##### • LPG Bottling Plant at Rasayani, Maharashtra

A new LPG plant with a capacity of 180 TMTA has been constructed at Rasayani. The plant receives its product through the Uran-Chakan LPG pipeline and stores LPG in 3x600 MT MSVs. Cylinder filling is carried out by 2x24-station electronic carousels and the filled LPG

cylinders are dispatched via packed lorries to serve markets in Greater Mumbai, Navi Mumbai, Thane and Raigarh districts. The project, with an approved cost of ₹ 140.38 crore, was completed in March 2024.

- **City Gas Distribution Project at Rohtak, Haryana**

BPCL has been authorized by the PNGRB Board to lay, build, operate and expand a City Gas Distribution Network in the Geographical Area of Rohtak District in Haryana. The Minimum Work Program, scheduled for completion in September 2025, was achieved ahead of schedule in December 2023. The approved project cost is ₹ 261.48 crore for a period of 25 years, which is the duration of the exclusivity period.

- **City Gas Distribution Project at Saharanpur, Uttar Pradesh**

BPCL has been authorized by the PNGRB Board to lay, build, operate and expand a City Gas Distribution Network in the Geographical Area of Saharanpur District in Uttar Pradesh. The Minimum Work Program, scheduled for completion in September 2023, was achieved ahead of schedule in June 2023. The approved project cost is ₹ 198.80 crore for a period of 25 years, which is the duration of the exclusivity period.

- **City Gas Distribution Project at Yamunanagar, Haryana**

BPCL has been authorized by the PNGRB Board, to lay, build, operate and expand a City Gas Distribution Network in the Geographical Area of Yamunanagar District in Haryana. The Minimum Work Program (MWP), scheduled for completion in September 2023, was achieved ahead of schedule in June 2023. The approved project cost is ₹ 129.80 crore for a period of 25 years, which is the duration of the exclusivity period.

## Ongoing Projects

- **Bina Petchem and Refinery Expansion Project (BPREP)**

The project involves the installation of a Dual Feed Cracker to produce 1,200 KTPA of Ethylene, downstream units for the production of 1,150 KTPA of Polyethylene (HDPE + LLDPE) and 550 KTPA of Polypropylene (PP), as well as liquid chemicals such as Benzene, Toluene, Xylene, etc. This includes associated units, utilities, off-sites, and the expansion of the Refinery capacity to approximately 11 MMTPA. As on March 31, 2024, the project has achieved an overall physical progress of 1.8% and is scheduled for completion in May 2028. The project cost is ₹ 43,367 crore.

- **Polypropylene Unit at Kochi Refinery**

The project involves setting up a 400 KTPA Polypropylene Unit and associated facilities, along with revamping the Petro Fluid Catalytic Cracking (PFCC) Unit for the production of Homo grade Polypropylene at Kochi Refinery. The total project cost is ₹ 4,460 crore, with a scheduled completion date of October 2027. The project is progressing as per schedule.

- **Replacement and Extension of Jetty Pipelines for Kochi Refinery**

The project envisages replacement of old jetty product pipelines of black and white oil service from Kochi Refinery (KR) to the North Jetty Reclamation Pit (NJRP) with new ATF and HSD lines. The project scope also includes laying a new MS pipeline from NJRP to Cochin Oil Terminal (COT) and modification of ATF tanks, KR tanker loading pumps and associated suction pipings, etc. The project aims to enhance tanker loading rates, reduce turnaround time for tankers and ensure uninterrupted product evacuation from KR through coastal routes. The approved cost of the project is ₹ 621.87 crore. As on March 31, 2024, the project has achieved an overall physical progress of 35.3% and is scheduled for completion in March 2026.

- **Installation of an Independent De-Aromatized Solvents (DAS) Unit at Mumbai Refinery**

The project envisages setting up an independent train of DAS unit with 200 TMTPA capacity to meet the growing demand for various grades of specialty DAS products such as D40, D60, D110 and D130, in addition to D80 Grade. De-aromatized solvents, which are mostly imported, find extensive use in consumer products such as household insecticides, mosquito repellents and aerosols. The approved cost of the project is ₹ 405.00 crore. The project has achieved overall physical progress of 26.5% as on March 31, 2024 and is scheduled for completion in July 2025.

- **POL and LOBS Installation with Receipt Pipelines at Rasayani, Maharashtra**

The project involves the construction of a 22-inch POL pipeline and a 10-inch LOBS/DAS pipeline, spanning 43 km from Mumbai Refinery to Rasayani. Additionally, it includes the construction of a Base Oil terminal with a storage tank capacity of 82,600 KL and a POL Installation with product storage of approximately 1.84 lakh KL capacity at Rasayani. The project has achieved overall physical progress of 5.7% as on March 31, 2024. The project cost is ₹ 2,585 crore, with a completion schedule of May 31, 2026.

- **Multi-product Pipeline from Krishnapatnam Coastal Terminal to POL Terminal at Malkapur near Hyderabad**

The project involves the construction of a 455 km long, 16" diameter multi-product pipeline with a throughput capacity of 4.4 MMTPA, running from Krishnapatnam Coastal Terminal to the POL Terminal at Malkapur near Hyderabad. Additionally, the project includes the construction of additional tankages at Krishnapatnam and Ongole. As on March 31, 2024, the project has achieved overall physical progress of 53.4%. The approved cost of the project is ₹ 1,925.68 crore, and it is scheduled for completion in October 2025.

- **Irugur – Devangonhi Multi-product Pipeline**

The project involves laying a 352 km long, 16" diameter multi-product cross-country pipeline with a throughput capacity of 3.5 MMTPA from Irugur (Tamil Nadu) to



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Devangonthi (Karnataka). The approved cost of the project is ₹ 1,724.93 crore. The project has achieved overall physical progress of 24.9% as on March 31, 2024 and is scheduled for completion in October 2025.

- **Integrated 2G+1G Ethanol Bio-refinery at Bargarh, Odisha**

To meet the blending targets outlined in the National Biofuel Policy 2018, BPCL is setting up an integrated 2G and 1G Bio-Ethanol plant in Bargarh, Odisha, with a total production capacity of 200 Kiloliters (KLs) of Ethanol per day. The Ethanol produced at this facility will be utilized for blending in Motor Spirit (MS). The project, with an approved cost of ₹ 1,557 crore will be mechanically completed by October 2024 and commissioning will start.

- **Augmentation of Cryogenic Facilities at Uran LPG Import Terminal in Maharashtra**

The project envisages debottlenecking and augmentation of cryogenic facilities at Uran to meet future import requirements and ensure uninterrupted and smooth supply chain operations to meet the growing LPG demand. The approved cost of the project is ₹ 1,164.69 crore. The project has achieved overall physical progress of 40.5% as on March 31, 2024 and is scheduled for completion in April 2025.

- **Common User Facility (CUF) POL Terminal at Jammu**

The project involves constructing a new POL Terminal at Jammu on a CUF basis for the PSU Oil Marketing Companies (OMCs) (IOCL, BPCL and HPCL) with BPCL as the lead company. This new facility will replace the existing old depots of OMCs and will strengthen the marketing logistics infrastructure in the Union Territories of Jammu & Kashmir (J&K) and Ladakh. The upgrade will cater to the present and future volume demands of the entire J&K and Ladakh, including the requirements of the Defence Forces. The approved cost of the project is ₹ 676.89 crore. The project has achieved overall physical progress of 33% as on March 31, 2024 and is scheduled for completion in March 2025.

- **50 MW Wind Power Plants in Maharashtra and Madhya Pradesh**

The projects involve establishing 50 MW (+/-5%) wind power projects in Maharashtra and Madhya Pradesh to serve Mumbai Refinery and Bina Refinery respectively, aiming to increase the renewable energy portfolio and decrease CO<sub>2</sub> emissions. The project cost is ₹ 483.14 crore each and is slated for completion by November 30, 2025. The project's progress is on schedule.

- **Lube Oil Blending and Filling Plant at Rasayani, Maharashtra**

The project envisages construction of a fully automated and efficient Lube Oil Blending and Filling Plant with modern processing facilities at Rasayani, as a resitment of the existing Wadilube plant. The approved cost of the

project is ₹ 423.39 crore. The project has achieved overall physical progress of 56% as on March 31, 2024 and is scheduled for completion in June 2025.

- **Common User Facility (CUF) POL Terminal at Sadashibpur (Meramundali), Odisha**

The project envisages setting up a POL Terminal at Sadashibpur (Meramundali), Odisha on a CUF basis for PSU OMCs (IOCL, BPCL and HPCL), with BPCL as the lead company, to meet the demands of Central/ North Odisha economically. Currently, PSU OMCs do not have any depot/terminal located centrally, and large volumes are met through long distance road movement from Paradeep Coastal Terminal. The approved cost of the project is ₹ 393.54 crore. The project shall be completed by March 31, 2026 and the project's progress is on schedule.

- **LPG Plant at Hathua, Dist. Gopalganj, Bihar**

The proposed LPG bottling plant with a rail unloading facility in Hathua, District Gopalganj, Bihar, will enhance BPCL's bottling capacity to meet the increasing LPG demand in Bihar and supplies to nearby LPG bottling plants. The project cost is ₹ 340 crore, with a scheduled completion date of August 31, 2026. The project's progress is on schedule.

- **Solar Power Project at Prayagraj, Uttar Pradesh**

Under the Net Zero initiative, BPCL has initiated a 71 MWP (DC), 52 MW(AC) solar power project in Prayagraj, Uttar Pradesh. The project cost is ₹ 308.3 crore, with a scheduled completion date of August 2, 2025. The project is progressing as planned.

- **City Gas Distribution (CGD) Projects**

BPCL has been authorized to lay, build, operate and expand the CGD Network in 25 Geographical Areas (GAs), covering a total of 62 districts across the country, for a period of 25 years, as part of the 6<sup>th</sup>, 9<sup>th</sup>, 10<sup>th</sup>, 11<sup>th</sup> and 11A rounds of bidding by the Petroleum and Natural Gas Regulatory Board (PNGRB). The approved cost for all 25 GAs is ₹ 47,688.00 crore. Activities in all GAs are progressing according to the Minimum Work Program (MWP) targets set by PNGRB. The MWP has been achieved in 4 GAs from the 6<sup>th</sup> round. In the remaining 21 GAs, the projects are progressing on schedule.

## RESEARCH AND DEVELOPMENT (R&D)

The Corporate Research & Development Center (CRDC) of BPCL is actively pursuing research in areas such as niche Petrochemicals, Biofuels, Alternate Energy, Green Hydrogen and Carbon Dioxide mitigation, in addition to conventional oil refining and related processes. Details of significant milestones achieved by CRDC are mentioned in the Management Discussion & Analysis Report (MDA).

BPCL's R&D efforts were recognized at various prestigious forums during the year 2023-24. Bharat H2Sep Technology

was named Innovator of the Year by Federation of Indian Petroleum Industry (FIPI). Bharat HiGee Deaeration Technology won second prize at NEEIA-2023 for energy efficiency innovation. The K Model® received the New Product of the Year Award from Asian Oil & Gas Awards. BPCL and Aspen Technology's collaboration received multiple awards for digital transformation and operational excellence. Bharat Hi-Star won the PRSI National Award for R&D efforts in science and technology. The focused R&D efforts during the year 2023-24 resulted in the grant of seven patents. Additionally, six new patent applications were filed during the year.

In addition to the R&D initiatives in the Company, the business units have undertaken various innovative initiatives in their constant endeavor to improve processes, increase operational efficiencies and reduce energy consumption.

Some of these innovations are detailed below:

Kochi Refinery has carried out process innovations and digitalization for efficiency improvements, energy and cost savings. Revamp of Crude Oil Distillation Unit 3 stabilizer to enable high Naphtha crude processing capability, value maximization initiatives in Propylene Derivatives Petrochemicals Project units, implementation of a Condensate recovery system for routing hot condensate to Sulphur Recovery unit 3 deaerator, modifications for provision of Naphtha in place of RLNG for producing Hydrogen in the Build-Own-Operate (BOO) plant and enhancement of equipment reliability and minimization of downtime through the implementation of Operator Driven Reliability (ODR). Mumbai Refinery successfully implemented innovative ideas to maximize Propylene in the Catalytic Cracking Unit and installed a first-in-the-world commercially operating double dividing wall column to enhance the De-aromatized Solvent product portfolio. At Bina Refinery, a Micro-turbine in the Sulphur Recovery Unit was installed for production of power to reduce refinery operational expenses and CO<sub>2</sub> emissions.

The Business Units have taken forward the Company's flagship digital initiative, 'Project Anubhav', which is aimed at reinforcing trust, convenience and personalization to our consumers and enhancing efficiencies and transparency in operations. The Customer Engagement Platform (CEP) provides an exceptional experience to customers, while interacting with BPCL across all our business units. CEP also provides innovative cross-selling and up-selling opportunities to the Company. IRIS, the digital nerve center has been strengthened across Retail, LPG and Industrial and Commercial business units for real time monitoring of key performance indicators and taking immediate action for any exceptions. Customers are now able to avail of various benefits, including loyalty for BPCL products, at their fingertips. The application is hosted on the cloud and offers security, flexibility and high availability to customers across Retail, LPG, Lubes and I&C business units.

MAK Connect, a unique solution integrating the QR code solutions with the Secondary Sales Management (SSM) system, was launched to achieve complete end-to-end traceability of each Stock Keeping Unit (SKU), offer dynamic instant rewards to end customers and reaffirm product genuineness for our lubricant customers. Various features,

such as E20 (Ethanol 20%), Credit pouch-local credit facility, Preauthorization functionality, Finance portal and many more new enhancements were rolled out under the Advanced Loyalty Program solution for our Retail customers.

Total expenditure on research and development activities and innovation initiatives during the year 2023-24 was ₹ 189.97 crore.

## INDUSTRIAL RELATIONS

BPCL continued its thrust towards maintaining industrial harmony through continuous interface and engagement with the Unions. The successful closure of the Long-Term Settlement (LTS) at the Refineries reflects our collective effort in fostering a collaborative workplace atmosphere. The unions demonstrated a futuristic and pragmatic approach towards the current realities and extended their steadfast support and commitment to achieve organizational objectives by partnering in various processes. The overall organizational processes were not hampered by any situation of industrial unrest. All organizational and employee-related issues were handled with a collaborative approach and regular communication was ensured to all employees on important issues affecting them and BPCL.

## CORPORATE SOCIAL RESPONSIBILITY

Pursuing its Corporate Social Responsibility (CSR) vision, 'Be a Model Corporate Entity with Social Responsibility committed to Energizing Lives through Sustainable Development', BPCL recognizes that its responsibilities extend beyond delivering value to our shareholders; we are also accountable to our communities, employees, extended networks and the planet.

The sustained efforts are towards integration of our social responsibility into our core business strategy and to foster long-term value for all stakeholders. Through its CSR programs, the Company touches the lives of millions and seeks to make a positive difference in their lives. The core of CSR activities factors in community needs and national priorities in the thrust areas of Health and Sanitation, Education, Skill Development, Community Development and Environmental Sustainability.

In the year 2023-24, BPCL undertook various initiatives in line with Sustainable Development Goals (SDGs) and national priorities of 'Health and Nutrition' under the thematic area advised by Department of Public Enterprises (DPE). The Annual Report on CSR, including composition of the CSR Committee, is enclosed as Annexure B. The details of the CSR policy, projects and programs are available on the website of the Company at <https://www.bharatpetroleum.in/social-responsibility/csr-reporting.aspx>

Out of the total CSR allocation of ₹ 315.68 crore for the year 2023-24, ₹ 158.19 crore was spent during the year. The amounts allocated to ongoing programs to the tune of ₹ 157.49 crore (including unspent amount of the previous three financial years) remained unspent, because several projects were approved across the year 2023-24, with implementation spread over more than one year. Further, payments made to implementing agencies are linked to achievement of key deliverables; thus, actual expenditure



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against approved projects spreads beyond the financial year. The CSR amount unspent in the current financial year has been allocated to approved projects and transferred to a separate unspent CSR Account, as mandated by the Companies Act and the same will be spent in accordance with the provisions of the said Act.

CSR initiatives are largely in and around communities in need, aspirational districts or near the Company's business establishments. To complement the efforts of NITI Aayog towards the National Nutrition Strategy, BPCL has taken up a 'Kuposhan Mukht Bharat' program supporting more than 13,700 undernourished children and mothers, based on the results of the Nutrition Focussed Physical Examination (NFPE). The program intends to bring nutrition to the center stage of the National Development Agenda and lay the roadmap for targeted action to address India's nutritional needs. BPCL also increased awareness of malnutrition and stunting in seven Government schools of Jhabua district in Madhya Pradesh.

In the cancer spectrum, BPCL has taken up a cancer care program for promoting preventive care through cancer screening in oral, breast and cervical cancers, and also providing free-of-cost quality cancer treatment to the underprivileged population in 10 Govt./charitable hospitals, along with supporting rehabilitation to cancer survivors. More than 1.5 lakh beneficiaries have been impacted with this pan-India program so far.

By harnessing the power of technological advancements, BPCL has taken up initiatives to innovate, collaborate and scale our CSR efforts to address healthcare challenges in the far-flung rural areas. One such initiative is a Futuristic Healthcare Delivery System in the Aspirational District - Son Bhadra, Uttar Pradesh in collaboration with IIT, Ropar. It is in accordance with the Government policy to strengthen and digitalize the primary healthcare systems across the district. It serves as a comprehensive solution for non-communicable diseases, across age groups and in rural underserved areas with minimal human intervention and interface through free-of-cost on-the-spot teleconsultation with specialists. Another initiative is to support visually impaired beneficiaries by providing a smart vision assistive wearable device using AI mechanism developed by leading IITs. The device helps in object detection, reading, identification of objects, etc.

BPCL has enabled totally free-of-cost heart surgeries for needy children with congenital heart disease, by way of providing state-of-the-art infrastructure at Sanjivani Hospitals at various locations across India. Overall, BPCL has enabled over 30,000 paediatric cardiac surgeries.

Reaching the unreached is the bottom line of BPCL CSR; thus, our initiatives have been extended to hardship locations of Uttarakhand, where communities often struggle to access adequate medical services due to geographical and seasonal challenges. A state-of-the-art 50 bedded hospital is being established to cater to the healthcare needs of the underprivileged sections of the local areas.

The Lifeline Express (hospital on a train) has been one of the key programs supported by BPCL, which has increased our healthcare reach to interior geographies. The mission is to reduce the burden of avoidable disability in communities in rural India through screening and early identification and medical and surgical intervention. Approx. 2 lakh beneficiaries have been reached through the program so far.

Towards inclusion and diversity, we have provided assistive aids and appliances to Persons with Disabilities (PWDs) in various locations in India. More than 1,500 beneficiaries have been supported by way of this initiative. An intervention for treatment of children with clubfoot disability has been supported by BPCL through financial assistance.

BPCL has been contributing massively to upgrade infrastructure at various Government District Hospitals, Public Health Centers and Community Health Centers. Critical lifesaving equipment like Patient Monitors, Ventilators, fully automated Biochemistry Analyzer, Operating Microscope, Biometry Machine and MRI CT Scan Machines have been supported under key CSR interventions.

BPCL is running fully functional hospitals at Kochi and Bina Refineries to cater to the needs of the local communities at large. The hospital provides general facilities of allopathy along with alternate medical systems like Ayurveda, homeopathy, yoga therapy and local/indigenous medical care.

Academic Excellence Scholarship programs like 'Medhavi' and 'BPCL Ratna' have been extended to needy scholars from the top 20 NITs in India. These scholarships have been provided based on low income family and merit criteria. More than 1,000 scholars have been supported by way of these programs. To complement our education initiatives, BPCL has supported more than 50,000 educational desks and school bags to Government school children in Uttar Pradesh and Bihar.

To promote education initiatives, BPCL has partnered with DAV schools to operationalise schools for the community in the Refinery premises. To uplift the communities at large, BPCL has supported solar lights, open gyms and drinking water facilities, including provision of ROs/Tubewells in various parts of the country, in collaboration with the District Authorities.

Skill Development Institutes (SDIs) are one of the flagship initiatives under the directives of MoP&NG. BPCL has been supporting various SDIs at Kochi, Bhubaneswar, Vishakhapatnam, Raebareli, Ahmedabad and Guwahati, with the main objective of providing vocational training to a large section of youth and to enhance their employability in the Oil & Gas industry and other sectors. We have also been supporting livelihood programs through our skilling initiatives. Skill training has been provided to women of Karauli district in Rajasthan and Faridabad in embroidery, zari craft, lac bangle making, etc. enabling self-employment.

The initiatives organized by the Company in connection with Swachhata Pakhwada observance from July 1-15,

2023 covered beneficiaries from multiple walks of life. The messages of Swachhata resonated through multiple projects and initiatives, focusing on spreading awareness on the dangers of one-time use of plastic and motivating people to move on to more sustainable alternatives. The initiatives covered more than 25,000 activities, which will directly or indirectly have lasting impact on more than one lakh people. Stepping towards Environmental Sustainability, BPCL has supported 1,400 benches made of recycled plastics in the Government schools of Sarasvati, Aspirational District of Uttar Pradesh.

Other campaigns like 'Swachhata Hi Seva' and 'Swachhata 3.0' have also been undertaken, in which the total scrap disposal was approximately 1,500 MT. Nurturing our environment and ensuring a sustainable future as a basic responsibility, we have planted approximately 65,000 saplings across the Central Railways track of Mumbai. The aim is to plant more than one lakh saplings with this initiative. We believe that the act of planting saplings contributes significantly to ecological balance, biodiversity and mitigating climate change.

## PROMOTION OF SPORTS

BPCL sportspersons continue to be a force to be reckoned with, showcasing their exceptional talent on both, national and international stages throughout the year 2023-24. The Asian Games and International Tournaments witnessed a flurry of impressive performances by these dedicated athletes. Cricket fans rejoiced as Shivam Dube and Rahul Tripathi represented the Indian team in the Asian Games and clinched the Gold Medal. Hockey saw a similar display of dominance, with Varun Kumar representing India in the Asian Games and securing a Gold Medal. Atanu Das, the Arjuna Awardee archer, added to the Company's pride by winning a Silver Medal in the team event at the Asian Games, a feat he repeated at the World Cup. BPCL athletes turned coaches also got into the act, with Vaibhav Suri (Chess) and Guru Sai Dutt (Badminton) bringing home a Team Silver Medal in the Asian Games.

Manasi Joshi, a star para-badminton player and Arjuna Awardee, cemented her reputation on the world stage. She secured a Silver Medal in Women's Doubles and a Bronze Medal in Women's Singles at the World Championships. Her talent continued to shine at the Asian Para Games, where she bagged a Silver Medal in Doubles and Bronze Medal in Singles competitions. Manoj Sarkar, another para-badminton player, showcased his skills by winning a Bronze Medal in Singles at the World Championships. Joby Mathew, a para-athlete, further added to the list of accomplishments with a Bronze Medal in the World Para Powerlifting Championships. Billiards and snooker players S. Shrikrishna and Manan Chandra brought home Bronze Medals in the IBSF World Masters Snooker Championship. Chess also saw a win with Grandmaster Abhijeet Gupta securing a Gold Medal in the Caplin Hastings International Chess Congress 2023.

BPCL's cricketing talent extends beyond the Asian Games. Suryakumar Yadav, Shreyas Iyer and Kuldeep Yadav displayed their prowess by winning the Asia Cup T20. In addition to this, BPCL players Suryakumar Yadav, Shivam

Dube and Kuldeep Yadav also participated and secured a commendable Runner-up position as part of the team at the World Cup. The prestigious Ranji Trophy also saw BPCL's mark with four players – Shivam Dube, Dhawal Kulkarni, Shreyas Iyer and Tushar Deshpande – contributing to Mumbai's Ranji Trophy win. Tushar Deshpande's winning streak continued, as he was part of the team that clinched the IPL title alongside teammate Shivam Dube.

The winning momentum of BPCL athletes translated to the national level tournaments as well. Atanu Das continued his archery dominance by securing a Gold Medal in the National Championship. SV Sunil added another Gold Medal in the Hockey National Games, while Sanil Shetty brought home a Gold in Mixed Doubles in Table Tennis. BPCL sportspersons have much to be proud of, consistently demonstrating their talent and dedication across a wide range of sporting disciplines.

## RESERVATION AND OTHER WELFARE MEASURES FOR SCHEDULED CASTES/ SCHEDULED TRIBES/OTHER BACKWARD CLASSES AND PERSONS WITH DISABILITIES

BPCL has been following in letter and spirit the Presidential Directives and other guidelines issued from time to time by Ministry of Petroleum & Natural Gas (MoP&NG), Ministry of Social Justice and Empowerment and the Department of Public Enterprises relating to reservations/concessions for Scheduled Castes (SCs), Scheduled Tribes (STs), Other Backward Classes (OBCs) and Economically Weaker Sections (EWS). An adequate monitoring mechanism has been put in place for sustained and effective compliance uniformly across the Company.

Rosters are maintained as per the directives and are regularly inspected by the Liaison Officer of the Company as well as the Liaison Officer of MoP&NG to ensure proper compliance of the directives.

SC/ST and economically backward students are encouraged by awarding scholarships to those pursuing education in the secondary school and up to graduation level.

BPCL zestfully amalgamates persons with special abilities in its workforce. The Company complies with provisions under 'The Rights of Persons with Disabilities (RPWD) Act, 2016' relating to providing equal employment opportunities for Persons with Disabilities (PWDs). BPCL has also formulated an 'Equal Opportunity Policy' and complies with the same.

Details relating to representation of SC/ST/OBC/EWS candidates and PWDs are appended as Annexure C.

## IMPLEMENTATION OF OFFICIAL LANGUAGE POLICY

In accordance with the Official Language Policy of the Government of India, business requirements and customer needs, BPCL significantly uses Hindi and other Indian languages. BPCL diligently complied with the Annual Program 2023-24 issued by the Department of Official Language, Ministry of Home Affairs, Government of India, to implement the official language across the Company. The progressive usage of Hindi was reviewed and evaluated on a quarterly,

## Directors' Report (Contd.)

half-yearly and yearly basis through essential committees, such as the Official Language Implementation Committee (OLIC) and the Town Official Language Implementation Committee (TOLIC) at various levels including regions, offices, locations and refineries.

The Parliamentary Committee on Official Languages conducted inspections at several BPCL offices/locations and commended the Company's efforts in implementing the official language. To enhance compliance levels, BPCL organized Hindi training sessions and workshops on Indic bilingual software, voice-typing and machine translation. Various initiatives were undertaken, including Hindi Fortnight/Week, publication of an in-house Hindi Magazine, 'Rajbhasha Gunjan', celebrations of notable days and milestones/projects, pledges of national importance, observance of World Hindi Day, the Annual Hindi Coordinators' Meet, as well as various competitions, programs and cultural activities. These events saw wholehearted participation from employees.

As in previous years, numerous staff members benefited from the Corporation's Official Language Promotion Scheme. Additionally, to promote Hindi and encourage employees' children to adopt and use Hindi, those who appeared for the Board exams for 10<sup>th</sup> and 12<sup>th</sup> classes this year, were awarded Official Language prizes for outstanding performance in the Hindi subject as applicable.

September 14, 2023 was an unforgettable day for BPCL when Bharat Petroleum was honored for the first time with the highly prestigious 'Rajbhasha Kirti Award' by the Ministry of Home Affairs in the All India Official Language Conference and Award Distribution Ceremony organized on the occasion of Hindi Day in Pune. BPCL was awarded the second prize of 'Rajbhasha Kirti' for the Corporation's in-house magazine - 'Rajbhasha Gunjan'. BPCL was awarded as an 'Outstanding Public Undertaking' by Aashirwad, Literary-Socio-Cultural Organization for emphatic implementation of the Official Language. At the all-India level, BPCL has also received accolades from TOLIC at various locations including Chairman's Office, Roorkee LPG, Kharghar office, Piyala LPG, Southern Regional Office, Kochi Refinery and Mathura Installation for excellent Hindi implementation during the year.

### **CITIZEN'S CHARTER, PUBLIC GRIEVANCE REDRESSAL (PG) & CUSTOMER CARE SYSTEM AND RIGHT TO INFORMATION (RTI)**

The Corporate Marketing entity, as a focused team, is committed to building a strong brand and nurturing relationships with esteemed customers. The above is based on the BPCL ethos that customers are the primary reason for its existence and are at the center of its business philosophy and operations. The above philosophy has helped the Corporation in the present scenario of a competitive and rapidly changing market, where excellence in customer service is the most important tool for sustained business growth.

BPCL has constantly endeavored to set new benchmarks in customer service standards, thereby meeting customer expectations by consistently offering convenience, services and redressing their grievances, if any, through a well-defined mechanism.

#### **Citizen's Charter**

At BPCL, internal processes are aligned with the high service levels offered to every customer. The concept of the Citizen's Charter enshrines the trust between the service provider and its users by ensuring the responsiveness of the Corporation in a transparent and accountable manner.

The Citizen's Charter, published on the corporate website, provides details of a range of services offered to our customers, with an overview of the marketing activities of the Corporation, policy guidelines and processes for marketing of petroleum products. It covers the mandate of the Corporation, customer rights with respect to standards, quality, timeframe for service delivery, the grievance redressal mechanism, etc. These service levels are revisited from time to time and updated in line with the changing business needs.

#### **Public Grievance Redressal (PG)**

Public Grievance in BPCL is monitored through the Centralized Public Grievance Redress and Monitoring System (CPGRAMS), which is an online web-enabled portal, (<https://www.pgportal.gov.in/>), developed by the National Informatics Center (NIC) and Department of Administrative Reforms and Public Grievances (DARPG).

Grievances received from people through the CPGRAMS system are centrally scrutinized at the corporate level and sent for redressal to various Business Units/Entities through a well-established online network, with an escalation matrix to ensure timely and qualitative closure.

BPCL, with its dedicated team, redressed and closed 4,059 grievances out of 4,100 (i.e. 99%) with an average disposal time of only 12 days. BPCL has successfully closed 397 Appeals out of 406 received on the CPGRAM portal in FY 2023-24.

#### **Customer Care System (CCS)**

'SmartLine', the centralized Customer Care System (CCS) is a pathbreaking initiative in the Indian oil and gas industry. It is the single point of contact for all BPCL customers on digital or non-digital platforms. Backed by the latest Customer Relationship Management (CRM) technology, we can service the customer much better by creating a deeper understanding of the customer and presenting a unified face of BPCL to customers.

Since its launch in 2013, SmartLine has made 94,86,676 interactions with customers. CCS continues to be the first point of contact for our ever-increasing customer base for all their queries and grievances. We are a strong team of

111 executives with the latest CRM technology as our digital backbone.

With BPCL going full steam on the digital journey, we are handholding our customers across all businesses throughout the country to navigate this digital transformation. We continue to strive to keep our customers safe and well taken care of, with increased use of technology and AI. We don't only redress the complaints, but the data, thus generated, is used to improve customer service at the grassroots level. Customer delight remains centric to all our endeavors. 'Ek Call.....Sab Solve' remains our guiding motto even 11 years after successful operations.

### Right to Information (RTI)

BPCL has been successfully complying with the RTI Act from the time of its inception in the year 2005 and implemented all the norms stipulated in the RTI Act, 2005. As required under the Act, all the relevant details and information along with *suo motu* disclosure under section 4(1)(b) have been hosted on the Company's corporate website [www.bharatpetroleum.in](http://www.bharatpetroleum.in) for better understanding of the public at large.

Along with physical RTI applications, the Company also receives online RTI applications and addresses the same through the RTI online portal at [www.rtionline.gov.in](http://www.rtionline.gov.in), which is a unified RTI portal of the Government of India.

From 2005 till March 31, 2024, the Company has successfully handled 53,605 RTI applications, 7,633 First Appeals and 1,456 Second Appeals with the Central Information Commission (CIC), thereby maintaining its commitment to transparency and accountability in business operations.

RTI queries were closed on the RTI online portal within the stipulated time limit of 30 days. This ensured that no penalty could be levied for any delays. The Company's team of 46 Central Public Information Officers (CPIOs) and 18 First Appellate Authorities (FAA) are spread across the country, covering major SBUs like Retail, LPG, Aviation, Mumbai Refinery, Kochi Refinery, Bina Refinery and Entities like HR, International Trade, Vigilance, CPO and Pipelines, thereby ensuring smooth handling of RTI queries.

During the year 2023-24, BPCL received 2,939 RTI Queries, 358 First Appeals and 216 Second Appeals (CIC Hearings) and all have been timely processed.

### PUBLIC PROCUREMENT: MICRO & SMALL ENTERPRISES

During the FY 2023-24, Central Procurement Organization (Marketing) [CPO(M)] procured goods and services worth ₹ 23,849.35 crore, as against the annual target of ₹ 22,642.00 crore. This included the Company's requirement of Ethanol for blending with petrol, purchases and contracts (including transportation) for the various Business Units and Entities. Additionally, tenders for disposal of scrap worth ₹ 232.15 crore were also finalized for marketing locations. As part of the Ethanol Blending Program of the Government of India, CPO(M) also anchored industry tenders of Ethanol amounting to ₹ 48,277.59 crore for the 12<sup>th</sup> consecutive year. The Company awarded Ethanol contracts worth ₹ 14,205.15 crore during the year. All the tenders were floated, either

through the e-tendering mode or through Government e Marketplace (GeM.)

The Company registered a 171% rise in procurement of goods and services through GeM during the year, as compared to the previous year, from ₹ 2,318.52 crore to ₹ 6,293.04 crore.

The Company abides by the Public Procurement Policy for Micro and Small Enterprises (MSE) Order 2012 and its subsequent amendments. The Company's total procurement value of Goods and Services during 2023-24, excluding Works Contracts, where MSEs could have participated, was ₹ 9,821.28 crore, whereas the actual procurement value from MSEs was ₹ 3,315.40 crore, i.e. an achievement of 33.76%, which exceeds the target of 25%. BPCL also offers Trade Receivables electronic Discounting System (TReDS) to its MSME vendors.

The Company, in its bid to enhance procurement from MSEs, conducted online Vendor Development Programs for MSE SC/ST and MSE Women, wherein over 250 vendors participated and benefitted from detailed presentations by MSME and NSSHO (National SC ST Hub Offices). BPCL also participated in 10 MSME Vendor Development Programs organized by various MSME DFOs (Development and Facilitation Offices). The Company also organized two workshops for BPCL vendors to enroll them on TReDS platforms. In all these programs, vendors were invited and their knowledge was enriched by various presentations on current and future business requirements of the Company as well as emerging trends/technologies.

### Vigilance

The Vigilance Department's philosophy is rooted in balance. Prevention is the first line of defense as proactive measures, robust systems and timely interventions can avert pitfalls and misconduct. Yet, punitive vigilance should be used judiciously, as justice demands that wrongdoers be held accountable.

The Vigilance Department is led by the Chief Vigilance Officer (CVO), who is supported by a team stationed at Mumbai headquarters, four regional offices and three refineries. The CVO advises the management of the Company on all issues related to vigilance and helps in achieving BPCL's motto of 'Organization Known for Zero Tolerance against Corruption'. Additionally, the CVO serves as the Company's primary point of contact with the Central Vigilance Commission (CVC) and the Central Bureau of Investigation (CBI).

The vigilance mechanism operates according to the guidelines outlined in the Vigilance Manual and policy circulars from CVC, as well as directives from the Department of Personnel and Training (DoPT) and the Ministry of Petroleum & Natural Gas (MoP&NG). To maintain accountability, the Vigilance Department submits annual and quarterly reports detailing its activities and achievements to both, the CVC and the MoP&NG.

Vigilance in the Company works to improve the ethical standards and promote good corporate governance by using a mix of three types of vigilance: Punitive (acting against wrongdoing), Preventive (putting measures in place to avoid



## Directors' Report (Contd.)

misconduct) and Participative (involving employees and stakeholders in fostering a culture of integrity).

Preventive Vigilance being the primary tool, we have focused on enhancing knowledge and awareness on the operational aspects of various circulars/guidelines/Standard Operating Procedures (SOPs) issued by the Company, CVC and MoP&NG and common lapses committed. In all, 120 training sessions were held, covering 3,277 persons during 2023-24. To ensure that established procedures and practices are being followed, surprise inspections were carried out over the course of the year at 41 locations, 27 retail outlets and 12 LPG distributors. It also involved inspections of major projects/works/procurements to observe and recommend areas of improvement to concerned Departments.

Other Preventive Vigilance activities carried out throughout the year included system studies, Chief Technical Examiner (CTE) type inspections, tender files scrutiny and scrutiny of annual property returns. It was ensured that transparent systems and procedures were adopted to promote fairness, accountability, efficiency and objectivity in all aspects of administrative activities.

Punitive Vigilance for commission of misconduct and other malpractices is certainly an important Vigilance function. During the year, with the purpose of safeguarding the interests of stakeholders, Vigilance took timely action in concluding complaints as per the guidelines provided by the CVC. A summary of investigations handled by Vigilance during the FY 2023-24 is given below:

Opening balance (as on 01/04/2023)	Investigations during the Year	Total	Disposed of during the Year	Closing Balance (as on 31/03/2024)
34	62	96	52	44

Timely completion of investigations and disciplinary proceedings is in the interest of the organization and the employee. Time-bound action results in effective punitive action against those found guilty of misconduct and would act as a deterrent to others.

**Participative Vigilance:** To holistically engage all stakeholders, Vigilance Awareness Week (VAW) with the theme, 'Say No to Corruption; Commit to the Nation' was observed from October 30, 2023 to November 5, 2023. Along with spreading the VAW theme, an awareness campaign was undertaken for 'Public Interest Disclosure and Protection of Informers (PIDPI)'. A variety of programs were carried out across the country viz. walkathon/cyclothon, seminar/webinar, school functions, nukkad-natak, vendor/transporter/customer meet, Gram Panchayat events, Integrity Jingle at retail outlets, etc.

Integrity Clubs have been established in seven schools to impart values of honesty and integrity amongst the school children. Apart from the quarterly newsletter, 'Vigilance Plus', three more publications were released during this year - Compendium of 50 Vigilance Case Studies, Vigilance Officers Handbook and Compendium of CVC Circulars.

## SUBSIDIARIES, JOINT VENTURES AND ASSOCIATE COMPANIES

BPCL has two subsidiaries and 22 Joint Venture Companies and Associate Companies as on March 31, 2024.

Details of Company that has become a Subsidiary during the year 2023-24	Nil
Details of Company that has become a Joint Venture/ Associate during the year 2023-24	Nil
Details of Company that has ceased to be a Subsidiary during the year 2023-24	Nil
Details of Company that has ceased to be a Joint Venture/ Associate during the year 2023-24	Nil

A separate statement containing the salient features of the financial statements of Subsidiaries/Associates/Joint Venture Companies in Form AOC-1 pursuant to provisions of Section 129 (3) of the Act, is attached along with the financial statement.

The Company has placed its financial statements including the Consolidated Financial Statements and all other documents required to be attached thereto, on its website [www.bharatpetroleum.in](http://www.bharatpetroleum.in) as per Section 136(1) of the Act. Further, the Company has also placed separate Annual Reports/audited accounts in respect of each of its Subsidiaries on its above website. A copy of the said documents is available for inspection and will be provided to any shareholder of the Company who asks for it.

The policy for determining material Subsidiaries is posted on the Company's website at the link: <https://www.bharatpetroleum.in/images/files/Policy%20for%20%20Material%20Subsidiaries.pdf>

## BPCL SUBSIDIARY COMPANIES

### BHARAT PETRORESOURCES LIMITED (BPRL)

BPRL, established in October 2006 as a wholly-owned subsidiary of BPCL, was tasked with spearheading upstream endeavors. Its portfolio comprises blocks in different phases of exploration, appraisal, development and production. Covering approximately 19,824 sq.kms, about 46% of the acreage owned by BPRL and its subsidiaries is in the offshore expanse.

BPRL holds Participating Interest (PI) in 15 blocks, with eight located in India and seven overseas. Additionally, BPRL has equity stakes in two Russian entities, which hold licenses for four producing blocks in Russia. While BPRL directly holds PI in domestic blocks, its stakes with respect to blocks in Brazil, Mozambique, Indonesia, UAE and equity stakes in Russian entities are held through step-down wholly-owned subsidiaries or joint ventures (JVs) of the wholly-owned subsidiaries located in the Netherlands and Singapore.

As on March 31, 2024, BPCL's investment is ₹ 10,800 crore in the equity capital of BPRL (apart from equity component of ₹ 126.37 crore recognized on fair valuation of concessional rate loan given to BPRL). There is no loan outstanding

from BPCL to BPRL as on March 31, 2024. BPRL has recorded a consolidated total income of ₹ 363.73 crore and a consolidated loss of ₹ 2,043.06 crore for the financial year ending March 31, 2024.

In Financial Year 2023-24, the BPRL Group's share of Oil & Gas production was 2.64 MMTOE.

A detailed discussion on the blocks is given in the Management Discussion & Analysis Report (MDA).

### **BHARAT OMAN REFINERIES LIMITED (BORL)**

BORL was a subsidiary company of BPCL. Pursuant to order of the Ministry of Corporate Affairs dated June 22, 2022 and its subsequent filing with the respective Registrar of Companies, BORL has been merged with BPCL with effect from July 1, 2022.

### **BHARAT GAS RESOURCES LIMITED (BGRL)**

BGRL was a subsidiary company of BPCL. Pursuant to order of the Ministry of Corporate Affairs dated August 8, 2022 and its subsequent filing with the respective Registrar of Companies, BGRL has been merged with BPCL with effect from August 16, 2022.

### **BPCL-KIAL FUEL FARM PRIVATE LIMITED (BKFFPL)**

BKFFPL was incorporated in May 2015 with an equity participation of 74% by BPCL and 26% by Kannur International Airport Limited. The company was formed to design, construct, commission and operate the Fuel Farm at Kannur International Airport for the supply of ATF on an exclusive basis. The Fuel Farm started operating from December 2018, along with the commissioning of Kannur International Airport. As on March 31, 2024, the authorized share capital of the company is ₹ 50 crore and paid-up share capital is ₹ 9 crore. During the year 2023-24, the fuel throughput was 35,838.58 KL. The company earned a revenue from operations of ₹ 9.39 crore in the year 2023-24 and the profit during the period was ₹ 3.79 crore.

BKFFPL is being managed under a joint control mechanism. Hence, in the consolidated financial statements of the group for the period ending March 31, 2024, the financials have been consolidated as a Joint Venture as per the principles of Indian Accounting Standards.

## **BPCL JOINT VENTURE COMPANIES AND ASSOCIATES**

### **PETRONET LNG LIMITED (PLL)**

PLL was formed in April 1998 for importing Liquefied Natural Gas (LNG) and setting up a LNG terminal with facilities like jetty, storage, regasification, etc. to supply natural gas to various industries in the country. The company has an authorized share capital of ₹ 3,000 crore and paid-up share capital of ₹ 1,500 crore. PLL was promoted by four public sector companies, viz. BPCL, Indian Oil Corporation Limited

(IOCL), Oil and Natural Gas Corporation Limited (ONGC) and GAIL (India) Limited (GAIL). Each of the promoters holds 12.5% of the equity capital of PLL. BPCL's equity investment in PLL currently stands at ₹ 98.75 crore.

PLL recorded consolidated revenue from operations of ₹ 52,729.33 crore during the year 2023-24, as against ₹ 59,899.35 crore recorded in the year 2022-23. The consolidated profit for the year stood at ₹ 3,525.25 crore, as compared to ₹ 3,325.82 crore during the year 2022-23. The consolidated EPS for the year 2023-24 is ₹ 23.50, as compared to ₹ 22.17 in the year 2022-23. During the year 2023-24, PLL has recommended a final dividend of ₹ 3 per share, in addition to special interim dividend of ₹ 7 per share during the year. In the previous year, PLL had declared a special interim dividend of ₹ 7 per share and a final dividend of ₹ 3 per share.

### **INDRAPRASTHA GAS LIMITED (IGL)**

IGL is a joint venture company promoted by BPCL and GAIL and set up in December 1998. IGL is a City Gas Distribution (CGD) company supplying natural gas to transport, domestic, commercial and industrial consumers. The operations of IGL are spread over NCT of Delhi, Noida and Greater Noida, Ghaziabad and Hapur, Gurugram, Meerut (except areas already authorized), Shamli, Muzaffarnagar, Karnal, Rewari, Kanpur (except areas already authorized), Hamirpur-Fatehpur districts, Kaithal, Ajmer, Pali, Rajsamand, Banda, Chitrakoot and Mahoba districts. IGL also holds 50% of equity in M/s. Central UP Gas Limited, Kanpur and M/s. Maharashtra Natural Gas Limited, Pune, which are the joint venture companies promoted by BPCL and GAIL.

The paid-up share capital of IGL is ₹ 140 crore. BPCL had invested ₹ 31.50 crore for 22.5% stake in its equity. The company added 90 new Compressed Natural Gas (CNG) stations and 3.3 lakh new Piped Natural Gas (PNG) domestic connections during the year. As on March 31, 2024, IGL has 882 CNG stations and 27 lakh PNG domestic connections.

IGL has registered consolidated revenue from operations of ₹ 15,456.53 crore and consolidated profit of ₹ 1,983.40 crore for the year ending March 31, 2024, as compared to consolidated revenue from operations of ₹ 15,589.80 crore and consolidated profit of ₹ 1,639.65 crore in the previous year. The EPS for the year stood at ₹ 28.36, as against ₹ 23.42 in the year 2022-23. The IGL Board has recommended a final dividend of ₹ 5 per share (face value of ₹ 2 each), in addition to an interim dividend of ₹ 14 per share during the year. In the previous year, IGL had declared an interim dividend of ₹ 13 per share (face value of ₹ 2 each) and final dividend of nil per share.

### **SABARMATI GAS LIMITED (SGL)**

SGL, a joint venture company promoted by BPCL and Gujarat State Petroleum Corporation (GSPC), was incorporated in June 2006 with an authorized share capital of ₹ 100 crore for implementing City Gas Distribution projects for supply of CNG to the household, automobile, industrial and commercial



## Directors' Report (Contd.)

sectors in Gandhinagar, Mehsana, Aravali, Sabarkantha and Patan districts of Gujarat. The paid-up share capital of the company is ₹ 20 crore. As on March 31, 2024, BPCL has a stake of 49.94% in the equity capital of SGL. SGL has set up 161 CNG stations and is supplying PNG (Domestic) to 2.98 lakh customers. SGL has achieved a turnover of ₹ 2,309.99 crore and a profit of ₹ 302.98 crore for the year ending March 31, 2024, as against ₹ 2,383.84 crore and ₹ 322.00 crore respectively for the previous year. The EPS for the year stood at ₹ 151.49 as against ₹ 161.00 in the year 2022-23. The company has recommended a final dividend of ₹ 80 per share, in addition to an interim dividend of ₹ 60 per share during the year. In the previous year, SGL had declared interim dividend of ₹ 60 per share and a final dividend of nil per share.

### CENTRAL UP GAS LIMITED (CUGL)

CUGL is a joint venture company set up in February 2005 with GAIL as the other partner for implementing projects for supply of CNG to the automobile sector and PNG to the household, industrial and commercial sectors in Kanpur (including parts of Unnao district), Bareilly and Jhansi in Uttar Pradesh. The company has an authorized share capital of ₹ 60 crore as on March 31, 2024. The joint venture partners have each invested ₹ 15 crore for an equity stake of 25% each in the company, while the balance 50% is held by IGL. As on March 31, 2024, CUGL has 87 CNG stations. CUGL has achieved revenue from operations of ₹ 690.40 crore and profit of ₹ 71.91 crore for the year ending March 31, 2024, as against ₹ 746.91 crore and ₹ 85.36 crore, respectively, for the previous year. The EPS for the year stood at ₹ 11.99, as against ₹ 14.23 in the year 2022-23. The company has recommended a final dividend of ₹ 1.50 per share for the year 2023-24. In the previous year, CUGL had declared a final dividend of ₹ 4.10 per share.

### MAHARASHTRA NATURAL GAS LIMITED (MNGL)

MNGL was set up in January 2006 as a joint venture company with GAIL for implementing the project for supply of natural gas to the household, industrial, commercial and automobile sectors in Pune and its nearby areas. The company was incorporated with an authorized share capital of ₹ 100 crore. The paid-up share capital of the company is ₹ 100 crore. BPCL and GAIL have invested ₹ 22.50 crore each in MNGL's equity capital. Maharashtra Industrial Development Corporation (MIDC), as a nominee of the Maharashtra Government, holds 5% equity and the balance 50% is held by IGL.

MNGL, while strengthening its roots in the existing authorized GA covering Pune and adjoining areas, is also growing in the Nasik GA and Sindhudurg GA in Maharashtra and Ramanagara GA in the state of Karnataka, which were awarded by PNGRB under the 9<sup>th</sup> CGD Bidding Round. MNGL has achieved an average sales of 1.42 million Metric Standard Cubic Meters per Day (MMSCMD) in FY 2023-24, resulting in a stupendous volume growth of over 14% with respect to the previous year. The company has commenced

sales in the GAs of Buldhana, Nanded and Parbhani districts in Maharashtra and Nizamabad, Adilabad, Nirmal, Mancherla, Kumuram Bheem Asifabad and Kamareddy districts in Telangana, secured under the 11<sup>th</sup> round within the first year. Within less than a year of commissioning India's largest LNG-LCNG Station at Nashik, it is the first and only such LNG-LCNG station in India to consistently achieve a throughput of 1,00,000 Standard Cubic Meters per Day (SCMD), which is the highest in India for any CGD entity.

MNGL has set up 246 CNG stations and is supplying PNG (Domestic) to 8.59 lakh customers. MNGL has achieved revenue from operations of ₹ 2,993.55 crore and profit of ₹ 610.12 crore for the year ending March 31, 2024, as against revenue of ₹ 2,700.19 crore and profit of ₹ 421.09 crore, respectively, in the previous year. The EPS for the year 2023-24 stood at ₹ 61.01, as against ₹ 42.11 in the year 2022-23. The MNGL Board has recommended a final dividend of ₹ 12.30 per share, in addition to interim dividend of ₹ 6 per share during the year. In the previous year, MNGL had declared a final dividend of ₹ 12 per share.

### HARIDWAR NATURAL GAS PRIVATE LIMITED (HNGPL)

HNGPL was incorporated in April 2016 as a joint venture company with GAIL Gas Limited on a 50:50 basis for implementation of a CGD network in the GA of Haridwar District of Uttarakhand. As on March 31, 2024, the authorized share capital of the company is ₹ 90 crore and paid-up share capital is ₹ 87.16 crore. HNGPL received ₹ 30 crore inter-corporate loan from the joint venture partners in the FY 2020-21, against which ₹ 15 crore principal amount is outstanding as on March 31, 2024. The five-year Minimum Work Program (MWP) target as per PNGRB authorization of 16,905 domestic PNG connections and 830-inch-km pipeline was achieved by the company in 2020-21. As on March 31, 2024 the company has provided 25,000 plus domestic connections and laid around 1378 inch-km pipeline. Further, the company has set up eight CNG stations. HNGPL achieved a revenue from operations of ₹ 109.89 crore and a profit of ₹ 5.96 crore for the year ending March 31, 2024, as against a revenue of ₹ 91.74 crore and profit of ₹ 2.27 crore in the previous year.

### GOA NATURAL GAS PRIVATE LIMITED (GNGPL)

GNGPL was incorporated in January 2017 as a joint venture company with GAIL Gas Limited on a 50:50 basis for implementation of a City Gas Distribution Project in the GA of North Goa. The authorized share capital of the company is ₹ 80 crore as on March 31, 2024 and the promoters have infused ₹ 40 crore each towards equity as on March 31, 2024. The company has already achieved its five-year MWP target of providing 9,588 domestic connections and laying 650-inch-km pipeline. As on March 31, 2024 the company has provided gas to 4,560 domestic connections and laid around 768.14 inch-km pipeline in the North Goa GA. Further, the company has commissioned nine CNG Stations in North Goa and is supplying gas to 29 Commercial and

29 Industrial PNG Customers. GNGPL achieved a revenue from operations of ₹ 110.22 crore and a profit of ₹ 1.20 crore for the year ending March 31, 2024, as against a revenue of ₹ 78.98 crore and a profit of ₹ 1.78 crore in the previous year.

### **BHARAT STARS SERVICES PRIVATE LIMITED (BSSPL)**

BSSPL, a joint venture company promoted by BPCL and ST Airport Pte. Ltd., Singapore was incorporated in September 2007. BSSPL is a service provider and is associated with the aviation industry. The authorized and paid-up share capital of BSSPL is ₹ 20 crore. The two promoters have each subscribed to 50% of the equity share capital of BSSPL and BPCL's present investment stands at ₹ 10 crore. BSSPL also has a wholly-owned subsidiary named Bharat Stars Services (Delhi) Private Limited, which is providing Into-Plane (ITP) services at Delhi T-3 International Airport.

The company commenced its ITP operations at Bengaluru in 2008. BSSPL has now increased its footprints at different airports across India, which includes major airports like Delhi, Mumbai, Bengaluru and Chennai. BSSPL also provides Business Support Services (manpower services for fuelling operations) in the petroleum sector. Presently, the company is operating at 78 locations in India. BSSPL has achieved a consolidated revenue from operations of ₹ 82.38 crore and a consolidated profit of ₹ 9.39 crore for the financial year ending March 31, 2024, as against a consolidated revenue from operations of ₹ 63.78 crore and a consolidated profit of ₹ 2.75 crore, respectively, for the previous year.

### **DELHI AVIATION FUEL FACILITY PRIVATE LIMITED (DAFFPL)**

A joint venture company, DAFFPL has been promoted by BPCL, IOCL and Delhi International Airport Limited (DIAL) for implementing open-access Aviation Fuel facility for the new T3, T2 and Cargo terminals at Delhi International Airport. Setting up of an Aviation Hydrant System at the T1 terminal of Delhi International Airport is on the verge of completion. The authorized and paid-up share capital of the company is ₹ 170 crore and ₹ 164 crore, respectively. BPCL and IOCL each have subscribed to 37% of the share capital of the joint venture, while the balance 26% is held by DIAL. DAFFPL has achieved revenue from operations of ₹ 80.00 crore and net loss of ₹ 1.17 crore for the year ending March 31, 2024, as against revenue of ₹ 86.50 crore and profit of ₹ 23.09 crore, respectively during the previous year. The EPS for the year stood at ₹ (0.07), as against ₹ 1.41 in the year 2022-23. The company has recommended interim dividend of ₹ 0.14 per share and nil final dividend, as against interim and final dividend of ₹ 0.43 and ₹ 0.98 per share respectively during the previous year.

### **MUMBAI AVIATION FUEL FARM FACILITY PRIVATE LIMITED (MAFFFL)**

MAFFFL was incorporated in February 2010 by Mumbai International Airport Limited (MIAL). BPCL, IOCL and HPCL became joint venture partners with MIAL in October 2014 with each having an equity holding of 25%. Presently, BPCL has invested an amount of ₹ 52.92 crore towards equity. MAFFFL started its operations from February 2015. The

business of the company is to own, operate and maintain aviation fuel farm facilities and to provide into-plane services at Chhatrapati Shivaji Maharaj International Airport (CSMIA), Mumbai. The facility is being operated on an open-access basis. The revenue to MAFFFL is by way of Fuel Infrastructure Charges, payable by the suppliers for utilizing the facility.

MAFFFL achieved a throughput of 16.24 lakh KL during 2023-24, which is an increase of 34% from 12.12 lakh KL during the previous year. The increase is due to continuing recovery in the aviation sector on account of containment of COVID-19 and lifting of travel restrictions worldwide. MAFFFL has achieved revenue from operations of ₹ 151.44 crore and profit of ₹ 63.41 crore for the year ending March 31, 2024, as against revenue of ₹ 110.31 crore and profit of ₹ 32.01 crore respectively, during the previous year. EPS for the year 2023-24 stood at ₹ 3.00, as against ₹ 1.51 in the year 2022-23.

### **KANNUR INTERNATIONAL AIRPORT LIMITED (KIAL)**

KIAL is an unlisted Public Company promoted by the Government of Kerala to build and operate the airport at Kannur at international standards, primarily to cater to the travelling needs of the large NRI population in the region, which travels frequently to various international destinations, and the flourishing business community and tourists. The authorized share capital of the company is ₹ 3,500 crore and the paid-up share capital of the company as on March 31, 2024 is ₹ 1,338.39 crore, out of which BPCL has contributed ₹ 216.80 crore. Kannur Airport was commissioned in December 2018 and it is one of the four international airports in Kerala. During the year 2023-24, total aircraft movements were 10,885 and passenger traffic was approximately 11.72 lakh, as against 11,939 aircraft movements and approximate passenger traffic of 12.46 lakh in the previous year. There is a decrease in air traffic movement compared to the previous year due to grounding of GoAir aircrafts.

### **MATRIX BHARAT PTE LIMITED (MXB)**

MXB is a joint venture company incorporated in Singapore in May 2008 for carrying out bunkering business and supply of marine lubricants in the Singapore market as well as international bunkering, including expanding into Asian and Middle East markets. The company has been promoted by BPCL and Matrix Marine Fuels L.P. USA, an affiliate of the Mabanft group of companies, Hamburg, Germany, contributing equally to the share capital of \$ 4 million. Matrix Marine Fuels L.P. USA has subsequently transferred their share and interest in the joint venture in favor of Matrix Marine Fuels Pte Limited, Singapore, another affiliate of the Mabanft group, which has been further transferred in favor of Bomin International Holding GmbH, Germany, yet another affiliate of the Mabanft group. In March 2021, MXB carried out capital reduction and the revised share capital of MXB stands at \$ 0.50 million, with BPCL's share being \$ 0.25 million. The company is not carrying out trading activities and is in the process of commencing liquidation. The company has a branch office in India, whose principal activities were to provide support services to the Company. The company has ceased its operations in India since July

## Directors' Report (Contd.)

2020 and is in the final stages of winding up of its branch office. MXB reported a loss of \$ 0.002 million for the year ending December 31, 2023, as against a loss of \$ 0.04 million for the year ending December 31, 2022.

### **KOCHI SALEM PIPELINE PRIVATE LIMITED (KSPPL)**

BPCL signed a joint venture agreement with IOCL for implementation of the Kochi-Coimbatore-Salem LPG Pipeline Project and formed a joint venture company, KSPPL in January 2015, on a 50:50 basis. As on March 31, 2024, BPCL has paid an amount of ₹ 637.63 crore towards equity in the company. The project is being executed in four phases. The first phase is a 12 km 12" pipeline from Kochi Refinery (KR) to IOCL Udayamperoor Bottling Plant and a 152.3 km 12" pipeline from KR to Palakkad Receipt Terminal (RT). The 12-km pipeline from KR Dispatch Terminal (DT) to the Udayamperoor RT was commissioned in August 2017 and during the year 2023-24, 377.79 TMT of LPG was transported through this pipeline, as against a quantity of 184.92 TMT in the year 2022-23. With respect to the 152.3 km pipeline from BPCL-KR DT to Palakkad RT, the pipeline has been commissioned on August 26, 2023. The second phase is a 38.6 km 12" pipeline from Puthuvypeen IOCL import terminal to KR, which has been commissioned on October 17, 2023. The third and fourth phases are a 62 km 12" pipeline from Palakkad RT to Coimbatore RT and a 194 km 8" pipeline from Coimbatore RT to Salem RT. The Detailed Engineering Survey is completed and 83% of demand notes for crossing permissions have been obtained for the third phase of the pipeline from Palakkad RT to Coimbatore RT. With respect to the fourth phase of the pipeline from Coimbatore RT to Salem RT, the reconnaissance survey has been completed and 86% of demand notes for crossing permissions have been obtained.

### **GSPL INDIA TRANSCO LTD. (GITL)**

GITL is a joint venture of Gujarat State Petronet Ltd. (GSPL), IOCL, BPCL and HPCL. GSPL has 52% equity participation in the company and the balance equity is held by IOCL (26%), HPCL (11%) and BPCL (11%).

GITL has been authorized to lay a 1,881 km long pipeline from Mallavaram to Bhilwara. The initial section of the project from Reliance Gas Transmission India Limited's interconnection point at Kunchanapalli to Ramagundam Fertilizers & Chemicals Limited's plant at Ramagundam is in operation since 2019-20. During the year 2023-24, the company transported approximately 703 MMSCM of gas, as against 586 MMSCM in the previous year. GITL has reported revenue from operations of ₹ 102.85 crore and a loss of ₹ 15.20 crore for the year ending March 31, 2024, as against revenue from operations of ₹ 103.71 crore and loss of ₹ 11.85 crore in the previous year.

### **GSPL INDIA GASNET LIMITED (GIGL)**

GIGL is a joint venture of Gujarat State Petronet Ltd. (GSPL), IOCL, BPCL and HPCL. GSPL has 52% equity participation

in the company and the balance equity is held by IOCL (26%), HPCL (11%) and BPCL (11%).

GIGL has been authorized to lay two cross-country gas pipelines, viz., Mehsana to Bathinda Pipeline (MBPL) and Bathinda to Gurdaspur (BGPL). The initial sections of the project covering approximately 442 km, viz., Barmer-Pali Pipeline, Palanpur-Pali Pipeline and Jalandhar-Amritsar Pipeline are in operation since 2018-19. The company has successfully commissioned all sections of the MBPL Phase II Project, covering 837 kms out of 940 kms except Section V (Punjab). During the year 2023-24, the company has transported about 2,109.18 MMSCM gas, as against approximately 1,246.26 MMSCM in the previous year. GIGL has reported revenue from operations, of ₹ 365.51 crore and a loss of ₹ 139.28 crore for the year ending March 31, 2024 as against revenue from operations of ₹ 212.80 crore and a loss of ₹ 158.36 crore in the previous year.

### **FINO PAYTECH LIMITED (FINO)**

BPCL acquired shares in FINO in the year 2016-17. As on March 31, 2024, BPCL has made an investment of ₹ 260.17 crore and holds 21.10% on a fully diluted basis. FINO Payments Bank (FPB) is the main operational subsidiary of the company. FPB is a listed company, wherein FINO holds a 75% share.

### **PETRONET INDIA LIMITED (PIL)**

PIL was formed in the year 1997 as a financial holding company to give impetus to the development of a pipeline network throughout the country. The company carried out business through Special Purpose Vehicles (SPVs) and Joint Venture Companies. In the new Pipelines policy, oil companies were allowed to establish their own pipeline network. PIL obtained appropriate approvals and proceeded to liquidate its investments in joint ventures and subsidiaries. PIL's equity has been purchased by the respective promoter companies, viz., the Petronet CCK Limited stake has been taken over by BPCL, the Petronet MHB Limited stake has been taken over by HPCL and ONGC and the Petronet VK Limited stake has been taken over by IOCL and Reliance Industries Limited (RIL). PIL filed an application before NCLT and the paid-up share capital was reduced from ₹ 100 crore to ₹ 1 crore and ₹ 99 crore was returned to its promoters. BPCL has 16% equity participation in the company, with current investment of ₹ 0.16 crore. During the year 2018-19, shareholders of the company had approved voluntary winding up of PIL and appointed an Official Liquidator (OL) for the same. Liquidation of the company is under process.

### **PETRONET CI LIMITED (PCIL)**

PCIL was set up in the year 2000 for laying a pipeline for evacuation of petroleum products from refineries at Jamnagar/Koyali to feed consumption zones in central India. BPCL has an equity participation of 11% in this JV. Promoter companies have decided to exit from PCIL and provision for



full diminution in the value of investment has been done in the accounts of BPCL. The company is under liquidation.

### **BHARAT RENEWABLE ENERGY LIMITED (BREL)**

BREL was incorporated in June 2008 for undertaking the production, procurement, cultivation and plantation of horticulture crops such as Karanj, Jathropha and Pongamia, trading, research and development, and management of all the crops and plantation, including biofuels in the State of Uttar Pradesh, with an authorized share capital of ₹ 30 crore. The company has been promoted by BPCL with Nandan Cleantec Limited (Nandan Biomatrix Limited), Hyderabad and the Shapoorji Pallonji group, through their affiliate SP Agri Management Services Pvt. Ltd. A company petition was filed before the High Court of Judicature at Allahabad (Lucknow Bench) for winding up BREL. By the judgment dated December 21, 2015 the company was ordered to be wound up and an OL was appointed to proceed in accordance with the provisions of the Companies Act. All assets and records of the company have been deposited with the OL and the OL has since submitted a status request to the High Court of Judicature at Allahabad. A reply to the report submitted by the OL has been given and the matter is pending in the High Court of Judicature at Allahabad.

### **RATNAGIRI REFINERY AND PETROCHEMICALS LIMITED (RRPCL)**

Ratnagiri Refinery and Petrochemicals Limited (RRPCL) is a joint venture company promoted by IOCL, BPCL and HPCL, with equity participation in the ratio of 50:25:25. RRPCL has planned to set up an integrated refinery-cum-petrochemical complex on the west coast of Maharashtra. Saudi Aramco and ADNOC have also signed an MoU to partner in RRPCL to jointly execute this project along with IOCL, BPCL and HPCL. The allocation of land for the project has been delayed. The Government of Maharashtra has offered land in the Ratnagiri District of Maharashtra for the project, which is under evaluation to ascertain its suitability.

### **IHB LIMITED (IHBL)**

IHBL is a joint venture company of IOCL, BPCL and HPCL, with equity participation in the ratio of 50:25:25. IHBL was incorporated in July 2019 as IHB Private Limited to construct, operate and manage the approximately 2,800 km long Kandla-Gorakhpur LPG Pipeline (KGPL) for meeting the LPG demand of the bottling plants enroute to the pipeline in the States of Gujarat, Madhya Pradesh and Uttar Pradesh. The company was converted into a public limited company with effect from April 6, 2021. The pipeline will cater to the LPG requirement of 22 LPG bottling plants of IOCL, HPCL and BPCL located in the aforementioned States.

The Kandla-Gorakhpur Pipeline would connect and meet the requirement of seven LPG bottling plants of BPCL situated at Hariyala, Indore, Bhopal, Jhansi, Kanpur, Allahabad and Gorakhpur. The approved total cost of the KGPL project was ₹ 10,088 crore and ₹ 6,363 crore have been incurred till March 31, 2024 under the project. As on March 31, 2024, BPCL has made an equity contribution of ₹ 764.50 crore. The overall progress achieved for the KGPL Project as on March 31, 2024 is 86%. The scheduled completion date of the KGPL project was December

2021, which was revised by PNGRB to June 30, 2024. Request for further extension has been applied to PNGRB.

### **UJJWALA PLUS FOUNDATION (UPF)**

UPF was incorporated in July 2017 as a joint venture company among the three PSU Oil Marketing Companies, viz., BPCL, HPCL and IOCL (in the ratio of 25:25:50) under Section 8 of the Companies Act, 2013 to provide LPG connections to poor women who are left out of the Pradhan Mantri Ujjwala Yojana. Subsequently, various schemes have been announced by the Government of India, with an objective to expand the coverage/usage of LPG by the poor in the country. Since the core purpose of the UPF formation is getting fulfilled by way of various Government schemes announced from time to time, no major activity has been undertaken under the UPF.

## **MANAGEMENT DISCUSSION & ANALYSIS REPORT (MDA)**

The MDA for the year under review, as stipulated under Regulation 34(e) of SEBI (Listing Obligations and Disclosures Requirement) Regulations, 2015, is presented in a separate section forming part of the Annual Report.

The forward-looking statements made in the MDA are based on certain assumptions and expectations of future events. The Directors cannot guarantee that these assumptions are accurate or these expectations will materialize. The data, facts, figures and information given in the portions of MDA other than Company performance have been taken from reports, studies and websites of various credible agencies.

## **CONSERVATION OF ENERGY, RESEARCH AND DEVELOPMENT, TECHNOLOGICAL ABSORPTION AND FOREIGN EXCHANGE EARNINGS AND OUTGO**

The particulars as prescribed under Sub-Section (3) (m) of Section 134 of the Companies Act, 2013 read with the Companies (Accounts) Rules, 2014, are enclosed as Annexure A to the Directors' Report.

## **MEMORANDUM OF UNDERSTANDING WITH MINISTRY OF PETROLEUM & NATURAL GAS**

BPCL has entered into a Memorandum of Understanding (MoU) for the year 2023-24 with MoP&NG. An MoU for the year 2024-25 is under finalization.

The Company has achieved an 'Excellent' performance rating for MoU 2022-23, with a composite score of 90%.

## **BOARD EVALUATION**

As per the provisions of Section 134(3)(p) of the Companies Act, 2013, a listed entity is required to include a statement indicating the manner of formal evaluation of performance of the Board, its Committees and individual Directors. However, the said provisions are exempted for Government Companies, as the performance evaluation of the Directors is carried out by the Administrative Ministry, i.e., Ministry of Petroleum and Natural Gas (MoP&NG), as per laid-down evaluation methodology.

## Directors' Report (Contd.)

In line with the Companies (Accounts) Rules, 2014, rule 8 (5) (iia), in the opinion of the Board, the Independent Directors possess integrity, requisite expertise and experience.

### PARTICULARS OF EMPLOYEES AND RELATED DISCLOSURES

The provisions of Section 134(3)(e) of the Companies Act, 2013 are not applicable to a Government Company. Consequently, details of Company's policy on Directors' appointment and other matters are not provided under Section 178 (3) of the Act.

Similarly, Section 197 of the Companies Act, 2013 shall not apply to a Government Company. Consequently, there is no requirement of disclosure of the ratio of the remuneration of each Director to the median employee's remuneration and other such details, including the statement showing the names and other particulars of every employee of the Company, who, if employed throughout/part of the financial year, was in receipt of remuneration in excess of the limits set out in the Rules in terms of Section 197(12) of the Act read with Rule 5 (1)/(2) of the Companies (Appointment and Remuneration of Managerial Personnel) Rules, 2014.

The Chairman & Managing Director and the Whole-time Directors of the Company did not receive any remuneration or commission from any of its Subsidiaries.

BPCL being a Government Company, its Directors are appointed/nominated by the Government of India as per the Government/DPE Guidelines, which also include fixation of pay criteria, determining of qualifications and other matters.

### CORPORATE GOVERNANCE

The Report on Corporate Governance, together with the Auditors' Certificate on compliance of Corporate Governance, is appended as Annexure D as required under Listing Regulations and Department of Public Enterprises Guidelines of Corporate Governance for Central Public Sector Enterprises.

### SECRETARIAL STANDARDS

The Company complies with the mandatory Secretarial Standards issued by the Institute of Company Secretaries of India.

### SOCIAL, ENVIRONMENTAL, ECONOMIC, STAKEHOLDER, CUSTOMER, HEALTH AND SAFETY RESPONSIBILITIES AND BUSINESS RESPONSIBILITY AND SUSTAINABILITY REPORT

The Company is committed to be a responsible Corporate Citizen in society, which leads to sustainable growth and economic development for the nation as well as all stakeholders. In order to be a responsible business to meet its commitment, the Board of Directors of the Company have adopted and delegated to the Sustainability Committee the implementation of a Business Responsibility Policy based

on the principles of National Voluntary Guidelines on Social, Environmental and Economic Responsibilities of Business as issued by the Ministry of Corporate Affairs, Government of India. BPCL's Sustainability Report is in accordance with the Global Reporting Initiative (GRI).

As stipulated under the Listing Regulations, the Business Responsibility and Sustainability Report describing the initiatives taken by the Company from the Environmental, Social and Governance (ESG) perspective is appended as part of the Annual Report.

### TRANSACTIONS WITH RELATED PARTIES

During the year 2023-24, the Company has entered into contracts or arrangements with related parties, which were in the ordinary course of business and on an arm's length basis.

The required information on transactions with related parties are provided in Annexure G in Form AOC-2 in accordance with Section 134(3) of the Act and Rule 8(2) of the Companies (Accounts) Rules, 2014.

The Policy on related party transactions, including material related parties, is available on the Company's website at the link <https://www.bharatpetroleum.in/bharat-petroleum-for-Investors/Revised%20RPT%20Policy.pdf>

### PARTICULARS OF LOANS, GUARANTEES OR INVESTMENTS

The Company has provided Loans/Guarantees to its Subsidiaries/Joint Ventures and has made Investments in compliance with the provisions of the Companies Act, 2013. The disclosure in this regard, as required under Regulation 34 read with Schedule V of SEBI (Listing Obligations and Disclosure Requirements) Regulations, 2015 is given in Annexure H.

### RISK MANAGEMENT

The Company has adopted a Risk Management Charter and Policy for self-regulatory processes and procedures for ensuring the conduct of the business in a risk-conscious manner and for managing risks on an ongoing basis

Accordingly, the Company has adopted an Enterprise Risk Management Policy, a Commodity Risk Management Policy and a Financial Risk Management Policy. As per the Risk Management Charter and Policy, the company has identified risks in the categories of (i) Business Excellence (ii) Operations (iii) Information Technology (iv) Human Resources (v) Strategic (vi) Financial (vii) Logistics (viii) Marketing (ix) Legal and Regulatory (x) Brand (xi) Environment (xii) Security (xiii) Procurement and (xiv) Research and Development.

A Risk Management Committee has been constituted by the Board of Directors for reviewing and recommending the risk management plan comprising risks assessed and their mitigation plans, along with reviewing and recommending the

risk management report for approval of the Board of Directors with the recommendation of the Audit Committee. The Company's internal financial controls and risk management systems are assessed by the Audit Committee/Board.

## DIRECTORS' RESPONSIBILITY STATEMENT

Pursuant to Section 134(3)(c)/(5) of the Companies Act, 2013, the Directors of the Company confirm that:

- a) In the preparation of the Annual Accounts for the year ended March 31, 2024, the applicable Accounting Standards have been followed along with proper explanation relating to material departures;
- b) The Directors have selected such accounting policies and applied them consistently and made judgments and estimates that are reasonable and prudent, so as to give a true and fair view of the state of affairs of the Company at the end of the financial year and of the profit and loss of the Company for that period;
- c) The Directors have taken proper and sufficient care for the maintenance of adequate accounting records in accordance with the provisions of the Act for safeguarding the assets of the Company and for preventing and detecting fraud and other irregularities;
- d) The Directors have prepared the annual accounts on a 'going concern' basis;
- e) The Directors have laid down internal financial controls to be followed by the Company and such internal financial controls are adequate and are operating effectively; and
- f) The Directors have devised proper systems to ensure compliance with the provisions of all applicable laws and such systems are adequate and operating effectively.

## DIRECTORS AND KEY MANAGERIAL PERSONNEL

Shri Rajkumar Dubey, Director (Human Resources) was appointed as an Additional Director of the Company w.e.f. May 1, 2023. Thereafter, he was appointed as Director (Human Resources) by the shareholders at the AGM on August 28, 2023.

Shri Suman Billa, Government Nominee Director has ceased to be the Director of the Company w.e.f. May 11, 2024 on account of a change in his assignment in the Government.

Shri Acharath Parakat Mahalil Mohamedhanish, Government Nominee Director was appointed as Additional Director of the Company w.e.f. July 19, 2024, subject to the approval of the Shareholders at the ensuing AGM. Notice under Section 160 of the Act has been received proposing his candidature for the appointment as Director at the ensuing AGM.

Shri Vetsa Ramakrishna Gupta, Director (Finance), will retire by rotation at the ensuing AGM as per the provisions of Section 152 of the Act, and being eligible, has offered his candidature for reappointment as Director at the said meeting.

As required under the Regulation 36(3) of SEBI (Listing Obligations and Disclosure Requirements) Regulations, 2015, a brief resume of the above Directors who are being appointed/reappointed at the AGM is provided in the Notice.

## DECLARATION OF INDEPENDENCE

The Independent Directors of the Company have provided a declaration confirming that they meet the criteria of independence as prescribed under the Companies Act, 2013 and SEBI (Listing Obligations and Disclosure Requirements) Regulations, 2015.

## FAMILIARIZATION PROGRAMS

The Company has adopted a policy for the training requirements of Board Members. The details thereof with the programs sponsored for familiarization of Independent Directors with the Company are available at the Company's web link [https://www.bharatpetroleum.in/images/files/Details%20of%20Familiarization%20Programs\\_2024.pdf](https://www.bharatpetroleum.in/images/files/Details%20of%20Familiarization%20Programs_2024.pdf)

## AUDIT COMMITTEE

The details of the composition of the Audit Committee, terms of reference, meetings held, etc. are provided in the Corporate Governance Report, which forms part of this Report. During the year, there were no cases where the Board had not accepted any recommendation of the Audit Committee.

## VIGIL MECHANISM

There exists a vigil mechanism to report genuine concerns in the Company. The Company has implemented a Whistle-Blower Policy to ensure greater transparency in all aspects of the Company's functioning. The objective of the policy is to build and strengthen a culture of transparency and to provide employees with a framework for responsible and secure reporting of improper activities.

The vigil mechanism provides adequate safeguards against victimization of persons who use the mechanism and has provision for direct access to the Chairperson of the Audit Committee in appropriate or exceptional cases. The details of establishment of this mechanism are disclosed at the Company's web link <https://www.bharatpetroleum.in/images/files/Whistle%20Blower%20Policy%20final.pdf>

## NUMBER OF MEETINGS OF THE BOARD AND COMMITTEES OF THE BOARD

Sixteen meetings of the Board of Directors were held during the year. The details of Board and Sub-Committee meetings held during the year and attendance of the members thereat are provided in the Corporate Governance Report, which forms a part of this Report. The intervening gap between the Board meetings was within the period prescribed under the Companies Act, 2013 and the SEBI (Listing Obligations and Disclosure Requirements) Regulations, 2015.

## ANNUAL RETURN

As required under Section 92 (3) of the Companies Act, 2013, the Annual Return of the Company for the year 2023-24 is



## Directors' Report (Contd.)

available on the Company website at the following link: <https://www.bharatpetroleum.in/Bharat-Petroleum-For/Investors/Shareholders-Meetings/Annual-General-Meeting.aspx>

### ADEQUACY OF INTERNAL FINANCIAL CONTROLS WITH REFERENCE TO THE FINANCIAL STATEMENTS

The details are included in the Management Discussion & Analysis Report (MDA), which forms part of this Report.

### STATUTORY AUDITORS

The Comptroller & Auditor General of India (C&AG), under the provisions of Section 139(5) of the Companies Act, 2013, had appointed M/s. Kalyaniwalla and Mistry LLP, Chartered Accountants, Mumbai and M/s. K.S. Aiyar & Co, Chartered Accountants, Mumbai, as Statutory Auditors for the year 2023-24. These appointed auditors will hold office till conclusion of the ensuing Annual General Meeting. C&AG is in the process for appointment of Statutory Auditors for the Financial Year 2024-25. The Auditors' Report for the year 2023-24 does not contain any qualification, reservation or adverse remark.

### REPORTING OF FRAUDS BY AUDITORS

The Auditors have not reported any instance of fraud under sub-section (12) of Section 143 of the Companies Act 2013.

### COST RECORD AND COST AUDIT

The Company has prepared and maintained cost records, as prescribed under Section 148(1) of the Companies Act, 2013 for the year 2023-24. The Cost Audit Report for the year 2022-23 has been filed with the Ministry of Corporate Affairs before the due date in XBRL format. The Cost Auditors for the year 2022-23 were M/s. R. Nanabhoy & Co., Mumbai and M/s. G. R. Kulkarni & Associates, Mumbai.

M/s. R. Nanabhoy & Co., Mumbai and M/s. G. R. Kulkarni & Associates, Mumbai, were also appointed as the Cost Auditors for the year 2023-24. The Cost Auditor shall, within a period of 180 days from the closure of the financial year, forward the Cost Audit Report and the Company is required to file the Cost Audit Report within 30 days of receipt of the same.

### SECRETARIAL AUDITOR

The Board had appointed M/s. Upendra Shukla, Company Secretary, to conduct the Secretarial Audit for the year 2023-24. The Secretarial Audit Report for the year ended March 31, 2024 is appended as Annexure I to this Report.

The Secretarial Audit Report contains observations that during the period under review, the Company has complied with the provisions of the Act, Rules, Regulations, Guidelines, Standards, etc. as applicable to the Company, except to the extent as mentioned below:

- 1) The Company does not have the requisite number of Independent Directors on the Board as required under Regulation 17(1)(b) of SEBI (Listing Obligations and Disclosure Requirement) Regulations, 2015 and Clause 3.1.4 of the DPE Guidelines during the period May 1, 2023 till March 31, 2024;

Explanation by the Board to the above observation in the Secretarial Auditor Report:

Bharat Petroleum Corporation Ltd (BPCL) is a Government Company under the Administrative Control of Ministry of Petroleum and Natural Gas. The nomination/appointment of all categories of Directors are done by Government of India in accordance with the laid down guidelines of Department of Public Enterprises. Accordingly, the subject matter of nomination/appointment of adequate number of Independent Directors falls under the purview of the Government of India. BPCL has from time to time communicated to the Ministry of Petroleum & Natural Gas with respect to the requirement of requisite number of Independent Directors under SEBI (Listing Obligations & Disclosure Requirements) Regulations, 2015.

### GENERAL

There were no significant or material orders passed by the Regulators or Courts or Tribunals impacting the going concern status and Company's operations in future. The Company has not issued equity shares with differential rights/sweat equity shares.

The Company has an Internal Complaints Committee (ICC) to address complaints pertaining to sexual harassment in the workplace. During the year, three complaints of sexual harassment were received, out of which one has been disposed of and in the other two complaints (received in March 2024), enquiry is in progress.

The Committee has worked extensively on creating awareness on the relevance of sexual harassment issues. Apart from the workshops conducted for employees of the organization, it is ensured that a session on Prevention of Sexual Harassment at the Workplace (POSH) is included as part of the Induction Training of all new recruits.

## ACKNOWLEDGMENTS

The Directors extend heartfelt appreciation to every employee for their commitment and exceptional efforts, which have been instrumental in propelling the company to new milestones.

With deepest gratitude, the Directors acknowledge the invaluable support and guidance received from various Ministries of the Government of India, particularly the Ministry of Petroleum & Natural Gas, as well as from numerous State Governments. This assistance has enabled the Company to confidently embrace new challenges and opportunities.

The Company's customer-centric approach and emphasis on innovation have garnered the trust and support of our

business partners and shareholders, empowering us to envision even greater ambitions.

India is on an extraordinary growth path, with an even more promising future ahead. Recognizing this vast potential, the Directors remain highly optimistic about India's prospects as the Company accelerates towards an exciting and dynamic future.

By Order of the Board of Directors

Sd/-

Place: Mumbai

Date: August 6, 2024

**Krishnakumar Gopalan**

Chairman & Managing Director

# MANAGEMENT DISCUSSION & ANALYSIS REPORT

The last couple of years have been dramatic for the global economy, with pandemic-induced supply chain disruptions, the war in Ukraine and West Asia, the surge in inflation, and monetary policy tightening adding to the uncertainties. Despite these challenges, the global economy has demonstrated remarkable resilience, maintaining a steady growth trajectory in 2023. Notwithstanding concerns of stagflation and recession, the global economy appears to be on a path towards a soft landing. Inflation, which had reached multi-decade highs in 2022, has also shown signs of easing, although it remains above targets of pre-pandemic levels in major economies. This global trend of easing inflation is paving the way for potential monetary easing by global central banks, further stabilizing the economic landscape.

## GLOBAL ECONOMY

Global GDP growth moderated to 3.2% in 2023, from 3.5% in 2022, according to the International Monetary Fund (IMF). The IMF projects growth to remain steady at 3.2% in 2024 and 3.3% in 2025. This pace is slower than the historical annual average of 3.8% between 2000 and 2019. Several factors contribute to the moderate growth forecast for this year and the next, including high interest rates, the unwinding of fiscal expansion, the wars in Ukraine and West Asia, weak productivity growth, and increasing geo-economic fragmentation—the policy-driven reversal of cross-border economic integration.

Recent high-frequency data indicators suggest that global growth is picking up. The Global Manufacturing PMI rose to a 22-month high in May, suggesting a steady improvement in 2024 after almost one and a half years of decline. Global headline inflation sharply declined in 2023 but remains above targets. The IMF forecasts further moderation to 5.9% in 2024 and 4.5% in 2025, with advanced economies leading the decline.

Risks to the global economic landscape have diminished in the last few months. According to the IMF, risks to their projections on GDP growth and inflation are now broadly balanced.

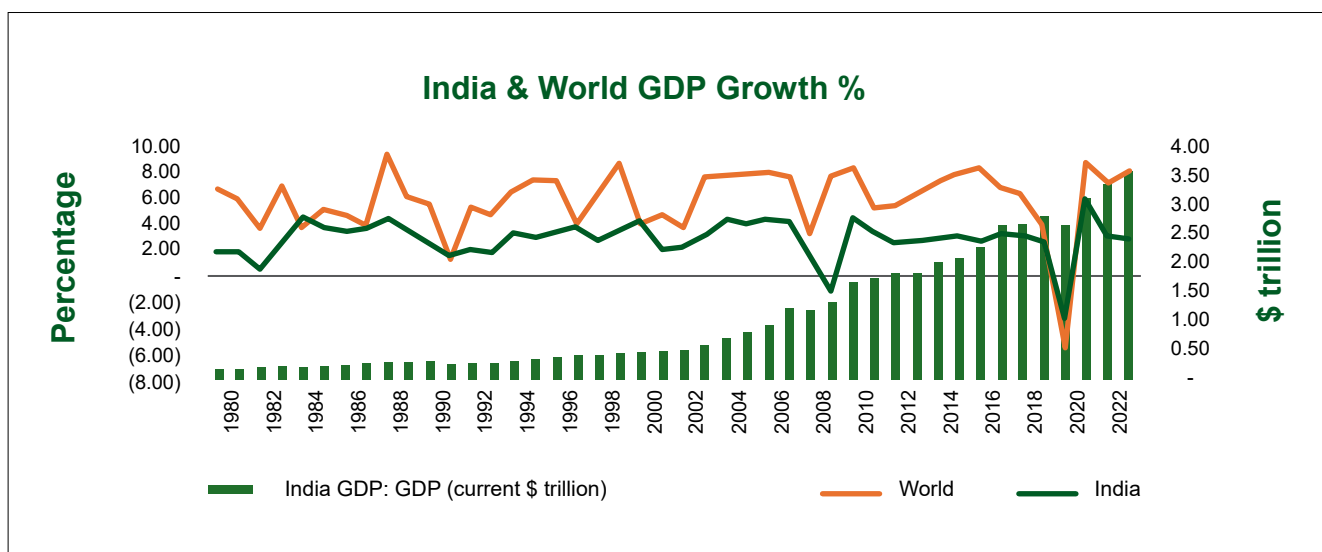
The pandemic-induced high budget deficits and the subsequent increase in debt-to-GDP ratios remain elevated, raising the debt burden of many economies. Interest payments, as a percentage of government revenues, have grown sharply post the pandemic, reducing the capacity of many countries to increase capital investments materially.

Global trade experienced a decline of 1.2% in 2023 due to lingering impacts of high energy costs and inflation. While merchandise exports suffered due to falling commodity prices, commercial services, particularly travel and digital services, thrived. The World Trade Organization forecasts a trade rebound in 2024 and 2025, though geopolitical tensions and economic uncertainties pose significant risks.

With inflation coming down, global central banks are projected to cut interest rates in 2024. However, with the pace of disinflation slower than expected, the timing of these cuts is continually being pushed back.

## INDIAN ECONOMY

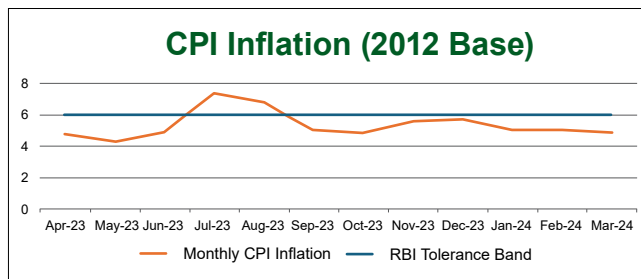
Global uncertainties notwithstanding, India continues to be a standout performer. According to the National Statistical Office's provisional estimates, the growth in the Indian economy accelerated to 8.2% in 2023-24 from 7.0% in 2022-23. This is the fastest GDP growth since 2016-17, if one leaves out the pandemic-induced rebound in 2021-22. The robust growth, in the backdrop of a global slowdown and high interest rates, has been driven by strong domestic demand and capital investment.



The GDP growth in 2023-24 is sharply higher than the 6.5% projected by the Reserve Bank of India at the beginning of the year. The growth in gross value added was 7.2% in 2023-24, up from 6.7% a year ago. Among the broad sectors in the economy, industry rebounded during the year. The primary sector grew 2.1%, below the historical average, due to the below-normal southwest monsoon in 2023. The secondary sector grew 9.7% in 2023-24, while the growth in the tertiary sector moderated to 7.6% from double digits in the previous year.

India's GDP growth in the last few years seems to have been fuelled by the government's focus on capital expenditure. Gross fixed capital formation, an indicator of investments in the economy, grew 9.0% in 2023-24. The budget has been focusing on capital expenditure, which has more than tripled in the last five years to ₹11.11 trillion in 2024-25.

As was the case globally, inflation in India moderated in 2023-24 due to monetary policy tightening, supply management measures, and easing of input cost pressures. Average CPI inflation moderated to 5.4% in 2023-24 from 6.7% in the previous year. Barring July and August, when vegetable prices pushed up headline inflation, inflation remained within the Reserve Bank of India's medium-term target range of 2-6%.

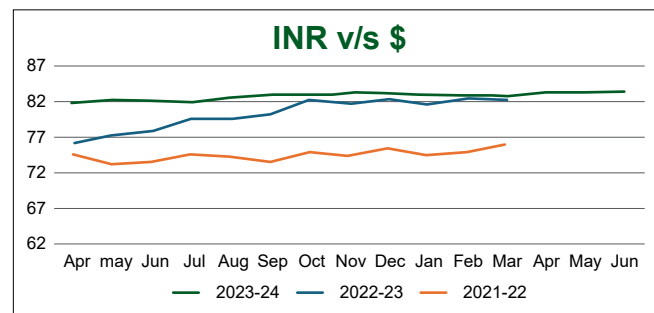


Core inflation, which excludes volatile food and fuel items, was 3.4% in March, suggesting abating inflationary pressures in the economy. Food inflation remained volatile due to recurrent supply shocks, while fuel has been in deflation since September due to softening global energy prices.

The RBI maintained its key interest rate at 6.5% despite easing inflation, aiming to anchor inflation expectations. A rate cut is anticipated in 2024-25, depending on inflation's trajectory and global central bank actions.

In May, S&P Global Ratings raised its outlook on India's rating to positive from stable, setting the stage for a possible ratings upgrade in India's sovereign credit rating from the current 'BBB-'. The ratings agency said India's credit rating could improve over the next 24 months if the government's high debt and interest burden declined due to prudent fiscal and monetary policies and the economy remained resilient.

The Indian Rupee depreciated 1.4% against the US dollar in 2023-24. The rupee's depreciation is more a reflection of the dollar's appreciation due to record high interest rates in the US than the macroeconomic fundamentals of the Indian economy. India's strong economic growth and the projected foreign portfolio inflows of \$ 25 billion to \$ 30 billion by March 2025, due to the inclusion of Indian government bonds on the global bond indices, are likely to reduce pressure on the rupee in the current financial year.



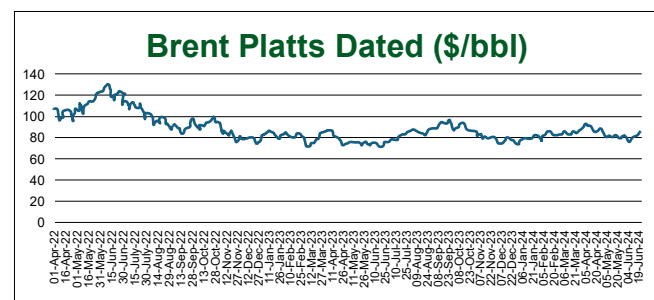
With its strong growth and sound macroeconomic fundamentals, India seems to be in the right place to take advantage of the China Plus One strategy, which involves multinational companies broadening their supply chains and production facilities outside China.

India continues to be an oasis of growth and stability amid global uncertainties. The country remained the world's fastest-growing major economy in 2023-24. The Reserve Bank of India has projected the Indian economy to grow 7.2% in 2024-25, while the IMF has projected it at 7%. The outlook for next year looks buoyant, given the government's continued focus on capital expenditure. Strong corporate balance sheets, rising capacity utilization, double-digit credit growth, a healthy financial sector, and ongoing disinflation are likely to aid growth in 2024-25.

## GLOBAL OIL & GAS SECTOR TRENDS

The world witnessed new fronts open for geopolitical tensions, leading to significant turbulence in the global energy markets, including the Oil & Gas sector. Volatility remained high, and supply chain disruptions persisted throughout 2023 and well into 2024. There were fluctuations in the availability and prices of key energy commodities, such as crude oil, natural gas and coal.

Last financial year, Brent crude prices saw significant swings. Driven by geopolitical tensions and OPEC+ production cuts, prices rose to about \$ 85 per barrel in April 2023 to peak at \$ 95 in October due to increased demand and supply disruptions, including on account of the geopolitical tensions in west Asia and also the disruption in the Red Sea route. They, however, fell sharply in November and December to hit about \$ 74 in early December as non-OPEC+ supply strength coincided with slowing growth in global oil demand.



The latest OPEC+ meeting decided to extend most of its oil output cuts well into 2025, due to weak demand growth, high interest rates, and rising production from non-OPEC producers. OPEC+ members are currently cutting output by a total of 5.86 million barrels per day (bpd), or about 5.7% of global demand. Those include 3.66 million bpd of cuts,

## Management Discussion & Analysis Report (Contd.)

which were due to expire at the end of 2024, and 2.2 million bpd of voluntary output reduction by eight members, set to expire at the end of June 2024. OPEC+ has now agreed to extend the cuts of 3.66 million bpd by a year until the end of 2025, and prolong the cuts of 2.2 million bpd by three months until the end of September 2024.

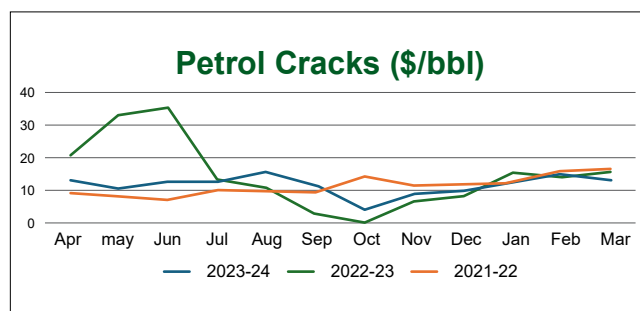
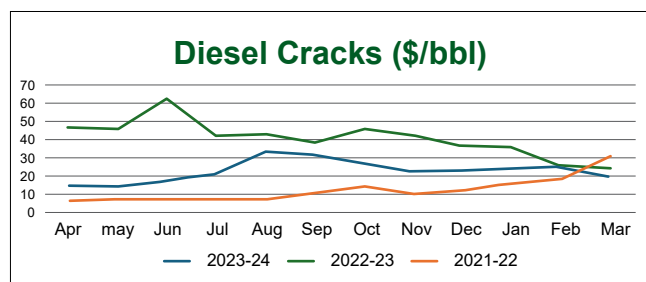
Worries over slow growth in demand from China have weighed on prices alongside rising oil inventories in the developed economies. The expected interest rate cuts by developed countries to boost their economies have not materialized due to persisting high inflation. Oil suppliers are worried that unless interest rates ease, the demand for oil will not rise.

Throughout 2023, gasoline and gasoil cracks were volatile. Diesel cracks, in particular, faced pressure on multiple fronts. Weak industrial activity and a mild winter in Europe led to reduced diesel consumption. This, coupled with a declining share of diesel cars in Europe, resulted in a 210 kb/d annual contraction in 2023 in European gasoil demand. These factors caused diesel cracks to fall sharply, significantly impacting refinery margins, which fell to near two-year lows by early 2024. Gasoline cracks remained relatively stronger throughout most of 2023, driven by robust personal consumption.

Global demand for gasoline is set to rise from 27 million bpd in 2023-24 to 27.28 million bpd in the following year, a modest increase of 0.3 million bpd. Gasoil, on the other hand, is expected to see a more subdued growth, climbing from 29.07 million bpd to 29.21 million bpd, representing an increase of only 0.14 million bpd.

Gasoline cracks were volatile in 2023-24, influenced by factors such as strong US and Asian demand, refinery outages and export dynamics. While cracks were robust in the initial part of the year, they weakened during winter before recovering. For 2024-25, gasoline cracks are expected to remain volatile, with a downward trend in winter due to seasonal demand fluctuations. Factors such as US driving season, Asian demand, refinery operations and new capacity will impact crack levels.

During H1 of FY 2023-24, gasoil cracks were strong due to robust demand, refinery issues and export restrictions. However, the outlook for 2024-25 is less optimistic, due to weakening economic conditions and increased refining capacity. Factors such as European and Chinese demand, arbitrage flows, and new refinery start-ups will be crucial in determining gasoil crack levels.



The global gas market experienced a tumultuous period, marked by unprecedented volatility in 2022. The Russia-Ukraine conflict exacerbated existing supply shortages, sending prices to record highs and impacting consumers worldwide, particularly in developing nations. Europe, heavily reliant on Russian gas, swiftly responded by expanding LNG import infrastructure and maximizing storage. However, the underlying global gas supply constraint persisted, highlighting the market's vulnerability.

Building on the momentum of the previous year, global LNG trade expanded modestly in 2023. While prices retreated from 2022's peak, supply limitations continued to influence market dynamics. A new liquefaction facility in Indonesia and reduced demand in Europe and Asia contributed to market rebalancing. Despite these factors, Asia, where gas remains a preferred fuel, increased LNG imports to bolster energy security and diversify its energy mix.

The United States emerged as a dominant player, accounting for the majority of the increased LNG supply in 2023. Recognizing the tight supply and geopolitical risks, major importers implemented strategic measures, including joint purchasing mechanisms and strategic LNG reserves. As prices ease, demand for gas is expected to rise in the coming years. However, the market may remain tight due to challenges in expanding liquefaction capacity and securing sufficient feed gas.

### INDIAN OIL & GAS SECTOR

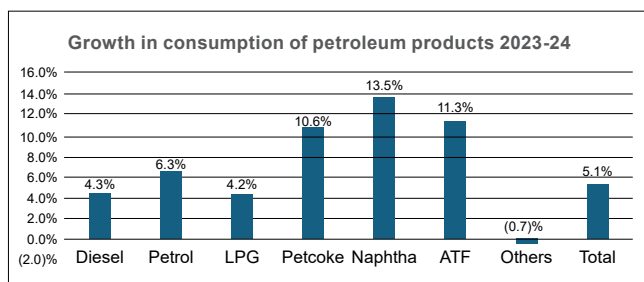
The fiscal year 2023-24 saw significant growth and strategic advancements for India's Oil & Gas sector. Diversified crude oil sources and lower global crude oil prices contributed to a reduced import bill, showcasing the sector's resilience despite increased petroleum product consumption. The country's refining capacity continued to expand, meeting both domestic and international demand, while efforts to boost domestic production remained a priority. The strategic capital investments and the performance of key refiners in terms of GRMs highlighted the sector's robust infrastructure and operational efficiency. As India continues to navigate the global energy landscape, the focus remains on enhancing energy security, expanding refining capacities, and promoting sustainable energy practices.

India has a diversified and secure energy portfolio, with its basket of import markets comprising 39 countries. A mix of long-term contracts, foreign assets, and a participative role



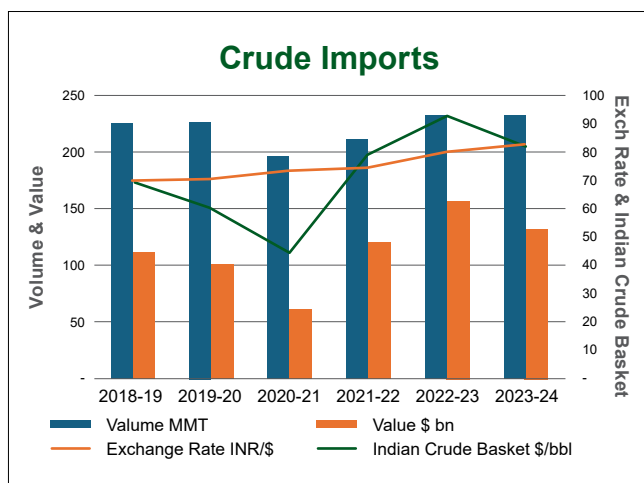
in international energy organizations has ensured an India-first and people-centric approach in the energy sector.

In the fiscal year 2023-24, India's petroleum sector saw a significant increase in the consumption of petroleum products. The total consumption rose to 234.3 million Metric Tonnes (MMT), a 5.06% increase from 223 MMT in the fiscal year 2022-23. This surge was driven by key products: High Speed Diesel (HSD) increased 4% to 89.6 MMT, Motor Spirit (MS) or petrol grew 6% to 37.2 MMT, Aviation Turbine Fuel (ATF) rose 11% to 8.2 MMT, and Naphtha consumption grew 13% to 13.8 MMT. The increased consumption reflects heightened economic activity, greater mobility and robust industrial demand.

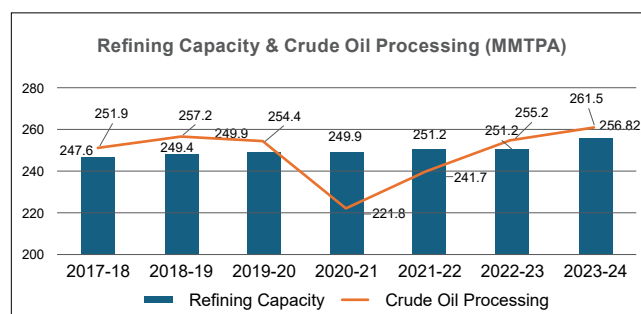


Diesel, a major component of petroleum product consumption, grew 4% over the previous fiscal year, primarily due to the enhanced movement of goods and increased transportation needs. Petrol consumption also increased substantially, with a 6% growth driven by a rise in personal vehicle usage and expanding vehicle ownership. The consumption of Liquefied Petroleum Gas (LPG) remained robust, supported by the government's continued efforts to promote clean cooking fuel through schemes like the Pradhan Mantri Ujjwala Yojana (PMUY). In the fiscal year 2023-24, India's LPG consumption was 29.7 MMT, compared with 28.5 MMT in 2022-23.

The country's crude oil import dependency increased to a record high of 87.8%, as domestic production couldn't keep pace with rising consumption. However, the crude oil import bill reduced by 16% year-on-year due to a sharp decline in global prices and diversified crude oil sources. India, the world's third-largest consumer of crude oil and one of its leading importers, is also a net exporter of petroleum products. In 2023-24, India exported 62.4 MMT of petroleum products, compared with 61.0 MMT in 2022-23. The value of these exports was, however, down year-on-year at \$ 47.7 billion in 2023-24 from \$ 57.3 billion.



India's indigenous crude oil production saw marginal growth in the fiscal year 2023-24. The total domestic crude oil production was 29.4 MMT, compared with 29.2 MMT in the previous fiscal year, indicating a slight increase of 0.6%. India's refining sector demonstrated remarkable efficiency and capacity utilization in the fiscal year 2023-24. The total crude oil processed by Indian refineries increased to 261.5 MMT from 255.2 MMT in the previous year, marking a 2.5% increase. This growth highlights the country's ability to meet both, domestic and export demands for petroleum products. Among refined products, HSD accounted for the largest share, followed by MS and ATF. The production of diesel rose 2% to 115.9 MMT, petrol by 5% to 45 MMT, and ATF by an impressive 14% to 17.1 MMT, reflecting the growing demand across the transportation and industrial sectors. LPG production was flat at 12.8 MMT.



The gross natural gas production in 2023-2024 was 36,438 million Metric Standard Cubic Meters (MMSCM), a 5.7% increase from the previous year. The total natural gas consumption, including internal consumption, was 67,512 MMSCM for the year, a 12.5% increase from the previous fiscal year. LNG imports for the fiscal year 2023-24 showed a significant increase of 20.8% to 31,795 MMSCM or \$ 13.3 billion.

Ethanol blending with petrol reached 12.8% in March 2024, with cumulative blending from November 2023 to March 2024 at 12.0%, showing progress in the government's ethanol blending program. The government has also introduced Compressed Bio-Gas (CBG) Blending obligation from FY 2025-26. This initiative aims to integrate CBG into the city gas network, thereby ensuring a greener and more efficient energy distribution system. Under the government's Sustainable Alternative Towards Affordable Transportation (SATAT) initiative, 58 CBG plants have been commissioned, and another 53 are in various stages of completion.

India is poised to significantly expand its role in global oil markets over the remainder of the decade, driven by robust economic growth, demographic shifts and urbanization. The country is set to become the largest contributor to global oil demand growth from now until 2030. Factors such as increased urbanization, industrialization, the rise of a wealthier middle class with greater mobility and tourism aspirations, and efforts to enhance access to clean cooking will drive this demand increase. Consequently, by 2030, India's oil demand is projected to rise to 6.6 million bpd, an increase by nearly 1.2 million bpd, representing over one-third of the anticipated global increase of 3.2 million bpd.

## Management Discussion & Analysis Report (Contd.)

### THREATS & OPPORTUNITIES

Oil and gas sectors, global and domestic, are poised at a critical juncture. In the coming years, they will face numerous challenges as well as opportunities. These years will be marked by significant transitions driven by geopolitical, environmental, regulatory and technological changes.

The recent geopolitical conflict and subsequent energy price volatility have underscored the critical importance of energy security. Developing nations, in particular, have been severely impacted, with vulnerable populations bearing the brunt of soaring energy costs. This has led to a surge in energy poverty, forcing millions to revert to harmful cooking methods. As a result, the energy sector is now prioritizing energy security, affordability and sustainability as fundamental pillars for a resilient and equitable energy future.

April 2024 marked the eleventh consecutive month to break temperature records, surpassing the pre-industrial average by a significant 1.58°C. This unprecedented warming trend underscores the urgent need for global action to mitigate climate impacts.

The COP28 Climate Summit, held in the UAE in December 2023, was the first global stocktaking of progress under the 2015 Paris climate agreement. While no blanket decisions were taken to phase out coal, oil and gas, the conference agreed to triple new investments in renewable energy and transition away from fossil fuels in energy systems.

Forecasts on future energy demand are highly divergent, with organizations like the IEA and OPEC presenting starkly contrasting outlooks. This uncertainty, compounded by conflicting net-zero scenarios, undermines investor confidence, jeopardizes energy security, and complicates transition planning. Moreover, deep divisions between developed and developing nations over the pace, pathways, and financing of the energy transition create additional challenges. The result is a complex and unpredictable energy landscape, fraught with risks for policymakers, businesses, and consumers alike.

Addressing the world's increasing energy demands, while cutting greenhouse gas emissions, will necessitate a diverse array of energy sources and technologies, each advancing at different rates based on domestic conditions, priorities, and financial and technological capabilities. Maintaining a global demand-supply balance will be crucial, requiring adequate investment in both fossil & clean energy sectors, to prevent significant price shocks.

In recent years, concerns have emerged that the focus on green energy might lead to severe underinvestment in the oil and gas industry, potentially causing more frequent energy price shocks. At the B20 meeting, part of the G20 meetings under India's chairmanship, it was strongly emphasized that urgent efforts must be made to maintain robust existing

energy systems, which are heavily reliant on fossil fuels, to protect consumers and the global economy from such price shocks.

Several European countries, hitherto leaders in energy transition and clean energy investments, have increased their use of coal for power production, following the spike in gas prices caused by Russia's invasion of Ukraine. India has been advocating for necessary investments in oil and gas projects to meet global demand, while also accelerating the transition to green energy.

India is on a journey to become a developed nation by 2047. The growing economy, industrialization and urbanization will see its energy demand soar. By some estimates, India will become the world's largest source of oil demand growth, accounting for over one-third of global oil demand growth by 2030. India is balancing out investments in clean energy and traditional fuels, although the emphasis is heavily on sustainable energy. The nation's infrastructure-building mission will see unprecedented investments in the energy sector. India will continue to expand its energy capacity to meet these demands. Projections indicate that India's primary energy demand will double by 2045, implying a surge from the current 19 million barrels of oil equivalent per day to 38 million barrels of oil equivalent per day by 2045. India expects to raise its refining capacity to 450 MMTPA from 256 MMTPA. In line with the trend, the country will continue to look to step up its exports of petrochemicals and other finished products. India also aims to achieve Net Zero by 2070, and this transformation could be massive. India has emerged as a significant player in the global energy sector, not only meeting its own needs but also shaping global energy demand.

India's economic development and relatively low per-capita fuel consumption will fuel growth in the manufacturing, commerce, transport and agriculture sectors and this is expected to drive significant increases in diesel usage. Even as the presence of Electric Vehicles grows in India, transportation-fuel demand is expected to continue. Diesel will lead the demand for the product mix, according to most estimates. It could account for almost 50% of all incremental oil demand for the next six years. Due to high economic growth, demand for ATF will rise by about 6% each year, and the widening base of the middle class will boost tourism, luxury, and pilgrim travel. Jet fuel will be gradually substituted by Sustainable Aviation Fuel (SAF) due to the Carbon Offsetting and Reduction Scheme for International Aviation (CORSIA) mandates.

India is focussing heavily on **Natural Gas**, whose share in the energy mix is expected to more than double to 15% from about 6% presently. India's natural gas demand rose to 64 billion cubic meters in 2023. The demand for natural gas is expected to rise by 6% in 2024, led by demand from the fertilizer and power sectors.

Growth in LPG demand is expected to decline after seven to eight years, ceding ground to Piped Natural Gas (PNG), for which massive **City Gas Distribution (CGD)** grid expansion is underway, and then to the electrification of cooking. The CGD network will continue to be an area of growth for energy companies, as there is a greater shift towards urbanization and a growing preference for apartment complexes, even in smaller cities.

India's **Petrochemical** sector is on a robust growth trajectory, with substantial investments and capacity additions expected to cater to the burgeoning demand, both domestically and internationally. Indian refiners are increasingly focusing on petrochemical production to diversify their product slate and reduce overdependence on transport fuels. The aim is to transform India into a net exporter of petrochemicals, while maintaining a smaller carbon footprint. This growth in the segment is driven by low per-capita consumption, increasing export demand and supportive government policies, such as the Production Linked Incentive Scheme (PLIS), to boost domestic manufacturing and exports.

India's **Renewable Energy** sector is set for significant growth and innovation, driven by ambitious capacity expansion targets. The goal of reaching 500 GW of renewable energy capacity by 2030 underscores India's dedication to a greener future. The rapid increase in renewable capacity, particularly in solar energy, is anticipated to continue at a significant pace, strengthening India's position as a global leader in renewable energy adoption. To harness this momentum, ongoing investment in renewable energy infrastructure, supportive policies, and technological advancements will be crucial. There are several challenges to address in the coming days, including financing, grid integration, land availability, and importantly, storage.

The government has launched several initiatives to support these ambitious goals. One of the most notable is the PM-Surya Ghar Muft Bijli Yojana, which aims to provide substantial subsidies for residential rooftop solar installations. This scheme targets 10 million households and aims to add 30 GW of solar capacity.

Last year, India launched the **Green Hydrogen Mission**, aiming to position the country as a global leader in green hydrogen production and export. The target is to produce 5 MMT of green hydrogen annually by 2030. The ambitious target is backed by a comprehensive policy framework that includes financial incentives, regulatory support, and infrastructure development. Key components of the mission encompass the development of hydrogen production plants, electrolyzers, and fuel cell technologies, alongside the establishment of a robust supply chain and storage infrastructure. By leading the green hydrogen revolution, India aims to spearhead sustainable energy solutions and global climate action. This mission gives Indian energy companies opportunities to participate in and benefit from the growing green hydrogen market.

India's renewable potential is among the highest globally, with abundant renewable energy capacity, India's is

positioned to be one of the lowest-cost producers of green hydrogen, setting the stage for it to become a leader in this sector. With the significant decrease in renewable power costs, particularly solar, India can leverage its vast solar and renewable resources to produce hydrogen through water electrolysis. Numerous Indian energy companies, both public and private, have outlined ambitious plans for green hydrogen production.

Amendments to the National **Biofuel** Policy have accelerated the target for achieving 20% ethanol blending in petrol to 2025-26 and broadened the scope of eligible feedstocks. The SATAT initiative promotes CBG, aiming to establish 5,000 plants by 2024. India is now the world's third-largest ethanol producer, with blending levels reaching nearly 12% by 2023. The target is to achieve 20% by 2025-26, using sugarcane, maize and surplus rice as feedstock. Additionally, the country aims for 5% biodiesel blending by 2030 and has set initial bio-jet fuel blending (SAF) targets of 1% by 2027 and 2% by 2028.

India is leading the Global Biofuels Alliance (GBA), a key initiative under its G20 presidency. This alliance aims to enhance international cooperation, increase the use of sustainable biofuels, and support global biofuels trade and national biofuel programs through technical assistance. The GBA, initiated by India in collaboration with the United States and Brazil, has nine founding members. US and Brazil are recognized as global leaders in biofuels, accounting for 52% and 30% of global ethanol production, respectively. Despite biofuels' significant potential, the sector faces challenges such as feedstock supply issues, technological limitations, policy frameworks, and financing.

Recent geopolitical events have starkly revealed the vulnerabilities of the global energy system, necessitating a delicate balance between sustainability goals and energy security. Reflecting this complex reality, upstream investments are rebounding significantly in 2024, surpassing both recent lows and historical averages. While the long-term trajectory points towards a reduced reliance on oil and gas, these fossil fuels will remain indispensable for the foreseeable future.

## RISKS, CONCERNS & OUTLOOK

Energy markets have been characterized by nations' strategic manoeuvring to secure energy resources amid global uncertainties. The Russia-Ukraine war and the conflict in West Asia have heightened the concerns over energy security, prompting countries to diversify energy sources. This geopolitical tension has accelerated the global shift towards renewables, with nations striving for energy independence and stability in an increasingly volatile landscape.

Geopolitical tensions remain a critical threat. Conflicts have disrupted energy supply chains and caused volatility in oil and gas prices. This instability threatens energy security for many countries, prompting them to seek alternative sources and accelerate the transition to renewables, which

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might not yet be fully capable of meeting demand. The transition poses its own set of challenges. While the shift to greener energy sources is necessary to combat climate change, it requires substantial investments in infrastructure, technology, grid modernization and access to critical minerals. The intermittency of renewable sources like solar and wind further complicates this transition, necessitating advanced energy storage solutions and smarter grids, which are still developing.

Oil & Gas companies operate in a tough combination of sticky inflation, geopolitical tensions, and economic slowdowns. Rising inflation can increase the cost of energy production, transportation, and infrastructure development, potentially leading to higher energy prices. Geopolitical tensions, such as conflicts or trade disputes, can disrupt supply chains and create volatility in energy markets. Economic slowdowns, particularly in major economies like the USA, China, and the EU, can result in decreased investment in new projects leading to supply challenges. Furthermore, regulatory inconsistencies and cybersecurity threats add to the complexity of the energy landscape.

OPEC+ has influenced global oil prices through production adjustments in recent years. However, the future impact of these measures is uncertain, as it hinges on factors such as the global economic recovery, evolving demand patterns, and the accelerating energy transition. While an economic rebound could boost oil demand, leading to potential price increases if supply remains constrained, OPEC+'s ability to maintain coordinated production strategies will be crucial in shaping market dynamics. Ultimately, the effectiveness of OPEC+'s actions will be determined by external forces, including geopolitical tensions, technological advancements, and the broader trajectory of global energy policies.

The biggest energy market risks stem from supply disruptions, price volatility, and the energy transition. Geopolitical conflicts or natural disasters can disrupt supply, causing sudden price spikes that strain economies and fuel inflation. The transition to renewable energy, while necessary for long-term sustainability, also presents challenges. It requires massive investments and can lead to short-term economic disruptions, particularly in regions heavily reliant on fossil fuel industries. Underinvestment in renewable energy could exacerbate price spikes as investments in fossil fuels decline. To navigate these risks effectively, governments, industries, and international organizations need to collaborate on ensuring stable energy supplies, manageable transitions, and resilient economies.

Regulatory and policy uncertainties pose additional global risks. Inconsistent policies and changing regulations create an unstable environment for energy investments. Countries must establish clear, long-term strategies that support the energy transition, while guaranteeing a reliable

and affordable energy supply. Furthermore, the increasing digitization of the energy sector makes it more vulnerable to cyberattacks on critical infrastructure. Such attacks could disrupt energy supplies, inflict significant economic damage, and pose safety risks. Addressing these challenges requires coordinated global efforts, innovative technological advancements, and robust policies to ensure a secure, sustainable, and resilient energy future.

India has strategically diversified its crude oil supply sources to mitigate the risks of supply disruptions caused by geopolitical tensions and to safeguard against price volatility associated with overreliance on a single oil source. Additionally, currency fluctuations and global oil demand variations could impact the cost and stability of these imports.

With the upgrade of India's credit rating outlook, the country is on track for a rating upgrade in the coming months; this should boost India and our Company's ability to raise funds in a stable and cost-effective manner. The exchange rate has exhibited relatively low volatility despite the two-way capital flows and uncertain interest rate outlook globally.

Operating safely and responsibly is crucial in the inherently hazardous oil and gas industry. BPCL prioritizes the safety of assets and people, along with environmental protection; hence, it rigorously enforces established safety systems and processes while enhancing disaster management capabilities. Regular workforce training and education ensure adherence to standard procedures, minimizing human error. The Company fosters a safety culture through periodic simulated stress tests and by maintaining assets to prevent breakdowns and accidents, thereby ensuring operational efficiency. Significant resources are allocated to these efforts. With advancements in technology and digital infrastructure, the Company also focuses on mitigating cyberattack risks to prevent financial loss, supply chain disruptions, and reputational damage. Controlled hackathons are employed as a preventive measure.

While geopolitical tensions and supply chain disruptions are potential hurdles, BPCL is proactively adapting to the evolving energy landscape by diversifying its business and embracing sustainability. The Company's ambitious strategy, 'Project Aspire,' which has a planned capital outlay of ₹1.7 lakh crore over five years, will fuel the next wave of growth. While nurturing the Core businesses of Refining, Marketing and Upstream, we are investing in 'Future Big Bets' which are anchored on five key areas: Gas, Non-fuel Retailing, Petrochemicals, Green Energy Businesses, and Digital Ventures. Committed to environmental responsibility, BPCL is targeting Net Zero emissions for both Scope 1 & Scope 2 by 2040. This would require a phased capital outlay of approximately ₹1 lakh crore till 2040 and the Company is geared for the same.



## PERFORMANCE

### REFINERIES

BPCL is pleased to report a year of significant achievements in Refining in FY 2023-24. The Refineries processed the highest ever crude throughput of 39.93 million Metric Tonnes Per Annum (MMTPA), surpassing the previous year's record of 38.53 MMTPA. This success comes amidst a backdrop of challenges for the Oil & Gas industry, marked by dwindling product cracks, volatile prices and dynamic geo-political interventions. Throughput exceeded the design capacity and registered an impressive average capacity utilization of 112% vis-à-vis 109% in the previous year.

Both Kochi and Mumbai Refineries registered their highest ever throughput in this financial year. The crude processing of Bina Refinery was impacted when cyclonic storm 'Biparjoy' stopped operation of the Crude Oil Terminal (COT) and Vadinar Bina Pipeline (VBPL) due to power interruption. Agile and dynamic refinery team along with pipeline team restored the power in record time without significant upset in refinery operation. This performance, along with industry leading percentage distillate yields, strengthened the Company's position as a reliable and capable supplier of transportation fuel in a demanding and competitive industry. It is pertinent to note that whilst we made significant achievements this year, staying true to our motto 'Safety First Safety Must', all three refineries clocked nil LTA (Lost Time Accident) for employees and contract workers in FY 2023-24 despite two major turnarounds of Bina and Mumbai Refineries.

BPCL refineries also recorded the highest Gross Refinery Margin (GRM) amongst PSU OMCs in the FY 2023-24. The key to such performance has been the right selection of crude oil. New crudes were added to crude baskets of refineries thus ushering in more flexibility. Each refineries added at least 3 new crudes to their respective basket in this financial year. The dedicated crude selection and procurement wing of BPCL along with Subject Matter Experts (SME) of Refinery crude planning and processing enabled us to choose the right recipe of challenging but discounted crudes in the crude basket. This crucial activity facilitated much needed reduction in feed costs.

Processing these crude recipes consistently throughout the year was equally challenging. Subject matter experts from refineries made dynamic changes in operating parameters to process these special crude varieties supported ably by risk-based inspection practices at critical areas. Digitalization, innovation and reliability initiatives were given due focus for sustenance of performance excellence. This Data-driven decision-making, leveraging digital solutions and a culture of risk preparedness enabled the refineries to deliver the stellar performance in this financial year.

Bina Petchem and Refinery Expansion Project (BPREP) has been conceived to expand our refining and petrochemical production capabilities. The project envisages setting

up of a modern petrochemical complex at BR, to tap into the synergies of integrating refinery and petrochemical operations and to increase the petrochemical intensity index of BR to 20%. Additionally, the capacity of BR would be enhanced to 11 MMTPA from the current capacity of 7.8 MMTPA, and it would produce around 2.2 MMTPA petrochemical products.

The major units proposed to be set up in the petrochemical complex are the Ethylene Cracker and Associated Units (ECU Block) of 1,200 Kilo Tonnes per Annum (KTPA) capacity, Linear Low Density Polyethylene (LLDPE)/ High Density Polyethylene (HDPE) units with a total of 1,150 KTPA Polypropylene Unit (PP) of capacity 550 KTPA and Butene-1 Unit (BU) of capacity 50 KTPA. The major units proposed to be set up in the refinery expansion are the Crude Distillation Unit of 4,000 KTPA capacity, Bitumen Unit of 300 KTPA capacity and revamp of the existing Hydrocracker Unit from 2.6 MMTPA to 3.55 MMTPA. The project scope also includes capacity augmentation of the Crude Oil Terminal at Vadinar and the Vadinar Bina Pipeline. The project is scheduled for completion in 2028.

The Lube Oil unit at Mumbai Refinery has been revamped to enhance its production of industrial solvents. The De-Aromatic Solvent (DAS) Project, which is expected to be commissioned by FY 2025-26 intends to meet the increasing demand of DAS products, by setting up an independent train of the DAS Unit with 200 KTPA (Kilo Tonnes per Annum) capacity. The Unit will produce DAS products (D40, D60, D80, D110, D130) and White Oil products [MAK Base Lite (MBL), Heavy Liquid Paraffin Oil (HLPO) & Light Liquid Paraffin Oil (LLPO)] on a continuous basis, along with lube oil production capacity of 450 TMTA. These products are special grade industrial solvents used in applications like paints, metal rolling, mosquito repellents etc. BPCL is looking forward to enhancing the name plate capacity of Mumbai Refinery from 12 MMTPA to 16 MMTPA and Kochi Refinery from 15.5 MMTPA to 18 MMTPA in the next five years through revamps. The initial project studies for this augmentation are currently in progress.

After the successful integration of Niche petrochemicals of 329 KTPA through the Propylene Derivatives Petrochemical Project (PDPP) at Kochi Refinery, refinery commenced project work for integration of bulk petrochemicals at Kochi through the Polypropylene (PP) unit. Kochi Refinery has the capability to produce additional Propylene feedstock after catering to the requirement in the PDPP Unit. With minor modification of the existing Petro Fluid Catalytic Cracker (PFCC) Unit, Propylene feedstock can be further enhanced. This gives an attractive opportunity for setting up a PP unit at Kochi Refinery for producing Homo grade Polypropylene, thereby enhancing the petrochemical portfolio of BPCL. The capacity of the proposed PP unit has been considered as 400 KTPA, based on the production and utilization of Propylene and market demand.



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Digitization continued to play a pivotal role across all the refinery operations. Ranging from selection and processing of crude to dispatch of products, digital tools were leveraged for deriving optimal solutions. We successfully utilized next-generation technologies like Machine Learning (ML), Artificial Intelligence (AI), Robotic Process Automation (RPA) and Advanced Process Control (APC) models. These technologies, alongside new applications and infrastructure upgrades, were carried out for optimizing refinery operations, including predictive maintenance-cum-failure detection, process optimization, cost reduction, enhancing energy efficiency, increasing productivity and improving safety, in all three refineries. Added thrust was given to development of digital solutions for frequently encountered situations in refineries. An in-house tool, Government e Marketplace (GeM) Portal RPA Bot was used successfully for procurements, the Central Procurement Office (CPO) streamlining critical processes, thereby enabling quick extraction of data, automation of manual tasks and enhancement of productivity. Similarly, an in-house tool developed for Turnaround Progress Monitoring was deployed for monitoring short shutdowns across refineries. The Corrosion Control Teams (CCT) Application was also developed in-house and extended to all three refineries for live monitoring of corrosion probability in process lines. The increased efficiency, enhanced safety and improved environmental performance achieved through digitalization, will ensure our long-term sustainability and growth. We are confident that our commitment to digitalization will continue to deliver significant value for our stakeholders for years to come.

BPCL is slated to be a Net Zero Company for Scope 1 and Scope 2 emissions by 2040. Enhancing energy efficiency is one of the major levers for achieving the net-zero targets. The Company made major strides in energy conservation and emission reduction during the year, adopting a multi-pronged approach for prioritizing energy efficiency across its refineries. This included process optimization, advanced control systems, energy recovery initiatives, equipment upgrades and integration of renewable energy sources. These strategies not only led to significant energy savings, but also minimized environmental impact and contributed to sustainable development. Importantly, BPCL achieved these goals while maintaining cost-effective operations. Focus was given to electrification and building flexibility for shifting towards cleaner fuels in line with the Net Zero goals. Studies were conducted for switching from liquid fuel to gaseous fuel in furnaces and boilers. Renowned consultants were identified for energy conservation and emission reduction opportunities across the refineries. Low hanging fruits from these studies are being implemented and engineering studies for mid-term and long-term initiatives are being planned.

In FY 2023-24, the refineries implemented energy reduction initiatives, saving 1,04,875 Metric Tonnes of Oil Equivalent (MTOE) per annum with potential CO<sub>2</sub> emission reduction of 3.4 lakh tonne/per annum. Initiatives such as the micro-turbine installation in the SRU let-down steam, heater revamp with efficiency improvement, electrical heat tracing, improving condensate recovery, flash steam recovery, heat improvement with additional exchanger, APC of the de-aerator, steam saving initiatives like sour water reduction by rerouting to other process units, stripper reboiler steam reduction by process integration, etc. were instrumental in achieving energy reduction targets. Further details of energy reduction initiatives are listed in Annexure A.

Every refinery ensured rigorous environmental compliance while enhancing their environmental performance. BPCL refineries are dedicated to continuous improvement, working towards a future where our industry shall thrive alongside a healthy planet. We are constantly seeking ways to reduce our water consumption and treat wastewater to the highest standards before returning it to the environment. In the last financial year, BPCL has taken measures to enhance rainwater harvesting and cumulatively harvested 6 lakh Kilo Liters (KLs) of rainwater. Mumbai Refinery reduced 22 lakh KL of fresh water consumption by processing water from sewage treatment plant. We understand the vital role that healthy forests play in capturing carbon dioxide and mitigating the effects of climate change and are committed to supporting tree planting initiatives. In the last financial year, more than 7,500 plants have been planted by the Refineries. In addition, an MoU has been signed with the MP Forest Department for 1 lakh plantation in 90 Hectares (ha) of forest land.

BPCL Refineries acknowledge the significance of transitioning towards a clean energy future. We are actively exploring ways to integrate renewable energy sources into our operations and are investing in research and development of cleaner fuels. We are also exploring Compressed Bio-Gas (CBG) as another alternative fuel using municipal solid waste with support from local administration. The Biogas generated is planned to be utilized for production of Green Hydrogen. Our efforts in setting up of solar power plants and a bio-methanation plant are fully described in the Directors' Report.

### RETAIL

The fiscal year 2023-24 has been a period of strategic transformation and robust growth for the Indian economy, with a continued resurgence across various sectors and further stabilization after the pandemic-induced disruptions. During the year, India's economic narrative of robust recovery and growth was sustained by strong domestic demand, strategic policy interventions and a resilient industrial sector. India's GDP growth rate in 2023-24 reflected a strong economic rebound.

Strong economic growth during the year resulted in increased consumption of petroleum products, reflecting

an increased demand in transportation fuels and industrial applications. This growth has been supported by the Government's infrastructural investments and the revival of the manufacturing sector. The retail fuel industry grew by 1.6% on a higher base during FY 2023-24, while the PSU Oil Marketing Companies (OMCs) registered a de-growth of 2.0%. The degrowth was on account of shifting back of volumes that had come to the PSU OMCs in FY 2022-23, due to pricing conditions and restricted operations of the Private Oil Companies (POCs) during the year. In 2023-24, the above volumes shifted back to industrial customers and the POCs. BPCL's retail business segment achieved growth of 1.1%, clocking volumes of 32.69 million Metric Tonnes (MMT) during FY 2023-24. Against this, PSU OMCs registered a negative growth of 2.0% during FY 2023-24. Motor Spirit (MS) i.e. Petrol recorded 5.4% growth, registering sales of 10.09 MMT during FY 2023-24, as compared to 9.58 MMT during FY 2022-23. In the MS retail business, the Company consistently performed well and registered a growth in market share every year since FY 2018-19. BPCL's MS retail market share grew the highest among the PSU OMCs, by 1.03% in the last five years. The Company's market share in the MS retail business increased by 0.22% during FY 2023-24 and reached 29.68% among OMCs.

Diesel sales registered a negative growth of 1.6%, with a sale of 21.58 MMT, as compared to 21.93 MMT sold during the last year. The OMCs registered a degrowth of 5.5% in Diesel sales. BPCL's market share in the High Speed Diesel (HSD) retail business increased by 1.19% during the year and reached 29.83% among the OMCs. The Company is aggressively capturing market share in the alternate fuel segment at retail outlets (ROs). During FY 2023-24, BPCL increased its market share of Compressed Natural Gas (CNG) within the OMCs by 1.54%, clocking volumes of 980 Thousand Metric Tons (TMT), attaining market share of 30.57%.

BPCL commissioned the Bokaro Depot in Jharkhand to strengthen supply to the eastern regions of the country in a safe and secure manner. In the southern region, full-fledged operations at Krishnapatnam Coastal Installation (Andhra Pradesh) and Kalaburagi Depot (Karnataka) were commenced. In line with the Government's Ethanol Blending Program (EBP) aimed at achieving multiple outcomes, such as addressing environmental concerns, reducing import dependency and providing a boost to the agriculture sector, BPCL augmented Ethanol tankage capacity from 112 Thousand Kilo Litres (TKL) to 135 TKL during the year. The Company has achieved the highest ever Ethanol blending of 11.70% during FY 2023-24, as against 10.60% achieved during FY 2022-23. BPCL also achieved Biodiesel blending of 0.36% during the year. E20 (Ethanol Blended Petrol with 20% Ethanol) is made available to customers at more than 4,000 ROs during the year.

The Company took positive steps towards creating environments that welcome and embrace individuals from all walks of life, ensuring that everyone has equal access to opportunities and resources. In a breakthrough initiative, BPCL launched #SilentVoices on August 15, 2023 to promote inclusivity and implemented the same at more than

120 ROs across the country covering over 25 cities. Under the #SilentVoices initiative, 150 Speech & Hearing Impaired (SHI) individuals are employed by dealers at ROs. This is just a beginning - the Company aims to proliferate it to a greater number of ROs in the upcoming years.

BPCL has expanded its retail outlet network to 21,840 ROs with the addition of 809 New Retail Outlets (NROs) during FY 2023-24. The Company further strengthened its presence in the highly strategic markets and highways, by commissioning an all-time highest record of 18 Company Owned Company Operated (COCO) Outlets, including a GHAR outlet during the year, taking the tally to 348 COCO outlets. Our signature brand of GHAR - One Stop Trucker Shops (OSTSs) - are strategically located on major highways to provide transporters and drivers 'a home away from home' experience. BPCL is also participating in National Highway Authority of India's (NHAI) Way Side Amenities (WSA) plan. WSA will have resting facilities such as parking, dormitory, dhaba, etc. for drivers, along with fuel services at the retail outlet, to reduce fatigue of long-distance travel along the National Highways and National Expressways. The Company has successfully won bids for 18 WSAs and three WSAs have been commissioned during FY 2023-24, two on the Delhi-Mumbai Expressway stretch in Gujarat and one in Asam on NH-27 (part of the North-South-East-West corridor).

To capitalize on growth opportunities in newer geographical areas and along upcoming expressway stretches, BPCL plans to commission 4,000 NROs in the next five years. Along with conventional fuels, the Company has ensured the availability of alternate fuels like CNG at its ROs across geographies, with mechanical completion of 435 CNG stations and commissioning of 278 CNG stations during the year. With this, the CNG stations are now operational at 2,031 ROs across the country.

In an era where customer interactions have transcended traditional boundaries, the Company stands at the forefront of redefining fuel retailing. BPCL's innovative customer engagement services not only enhance consumer experiences, but also cement its position as a leader in the energy sector. 'UFill', the first of its kind in the industry, was a unique customer service initiative which delivers on BPCL's promise of ensuring that our customers have complete control over time, technology and transparency as part of their fueling experience. After successfully proliferating UFill to more than 11,000 ROs, with a customer base of 2.5 crore and facilitating 35 million transactions during FY 2023-24, BPCL has further taken steps to improve convenience and transactional transparency by introducing an enhanced version of Ufill during the year. The customer is now able to preset the dispensing unit at the RO through the mobile, taking complete charge of the fueling, enhancing trust in the Company.

With the objective of ensuring enhanced customer experience, BPCL is investing in channel partners and strengthening their capabilities. Accordingly, the Company launched 'Project Utkarsh' during FY 2023-24, a capability building initiative for dealers. Customized content, covering various aspects, has been developed for the structured

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training programs, which will empower dealers to adapt to the changing market demands, leverage opportunities and achieve their full potential. This program is being delivered through tie-ups with premier management institutes across the country. A significant number of dealers were covered during the year and the initiative will be continued in FY 2024-25 as well. The Company has also taken steps to build the capability of its frontline soldiers - DSMs (Driveway Salesmen) - under 'Project Sangam'. The objective is to equip the DSMs with behavioral and functional inputs, so that they provide enhanced customer service at the forecourt. The capability building efforts are through a hybrid approach of providing classroom training and use of the mobile app. During FY 2023-24, pilot workshops were done and the full-scale roll-out is planned during FY 2024-25.

In yet another innovative customer centric initiative, the Company has launched 'BeCafe' – Brewing Journeys pace-at its ROs. At BeCafe, BPCL endeavors to provide state-of-the-art cafe experience with world class products, ensuring value for money price ranges. BPCL commissioned 6 BeCafes during FY 2023-24, beginning a new chapter in the history of the Company.

Keeping in mind the convenience of customers with stationary equipment like generators, heavy machinery, mobile towers, construction equipment, etc., 49 'FuelKarts' were commissioned under BPCL's Door-to-Door Delivery of Diesel (DDD) initiative. This unique service model meets customer requirement efficiently through pilfer-proof technology. With this, the total number of these mobile fuel bowzers has increased to 768. Additionally, 48 'FuelEnts' (Fuel Entrepreneur start-ups) were commissioned during the year, taking the total number of mobile dispensers run by FuelEnts to 313. BPCL's 'MAK Quik' initiative for two-wheeler customers, which provides quick oil change service at ROs through an oil change machine, has been extended to 7,500 ROs during FY 2023-24. For the convenience of new age truckers (BS-VI vehicles) especially on highways, the Company has introduced Diesel Exhaust Fluid (DEF) dispensers at 487 ROs during the year, taking the DEF dispenser network to 745.

The Company enhances every customer visit with a spectrum of value-added services at its retail outlets, which underscore BPCL's commitment to convenience and a superior customer experience. These services are designed to cater to the dynamic needs of our diverse customer segments from rural, urban and highway, differentiating the Company from competitors. BPCL has continued collaboration with M/s. Fino Payment Services to provide comprehensive banking services to our esteemed customers, which include Aadhaar Enabled Payment System (AePS), Micro ATMs, Domestic Money Transfer, Cash Management System (CMS) and Government to Citizen (G2C) services. The Company has achieved Gross

Merchandise Value (GMV) of ₹ 4,013 crore during the year, a testimony to our customer-centric focus. BPCL-SBI Card, India's fastest growing co-branded credit card, has reached a 33 lakh customer base and cardholders have redeemed 18.73 million litres of free fuel at our fuel stations during the year.

BPCL is a pioneer in its loyalty program among the OMCs, with the brand, 'SmartFleet', which is serving 1.5 lakhs satisfied transporters. Further, an Advanced Loyalty Program (ALP), coupled with Application Program Interface (API) integration with the IT systems of Fleet customers as a value-added service, has reached more than 100 high-end customers, ensuring their loyalty stays with us forever. Demonstrating our commitment to the welfare of those who help keep our operations moving forward, the Company helped 61 families of drivers/helpers with insurance disbursement of ₹2.93 crore during FY 2023-24. BPCL is committed to helping the drivers/helpers and their families.

Embracing innovation in its product offerings, BPCL launched the new avatar of 'Speed' - a premium petrol engineered for superior performance. This reinvigorated version of Speed represents our commitment to providing advanced fuel solutions that enhance the driving experience and engine life. In a first amongst the OMCs, the new avatar of Speed works on Port Fuel Injection (PFI) engines as well as the latest technology Gasoline Direct Injection (GDI) engines. It also has friction modifiers, which further help in increasing engine life as well as fuel economy. The Company has also partnered with Olympic and World Javelin Champion, Mr. Neeraj Chopra as its vibrant Brand Ambassador for Speed.

As India strides towards a sustainable future, the Company is proud to lead the change in the Electric Vehicle (EV) revolution. With the second largest network of EV fast charging stations across national highways, BPCL is not just facilitating a smoother transition to green mobility, but also setting new benchmarks in infrastructure and accessibility. Highway Fast Charging Corridors are an innovative concept the Company introduced during FY 2022-23, where EV fast chargers were installed on strategic highways with distances of 100 kms from each other, to address the range anxiety of EV users. Taking forward the concept to proliferate on more highways, BPCL has expanded its EV fast charging network to 894 stations, majorly on 120 highway corridors. During FY 2023-24, the Company also added 40 EV fast charging stations for two-wheelers, in alliance with major OEMs like Ola, Ather and Hero, taking the network to 106. BPCL commissioned 2,443 EV charging stations during FY 2023-24, taking the total to 3,135, along with battery swapping stations. Plans are afoot to expand its EV network to 7,000 stations in the near future.

BPCL had signed an MOU with Tata Motors to share insights which will help us in deciding on locations to set up EV

charging stations. As Tata Motors has rich experience and data on EV vehicles, this tie-up is going to prove vital to the Company's ambitious plans in the EV segment. BPCL also signed an agreement with Trinity Cleantech for setting up three-wheeler fast chargers in UP, which will further improve our stakes in this segment.

The Company consistently leads the way in integrating cutting-edge technology into fuel retailing, setting industry standards and enhancing customer experience at every touchpoint. Our technological initiatives are geared towards making fuel purchases, not only more efficient, but also more engaging. BPCL's 19,950 ROs are fully automated, where every fuel transaction happening at the forecourt, along with inventory, is captured in its server. An Integrated Payment System (IPS) ensures that the customer pays for the exact amount of fueling and all payment solutions are available in a single Point of Sale (POS) machine at the forecourt.

Pre-authorization functionality has been developed and rolled out at all retail outlets, ensuring trust, transparency and convenience. Pre-authorization is available in loyalty payment solutions and UFill enables the customer to preset the fuel dispenser for any intended fuel value by making digital payment through any UPI app. BPCL's automation system, integrated with IRIS (an AI-driven Digital Nerve Center) is interconnected through intelligent systems, helps in analyzing and monitoring the health status of equipment and connectivity status at the RO, ensuring all defined standard operating practices are followed. The Automation System provides an edge for the Company to manage various retailing initiatives.

In a first-of-its-kind initiative in the industry, BPCL has implemented management of Vehicle Tracking System (VTS) violations by real-time tracking of 100% tank lorries through IRIS. Retail Auto Invoicing System (RAIS 2.0), which has completely automated end-to-end process of product supplies through tank lorries and customer indent execution, went live at Sewree Installation. The Company plans to roll out RAIS 2.0 at all locations during FY 2024-25.

In its commitment to enhance safety at Retail Operating Locations, BPCL has implemented several initiatives aimed at fostering a robust safety culture. These initiatives include adopting the best practices for safety, increasing awareness and providing comprehensive safety training. Key among these efforts are simulated fire drills conducted at all our depots and installations, ensuring preparedness and responsiveness to any emergency.

BPCL is dedicated to fulfilling its commitments towards a green environment. All our Retail Operating Locations are Zero Waste to Landfill (ZWL) certified. As a conscious corporate citizen, BPCL implemented a ban on single-use plastic at all its locations. To reduce power consumption, all conventional lights at our locations have been replaced with energy-efficient Light Emitting Diode (LED) lights. Considering the safety of people and the planet, BPCL has eliminated the use of asbestos from all its locations. The Company strictly follows the directives of the Central

Pollution Control Board (CPCB) and National Green Tribunal (NGT), and accordingly, implemented the Vapour Recovery System (VRS) at 1,858 ROs and 13 Retail Operating Locations to reduce emissions.

Overall, BPCL's Retail business maintained its leading position in the industry, exemplifying trust, convenience and personalization. Our efficient operations and digital solutions enhance customer convenience and generate significant value for all stakeholders.

## Biofuels

In line with the Government's Ethanol Blended Petrol (EBP) program, BPCL achieved the highest-ever Ethanol blending percentage of 11.7% (consuming 166.4 crore litres of Ethanol) this year, up from 10.6% in the previous year and aims at exceeding 14% in 2024-25. BPCL has also positioned E20 (MS with 20% Ethanol blending) at its ROs and has so far reached 4,279 ROs.

The Company has been blending 1G Ethanol produced from molasses, sugarcane, damaged foodgrains and surplus rice in petrol across all its locations pan-India. It has also augmented Ethanol storage capacity at its supply locations, from 112 TKL to 135 TKL in the last financial year. BPCL has ensured Ethanol availability across the length and breadth of the country by carrying out movement of EBMS as well as Ethanol by rail to deficit locations.

BPCL is the Industry Coordinator for Ethanol procurement and is spearheading the EBP Program by procuring 1G Ethanol from multiple sources. The Company's integrated 1G/2G Bio-ethanol refinery at Bargarh, Odisha, of a combined production capacity of 200 KL per day, is under construction and expected to be commissioned in FY 2024-25. The Company's focus on Biodiesel has gained momentum with procurement of 102.6 TKL (8.21 TKL in the last financial year) of Biodiesel in the year 2023-24 and sales of 1,390 TKL Biodiesel-blended Diesel (116 TKL sold in the previous year), thereby achieving a blending of 0.36% (0.03% last year).

BPCL has also taken initiatives in the field of production of Compressed Bio-Gas (CBG) from biomass waste/biomass sources like agricultural residues, sugarcane press mud, Municipal solid waste, etc. and issued 382 Letters of Intent (LOIs) for a total estimated production capacity of about 7 lakh Tonnes Per Annum (TPA) of CBG. During the year, six CBG plants were commissioned by BPCL LOI holders. The Company added nine more ROs for CBG retailing, increasing the number of outlets to 50 with cumulative sales of 6.5 TMT.

BPCL has initiated setting up its own CBG plants and has obtained in-principle sanction from the Government of Kerala for setting up a 150 TPD CBG plant at Kochi based on segregated Municipal Solid Waste.

## INDUSTRIAL AND COMMERCIAL (I&C)

The Industrial & Commercial Strategic Business Unit (I&C SBU) serves as the marketing division of the Company



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dedicated to the Business to Business (B2B) segment. The SBU continued to steadfastly uphold its commitment to enhancing customer satisfaction through innovative solutions, value-driven business relationships and a focused customer orientation. This approach helped it to excel during yet another year marked by complex business dynamics and significant opportunities.

The market intelligence and strategy implementation continuously evolved, driven by a profound understanding of customer preferences and a thorough analysis of the competitive landscape. Particularly in the Petrochemical segment, the global market's influence on domestic conditions heightened the importance of acquiring real-time data on global production and demand. The I&C team remained responsive to these global shifts, effectively penetrating markets traditionally dependent on imports, through its dynamic pricing strategies.

Furthermore, central to the SBU's operations and efforts to excel, were the ongoing development of the field force's functional skills and the strategic use of technology to ensure trust, convenience and personalization. These initiatives were crucial in delivering an enhanced customer experience and in achieving optimal value and volume, despite the challenges encountered during the period.

The strategic introduction of new products was met with robust market reception, reflecting the capability to innovate and meet evolving market needs. The I&C SBU's commitment to quality and service excellence was acknowledged by customers.

The novel approach, in sourcing beyond the refinery and innovative solutions in optimizing logistics with robust technical support, has led to increased customer satisfaction and confidence, reflecting in the increased volumes.

This year, the I&C SBU has not only continued its legacy of excellence, but has also pioneered numerous industry firsts, underscoring our unwavering commitment to innovation and customer satisfaction. During this fiscal year, the I&C SBU achieved record-breaking sales, surpassing 7 MMT in volume, with market share of 22.86%, an all-time high that significantly enhances our market presence. The highest sales were achieved in HSD with major inroads made in the Defence, State Transport, Railways, Mining and Infrastructure sectors.

The team took strategic pricing decisions in the Petrochemicals domain, resulting in change of status from 'market followers' to 'market drivers'. Being vigilant to international price movements and being nimble-footed helped garner the highest ever volume of 234 TMT.

Pursuing the strategy of beyond refinery sourcing, the SBU registered a sale of 61 TMT of Bitumen through third party sourcing and imports, thus enhancing the geographical reach in key growth markets. With customized offerings, I&C also achieved the highest ever sales of Hexane and Naphtha.

Bunkering remained a strong focus area and with efficient product placement and smart business deals, VLSFO (Very Low Sulphur Fuel Oil) sale of 272 TMT was registered during the year at the 3 port locations of Kochi, Mumbai and Kandla.

I&C has persistently advanced its efforts in promoting the innovative 'Smokeless SKO' for the Indian Army, commencing supplies from Bina Refinery. This initiative has significantly extended our reach to the far north and northeast regions. Throughout the year, I&C has successfully commissioned state-of-the-art scattered tankage facilities for the Indian Army at Mudh and in the Kashmir Valley. Additionally, two advanced fuel bowsers were delivered to the Indian Army, ensuring uninterrupted operations at these strategic locations.

In co-ordination with the Refineries, the SBU obtained Registration Evaluation Authorization and Restriction of Chemicals (REACH) compliance certification of Dearomatized Solvents, which will enable it to market the product to international markets.

In pursuit of continuously enhancing the competencies of the field staff to deliver superior value, extensive training sessions were conducted, focused on product knowledge, pricing and commercial acumen.

I&C has steadfastly progressed in its digital transformation journey with 'Project Anubhav', implementing numerous measures to facilitate the seamless deployment of the feature-rich customer engagement portal - HelloBPCL - to enrich customer experience and improve overall internal efficiency, enabling superior service delivery to our customers.

Through seminars and workshops, structured engagement with customers and other stakeholders was ensured for a variety of business segments, including manufacturing, infrastructure, pharma and food.

Continuing the legacy of excellent performance, the I&C BU is committed to sustaining its momentum with strategies in place to circumvent challenges during this pivotal period of the country's growth.

### GAS

The Gas SBU of the Company is working towards India's transition to a Gas-based economy. With its tagline of #The Good Print on social media, the Gas SBU has devised safe and innovative solutions in the above endeavor. To enhance value for all its stakeholders, the business has further upscaled and streamlined its operations, especially in City Gas Distribution (CGD), for long-term sustainable growth. BPCL continues its journey to strengthen its position by developing the ecosystem across the gas value chain, right from sourcing to the end consumer. On the supply side, the Company is focusing on securing long-term supply, import infrastructure, regassification capacities; on the demand side, the focus is on gas transport agreements in major pipelines and establishing and expanding CGD networks to



meet the gas demands of domestic, retail, commercial and industrial customers.

With the capacity to infuse capex and faster strategic decision-making, BPCL always endeavors to nurture long lasting relationships in the entire life cycle of customers, vendors, contractors and all stakeholders in the gas value chain.

During the year, the business ensured optimum sourcing through a combination of long-term contracts, spot purchases, domestic gas purchase through bidding in e-auctions and RLNG tenders and trading on the Indian Gas Exchange (IGX). The sourcing portfolio is strategically managed to mitigate the risk in a highly volatile gas price market. The strategic mix of sourcing portfolio helped the Company to optimize purchase cost for maximizing profitability. During the year 2023-24, BPCL has sourced an equivalent of 22 cargoes under long-term contracts, 6 TMT through the e-bidding platform, 6 TMT from RLNG tenders and 84 TMT from IGX.

During 2023-24, the Company has supplied 1,857 TMT of Gas to its esteemed customers, spread across various segments including the refineries. Out of the total sales, 966 TMT was supplied to various customers in Fertilizers, Power, Petrochemicals, Steel and other industries. A total of 726 TMT was supplied to the refineries-312 TMT to Mumbai Refinery and 414 TMT to Kochi Refinery. CGD network sales contributed 83 TMT, doubling last year's sales of 41 TMT.

To support India's 'Green Vision', BPCL has made capex investment of ₹ 1,920 crore during FY 2023-24 to enhance its operations for faster expansion of the CGD network and plans to invest another ₹ 2,500 crore in FY 2024-25.

The Company achieved another milestone in 12 and 12A CGD bidding rounds of Petroleum and Natural Gas Regulatory Board (PNGRB), by securing 17 districts of Jammu & Kashmir including Leh-Ladakh. BPCL and Oil India Limited (OIL) in consortium secured 28 districts of Arunachal Pradesh state in the 12<sup>th</sup> CGD bidding round of PNGRB. With a significant presence in various geographies across the country, BPCL is a key player in the CGD business.

The Company has owned authorization for 26 Geographical Areas (GAs) on a standalone basis, to develop the CGD network; out of this, 25 GAs, that cover 64 districts, secured till 11 and 11A CGD bidding rounds of PNGRB, have been commissioned. The GAs secured in 12 and 12A bidding rounds of PNGRB are slated for commissioning in the next financial year. BPCL, together with its Joint Venture Companies (JVCs), have secured authorization for 52 GAs that cover 154 districts.

The Company has mechanically commissioned 671 CNG stations, out of which 440 CNG stations are operational, meeting customer demand; the balance will be made operational soon. 150 CNG stations are planned for construction in FY 2024-25. The record high of 1.87 lakh PNG domestic connections have been added during FY 2023-24, making it a total of 3.31 lakh PNG domestic connections. BPCL has laid a 2,348 inch-Km steel pipeline as on March 31, 2024, to expand its reach in the CGD network.

The mass awareness for gas proliferation to target consumers was conducted through an aggressive campaign, 'Aage Badho PNG Chuno', during FY 2023-24. BPCL bagged two awards from PNGRB for this campaign, under the category of number of registrations and households contacted. Under the campaign, there were 2,53,341 PNG domestic connection registrations, 5,02,446 households contacted and 49,598 cases of 'last mile connectivity' completed during FY 2023-24.

The Company's commitment to transforming its energy mix and positioning itself as a future ready energy company, capable of meeting evolving demands for cleaner and more sustainable and innovative energy solutions, has ensured uninterrupted supplies of gas to all its customers, despite a highly volatile market and penetration to newer geographical areas.

## LUBRICANTS

As per the Petroleum Planning & Analysis Cell (PPAC), the Indian Lubricant market has grown to 4,076 TMT, with growth of 9% in FY 2023-24. In this period, MAK Lubricants registered the highest ever volume of 446 TMT, with a growth of 16%.

In pursuit of heightened brand visibility, the MAK Brand has electrified all media platforms. Collaborations with Shah Rukh Khan's movie, 'Jawan' and cricket icon, Rahul Dravid joining the MAK family as its Brand Ambassador, the media campaign during the World Cup, has entrenched the brand in the minds of the audience.

Propelling towards the future, the Lubes SBU is committed to innovation and meeting market demands. Introduction of 19 new grades, including pioneering products like 'MAK ADJOL BANANA and MAK ADJOL TEA, adjuvant oils providing revolutionary organic and biodegradable pest management solutions for banana and tea respectively, and MAK SMART KOOL, coolant for computer servers, underscore the SBU's dedication to excellence. Also, the new product range of Synthetic Lubricants for the car segment, which is Ethanol20 compliant was introduced. With the success of MAK Drillol, under the Atmanirbhar Bharat Abhiyaan, for drilling operations in oil exploration, MAK Drillol LV is now ready for deep sea drilling.

With the Company's extensive network of retail outlets, the connect with customers continued to improve through campaigns at the forecourt. MAK Lubricants broadened its secondary network of Retailers and Mechanics through the digital interface, 'HelloBPCL'. In addition, the SBU onboarded 37 new distributors, bolstering our market presence. Furthermore, a strategic re-entry into Sri Lanka and strides into the African continent (Kenya, Uganda and Tanzania) marked a successful foray into international markets. Strategic collaborations have been instrumental in moving beyond business to areas of development and collaboration with the SBU's prestigious customers, Kirloskar Oil Engines and TVS Motor Company.

MAK Lubricants' digital endeavors have been transformative. Unveiling of MAKonnect, an integrated secondary sales management platform for distributors, retailers and DSRs,

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has revolutionized the network by providing business insight for informed decision-making and streamlining operations. Moreover, the MAK QR Code presents an integrated supply chain solution, enabling SKU tracking and disbursing rewards for end customers.

With sustainability as core to its business principles, the SBU is ready with innovative packaging solutions like recycled plastic containers, bamboo packages and tin cans. At MAK Lubricants, continuous improvement is ingrained in our ethos. It is a matter of great pride that BPCL Marketing Quality Assurance has been accredited as a certification and inspection body by National Accreditation Board for Certification Bodies (NABCR).

As we forge ahead towards the future, MAK Lubricants remains steadfast in its commitment to innovation, sustainability and customer satisfaction.

### LPG

During FY 2023-24, LPG demand witnessed a notable surge with industry growth of 3.5%. This was driven by reduced prices, enhanced subsidy for Pradhan Mantri Ujjwala Yojana (PMUY) customers, Government initiatives, free refill schemes, promotion of clean energy and rural penetration. With added impetus on customer-centric initiatives to promote safety at customer premises and enhance customer experience, the LPG SBU not only ensured sustained growth, but also improved its margins.

The business registered its highest-ever packed LPG sales of 7,928 TMT for the year, attaining growth of 3.37% and secured the second highest packed LPG sales growth in the industry. With the objective of ensuring promotion of clean fuels and to increase the proliferation of LPG further, another 18.54 lakh customers were enrolled under Ujjwala 2.0, taking the total BPCL customer base under the PMUY scheme to 2.68 crore since the inception of the scheme in the year 2016-17. New customer enrolment of 28.64 lakh during the year took BPCL's domestic LPG customer base to 9.35 crore at the end of the year.

To ensure uninterrupted availability of cooking fuel at home, the Company encouraged customers to opt for Double Bottle Connections (DBC) and upgraded 9.26 lakh customers to DBCs. To ensure that Bharatgas is available at places closer to customers, the business unit added 37 new distributorships during the year, taking the total to 6,252 distributors as on March 31, 2024. Further, 66 non-domestic distributors were added by the company to increase the commercial LPG footprint. BPCL added 1,869 village level women entrepreneurs, called 'Urja Devis', to boost the Company's efforts for rural outreach and improve awareness/accessibility of LPG in rural areas. These entrepreneurs actively promote clean cooking fuel, educate customers on safety measures and advocate for non-fuel offerings in rural regions. To address the affordability issue of the low-income segment of consumers, we are piloting financial assistance

in the state of Madhya Pradesh through the State Rural Livelihood Mission (SLRM).

LPG business has signed a 15-year agreement with GAIL to supply 600 TMTPA of Propane valued at ₹ 63,000 crore from its LPG import facility at Uran. This reaffirms the Company's business commitment to meet the growing needs of the Indian Petrochemical Industry.

As a step towards addressing last mile delivery inefficiencies in LPG, 'Pure for Sure' initiative was launched by Hon'ble Minister of MoP&NG at India Energy Week (IEW) in Goa in February 2024. Tamper-proof seals with QR codes were developed for authentication to ensure availability of the complete trail of the cylinder from the plant to the customer. This would address issues like pilferage/underweight, diversion of refills and overcharging faced in the LPG delivery ecosystem.

The LPG business worked on three pillars of growth, viz. Safety, Trust and Convenience. Towards our safety commitment, many initiatives were launched like 'Zero Ka Dum' (the quality challenge which guarantees that all LPG cylinders in the market are entirely free from defects, improving trust and enhancing process efficiencies), a safety campaign, AI chatbot-enabled IVR calling to customer for self-check inspection of their LPG equipment in the kitchen, etc. To enhance safety awareness among stakeholders throughout the value chain, Bharatgas Safety Day is observed on the 21<sup>st</sup> day of each month. This initiative, started in FY 2022-23, is being continued this year as well. Our Distributors conducted 96,230 safety clinics in FY 2023-24.

The LPG SBU has effectively implemented the 'Viksit Bharat Sankalp Yatra' as part of the Government-driven initiatives. This nationwide campaign was slated to raise awareness and achieve saturation of schemes of the Government of India (GOI) in identified geographies. Through extensive outreach activities, the campaign targeted customers in far-flung areas and enrolled potential beneficiaries under the PMUY. A total of 2.47 lakh events were successfully conducted by OMCs under this initiative. Another GOI initiative, a free Safety Campaign was launched across the country for quick safety inspection at customer premises with a discounted price for Suraksha hose replacement.

In our continuous efforts to strengthen consumer retailing, the LPG business commissioned 30 'In & Out' convenience stores at LPG distributorships during the year, taking the cumulative number to 53.

LPG bottling achieved the highest ever bottling volume of 7,939 TMT, recording a growth of 3.1% with capacity utilization of 100%. LPG bottling plants continued to maintain the best practices in Health, Safety, Security and Environment (HSSE), while maintaining cost leadership. Towards our commitment to technology, we have piloted automation of the entire LPG bottling operations in the Bengaluru LPG

plant. Marking a significant step towards automation within the Company, 25 LPG bottling plants have successfully integrated the tank farm management system and SAP. During the year, Operations & Maintenance (O&M) services and outsourcing of plant operations and maintenance to a third party were started at three more LPG plants (Chennai, Tuticorin and Kurnool), bringing the total to 13 LPG plants operating on O&M services.

Augmentation of the cryogenic storage facility at Uran Terminal is currently in progress, which will enhance storage infrastructure on the west coast, facilitating higher imports. During the year 2023-24, BPCL procured four LPG rakes, taking the total to nine; they boosted our logistics capability, reduced the placement cost and reduced the bulk movement through road. In addition, the SBU has commissioned a new LPG terminal at Palakkad (Kerala), which optimized the transportation cost and improved reach. Further, the business was able to manage the same amount of cargoes with just five vessels, without a medium gas carrier vessel, thus leading to cost optimization.

Towards our commitment to the greening initiative, Solar plants of 580 Kilowatt-peak (kWp) capacity were commissioned at various LPG bottling plants, taking the total installed solar power capacity to 3,537 kWp. During the year, BPCL marketed more than 80,000 HTE (High Thermal Efficiency) hotplates with in-house developed patented technology that delivers 74% thermal efficiency, which is the highest in the industry.

High Tensile Strength Steel (HTS) cylinders, which are approximately 20% lighter than conventional cylinders, are being piloted in three markets. The use of these cylinders will substantially reduce the physical strain on delivery staff, while also generating cost savings. The LPG SBU also introduced Fluorocarbon (FKM) O-rings with improved mechanical strength, to extend the lifespan of O-rings, besides enhancing safety at customer premises.

To build competency, HSSE officers and Plant In-charges were provided training, and they received the internationally acclaimed National Examination Board in Occupational Safety and Health (NEBOSH) certification. To enrich the knowledge of our staff, the SBU has launched the 'Eklavya: Knowledge portal', conducting a daily quiz and having an archive of Sales, Operations, Logistics and Finance manuals. To equip our Distributors with the competencies to face the challenging business landscape, we trained more than 500 Distributorships in IIMs and other premium institutes.

## AVIATION

The year 2023-24 witnessed phenomenal growth of Indian Aviation, promising a bright future for the sector. India has already become the third largest domestic Aviation market in terms of passengers, after USA and China. We are now likely to be the third largest for both, domestic plus international passengers combined, by 2026. The Government's thrust for rapid Aviation growth through its several favorable policies, such as new Greenfield Airports through the PPP (Public Private Partnership) mode, operationalization of regional airports in Tier-II and Tier-III towns through the Ude Desh Ka

Aam Naagrik (UDAN) policy etc., have encouraged domestic airlines to place huge aircraft orders. The traffic and ATF sales surpassed the pre-COVID level, with domestic recording the highest ever sales.

The Aviation SBU achieved sales of 1,901 TMT, as compared to 1,738 TMT in 2022-23, with a market share of 25.2%, as against 25.0% in 2022-23, registering a growth of 9.4% against the industry's growth of 8.8%. Focusing on the domestic sector, which is 43.6 % of our total sales, the SBU was able to increase its share from 17.3% to 18.1%, with a growth of 15.1% compared to the industry's growth of 9.7%. Major contributors were the Air India group, Indigo Airlines and Akasa Air. In the international segment, which contributes 53.5% of our total sales, the SBU successfully won all major tenders, and added the business of many new international airlines to our portfolio.

BPCL's focus, to earn revenue from development of ATF infrastructure and operations of fuel facilities, has started yielding fruit. The fuel farm and hydrant system have been successfully commissioned at Mopa Goa, where the Company got the award to design, build, finance and operate the fuel facilities from GMR Goa International Airport Limited (GGIAL) for a period of 20 years. As domestic growth in smaller cities is better, we have built Aviation Fuel Stations at Jabalpur (Madhya Pradesh), increasing BPCL's network to 67 in 2023-24. Prayagraj (Uttar Pradesh) and Surat (Gujarat) are in the final stage of commissioning.

As a leading ATF marketer and infrastructure provider, BPCL and Noida International Airport signed an agreement for laying a 34 km ATF pipeline from Piyala (Haryana) to Jewar (Uttar Pradesh), which will be the main supply source of ATF for the new greenfield open access airport. The work at Piyala-Jewar ATF pipeline has already started and will be completed before the start of commercial operations of Noida International Airport.

The Aviation SBU is jointly working with BPCL's Research and Development Center and Refinery Projects team to meet the Carbon Offsetting and Reduction Scheme for International Aviation (CORSIA) mandate and Government of India's indicative Sustainable Aviation Fuel (SAF) blending target of 1%, 2% and 5% by 2027, 2028 and 2030 respectively, initially for international airlines. As an environment conscious business unit, we have started using EV vehicles at our Aviation Fueling Stations. We have also undertaken plantation drives and installed solar lighting at our facilities.

## NEW BUSINESSES

BPCL's initiative in offering consumables, durables and services in rural India has made an imprint in this market segment. The Company's business model of leveraging its vast network of retail outlets and LPG distributorships to create Village Eco Centers and to provide the necessary support to rural women to become village-level entrepreneurs – 'Urja Devis', represents the ethos and values that BPCL has championed over the years. The Urja Devis are BPCL's mascots in deep rural areas of the country, taking fuel and non-fuel offerings to the rural customers.

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The Company has commissioned 191 In & Out stores and enrolled over 1,000 Urja Devis as of March 2024. Going forward, BPCL aims to expand aggressively in this space. The proof of concept of the comprehensive strategy of a unique, digitally enabled omnichannel, focusing on the burgeoning rural market, engaging customers through multiple, integrated digital and physical touchpoints, such as physical stores, websites, social media and apps, offering a seamless shopping experience.

### RENEWABLE ENERGY

In line with national commitments, BPCL intends to diversify its energy portfolio by building a robust renewable energy business. The ambition is to build 2 gigawatt (GW) of renewable energy capacity by 2025 and 10 GW by 2035, through organic and inorganic routes. In this context, BPCL intends to aggressively pursue various initiatives as part of its Net Zero strategy and tap the investment opportunities to propel the journey of energy transition.

To explore prospects in this sector, the Renewable Energy (RE) business unit is striving to be a standalone revenue-generating and profit-making business unit, for execution of Renewable Power projects, along with harnessing the opportunities of inorganic growth. Pursuing clean energy objectives, the RE BU is diversifying the BPCL product mix to include greener energy in future. It plans to make BPCL a leading clean and renewable energy company by providing sustainable energy solutions through deployment of technology and innovation in a socially responsible manner. In supporting the cause of nurturing Mother Earth through cleaner energy solutions, the RE BU is implementing projects for the organization to be Net Zero (Scope 1 & 2) by 2040.

The following RE projects with a capital outlay of ₹ 1,299.58 crore were sanctioned in 2023-24:

Sr. No.	Location	Project Capacity	Approved Cost (₹ crore)
1	Ground Mounted Solar project at Prayagraj in UP	71 MWp DC / 52 MW AC	308.32
2	Wind farm projects in Madhya Pradesh and Maharashtra	100 MW each	966.26
3	Integrated Green Hydrogen Plant and Hydrogen Refuelling Station in Kochi, Kerala	200 Nm <sup>3</sup> /h	25.00
<b>Total</b>			<b>1,299.58</b>

RE projects at Bina Refinery (18 MWp) and Kochi Refinery (13 MWp) have been commissioned and other solar projects of 72 MWp and wind projects of 100 MW are under various stages of execution.

In keeping with the National Green Hydrogen Mission, the following Green Hydrogen projects are under execution:

- BPCL's first Green Hydrogen plant of 5 MW Electrolyzer capacity is being implemented in Bina Refinery.

- BPCL is putting up a Green Hydrogen Refuelling station, with a capacity of 200 Nm<sup>3</sup>/hr, along with an indigenously developed electrolyzer at Kochi along with CIAL. The Electrolyzer tender has been awarded and EPC tender is under evaluation.
- BPCL has been awarded a Green Hydrogen plant with production capacity of 2,000 MTPA through biomass-based pathways, under the Strategic Interventions for Green Hydrogen Transition (SIGHT) scheme through a Solar Energy Corporation of India (SECI) tender.

### BRAND & PUBLIC RELATIONS

#### Crafting Sector Leadership

BPCL has strategically utilized diverse media platforms for fostering heightened brand awareness and loyalty and has strived to assert its dominance as a pioneering force in the energy landscape. Embracing the era of digital connectivity, BPCL has adeptly adapted to the evolving landscape, ensuring relevance and resonance in an age defined by dynamic digital interaction. Through these endeavors, the Company has carved out a distinctive identity in the minds of the audience.

#### Maximizing Brand Ambassador Impact

The culmination of our Brand Ambassador engagement journey marked a pivotal moment with the grand launch and release of our television commercials, setting a new industry standard. An extensive media plan was meticulously curated and executed to amplify our association, ensuring maximum engagement with our valued customers. Partnering with Asia Cup on Disney Hotstar OTT, we reached an impressive 6.2 crore unique two-wheeler and four-wheeler users, while our TVCs reached 50 lakh households on Connected TV. This campaign also showcased our Pure for Sure initiative, further enhancing our brand narrative. Additionally, our strategic positioning of MAK Lubricants as the Associate Broadcasting Partner for the ICC World Cup garnered widespread attention across television and OTT channels. Strategically timed during key match moments, these campaigns ensured sustained visibility and strong brand recall, with hashtags like #MrDependable and #MAKLubricants trending on India match days, signaling a transformative phase for our brand post-World Cup.

#### Brand Building Campaigns

Harnessing the star power of a Bollywood icon, MAK unveiled a co-branded TV commercial in collaboration with the blockbuster film, 'Jawan', seamlessly embodying the core attributes of our product. Surpassing all projections, this initiative ignited immense internal enthusiasm and revitalized our channel partners and customer base alike. Leveraging on-ground activations, interactive sessions with mechanics and partners, and strategic amplification across social media platforms and cinema screens, we attained an unparalleled level of engagement across all stakeholders. In August 2023, after a prolonged hiatus,



BPCL repositioned itself as a corporate brand dedicated to serving the nation with a prominent newspaper insert on Independence Day. Published across leading national and state-level newspapers in multiple languages, the campaign featured the evocative tagline 'Hausla Aisa, Bharat Jaisa', striking a chord with readers and encapsulating the essence of patriotism. This advertisement marked a significant return after nearly two decades, reaffirming BPCL's commitment to its role as a national asset. BPCL left a substantial mark at the Abu Dhabi International Petroleum Exhibition & Conference (ADIPEC) 2023, our section at the India Pavilion vividly depicting the Company's vision of achieving Net Zero by 2040, reinforcing our commitment to sustainability and advancement. BPCL created waves, leading the change at the India Energy Week in Goa, emerging as a beacon of innovation and sustainability. Our pavilion was a testament to our unwavering commitment to lead the change towards a brighter and greener future, captivating visitors with its immersive experiences and forward-thinking initiatives.

### Awards & Recognition

BPCL shone brightly with nine Excellence Awards from Public Relations Council of India (PRCI). A mix of Gold, Silver and Bronze were received for the best use of social media, best PR case study, rural development communication, website of the year, Annual Report 2022-23, impact in corporate communication, best communication film, etc. The accolades in diverse areas exemplify BPCL's steadfast commitment to excellence, progress and community empowerment.

BPCL's Experience Center achieved a Bronze in the 'Best Advance in Augmented and Virtual Reality' category at the 2023 Excellence in Technology Awards by Brandon Hall Group™, a renowned US-based research firm.

BPCL's Brand & PR Team received a Special Commendation for a significant presence on social media, excellence in customer service and the successful launch of various digital campaigns, at the Federation of Indian Petroleum Industry (FIPI) Oil & Gas Awards 2022.

BPCL received two awards for 'Communication Outreach' and 'Communication Leadership' during the 10<sup>th</sup> PSU Awards ceremony organized by Governance Now.

BPCL garnered the ET Brand Equity Brand Disruption Award 2024 for MAK Lubricants' 'Mr. Dependable' Campaign, for creating an inflexion point through this campaign, within the industry and outside.

### Media Coverage

In the current fiscal year, BPCL achieved its highest-ever media coverage, with an Advertorial Value Equivalent (AVE) crossing the ₹ 100 crore mark, surpassing last year's AVE of ₹ 49 crore, once again the highest among the OMCs. We also maintained the highest Share of Voice among OMCs, viz. 44.8%.

### Informative Website

The website of the Company was upgraded this year to be more vibrant, interesting and enlightening. It was shifted to a new secured server with site redundancy security, to

ensure zero downtime, in case of server unavailability. The website witnessed increased organic traffic by 21.4% over the last year.

### Brand Engagement Through Social Media

In 2023-24, BPCL achieved high engagement ratio, averaging at 3.5% across all platforms. As proud leaders on 'X' and 'LinkedIn', boasting the highest number of followers among the OMCs, we have amassed a collective fan following of 2.18 crore across all social media platforms. Thanks to our compelling business and brand-focused content, we've achieved remarkable engagement ratios, setting new standards in social media excellence.

### PROJECT ANUBHAV–BPCL'S DIGITAL TRANSFORMATION INITIATIVE

In the current fiscal year, BPCL continued its journey of transformative digital initiatives, aimed at revolutionising marketing strategies and enhancing customer-centric operations. This endeavor encompassed a diverse array of innovative tools and technologies, meticulously designed to augment customer engagement, streamline operational processes and foster sustainable business growth.

The 'HelloBPCL' mobile app and web portal continued to be a pivotal marketing platform that is instrumental in facilitating seamless customer engagement. Through targeted push notifications and optimized in-app experiences, customers were enabled to navigate effortlessly from order-to-payment, fostering enhanced engagement and retention. The further enablement for LPG consumers was made possible with the integration of the 'AadhaarFaceRD' mobile app from UIDAI, facilitating the eKYC via facial recognition of 2.7 million LPG consumers, thereby elevating the customer experience.

The ubiquitous 'Urja', the AI-enabled chatbot, continued to deliver exceptional customer experience on platforms such as WhatsApp and the HelloBPCL mobile app, by handling over 12 million conversations per year. It enhanced customer support, streamlined communication channels and gathered invaluable feedback and insights for continuous service enhancement.

Empowering customers fuelling at retail outlets, 'UFill 2.0', a unique customer-centric initiative, ensured a meticulous quality and quantity assurance, thereby enhancing customer trust. This was one of the three cornerstones of Project Anubhav – trust, convenience and personalization. Our CRM tool, 'Salesbuddy', helped the Company make the marketing efforts more personalized by garnering insights from almost 20 lakh of interactions of customers in FY 2024

In recent years, BPCL has digitally reimaged its extensive sales and distribution network through its IRIS platform, enabled with AI and the Internet of Things (IOT) system, which integrates fuel retailing stations, tank trucks, oil installations and depots, LPG bottling plants and industrial and commercial locations, to ensure efficient and sustained operations for delivering operational excellence. Catering to channel and network management needs, BPCL's mobile app, 'MAKonnnect' seamlessly integrated with the HelloBPCL, secondary network management tool, bolstering secondary sales efficiencies in Lubricants Business.

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BPCL adopted the cloud-first approach for digital transformation to provide agility and flexibility to support digital initiatives. The customized business-centric analytics were harnessed through industry leading Analytics platforms to furnish invaluable insights into customer behavior, market trends and data-driven decision-making.

Enabling businesses to create, manage and optimize fuel purchase experiences for both B2C and B2B customers, Commerce Cloud solutions facilitated online ordering for industrial fuels and solvents, recharge options for SmartFleet customers, and lubricant ordering for retailers and channel partners, driving significant sales through digital channels.

Social media management tools were developed to equip businesses to effectively manage multiple social media accounts, schedule posts and track engagement metrics, bolstering the HelloBPCL brand and facilitating impactful social media marketing strategies.

BPCL's unwavering commitment to leveraging digital tools and platforms has positioned it at the forefront of innovation, enabling the organization to seize new opportunities, optimize marketing endeavors and deliver unparalleled experiences that drive customer satisfaction and loyalty.

### CORPORATE STRATEGY

The past couple of years has been tumultuous for the global energy sector, characterized by significant geopolitical uncertainty, the reshaping of energy trade routes, and heightened and volatile energy prices. Concurrently, these events have catalyzed substantial long-term policy shifts, refocusing attention on energy security and the diversification of supplies and domestic production.

India is emphasizing 'universal energy access and just, affordable, and inclusive energy transitions'. This policy direction aligns with global environmental goals and underscores India's commitment to fostering an energy sector that is both sustainable and equitable.

This underscores the critical need for sustained investment in oil and gas to meet the energy needs of India while transitioning to low carbon solutions in a responsible manner.

In the midst of these global shifts and national policy alignments, The Company's Project Aspire emerges as a strategic response, designed to leverage these new realities and position the company for future growth.

#### Project Aspire

Project Aspire, spearheaded by the Corporate Strategy team, is designed to significantly enhance the Company's overall business and financial performance. The project targets a doubling of profits from the 2021-22 baseline. As a pivotal element of the Company's growth strategy, the initiative involves a capital expenditure commitment of Up to ₹ 1.7 lakh crore over five years.

The Project Aspire is built on eight pillars: Refining, Marketing, Non-Fuel Retail, Gas, Upstream, Petrochemical,

Green Energy Business and Digital Ventures. These areas represent the core and emergent strengths of BPCL, driving both, current operations and future expansion.

The strategic execution of Project Aspire is organized around four key themes:

- **Core Business Growth:** This theme focuses on nurturing and expanding the Company's existing core businesses to reinforce its market presence and operational stability.
- **Strategic Investments:** Significant capital is allocated to five strategic areas: Gas, Non-Fuel Retail, Petrochemicals, Green Energy and Digital Ventures. These sectors are identified as transformative bets with the potential to catalyze substantial growth.
- **Foundation Strengthening:** The project emphasizes enhancing foundational components of the Company's operations, including Research & Development, financing mechanisms, digital transformation and strengthening partnerships.
- **Organizational Development:** It prioritizes organizational fortification and substantial investment in talent development, aiming to build a resilient and forward-thinking workforce.

As the Company continues to implement Project Aspire within defined timelines, this strategic initiative positions the Company to leverage new opportunities and foster growth in a dynamic global energy landscape, thereby creating long-term value for its shareholders, while committing to sustainability and innovation.

Corporate Strategy is evaluating M&A opportunities in sectors like non-fuel, renewables, hydrogen, biofuels etc. to meet the long-term aspiration of BPCL to become an integrated energy company.

#### Project Ankur

Over the last few years, India has become home to a flourishing ecosystem for startups. Under the 'Startup India' initiative, Department for Promotion of Industry and Internal Trade (DPIIT) has recognized 1,23,900 companies as startups as on March 2024. Equipped with agile ways of working, technology-driven businesses have adopted an innovative approach to solve challenges in various sectors; hence, startups have emerged as a favourite destination for angel investors, venture capital funds and corporates for investments.

The Company, in its own way, has become part of India's startup growth story with its startup initiative, 'Project Ankur' supporting budding and promising startups through grant funding and collaboration since 2016. The Company, with an initial fund of ₹ 25 crore, has supported 25 startups in various sectors with grant funding of up to ₹ 1.5 crore per startup in Phase I. As part of Phase II, BPCL has supported six more startups through BPCL Startup Grand Slam Season#1 (a

pan-India business challenge for startups) with grant funding of ₹ 50 lakh each.

To amplify the outreach and effectiveness of Ankur, the Company continuously engages with the startup ecosystem in India, including Startup India, leading academic institutions, incubators, accelerators and venture capital investors.

The Company has allocated ₹ 50 crore for investment in startups. The objective of these investments is to support high potential early-stage startups, mainly working in sectors which are affiliated to the areas of business of the Company. The Company is planning equity investments in startups through private trusts.

## HEALTH, SAFETY, SECURITY & ENVIRONMENT (HSSE)

For details on HSSE, refer page 175 under the Business Responsibility and Sustainability Report.

## HUMAN RESOURCES

We are committed to fostering a dynamic and capable workforce to drive our business objectives forward. Through a meticulous recruitment process, robust training programs and ongoing development initiatives, we strive to cultivate a workforce, that is not only proficient in their respective roles, but also adaptable to the ever-evolving demands of the industry. Our dedication to employee growth and empowerment serves as the cornerstone of our organizational ethos. We recognize that the growth of our organization is closely linked to the growth of our employees. Guided by this belief, we have initiated a series of strategic endeavors. These initiatives are meticulously crafted to unlock the inherent talents and capabilities of our workforce, thereby fostering a culture of innovation and excellence that resonates through every aspect of our organization. With an objective to empower employees to take charge of their careers, an opportunity was provided to express career aspirations and achievements on an online portal. The initiative witnessed active participation of 95% of our target audience. To celebrate the unique strengths of our employees with a spotlight on their areas of growth, stated career aspirations and a roadmap for our future, comprehensive Talent Review Discussions were conducted for 1,172 officers, who were selected for Phase One of discussions this year. All line managers were facilitated and equipped, through comprehensive orientation sessions, to lead such discussions in respect of their team members.

In line with the learning aspirations of the organization, as well as to groom future leaders, a host of learning opportunities were introduced, extended as well as sustained, such as General Management Programs and Management Development Programs at premier institutes, Flagship Inhouse Leadership Development Programs- 'eXcelerator' and 'eXceed', mandatory, custom and outbound learning programs, etc., leading to around 40% increase in learning hours vis-a-vis last year. To meet the learning aspirations of each individual and to enable them to take charge of their growth, a comprehensive education policy was introduced, leading to revision in the existing education assistance scheme and introduction of a policy for full-time sponsorship

of education in identified premier institutes under the meritorious management program.

Aligned with our core belief of nurturing our people capabilities and to provide a best-in-class learning experience, 'My Sphere'-a revolutionary new digital learning and management platform-was introduced. Significant thrust was placed on actualization of learning goals identified as part of the talent assessment process. The year witnessed a substantial rise in individuals taking complete charge of their development through creation of an Individual Development Plan (IDP). We also rolled out a customized development intervention to develop Brand Champions by 'Building a Timeless Brand' in collaboration with the Indian School of Business. The program spanned across four days, aimed at sensitizing Brand & PR role holders across businesses and entities to the overarching brand promise and purpose and to enable them to learn the best practices of building strong brands from successful organizations. In collaboration with the L&T Institute of Project Management (IPM), we facilitated a five-day classroom based preparatory program towards Project Management Professional (PMP) certification. This program targets a cohort of 100 Project Managers across Refineries and Entities, to further bolster project execution capabilities in respect of mega projects initiated as part of Project Aspire.

By fostering a culture of innovation and empowerment, we not only unlock the full potential of our workforce, but also inspire them to push boundaries, challenge norms, and redefine what's possible. Through various engagement programs and platforms, we provide our employees with the tools, resources and opportunities they need to thrive. To cultivate and proliferate the innovation potential of individuals and teams, the Ideas platform was launched in a new avatar with a host of new and exciting features. With the aim of harnessing the collective strength of employees and achieving a symphony of synergy, the alternate learning platforms were elevated and transformed to introduce a 'Talent Triathlon: Aspire, Achieve, Inspire'. The Talent Triathlon amalgamated three flagship events of ours-Socratrix (the case study challenge), Mercurix (the art of storytelling/story writing), and Biz-X (the online business simulation challenge) in a team-based format culminating in 'The Ultimate Challenge', a thrilling fusion of intellectual challenges and outbound experiences. An overwhelming number of 1,160 officers registered for the challenge. Taking strides towards our endeavor to promote a culture that is open, values employee opinion and creates the best employee experience, the second edition of the 'Voice of Employee' survey was launched. The survey received a tremendous response, with 88% of our officers sharing their inputs.

We hold our employees' welfare in the highest regard, viewing them not just as contributors to our success, but as valued individuals whose well-being is paramount. With this philosophy guiding our actions, we have implemented a wide array of comprehensive initiatives tailored to ensure their health, happiness and holistic development. Promoting the philosophy of 'a healthy mind resides in a healthy body', Fitness Premier League (FPL) 1.0 was launched as a

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one-of-a-kind initiative to promote wellness through sports. The initiative saw an overwhelming response of over 1,700 participants across multiple events, including the MAK Cup for cricket, badminton and lawn tennis tournaments. Under FPL 1.0, Step-A-Thon, a four-week health challenge garnered remarkable engagement with more than 1,300 employees setting an example of excellence and teamwork by collectively achieving 5.3 crore steps.

### EMPLOYEE SATISFACTION ENHANCEMENT (ESE)

The ESE Entity of the Company works dedicatedly in its endeavor to make BPCL 'A Great Place to Work.' The team continually focuses on touching and positively impacting employees' lives to ensure a productive, vibrant and energized workforce.

BPCL believes in creating awareness and sensitizing employees about emotional health and promoting a psychologically safe environment. ESE role holders visit locations to strengthen the employee connect and provide them with an opportunity to share their concerns, personal grievances, etc. In 2023-24, the ESE team members visited 82 locations and had interactions with 1,103 employees.

The key initiative of ESE is Roshni Plus, an Employee Assistance Program (EAP). Through this initiative, professional psychological counselling services are made available to all employees and their dependent family members. The EAP vendor ensures that the services are provided in a confidential and cost-free manner. Thus, employees have easy access to professional psychological counselling services in dealing with any kind of anxiety or stress arising out of personal or professional reasons.

ActivLife webinars are conducted fortnightly on subjects around work-life balance, mindfulness and healthy habits. We have conducted 22 webinars, which were attended by 1,919 participants. There were nine offline seminars, which covered 247 participants across locations. There are varied e-publications on topics related to work life and emotional health, which include 25 Interconnect newsletters published fortnightly, a quarterly e-magazine, 'Perna' covering various relevant topics in the realm of the science of positive psychology, as well as a section on personal motivational stories of employees. There were 17 ESE mailers sent to employees via corporate broadcast with links to insightful articles, and self-assessments for employees to benefit in respect of holistic well-being.

Another initiative of BPCL ESE is 'Sahkarmi Mitra'. There are totally 68 Sahkarmi Mitras, each one being nominated from employees at larger locations. They act as the emotional first-aid and normalize conversations around mental health. These Sahkarmi Mitras are given soft skills training to hone their talents.

This year, the BPCL ESE team spearheaded a Mental Health Awareness Campaign in October 2023. On October 10, 2023, on World Mental Health Awareness Day, a Mental Well-being Pledge was taken by the Board members and BPCL employees at the team level, to reiterate our commitment to employee well-being. There were various online contests, emotional well-being polls and seminars at locations organized in this awareness month.

To encourage leaders to focus on holistic mental well-being, two residential wellness retreats were organized, covering 41 leaders. The goal was to unwind, rejuvenate and help the participants rediscover their authentic selves, through exposure to self-experiential ancient healing techniques, as well as modern scientific methodologies. The program received excellent feedback. Participants also carried back with them some daily routine practices, including morning and night rituals, spurring them on the path to happiness, good health and a satisfying life.

Apart from the regular location visits, webinars and awareness programs, we organized a conclave called 'Thrive 24: Nourish to Flourish' on March 12, 2024 on the theme, 'Empowering Mindful Leadership'. The conclave aimed to help leaders nourish themselves through various topics pertinent to mindful leadership, including self-awareness, self-care, compassion and presence. They also explored the path to developing a resilient workforce and ensuring psychological safety in the workplace. The sessions were conducted in varied formats, such as a fireside chat with senior leaders, learning hour, laughter therapy and panel discussions.

### INTEGRATED INFORMATION SYSTEM (IIS)

BPCL is continuously treading a digital transformation journey towards improving processes, increasing productivity, enhancing customer value and convenience. This involves business process re-engineering to leverage the capabilities of digital technologies and improve the engagement of internal and external stakeholders, viz. automation of CNG accounting, intelligent asset management application, warehousing solution for consumer retailing business, etc.

The IS and LPG teams, along with other OMCs & Public Financial Management System (PFMS), under the guidance of MoP&NG, enabled the Beneficiary Master process on the Common LPG Data Platform (CLDP). The team also worked on extending the CLDP platform for Phase I & II of the LPG subsidy processing to eligible beneficiaries along with advanced MIS. System support was provided for implementation of various Government initiatives e.g., facial recognition based eKYC, State Schemes, etc.

BPCL conducted a security exercise which simulates real world attack techniques, with the purpose of enhancing security controls implemented in different IT systems. The



Company also initiated comprehensive cyber security assessment through a third party Government Auditor, with the objective of identifying and addressing security issues early and reducing risks. The audit covered the systems of Information Technology (IT), Operational Technology (OT) and Digital initiatives.

BPCL was ranked among the Top 10 accreditations worldwide for Customer Centers of Expertise by SAP.

## INTERNATIONAL TRADE & RISK MANAGEMENT (ITRM)

BPCL's ITRM setup is responsible for all activities related to the import of crude, import/export of products and Commodity Risk Management through derivative transactions.

To meet the requirement of BPCL Refineries, ITRM procures crude oil, both indigenously and through imports. After considering the domestic demand and supply situation, petroleum products are imported and exported. Allied services of ship chartering and operations are also facilitated by ITRM. Further, the ITRM setup includes an active Derivatives Desk engaged in risk management activities via the paper (financial derivatives) market.

During the financial year, 39.86 MMT of crude oil was procured for BPCL group refineries. Three new grades of crude oil were procured for processing during the year. Continuing its success in procuring spot crude oil through its own Crude Oil Trading Desk, 16.89 MMT were sought through spot procurement in the financial year, thereby capturing opportunities in the oil market across the globe. The Trading Desk follows a comprehensive trading policy and has a robust governance framework, that ensures the highest levels of controls in spot crude oil procurement are met at all times.

The year 2023-24 was again a volatile one for the crude, product and freight market and all exhibited high variations in price levels. A flare-up in global geopolitical threats and risks to oil trade and supply chains were major contributors to the volatility seen in the prices of both oil and freight, throughout the year. International Trade rose to the challenge and proactively met the challenges of the new order in the world oil market and ensured maximum value to the Corporation through excellent planning and efficient execution.

The ITRM Chartering team was always cognizant of the freight arbitrage that arises periodically between Suez max and VLCC vessels and captured significant value for BPCL by exploiting such arbitrage opportunities throughout the year.

Over the years, ITRM has collaborated and rendered assistance to all major commodity exchanges in India and contributed in developing the commodity derivative eco-system in the country for effective risk management. Recognizing these efforts, the Multi Commodity Exchange (MCX), the leading commodity exchange of the country,

conferred their prestigious award—'Mentor—Energy Segment' on BPCL.

ITRM has proven to be an invaluable asset for the Company in creating value through identifying new geographies for sourcing better-value crude oils, efficient freight management by leveraging all options available in the market, containing the risk of volatile prices through effective risk management and meeting the challenges of the ever-changing and dynamic oil markets. These achievements are a result of synergies that are nurtured through interactions with various stakeholders. ITRM has been successful in mitigating the geopolitical and concentration risks by diversifying the crude basket across geographies and suppliers. With robust policies and a sound governance framework, and a world-class team of dedicated manpower, ITRM will continue to contribute to the Company's journey towards excellence.

## RESEARCH AND DEVELOPMENT (R&D)

R&D is crucial for business growth and sustainability, with Intellectual Property Rights from R&D offering market differentiation and promoting indigenous technologies for 'Atmanirbhar Bharat'. BPCL's Corporate Research & Development Center (CRDC) focuses on niche Petrochemicals, Biofuels, Alternate Energy, Green Hydrogen and Carbon Dioxide mitigation.

During the year 2023-24, CRDC achieved significant milestones in Green Hydrogen. At India Energy Week, CRDC showcased and demonstrated an indigenous alkaline electrolyzer, jointly developed with Bhabha Atomic Research Center (BARC), for Green Hydrogen production. A Green Hydrogen refueling station for buses is being set up at Cochin International Airport (CIAL). To foster the spirit of collaboration, an MOU was inked with M/s. Kirloskar Oil Engines Ltd. for the joint development of H-CNG and H<sub>2</sub>-ICE based Gensets.

As part of import substitution, R&D programs were undertaken to develop pathways to produce niche process chemicals and catalysts using refinery streams. To valorize the acrylic acid production in KR, CRDC developed polyacrylic acid-based additives for industrial water treatment, Carbomer 940 for cosmetic applications, and processes to produce Methacrylic Acid (MAA) and Maleic Anhydride (MAN) from isobutylene streams. Likewise, advancements were made in carbon capture and utilization to accomplish the corporate Net Zero 2040 vision. Efforts continued to develop cost-effective and energy-efficient CO<sub>2</sub> capture processes. CRDC's well-proven HiGee technology is being augmented to capture CO<sub>2</sub> via energy efficient solvents developed in-house. Similarly, a Simulated Moving Bed process is being developed that captures CO<sub>2</sub> via adsorption with high efficiency and low energy requirement. New products, namely anode grade coke and EPA grade test fuel (diesel) were developed by carrying out successful trials at KR. Likewise, JP-7 grade aviation fuel was developed in collaboration with DRDO.

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The Product & Application Development Center's (P&AD) R&D team is working on developing novel automotive, industrial and eco-friendly lubricant formulations to meet business demands. These include fuel efficient engine oil compatible with ultra-modern heavy-duty diesel commercial vehicles, engine oils compatible with biofuel, a high-performance heavy-duty diesel engine oil for the auxiliary power unit, engine and transmission system of new generation defence equipment, universal tractor transmission oil for high horsepower tractors and a non-staining hydraulic oil for the aluminium industry. Lubes R&D also developed a fully synthetic air compressor oil for effective lubrication of severe duty reciprocating compressors, a high-performance long-life gas engine oil with the potential to extend engine oil drain interval for buses and on-highway light and heavy-duty trucks (BS-VI) running on CNG and an innovative single phase synthetic immersion coolant for data center servers, as a smart liquid cooling solution.

During the year, research by the CRDC team resulted in the grant of seven patents. Also, six new patent applications were filed during the year. BPCL's R&D department is generating revenue by implementing and commercializing various R&D solutions.

### EXPLORATION AND PRODUCTION OF CRUDE OIL AND GAS THROUGH WHOLLY-OWNED SUBSIDIARY BPRL

#### Operations of the Company

Bharat PetroResources Limited (BPRL), the upstream arm of BPCL, has Participating Interest (PI) in fifteen blocks, of which eight are in India and seven overseas, along with equity stakes in two Russian entities holding the license to four producing blocks in Russia. Five of the eight blocks in India were acquired under different rounds of the New Exploration Licensing Policy (NELP), one block was awarded under Discovered Small Fields (DSF) Bid Round 1 and two blocks were awarded under the Open Acreage Licensing Policy (OALP) Bid Round I. Out of the seven overseas blocks, three are in Brazil, two in the United Arab Emirates (UAE) and one each in Mozambique and Indonesia.

BPRL has wholly-owned subsidiary companies located in the Netherlands, Singapore and India. The subsidiary located in the Netherlands, i.e., BPRL International BV, in turn, has four wholly-owned subsidiary companies, viz., BPRL Ventures BV, BPRL Ventures Mozambique BV, BPRL Ventures Indonesia BV and BPRL International Ventures BV.

BPRL Ventures BV has 63.24% stake in IBV Brasil Petroleo Limitada, which currently holds PI in three blocks in offshore Brazil. BPRL Ventures Mozambique BV has PI of 10% in a block in Mozambique, and BPRL Ventures Indonesia BV holds PI of 16.2% in a block in Indonesia. BPRL, through BPRL International Ventures BV, has 30% stake in Falcon Oil and Gas BV, which holds 10% stake in the Lower Zakum Concession in offshore Abu Dhabi, UAE.

Further, BPRL's wholly-owned subsidiary in Singapore, i.e., BPRL International Singapore Pte Ltd. (BISPL) holds 33% each in two Special Purpose Vehicles (SPV), i.e., Taas India Pte Ltd. (TIPL) and Vankor India Pte Ltd. (VIPL), which hold 29.9% and 23.9% in the Russian entities LLC Taas-Yuryakh Neftegazodobycha (TYNGD) and JSC Vankorneft, respectively. BISPL further holds 50% stake in Urja Bharat Pte Ltd. (UBPL) in Singapore, which is the Operator of Onshore Block 1 concession in Abu Dhabi with 100% PI. The subsidiary in India, viz., Bharat PetroResources JPDA Limited, held PI in a block in Timor Leste, which has been relinquished.

### CURRENT STATUS OF BLOCKS OVERSEAS ASSETS

#### Russia

BPRL, along with Oil India Ltd. (OIL) and Indian Oil Corporation Ltd. (IOCL), jointly referred to as the Indian Consortium (IC), holds 23.9% stake in JSC Vankorneft; and 29.9% stake in LLC TYNGD through joint ventures Vankor India Pte Ltd. (VIPL) and Taas India Pte. Ltd. (TIPL), respectively, both incorporated in Singapore.

In JSC Vankorneft, the remaining stake is held by LLC Vostok (50.1%) and ONGC Videsh Vankorneft Pte Ltd. (26%). During the year 2023-24, JSC Vankorneft produced approximately 8.91 million Metric Tonnes (MMT) of oil and 4.41 billion cubic metres (BCM) of gas (BPRL's effective share being 0.70 MMT of oil and 0.35 BCM of gas). During the year, the IC received a dividend amounting to Rub 8.59 billion, i.e., approximately \$ 92.1 million (with BPRL's effective share being approximately \$ 30.4 million).

In LLC TYNGD, the stake is held along with RN Upstream LLC (50.1%), a Rosneft Group company, and BP (20%). During the year 2023-24, TYNGD produced approximately 5.14 MMT of oil and 5.04 BCM of gas (BPRL's effective share being 0.51 MMT of oil and 0.50 BCM of gas). During the year, the IC received dividend amounting to Rub 16.3 billion, i.e., approximately \$ 175 million (with BPRL's effective share being approximately \$ 57.8 million).

#### United Arab Emirates (UAE)

##### Lower Zakum Concession

BPRL, along with IOCL and OVL, hold a 10% stake in the offshore producing oil asset, Lower Zakum Concession in Abu Dhabi, UAE. The Indian Consortium's share in the Lower Zakum Concession is held through Falcon Oil & Gas B.V., an SPV incorporated in the Netherlands, in which BPRL holds 30% shares through its step-down subsidiary BPRL International Ventures B.V in the Netherlands. The other partners are Abu Dhabi National Oil Company (60%), JODCO (10%, a wholly-owned subsidiary of Japan's INPEX Corporation), China National Petroleum Corporation (10%), Italy's ENI (5%) and France's Total S.A. (5%).

During the year 2023-24, the concession produced 17.95 million Metric Tonnes of Oil Equivalent (MMTOE) (BPRL share:0.54 MMTOE). Also, notably, BPCL Group Refineries could access approximately 4.02 million barrels (0.54 MMT) of Das Blend Crude Oil as its equity oil share from the Lower Zakum Concession. BPRL International Ventures B V received dividend of \$ 13.80 million in the FY 2023-24.

The long-term plan in the Concession is to further extend and sustain the oil plateau through its future development plan, which shall be implemented in three phases. The Long-term Development Plan-1 is currently under review by stakeholders.

### Onshore Block 1 Concession

BPRL, jointly with IOCL, was awarded the Onshore Block 1 Concession as Operator with 100% PI in March 2019 under the Abu Dhabi 2018 Block Bid Round. The block is held by Urja Bharat Pte Ltd, a 50:50 joint venture company of wholly-owned subsidiaries (WOS) of BPRL and IOCL, incorporated in Singapore.

Onshore Block 1 covers an area of 6,162 sq.km located in the Al Dhafra region around Ruwais City and the refining complex, including the coastal region to the west. There are two existing undeveloped discoveries in the area, named Ruwais and Mirfa, in addition to available prospects/leads for exploration. The drilling and testing of appraisal wells in Ruwais Discovery were completed in 2021, and the presence of hydrocarbons was established. The approval of the Ruwais Field development plan was received from the Regulator in April 2024. After execution of Ruwais Production Concession agreements (PCA), development related activities shall commence.

In the remaining part of the block area, four exploratory wells have been drilled successfully, the presence of hydrocarbons has been established in two wells and testing operations are ongoing.

### Mozambique

BPRL, through its Netherlands based step-down subsidiary company BPRL Ventures Mozambique B.V., holds 10% PI in Offshore Area 1, Rovuma Basin Concession in Mozambique. Total E&P Mozambique Area 1 Limitada, a wholly-owned step-down subsidiary of Total S.A. is the Operator with 26.5% PI, and the other consortium partners are Mitsui E&P Mozambique Area 1 Ltd. (20%), ENH Rovuma Área Um, S.A. (15%), ONGC Videsh Rovuma Ltd. (10%), Beas Rovuma Energy Mozambique Ltd. (10%) and PTTEP Mozambique Area 1 Ltd. (8.5%).

Following the discovery of vast quantities of natural gas in Rovuma Offshore Area 1 off the coast of northern Mozambique, Area 1 consortium partners announced Final Investment Decision (FID) on June 18, 2019 to initially develop a 2x6.56 MMTA-Train onshore LNG project for monetization of the gas discovered from the offshore Golfinho-Atum discovery area.

After FID, while the project was on schedule and within the budget till March 2021, due to the security incidents

around the Afungi Project Site during end March 2021, the consortium has declared *force majeure*.

The Government of Mozambique is working towards the re-establishment of peace and resolving the security situation. The Mozambican military, along with joint forces from Rwanda and the Southern African Development Community (SADC), continue their operations in the region.

During the year 2023-24, in order to contribute to the stabilization of livelihoods of the communities in Northern Cabo Delgado, the project implemented various comprehensive socio-economic initiatives under 'Pamoja Tunaweza', aimed at generating revenues for the communities, developing the local economy, preserving the biodiversity and promoting human rights.

There has been an improvement in the security situation and the project is expected to restart soon after receiving satisfactory assurances regarding the security in Cabo Delgado province.

### Brazil

IBV Brasil Petroleo Limitada (IBV), incorporated in Brazil, a joint venture company of BPRL Ventures BV with 63.24% shareholding, as on March 31, 2024 and Videocon Energy Brazil Ltd. (VEBL), step-down subsidiaries of BPRL and Videocon Industries Limited, respectively, currently holds PI in three deep-water blocks in two concessions.

### Sergipe Alagoas (BM-SEAL-11) Concession

IBV holds 40% PI in the concession and the remaining 60% is held by the Operator, Petrobras. The Concession currently consists of two blocks - SEAL-M-426 and SEAL-M-349. The Operator, on behalf of the Concessionaires, submitted the Field Development Plans to the Regulator (ANP) in November 2022. Currently, procurement activities are ongoing for the Floating Production Storage & Offloading (FPSO) unit and other long-lead items.

### Campos (BM-C-30) Concession

In the BM-C-30 Concession, IBV holds 35.71% PI and PetroRio Jaguar Petroleo Ltda as the Operator holds 64.286% PI. IBV had initiated Arbitration against the Operator in the International Chamber of Commerce (ICC) London against Exclusive Operations for development of the Wahoo Discovery by the Operator. On April 12, 2024, IBV received the final award of the Arbitration proceedings and its claims were dismissed. Hence, it was further appealed in the High Court, London.

Further, Arbitration proceedings are also ongoing at ICC New York with Ovintiv under the Share Sale Agreement and the same is being defended by BPRL.

### Indonesia

BPRL has a PI of 16.2%, held through its step-down subsidiary BPRL Ventures Indonesia BV. PT Pertamina Hulu Energi Nunukan Company (PHENC), a wholly-owned subsidiary of Pertamina, the National Oil Company of Indonesia, has the balance 83.8% PI in the consortium and is the Operator. The Production Sharing Contract (PSC) was

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signed on December 12, 2004 and is valid for a period of 30 years, i.e., till 2034. The block is located in shallow waters offshore of Bunyu Island in the Tarakan basin of North Kalimantan province.

The minimum work program committed as per the PSC under the exploration phase has been completed. The results of the appraisal drilling program, geological, geophysical and reservoir studies, along with an independent reserve certification, have indicated substantial reduction in the recoverable oil and gas resource volume from the Parang discovery. Various options are being evaluated to decide the way forward in the block, including submission of a revised Plan of Development, by the Operator.

### BLOCKS IN INDIA

#### Operated Blocks

##### CB-ONN-2010/8 (Onshore Cambay Basin, Gujarat)

Under NELP-IX Bid Round, a BPRL-led consortium was awarded one on-land block CB-ONN-2010/8, in Cambay basin. BPRL is the Lead Operator with 25% PI and the other consortium partners are GAIL (India) Ltd. - 25% PI (Jt. Operator), Engineers India Ltd. (EIL) - 20% PI, BF Infrastructure Ltd. (BFIL) - 20% PI and Monnet Ispat & Energy Ltd. (MIEL) - 10% PI. Due to MIEL's cash call payment default under the Joint Operating Agreement (JOA), the other non-defaulting parties have agreed to distribute MIEL's 10% PI in proportion to their existing share.

During the initial exploration period, two discoveries were made, and the Field Development Plan was approved by Directorate General of Hydrocarbons (DGH). However, in view of unviable project economics, BPRL submitted a relinquishment proposal to DGH, which is under approval. Miscellaneous closure activities such as Plugging and Abandonment (P&A) and Site Restoration (SR) activities for four dry wells have been completed. P&A and SR activities for two discovery wells shall be completed after obtaining approval from DGH for relinquishment.

##### CB-ONHP-2017/9 (Onshore Cambay Basin, Gujarat)

The block CB-ONHP-2017/9 in Cambay basin, Gujarat was awarded to BPRL under OALP Bid Round-I, and the Revenue Sharing Contract (RSC) of the block was signed with the Government of India on October 1, 2018. BPRL is the Lead Operator in the block with PI of 60% and ONGC is the partner with 40% PI.

Based on integrated interpretation of seismic and well data of existing wells in the block, three prospective locations were identified for drilling of exploratory wells. Drilling of three wells Vanthwadi #01 (VTW#01), Varsola (VSL#01) & Virol (VRL#01) has been completed up to target depth and testing of wells is in progress.

##### CY/ONDSF/Karaikal/2016 (Onshore Cauvery Basin, Tamil Nadu)

BPRL was awarded the Karaikal Contract Area in the Discovered Small Field (DSF) Bid Round of 2016 with 100% PI. The Petroleum Mining Lease (PML) for the block is awaited from the State Govt. of Tamil Nadu, and support of DGH has been sought to expedite the same.

#### Non-Operated Blocks

##### CY-ONN-2002/2 (Madanam Field, Onshore Cauvery Basin, Tamil Nadu)

BPRL has PI of 40% in an On-land block CY-ONN-2002/2 in the Cauvery basin, with ONGC being the Operator with 60% PI. During FY 2023-24, 68,102 MT of oil (BPRL share: 27,241 MT) and 27.54 mmscm of gas (BPRL share: 11.01 mmscm) has been produced from the block. A limited quantity of natural gas is being monetized and was sold to GAIL since Q4, FY 2023-24.

##### CY-ONN-2004/2 (Onshore Cauvery Basin, Tamil Nadu)

BPRL has PI of 20% in this block, and ONGC with PI of 80% is the Operator of the block. The Field Development Plan (FDP) was approved on July 13, 2017 and the first two developmental wells drilled did not yield the desired results, due to which additional sub-surface studies are being carried out.

##### CB-ONN-2010/11 (Onshore Cambay Basin, Gujarat)

CB-ONN-2010/11, the onshore block, was awarded by the Government of India to a consortium consisting of GAIL (Operator), BPRL, Engineers India Ltd. (EIL), BF Infrastructures Ltd. (BFIL) and Monnet Ispat & Energy Ltd. (MIEL), under NELP IX Bid Round. Due to MIEL's cash call payment default under the Joint Operating Agreement (JOA), the other non-defaulting parties have agreed to distribute MIEL's 15% PI in proportion to their existing share. Also, due to non-participation of BFIL in the development phase of the block, the revised PI for the block stands as GAIL 47.06%, BPRL 29.41% and EIL 23.52%. The Field Development Plan of Galiyana was approved on February 10, 2020. The field development was completed in 2023 and crude oil production commenced on March 18, 2023. Total crude oil production in FY 2023-24 was 6,446 bbls (870 MT) at the Consortium level (BPRL Share: 256 MT).

##### AA-ONN-2010/3 (Assam Arakan Basin, Assam)

AA-ONN-2010/3, an On-land block, was awarded by the Government of India to a consortium consisting of OIL, ONGC and BPRL under NELP IX Bid Round. OIL with 40% PI is the Operator of the block. BPRL has 20% PI and ONGC holds 40% PI in the block. The Minimum Work Program (MWP) committed by the consortium in the block has been



completed. Due to complications during drilling of the MWP commitment well SDYA-1, it was plugged and abandoned. The Operator has requested DGH/MoPNG for a three-year extension for drilling of a replacement well in the block. Response from DGH is awaited.

### **AA-ONHP-2017/12 (Assam Arakan Basin, Assam and Arunachal Pradesh)**

The Government of India awarded the block AAONHP-2017/12 to OIL under OALP I Bid Round. BPRL farmed into the block with a PI of 10% in December 2019. The other consortium partners of the block are OIL (60% PI) as Operator, IOCL (20% PI) and Numaligarh Refineries Limited (10% PI). The exploration period has been extended for one year and is valid till November 23, 2024. The committed Minimum Work Program (MWP) in the block is completed except for drilling of two wells. Statutory clearances are being obtained for MWP wells from the respective authorities.

### **Blocks Relinquished During the Year**

#### **Potiguar (BM-POT-16) Concession, Brazil**

IBV held 20% PI in the BM-POT-16 concession along with the Operator, Petrobras (30% PI), BP (30% PI) and Petrogal (20% PI). The Concessionaires have withdrawn from the Concession and necessary approvals from the Regulator have been received. Final settlement amongst the Consortium partners is ongoing.

### **BUSINESS PROCESS EXCELLENCE CENTER (BPEC)**

The Business Process Excellence Center (BPEC) is a centralized setup for handling various business processes enhancing efficiency, standardization, and optimization of manpower resources across the organization, covering processing of non-hydrocarbon vendor payments including Site Rentals, Accounts Receivable, Centralized Payroll, Post-Retirement Benefits and Centralized GST.

During the journey towards centralization, digital transformation and automation, BPEC has migrated various allied processes associated with standard processes namely, customer account clearing, collection management, dispute management through enhanced internal controls, improvement in working capital management, meaningful insights through data analytics as well as automation and standardization of processes, resulting in optimum utilization of resources, benchmarking best practices, excellence in execution and commitment for compliance.

BPEC processed 5.18 lakh vendor invoices amounting to ₹ 30,374 crore, with a substantial number of invoices processed within 10 days of receipt at BPEC. The Digital Invoice Management (DIM) Portal is an initiative allowing vendors to upload their invoices seamlessly on a real time basis. Due to the constant efforts made by BPEC, the volume of invoices uploaded by vendors digitally has increased, from 82% during the year 2022-23 to 84% in the current financial year, resulting in transparency, reducing the processing time and promoting the green initiative.

Recognizing the vital role that Micro, Small and Medium Enterprises (MSMEs) play in socio-economic growth, employment opportunities, eradication of poverty, etc. the Company has created a separate cell for MSMEs to ensure uninterrupted and prompt payments to them. Further, the Company has implemented Trade Receivables electronic Discounting System (TReDS), which is a digital platform to support MSMEs to get their invoices financed at a competitive rate, facilitating timely payment through an auction, where multiple registered financiers can participate.

Consequent to the focussed efforts for facilitating MSME bill discounting, there has been a considerable increase in the quantum and value of MSME bills discounted for the year 2023-24. BPCL discounted 5,122 invoices valued at ₹ 616 crore during the current year, as against ₹ 318 crore during the previous year 2022-23.

### **INTERNAL CONTROL SYSTEM AND ITS ADEQUACY**

The Company has a robust internal control system (including Internal Financial Controls over Financial Reporting) that facilitates efficiency, reliability and completeness of accounting records and timely preparation of reliable financial and management information. The internal control system ensures compliance with all applicable laws and regulations, facilitates optimum utilization of resources and protects the Company's assets and interests of investors. The Company has a clearly defined organizational structure, well-documented decision rights, as well as detailed manuals and operating procedures for its business units and service entities, to ensure orderly and efficient conduct of its business.

The internal control systems (including Internal Financial Controls over Financial Reporting) are reviewed on an ongoing basis and necessary changes are carried out to align with the changing business/statutory requirements. The Company has implemented role-based authorization to ensure necessary controls in ERP, to have a high degree of data integrity and professional standards. The SAP system provides an inbuilt audit trail for all business transactions that have taken place at any point of time. The Company has a whistle-blower policy and an anti-fraud policy to address fraud risks.

The Company's independent Audit function, consisting of professionally qualified persons from accounting, engineering, IT and marketing domains, reviews the business processes and controls to assess the adequacy of the internal control system through risk-focused audits. The Internal Audit Department plans the annual audit plan to cover various aspects of the business. The audit reports published by the Internal Audit Department are shared with the Statutory/Government Auditors, who review the efficacy of internal financial controls. The Audit Committee/ Board regularly reviews significant findings of the Internal Audit Department, covering operational, financial and other areas and provides guidance on internal controls, to ensure governance commensurate with the operations of the Corporation.

## Management Discussion & Analysis Report (Contd.)

### DETAILS OF SIGNIFICANT CHANGES IN KEY FINANCIAL RATIOS

S. No.	Ratio Type	Unit	2023-24	2022-23	Variation (in %)	Explanation for Changes
1	Debtors Turnover Ratio	No. of Days	5.43	5.63	-3.52%	
2	Inventory Turnover Ratio	No. of Days	29.21	27.52	6.13%	
3	Interest Coverage Ratio (Profit Before Interest and Tax + Depreciation)/ Finance cost	Times	23.97	3.99	500.75%	The Interest Coverage Ratio has increased during the current year mainly on account of increase in Profit coupled with decrease in Finance cost
4	Current Ratio	Times	0.88	0.77	14.67%	Higher Debt repayment and increase in Equity is due to higher profitability in the current year
5	Debt-Equity Ratio	Times	0.25	0.69	-63.58%	
6	Operating Profit Margin Ratio (OPM) OPM = (Profit before Exceptional Items and Tax minus Other Income)/ Sales	%	6.91	0.26	2,540.56%	The increase in Operating Profit Margin Ratio is mainly due to increase in the refinery and marketing margins in the current year
7	Net Profit Margin Ratio	%	5.26	0.35	1,401.04%	The Net Profit Margin Ratio has increased mainly on account of higher Profit after Tax
8	Return on Net Worth	%	35.72	3.60	893.15%	The Return on Net Worth has increased mainly on account of higher Profit after Tax

# ANNEXURE TO THE DIRECTORS' REPORT

## ANNEXURE-A

Particulars in regard to Conservation of Energy, Technology Absorption and Foreign Exchange Earnings and Outgo pursuant to the Companies (Accounts) Rules, 2014

### A. CONSERVATION OF ENERGY

#### Mumbai Refinery (MR)

##### (i) Steps taken for impact on conservation of energy

Energy conservation and transition towards Net Zero was a major business goal during the year for BPCL. MR successfully completed various energy conservation initiatives, which were instrumental in achieving Specific Energy Consumption of 60.9 MBN for the financial year. The performance is attributed to sustained operation at higher intake level of energy efficient Crude Distillation Unit-4(CDU-4), higher capacity utilization of secondary process units, energy champion schemes and various energy conserving efforts undertaken during the year. A total of 26 Energy Conservation (ENCON) schemes were implemented, which saved 49,374 MTOE/year and reduced CO<sub>2</sub> emission by 15,528 MT/year. These achievements were possible due to the following steps taken:

- Unit wise daily monitoring of steam leaks to achieve zero steam leaks.
- Continuous monitoring and control of all parameters of Furnaces & Boilers.
- Improvement in preheat, furnace efficiency and operational performance of the CDU-4, Catalytic Cracking Unit (CCU), Fluid Catalytic Cracking Unit (FCCU), Continuous Catalyst Regeneration Unit (CCR) and Gasoline Treating Unit (GTU) during Turnaround 2023.
- Continuous recovery of flare gas with the help of the Flare Gas Recovery System (FGRS) and stringent monitoring of process conditions to control flare loss.
- Continuous Survey of Pressure Safety Valves (PSV)/Pressure Control Valves (PCV) to identify passing valves and rectification to reduce flare loss.
- Periodical Survey of Compressed Air and Nitrogen leaks and rectification.
- Implementation of various Advanced Process Control (APC) strategies in process units to reduce energy consumption.
- Usage of an 'Energy Analytics Dashboard' and 'Unit Daily EII Monitoring' for online monitoring of Refinery Process Performance along with MBN/EII.
- Replacement of conventional cooling tower fan blades in all the cooling towers and various process units with new energy efficient e-Glass Epoxy-Fibre Reinforced Plastic (e-FRP).
- Implementation of Electric Heat Tracing (EHT) in offsite congealing lines.
- De-aerator pressure optimization of the Boiler House De-aerator.

##### (ii) Steps taken by the Company for utilizing alternate sources of energy

Cumulative solar power generation for 2023-24 was 1,195.884 MWH/Annum from the Solar Power Plant installed at the Refinery & BPCL staff colony in Chembur, Mumbai.

##### (iii) The capital investment on energy conservation and estimated savings

Sr. No.	Description of Schemes	Capital Investment (₹ crore)	Energy Savings	
			Fuel (MT/Year)	Power (MWh/Year)
1	Stripping steam optimization in C3/C4 Splitter in CCU	NIL	262	
2	DHDS De-aerator pressure optimization	NIL	238	
3	Replacement of one BCW CT fan blade in CPP BCW cooling towers with new generation energy efficient e-FRP blades	0.03		62.3
4	NHGU PSA adsorbent replacement impact	As part of Project Development Report (PDR)	8,533	
5	Boiler House (BH) BFW pump offloading	NIL	300	
6	Tank 116 (VLSFO service) steam to coils isolated for steam savings	NIL	714	

Sr. No.	Description of Schemes	Capital Investment (₹ crore)	Energy Savings	
			Fuel (MT/Year)	Power (MWh/Year)
7	DM water/Pure condensate routing optimization in DHDS/CCR and CDU-3 through NHGU	1.65	952	
8	BH De-aerator pressure optimization	NIL	3,633	
9	Electrical Heat Tracing (EHT) Phase-1 in offsite congealing lines	31.25	4,829	-5,954.0
10	CDU-3 crude column top pressure optimization	NIL	1,000	
11	Tank 117 (VLSFO service) steam to coils isolated for steam savings	NIL	714	
12	Replacement of AFC fan blades in CCR (6) with new generation energy efficient e-FRP blades	0.16		332.4
13	Replacement of fan blades in BCW cooling towers (CPP 2, FCCU 1, GTU 1) with new generation energy efficient e-FRP blades	0.16		205.9
14	Replacement of fan blades in RCW cooling towers (CCR 3, DHT 2) with new generation energy efficient e-FRP blades	0.16		409.3
15	Replacement of fan blades in SCW cooling towers (MOC 4, CDU-4 7, RMP 2) with new generation energy efficient e-FRP blades	0.43		4,542.7
16	CCR revamp	As part of Turnaround	2,200	
17	NHT shutdown impact and feed maximization	As part of Turnaround	733	
18	CDU-4 shutdown initiative impact	As part of Turnaround	11,667	
19	Diversion of VDU hot well gases to flare instead of local venting (isolation of steam-to-steam ring)	As part of Turnaround	48	
20	CCU shutdown initiative impact	As part of Turnaround	4,233	
21	FCCU shutdown initiative impact	As part of Turnaround	2,419	
22	GTU shutdown initiative impact	As part of Turnaround	233	
23	Steam traps & leak management in CDU-4, CCU, FCCU, CCR, GTU, DHDS, ARU units & Utility area (SD jobs)	NIL	1,614	
24	Hot feed to RFU ex-CDU-4	NIL	1,071	
25	CDU-4 crude column top pressure optimization	NIL	2,267	
26	86-P-03 Turbine in DM Plant area offloaded	NIL	1,786	
<b>Total</b>		<b>33.84</b>	<b>49,446</b>	<b>-401.4</b>

#### Kochi Refinery (KR)

##### (i) Steps taken for impact on conservation of energy

Specific Energy Consumption has reduced to 62.6 MBN at KR. BPCL-KR implemented 22 major Energy Conservation Schemes, having potential savings of 31,345 MTOE/year with potential reduction of CO<sub>2</sub> emission by 97,169 MT/year.

The following were the areas of major improvement:

- Integration of refinery fuel gas system across all blocks to avoid flare loss and minimize fuel oil consumption.
- Maximizing hot feed from CDU-3 to downstream units.
- Delayed Coker Unit (DCU) heater pass modifications.
- Implementation of APC in all Refinery Units, Petrochemical Units and Utilities.
- Use of Nitrogen as stripping medium instead of steam in the Kerosene Hydro De-Sulphurization Unit (KHDS).
- Conversion of air fin cooler fan blades from metallic to e-FRP.
- Impeller modifications and motor replacement for pumps to avoid two pumps operation in parallel due to higher load.

##### (ii) Steps taken for utilizing alternate sources of energy

- 3.37 MWp Solar plant at Rainwater Harvesting Pond was commissioned in February 2024.
- 6.0 MWp Solar plant at CISF Colony was commissioned in March 2024.
- 3.83 MWp Solar plant at Shore Tank Farm was commissioned in June 2024.



**(iii) The capital investment on energy conservation and estimated savings**

Sr. No	Description of Schemes	Capital Investment (₹ crore)	Energy Savings	
			Fuel (MT/Year)	Power (MWh/Year)
1	Preheat Improvement in CDU-3 by passing LK and HK re-boiling medium	NIL	3,256	
2	Routing of CDU-3 Hot VGO to the Vacuum Gas Oil Hydro De-Sulphurization (VGOHDS) unit thereby reducing steam heating in the VGOHDS unit	NIL	2,116	
3	DCU heater A & heater B pass headers modification	0.25	1,901	
4	Various APC initiatives implementation in FY 2023-24: 1. PDO LP Oxo section, BuOH and 2EH section 2. UB10 & HRSG for steam reduction 3. KHDS for steam and FG optimization 4. DHDT and VGO HDT Preheat Improvement 5. APC revamp of CDU-2 and FCC units 6. Dynamic SOx limit in DCU and CDU-3 thereby increasing heater efficiencies	NIL	6,324	
5	Installation of sour water coalescer on sour water line in DCU for oil recovery	6.00	999	
6	Cold Flash drum off-gas from VGOHDS routed to NHT-1 reducing H <sub>2</sub> intake and reducing excess Fuel Gas in CEMP-II	NIL	950	
7	Fuel gas connectivity to old Refinery from IREP thereby reducing flaring and reducing fuel oil consumption in refinery	0.28	950	
8	Routing KHDS off gases to Biturox incinerator to avoid flaring: Approx. reduction of 2 TPD of HC gas	0.09	770	
9	Use of Nitrogen as stripping medium instead of steam in KHDS	NIL	729	
10	Routing of excess FG from IREP to CEMP-II to reduce flare loss	0.45	500	
11	Use of improved Catalyst in VGOHDS	NIL	3,906	
12	Use of improved Catalyst in DHDS	NIL	2,604	
13	In DHDT Unit, 55 AFC metallic blades have been replaced with e-FRP blades	0.47		1,704
14	Stopping Fuel Oil circulation in MSBP after fuel gas rationalization scheme implementation	NIL	274	639
15	In PDA unit, replacing small rating motors (P-13A/B and P-17A/B) with higher rating which has helped in running only one pump instead of two parallel pumps	0.35		511
16	In CDU-2 unit, replacing small rating motors (Pumps CP232A&B - RCO Pump) with higher rating and change in impeller diameter has helped in running only one pump instead of two parallel pumps	0.4		1,278
17	Energy conservation initiatives in PDPP: (a) AFC Power optimization in PDO unit (b) Diversion of PDO Recycle compressor purge to FG system	NIL	388	213
18	Energy conservation initiatives in CDU-2: Stopping FO firing in furnaces, direct routing of Raffinate for SBP production, feed pump impeller trimming etc.	0.05	577	2,113
19	Energy Improvement Schemes in CDU-3: Replacing small rating motors (Heavy Naphtha and HVGO pumps) with higher rating which has helped in running only one pump instead of two parallel pumps, bringing CDU-3 heater ID fan in VFD mode	1.53		2,982
20	Reduction in size of steam systems: Stoppage of SCAPH in DHDT, Steam optimization in NHTCCR SCAPH, Removal of redundant lines in SRU-3 and utilities	0.05	1,405	
21	Operational improvements: VGO HDS recycle gas Anti-surge opening reduction, MSBP RGC (MNC01) loading reduction to 50% from 75%, Taken VGO HDS PRT inline, routing of hot lean amine from SRU-3 to VGO HDT thereby stoppage of amine preheater in VGO HDT	NIL	984	2,190
22	Energy conservation initiatives in MSBP: installation of FRIC insulation on hot oil system valves, Routing of condensate to DHDS Utility Boiler De-aerators	0.30	665	
<b>Total</b>		<b>10.2</b>	<b>29,298</b>	<b>11,630</b>

## Bina Refinery (BR)

### (i) Steps taken for impact on conservation of energy

BR's Specific Energy Consumption was 66 MBN in 2023-24, as against 67.2 MBN in the previous year. A total of 11 ENCON schemes were implemented, which helped BR save 24,156 MTOE/year and reduce CO<sub>2</sub> emission by 89,071 MT/year.

The following are the measures taken up at BR for energy conservation:

- Steam Network Management and quarterly surveys of flare control valves and PSVs passing by ultrasonic leak detector were continued through external expert agencies.
- Continuous monitoring and control of all parameters of Furnaces & Boilers, continuous recovery of flare gas through the Flare Gas Recovery System, optimization of process unit parameters through APC to sustain energy performance at optimum level.
- Installation of Micro Turbine in SRU MP to LP Let-down with power generating capacity of 2.5 MW.
- Energy efficient blades installed in place of conventional blades in process fin fan coolers for power saving.
- Replacement of conventional lamps with LED lamps for power saving in refinery.
- Refinery Cooling Tower turbine kept on hot standby to reduce CPP PRDS losses.
- CAPH Replacement in HCU Fired heater to reduce fuel consumption.
- Replacement of orifice flowmeter by ultrasonic flow meter in CDU/VDU & DCU.

### (ii) Steps taken for utilizing alternate sources of energy

- 14MWp Solar Power project commissioned in August 2023 as a part of our Net Zero initiative.
- Setting up a 2.15 MT/day Green Hydrogen plant utilizing 5 MW electrolyzer, engineering work for the same is under progress.

### (iii) The capital investment on energy conservation and estimated savings

S.N.	Description of Schemes	Capital Investment (₹ crore)	Energy saving	
			Fuel (MT/year)	Power (MWh/Year)
1	14MWp Solar Power plant	91.68		25,760
2	Installation of Micro Turbine in SRU MP to LP Let-down with power generator	12.14		9,600
3	Replacement of conventional lamps with LED lamps	5.86		3,490
4	Energy efficient FRP blades in AFCs of Refinery process units	2.56		6,013
5	RCT turbine on hot standby to reduce CPP PRDS losses	NIL		9,760
6	Stopping the standby seal pot blower in Boiler-2 achieved through pulley resizing of seal pot blowers	NIL		160
7	VGO Pump impeller trimming to save power	NIL		200
8	CAPH Replacement in HCU Fired Heater to reduce fuel consumption	NIL	685	
9	Replacement of orifice flowmeter by ultrasonic flow meter in CDU/VDU & DCU (9)	NIL	261	
10	ARU and SWS Reboiler steam reduction by 10 TPH by cleaning of tube bundle	NIL	7,143	
11	Installation of new globe valves in STG LP extraction header which will facilitate LP steam optimization and increase waste heat recovery in HGU unit	NIL	3,571	
<b>Total</b>		<b>112.24</b>	<b>11,660</b>	<b>54,983</b>

## B. TECHNOLOGY ABSORPTION

### Mumbai Refinery (MR)

- i) **The efforts made towards technology absorption and the benefits derived such as product improvement, cost reduction, product development or import substitution:**
- MR successfully produced Group III 100N Base Oil.
  - MR received a US patent for 'Advanced Process Control in a Continuous Catalytic Regeneration Reformer' in May 2023, after receiving the Indian patent in May 2019.
  - A new product, De-aromatized Solvent D40/D100/D130 grade, was dispatched for the first time from MR.

ii) **In case of imported technology (imported during last three years reckoned from the beginning of the financial year):**

a. **The details of technology imported and the year of import:**

S.No	Unit – Technology	Licensor	Year
1	Lube Oil Base Stock (LOBS) Revamp (300 to 450 KTPA)	M/s. CLG, USA	2022
2	Kerosene Hydrotreater (KHT)	M/s. Haldor Topsoe, Denmark	2023

b. **Has technology been fully absorbed?**

Yes.

c. **If not absorbed, areas where this has not taken place, reasons thereof and future plans of action.**

Not Applicable.

### Kochi Refinery (KR)

- i) **The efforts made towards technology absorption and the benefits derived such as product improvement, cost reduction, product development or import substitution:**
- Heavy Oxo Alcohol, a new product was added to the KR product portfolio.
  - In collaboration with CRDC, KR completed the trial run and produced Green Anode grade coke in the Delayed Coker unit.
  - The Environment Protection Agency (EPA) USA grade Diesel trial run was completed successfully in the VGOHDS Unit on February 1, 2024. Discussions are on with potential customers and delivery of product is being worked out.
  - Merox upgradation to treat feed with mercaptans up to 400 ppm from the existing 250 ppm was successfully completed in September 2023.
  - In order to resolve the persistent moisture issue in KHDS products, Nitrogen stripping was provided to the KHDS Fractionator (KV-3) bottom (in place of steam) in May 2023, eliminating the issue effectively.

ii) **In case of imported technology (imported during the last three years reckoned from the beginning of the financial year):**

No technology has been imported during the last three years.

## Bina Refinery (BR)

### i) The efforts made towards technology absorption and the benefits derived such as product improvement, cost reduction, product development or import substitution:

BR has made efforts in implementing the following to obtain the benefits of the latest technology developments and advances during 2023-24:

- BR has broadened its range of products by introducing Army Grade Kerosene, which is characterized by Low Smoke and Low Aromatic content, and Ethanol Blended Motor Gasoline (EBMS) to its selection. These additions reflect the refinery's ongoing efforts to diversify and enhance its product offerings.
- BR has taken a significant step towards improving Sulfur recovery by loading an indigenous catalyst into the Tail Gas Treating Unit (TGTU) reactor. This move, not only supports domestic industries, but also showcases the refinery's commitment to adopting locally-sourced, high-quality solutions for its operations.
- The installation of electrical tracing in the Cyclemax (Continuous Catalyst Regeneration) Unit's upper air line is an enhancement to prevent corrosion caused by HCl condensation. This upgrade has significantly improved the system's reliability, ensuring more consistent and secure operations within the refinery.
- BR has enhanced its operational reliability by installing online analyzers for Iron (Fe), Chloride (Cl), and pH in the CDU. These analyzers facilitate real-time monitoring of key corrosion parameters, forming an integral part of the Comprehensive Chemical Treatment Program.

### ii) In case of imported technology (imported during last three years reckoned from the beginning of the financial year):

No technology has been imported during the last three years.

## RESEARCH & DEVELOPMENT (R&D)

### (i) Specific area in which R&D has been carried out:

1. Green Hydrogen.
2. Carbon dioxide (CO<sub>2</sub>) capture & utilization
3. High Efficiency Domestic Petroleum Natural Gas (PNG) Cooking Stove
4. Integrated solar and wind energy generation and storage system
5. Super Absorbing Polymer (SAP) commercialization
6. Niche petrochemicals and Petrochemical processes
7. Di-methyl Ether Demonstration
8. Development of Polyacrylic acid-based additives for industrial water treatment
9. Green Silica production from Biorefinery waste
10. Biodegradable plastics production
11. Bio-methanation using biomass feedstock
12. Sustainable Aviation Fuel (SAF)/Bio-ATF (Aviation Turbine Fuel)
13. Diesel-Ethanol Blends for Automotive Applications
14. EPA grade Diesel production process
15. JP-7 grade Aviation Fuel
16. Membrane based Hydrogen recovery from refinery off-gases
17. HiGee Technology for deaeration of Boiler Feed Water
18. Novel reactor designs
19. Indigenous Desalter technology
20. Process Intensification/Energy efficient processes



21. Energy Efficient Furnace and Heat Exchanger operation
22. Software for real-time Crude Assay for crude distillation monitoring and optimization
23. Software for predicting crude blend compatibility and optimization
24. Simulation models for refinery units
25. Niche/Specialty Solvent development
26. Niche Catalyst development and catalytic processes
27. Crude Oil Pipeline Corrosion Inhibitor development
28. Anode grade Coke production process
29. Waste Plastic usage in road construction
30. Biofuel compatible Engine Oils
31. Universal Tractor Transmission Oil developed for high horsepower tractors
32. Fully synthetic Air Compressor Oil for severe duty Reciprocating compressors
33. Single phase synthetic immersion coolant for data center servers
34. Non-staining Hydraulic oil for the Aluminum industry

**(ii) Benefits derived as a result of the above R&D**

1. Corporate Research and Development Center (CRDC) has developed the world's most energy efficient LPG stove with thermal efficiency of >74%. So far 1.7 lakh units have been sold with net revenue generation of ₹ 3.5 crore through royalty.
2. Indigenously manufactured Super Absorbent Polymer (SAP) product has been certified by M/s. Swara Baby Products Pvt. Ltd. and M/s. Bapuji for diapers and other industrial applications. Based on the certification, the clients have placed an order for a supply of 4 MT of SAP.
3. A 2,500 MT per day HiGee deaerator system is being installed at KR in collaboration with M/s. Engineers India Limited (EIL). This will result in steam saving worth ₹ 2.3 crore per annum.
4. Russian crude processing using the K Model in Bina Refinery yielded ₹ 82 crore benefit by averting compatibility/fouling issues and selecting compatible crudes.
5. At India Energy Week, CRDC showcased and demonstrated an indigenous alkaline electrolyzer, jointly developed with BARC, for Green Hydrogen production. Hon'ble Prime Minister, Shri Narendra Modi and MoPNG Minister, Shri Hardeep Singh Puri appreciated the Company's efforts towards Hydrogen economy and Atmanirbhar Bharat initiatives.
6. CRDC and EIL collaborated to develop desalter technology, deployed at KR CDU III unit's first stage desalter. Post-implementation, efficiency increased by 1% with low salt range crude oils and 4–6% with higher salt range crude oils.
7. A 6,500 MT green anode grade coke production trial at KR was successfully completed in November 2023. The product met the requisite specifications and can be manufactured viably on a continuous basis.
8. In-house formulated process chemicals for furnace and heat exchanger cleaning, as well as sulfur pit deodorization, resulted in savings of ₹ 1.75 crore.
9. SBU support activities towards catalyst and additive evaluation, corrosion sample analyses, BPMARRK software usage, crude and fuel testing led to a value addition of ₹ 13.96 crore.

### (iii) Future R&D areas

1. Net Zero processes and technologies
2. Hydrogen Carriers
3. Pathways to a Circular Economy
4. Renewable and Alternate Energy
5. Bio-Products/Bio-chemicals
6. Battery and Storage technologies
7. Graphene production
8. Engine R&D
9. Waste to energy and fuels
10. Crude to Chemicals
11. Electrochemical CO<sub>2</sub> reduction processes
12. Photocatalytic conversion of CO<sub>2</sub>
13. E-fuels
14. Strategy to handle Petrochemical plant effluents
15. Residue upgradation to value added Chemicals and products
16. Niche Petrochemical product development

### (iv) Expenditure on R&D during 2023-24

Particulars	Expenditure (₹ in crore)
Revenue/Recurring Expenditure	58.52
Capital Expenditure	37.35
<b>Total</b>	<b>95.87</b>

## C. FOREIGN EXCHANGE EARNINGS AND OUTGO

The details of foreign exchange earnings and outgo are given below:

Particulars	2023-24	2022-23
(₹ in crore)		
<b>Earnings in Foreign Exchange</b>	<b>13,011.82</b>	15,708.29
- Includes receipt of ₹ <b>1,857.39 crore</b> (previous year ₹ 1,917.63 crore) in Indian currency out of total foreign currency billings made to foreign airlines and ₹ <b>602.05 crore</b> (previous year ₹ 507.13 crore) of INR exports to Nepal and Bhutan of I&C, Lubes and Retail customers		
<b>Foreign Exchange Outgo</b>	<b>2,06,913.77</b>	2,31,848.17
- On account of purchase of Raw Materials, Capital Goods, Chemicals, Catalysts, Stores spares, International trading activities etc.		

# ANNEXURE TO THE DIRECTORS' REPORT

## ANNEXURE-B

### ANNUAL REPORT ON CSR ACTIVITIES

#### 1. Brief outline on CSR Policy of the Company:

"We are a Model Corporate Entity with Social Responsibility" is one of the vision statements of Bharat Petroleum Corporation Limited (BPCL). Recognizing its equal responsibility towards the community near its business units and far-flung communities, BPCL has contributed steadily towards the goal of achieving sustainable development over the years. As per the Companies Act, 2013 we have our CSR policy and guidelines in place, the highlights of the same being:

- In every financial year, at least 2% of average net profits of the Company made during the three immediately preceding financial years is earmarked for undertaking CSR activities.
- BPCL has a CSR Committee of the Board headed by an Independent Director, which regularly reviews and monitors all CSR projects.
- A robust governance structure with a dedicated team of CSR professionals strives towards identifying and implementing impactful social projects, which are in alignment with the areas specified under Schedule VII of the Companies Act, 2013. The Company takes up CSR projects largely in the five core thrust areas of:
  - Health & Sanitation
  - Education
  - Environmental Sustainability
  - Skill Development
  - Community Development

#### 2. Composition of CSR Committee:

Sr. No.	Name of Director	Designation/Nature of Directorship	No. of meetings of CSR Committee held during the year	No. of meetings of CSR Committee attended during the year
i.	Dr. (Smt.) Aiswarya Biswal	Independent Director, Chairperson	11	11
ii.	Shri Vetsa Ramakrishna Gupta	Director (Finance), Member	11	8
iii.	Shri Suman Billa	Government Nominee Director, Member	11	8
iv.	Shri Ghanshyam Sher	Independent Director, Member	11	11
v.	Smt. Kamini Chauhan Ratan	Government Nominee Director, Member	11	6
vi.	Dr. (Smt.) Sushma Agarwal	Independent Director, Member (w.e.f. 27.04.2023)	11	11
vii.	Shri Rajkumar Dubey	Director (Human Resources), Member (w.e.f. 01.05.2023)	11	11

#### 3. Provide the web-link where Composition of CSR committee, CSR Policy and CSR projects approved by the Board are disclosed on the website of the Company.

The details of the CSR committee, CSR policy & projects approved by the Board are available on the website of the Company on <https://www.bharatpetroleum.in/social-responsibility/social-responsibility.aspx>

#### 4. Provide the executive summary along with web-link(s) of Impact Assessment of CSR Projects carried out in pursuance of sub-rule (3) of rule 8, if applicable

BPCL has been conducting impact assessment of CSR projects to monitor and evaluate the actual impact created on the ground through its CSR Projects. BPCL has taken cognizance of sub-rule (3) of rule 8 of the Companies (Corporate Social Responsibility Policy) Rules, 2014 as notified w.e.f. 22.01.2021. Accordingly, impact assessment of most of the eligible projects has been completed. Brief of indicative impact assessment reports is given in **Annexure IA**, and the relevant reports are made available on the website: <https://www.bharatpetroleum.in/CSR/CSR-Reporting/Impact-Assessment-Reports.aspx>

(₹ in crore)

5.	(a)	Average net profit of the company as per sub-section (5) of section 135	:	10,314.09
	(b)	Two percent of average net profit of the company as per sub-section (5) of section 135	:	206.29
	(c)	Surplus arising out of the CSR Projects or programs or activities of the previous financial years	:	0.47
	(d)	Amount required to be set off for the financial year, if any	:	-
	(e)	Total CSR obligation for the financial year [(b)+(c) - (d)]	:	315.68 <sup>#</sup>

<sup>#</sup>Includes ₹ 108.92 crore on account of unspent B/F from FY 2020-21, 2021-22 & 2022-23 transferred to Unspent CSR Account before due dates

6.	(a)	Amount spent on CSR Projects (both on ongoing projects and other than ongoing projects)	:	153.41
	(b)	Amount spent in Administrative Overheads	:	4.73
	(c)	Amount spent on Impact Assessment, if applicable	:	0.05
	(d)	<b>Total amount spent for the Financial Year [(a)+(b)+(c)]</b>	:	<b>158.19</b>

(e) CSR amount spent or unspent for the Financial Year:

Total Amount Spent for the Financial Year (₹ in crore)	Amount Unspent				
	Total Amount transferred to Unspent CSR Account as per sub section (6) of section 135		Amount transferred to any fund specified under Schedule VII as per second proviso to sub-section (5) of section 135		
	Amount (₹ in crore)	Date of transfer	Name of the Fund	Amount (₹ in crore)	Date of transfer
158.19	87.58	30-04-2024	N.A.	N.A.	N.A.

(f) Excess amount for set off, if any: NA

Sl. No.	Particular	Amount
(1)	(2)	(3)
(i)	Two percent of average net profit of the company as per sub-section (5) of section 135	N.A.
(ii)	Total amount spent for the financial year	N.A.
(iii)	Excess amount spent for the financial year [(ii)-(i)]	N.A.
(iv)	Surplus arising out of the CSR projects or programs or activities of the previous financial years, if any	N.A.
(v)	Amount available for set off in succeeding financial years [(iii)-(iv)]	N.A.

## 7. Details of Unspent Corporate Social Responsibility amount for the preceding three Financial Years

Sl. No.	Preceding Financial Year(s)	Amount transferred to Unspent CSR Account under sub-section (6) of section 135 (₹ in crore)	Balance Amount in Unspent CSR Account under subsection (6) of section 135 (₹ in crore)	Amount spent in the Financial Year (₹ in crore)	Amount transferred to a Fund as specified under Schedule VII as per second proviso to sub-section (5) of section 135, if any		Amount remaining to be spent in succeeding Financial Years (₹ in crore)	Deficiency, if any
					Amount (₹ in crore)	Date of transfer		
1.	FY 2020-21	17.01	4.75	4.75	N.A.	N.A.	Nil	-
2.	FY 2021-22	39.40	24.18	19.61	N.A.	N.A.	4.57	-
3.	FY 2022-23	79.99	79.99	14.65	N.A.	N.A.	65.34	-
	<b>TOTAL</b>		<b>108.92</b>	<b>39.01</b>	<b>N.A.</b>	<b>N.A.</b>	<b>69.91</b>	



- 8 Whether any capital assets have been created or acquired through Corporate Social Responsibility amount spent in the Financial Year** : Yes
- If yes, enter the number of Capital Assets created/acquired : 4,034
- These assets have been created and handed over to the respective entity/Authority/beneficiary of the project.
- Furnish the details relating to such asset(s) so created or acquired through Corporate Social Responsibility amount spent in the Financial Year. : As mentioned above assets have been created and handed over to the respective entity/Authority/beneficiary of the project. These details are enclosed as **Annexure IB**.

**9. Specify the reason(s) if the company has failed to spend two per cent of the average net profit as per sub-section (5) of section 135.**

Corporate Social Responsibility (CSR) has been deeply rooted with BPCL's business strategy, thereby fostering inclusive and sustainable development for society with a strong focus on the neglected sections of the community. BPCL weighs its performance by its Triple Bottom Line contribution to building economic, social and environmental stability. Throughout its journey, BPCL has piloted several projects in the development sector PAN-India. Several projects were approved during the 2<sup>nd</sup>, 3<sup>rd</sup> and 4<sup>th</sup> quarters of FY 2023-24, with implementation spread over more than one year. Further, payments made to implementing agencies are linked to achievement of key deliverables. The actual expenditure against approved projects rolls beyond the financial year.

The CSR amount unspent in the current FY has been allocated to approved projects and transferred to separate unspent CSR Accounts as mandated by the Companies Act and the same will be spent in accordance with provisions of the said Act.

Sd/-

**Shri Rajkumar Dubey**

Director (Human Resources)

Sd/-

**Shri Vetsa Ramakrishna Gupta**

Director (Finance)

Sd/-

**Dr. (Smt.) Aiswarya Biswal**

Chairperson – CSR Committee

Date: July 19, 2024

## Annexure IA-Executive Summary of Impact Assessments for Projects Completed in the Previous Financial Year

Sl. No.	Title of the project	Budget (₹ in crore)	Expenditure (₹ in crore)	Implementation Agency	Location	Executive Summary
1	Procurement of medical equipment for operation theatre at Cachar Cancer Hospital and Research Center in association with District Administration, Cachar, Assam	1.99	1.59	Cachar Cancer Hospital and Research Center (CCHRC) and Office of the Deputy Commissioner	Cachar Assam	The project aims to improve surgical accuracy, enhance surgeons' efficiency, and ensure better diagnostic and treatment outcomes for cancer patients at Cachar Cancer Hospital, Assam. This initiative recognizes the crucial need to focus on enhancing the precision of diagnosis, thereby improving patient outcomes and overall well-being. A total of 2,522 patients received diagnosis and treatment, including a surgical microscope (which reduced the surgery time), video bronchoscope (extremely useful for diagnosis or therapeutic procedures) and anesthesia workstation.
2	Provision of quality medical healthcare services through the Lifeline Express (Hospital on a train) in Kumuram Bheem Asifabad (Aspirational District), Telangana	0.88	0.86	Impact India Foundation (IIF)	Kumuram Bheem Asifabad (Aspirational District), Telangana	This initiative aims to reduce avoidable disabilities by providing medical and surgical services to underserved communities. The project focuses on early screening, treatment and awareness for various ailments such as blindness, deafness and cancer. It also involves community outreach activities, training local volunteers, and ensuring follow-up care, thereby improving healthcare access and outcomes in rural India. All orthopedic patients reported significant improvement in mobility post-surgery; likewise, vision was enhanced for those who underwent cataract surgery and patients who received hearing aids reported greatly improved hearing ability.
3	Establishing a new Govt. Industrial Training Institute (ITI) at Sembodai, Nagapattinam District under Vision New India 2022	13.54	11.11	Directorate of Employment and Training	Sembodai, Nagapattinam District	The establishment of a new Government ITI at Sembodai, Nagapattinam District, under Vision New India 2022, aims to bolster technical education infrastructure in the region. This initiative seeks to meet the growing demand for skilled manpower by offering state-of-the-art training facilities aligned with industry standards. The ITI will focus on providing comprehensive vocational training in trades essential for local industries, enhancing employability and fostering economic development in the District. New machinery and equipment have provided a superior hands-on experience to students. Smart classrooms are regularly used for theoretical visual learning and practical demonstrations, enhancing the learning experience.
4	Expansion of infrastructure facilities at Manav Sadhan Vikas Sanstha's School of Nursing at Anav, Kudal Tehsil, Sindhudurg District, Maharashtra	5.82	5.37	Manav Sadhan Vikas Sanstha (MSVS)	Sindhudurg District, Maharashtra	The project involves the expansion of infrastructure facilities, including the construction of new buildings and the acquisition of equipment at Manav Sadhan Vikas Sanstha's School of Nursing in Anav, Kudal Tehsil, Sindhudurg District, Maharashtra. This initiative aims to enhance educational resources and create a conducive environment for learning and teaching. The project focuses on modernizing facilities to support comprehensive nursing education and practical training, thereby improving student outcomes and preparing them effectively for healthcare professions. Specialized labs, such as the community health lab and maternal and child health nursing lab, significantly improved hands-on training.
5	Construction of 1,000 individual toilet blocks in Balangir District, Odisha	2.80	2.80	Habitat for Humanity India Trust (HFHI)	Balangir District, Odisha	The project involves the construction of 1,000 individual toilet blocks in Balangir District, Odisha to address sanitation challenges and improve access to clean and hygienic sanitation facilities. The project's focus is on enhancing public health outcomes, promoting better sanitation practices, and contributing to socio-economic development in the local communities of the District. Apart from the cessation of open defecation, the initiative improved cleanliness in the entire district, hand-washing practices were adopted, sanitary napkins are now being used and water purification has started.

Sl. No.	Title of the project	Budget (₹ in crore)	Expenditure (₹ in crore)	Implementation Agency	Location	Executive Summary
6	Development of affordable cancer care for the population in Darrang District, Assam	29.30	16.24	Tata Education and Development Trust (TEDT)	Darrang District, Assam	The project aims to establish a comprehensive cancer care facility through a collaboration between Tata Education and Development Trust (TEDT), BPCL and Assam Cancer Care Foundation (ACCF). The initiative seeks to provide accessible, affordable and standardized cancer treatment, focusing on early detection, prevention and high-quality care. By developing a multi-level infrastructure, including diagnostic services and advanced treatment centers, the project aspires to enhance cancer care accessibility in Assam and position the region as a hub for cancer research and education. The hospital has significantly improved the quality of life for patients, with greater ease of access contributing to improved treatment compliance and outcomes, underscoring the hospital's clinical effectiveness, substantial financial subsidies, effective treatment and care interventions, focus on health literacy and awareness, augmented patient-staff interaction, fostering a supportive care environment, and enhanced community trust and satisfaction with the healthcare services provided.
7	Skill development of underprivileged youth from eight aspirational districts of Madhya Pradesh	4.55	4.38	Center for Research and Industrial Staff Performance (CRISP)	Aspirational districts of Madhya Pradesh including Damoh, Chhatarpur, Rajgarh, Singrauli, Barwani, Guna, Vidisha and Khandwa	The project objective is to provide technical skills to unemployed youth in eight aspirational districts of Madhya Pradesh including Damoh, Chhatarpur, Rajgarh, Singrauli, Barwani, Guna, Vidisha and Khandwa. This initiative recognizes the crucial need to impart skills to youth from marginalized communities, thereby enhancing their financial stability and improving their employment opportunities. A significant majority of participants demonstrated substantial increases in their income, indicating a positive shift in their financial empowerment. Some continued in a job that they got during placement, and some opted for self-employment in a similar trade, suggesting greater confidence, independence and better long-term economic stability.
8	Healthcare projects under Bina Refinery	4.10	3.74	Vivekananda Kendra	22 villages in the vicinity of Bina Refinery	This healthcare project is undertaken at 22 villages in the vicinity of Bina Refinery - primary healthcare through the provision of the Mobile Medical Unit (MMU) which serves the community at their villages, and secondary (specialist level) healthcare through Swasthya Sewa Yojana (SSY) at the Vivekananda Kendra - Bina Refinery (VK-BR) hospital. The VK-BR hospital is a 30-bedded full-fledged hospital constructed by Bina Refinery in 2008 and handed over to Vivekananda Kendra, a registered public trust, for operations and management. Healthcare beneficiaries for the past three years at the Hospital are approx. 85,000. The hospital provides core diagnostic services like pathology, x-ray and ultrasonography (USG); specialist medical services like pediatrics, obstetrics & gynaecology, anesthesia, general surgery, ophthalmology, ENT, urology, physiotherapy, medicine and dental are provided through visiting consultants. The hospital also has an in-house pharmacy store.

Sd/-

**Shri Rajkumar Dubey**  
Director (Human Resources)

Sd/-

**Shri Vetsa Ramakrishna Gupta**  
Director (Finance)

Sd/-

**Dr. (Smt.) Aiswarya Biswal**  
Chairperson – CSR Committee

## ANNEXURE IB - Details of assets created or acquired through CSR amount spent in current Financial Year

Sl. No.	Short Particulars of the Property or Asset(s)	Pincode of the Property or Asset(s)	Date of Creation	CSR Amount Spent and Utilized (₹ in crore)	Details of Entity/Authority/Beneficiary of the Registered Owner		
					Implementing Agency Name	CSR Registration Number	Registered Address
1	Sewing Machine Overlock Machine, Table Fixing Chairs	322255	01-06-2023	0.25	Falah Handicraft Society	CSR00022651	J-3/31, Sangam Vihar, New Delhi 110080
2	Stainless Steel Vessels and Critical Kitchen Equipment in Kitchens	583123 522302	25-12-2023	0.49	Akshay Patra Foundation	CSR00000286	Harekrishna Hill, Chord Road, Rajajinagar, Bangalore KA06, Karnataka 560010
3	Multiple Medical Equipment	121004	05-08-2023	0.12	Sonu Nav Chetna Foundation	CSR000004649	273, Bhim Sen Colony, near Yadav Dairy, Ballabgarh, Faridabad, Haryana 121004
4	Procurement of Medical Equipment	603001	22-12-2023	0.42	Thuvakkam Welfare Association	CSR000000956	No. 112, 2 <sup>nd</sup> floor, Arcot Road, Alwarthirunagar, Chennai 600087
5	Installation of Tube Well (Hand pumps)	743347	31-08-2023 to 23-11-2023	0.91	South Sundarban Jankiyan Sangh	CSR000001189	Vill. Raghunathpur, PO- Madhabnagar, Dist. South 24 Parganas, West Bengal 743374
6	Establishment of Modular Theatre for Cleft and Craniofacial Surgery at Scudder Memorial Hospital, Ranipet	632401	31-03-2024	0.50	Caring the Least of Mankind Trust (CLM)	CSR000055135	82/33, Zion Nagar, Ranipet, 632401
7	Renovation of Toilets and Procurement of 2 Computer Sets	531116	31-03-2024	0.05	A.P. Residential School, Narasipatnam	BPCL In-house	Anakapalli, Visakhapatnam Road, Peda Boddepalle, Andhra Pradesh-531116
8	One Fully Automated Biochemistry Analyzer	400012	26-10-2023	0.48	Rotary Club of Mumbai West Coast Charitable Trust	CSR00012161	A/4/13 Siddharta Nagar, SV Road, Goregaon west, Mumbai-400062
9	Procurement of Medical Equipment	600013	31-03-2024	0.50	The Government Stanley Medical College and Hospital	CSR000032439	1, Old Jail Rd, George Town, Chennai, Tamil Nadu-600001
10	Hospital Equipment and Furniture	682030	12-02-2024	0.96	Thrikkakara Municipal Co-operative Hospital Society Ltd.	CSR000054262	Sea Port, Airport Road, Kakkanad PO Kochi-682030
11	Office Tables and Chairs	400074	28-02-2024	0.01	Gajaraben Nanubhai Desai Public Charitable Trust	CSR00011262	104, Ravji Premaji Apartment, S.V. road, Borivli West, Mumbai-400092
12	Construction of Vivekanand Block	623501	20-04-2024	1.89	Ramkrishna Math	CSR000006101	Ramkrishna Math, No. 01, Raja Aramanai Mele Street, Ramanathapuram-623501
13	NEOFLY - Customized Wheelchair, Beneficiary Identification, Clinical Assessment NEOBOLT - Motorized Add-on Helmet	600066	31-03-2024	0.40	Indian Institute of Technology Madras (IIT)	CSR000004320	IIT-M, Sardar Patel Road, Chennai-600036
14	Multiple Liquid Nitrogen Containers and Laptop	411058	22-11-2023 & 07-12-2023	0.02	BAIF Institute for Sustainable Livelihoods and Development	CSR000000259	BAIF Bhavan, Dr. Manibhai Desai Nagar, Warje, Pune, Maharashtra-411058
15	Solar based RO Plants Installation and Commissioning at Multiple Locations	271310 271603 271003	07-01-2024 to 21-02-2024	0.74	Bramhi Foundation	CSR00017913	Village Charniya, Post Bargav, Gonda, Uttar Pradesh-271002



Sl. No.	Short Particulars of the Property or Asset(s)	Pincode of the Property or Asset(s)	Date of Creation	CSR Amount Spent and Utilized (₹ in crore)	Details of Entity/Authority/Beneficiary of the Registered Owner		
					Implementing Agency Name	Registered Address	CSR Registration Number
16	Multiple Medical Equipment	500081	24-11-2023	0.00	Sushena Health Foundation	Sarag Building, Flat. No. 101, Arunodaya Colony, Image Garden Road, Madhapur, Hyderabad Telangana-500081	CSR000005664
17	Installation of Online Continuous Effluent Monitoring System (OCEMS)	600036	31-03-2024	0.28	Cancer Institute (W.I.A)	Dr. Krishnamurthi Campus, 38, Sardar Patel Road, Guindy, Chennai 600036	CSR000007235
18	Artificial Limbs and Appliances	209217	30-03-2024	0.80	Artificial Limbs Manufacturing Corporation of India (ALIMCO)	GT Road, Kanpur-209217	CSR000000532
19	1 Cardiac Ambulance with Medical Equipment	400027	14-11-2023	0.34	Balaji Heart Hospital and Diagnostic Center (Charitable Trust)	Victoria Road, Cross Lane III, Sant Satva Marg Byculla (E), Mumbai-400027	CSR000007427
20	Installation of Water Vending Machine	203001	25-04-2024	0.15	Pro-Seed Foundation Trust	F-219, Sector-18, Rohini, New Delhi 110089	CSR000004490
21	Installation of 3 Nos. Solar Based RO Systems in Hospital	246701	31-03-2024	0.12	Anmolshivaya Trust	F-2/284, Sangam Vihar, South Delhi-110062	CSR000001481
22	Installation of 15KW Solar Plant at Shri Ram Ved Vidyalaya, Karsewakpuram, Ayodhya, Uttar Pradesh	224123	11-02-2024	0.23	Gramin Vikas Sewa Samiti	Village Bhaisahiya Post Dudhaura District Basti, Uttar Pradesh 272002	CSR000023789
23	Installation of Solar RO Water System	261206 221601 222002	21-01-2024	0.12	Srishti Social & Educational Welfare Society	E-7 A/398, Sangam Vihar, New Delhi 110062	CSR000001464
24	Installation of Water Vending Machine	246762	30-04-2024	0.21	Pro-Seed Foundation Trust	F-219, Sector-18, Rohini, New Delhi 110089	CSR000004490
25	Installation & Commissioning of 2 Nos. of Solar based RO Plants and 2 Nos. of Water Coolers in 2 blocks of Hathras, Uttar Pradesh	204215 202138	22-02-2024	0.12	Udyam Social Welfare Trust	CD-150B, Vishakha Enclave, Pritampura, New Delhi 110034	CSR000025041
26	Installation of ICU Equipment	682018	12-12-2023 to 01-01-2024	0.25	Sree Sudheendra Medical Mission	Chittoor Road, Kacheripady 682018	CSR000003059
27	Multiple Medical Equipment	685509	13-10-2023 to 29-12-2023	0.19	National Health Mission, Idukki	National Health Mission Arogyakeralam Idukki Painavu PO District Collectorate Complex Kuyilimala, Idukki District 685603	CSR000028609
28	Diagnostic Kit to ASHA Workers	400615 400605 400601	21-12-2023 to 16-02-2024	0.80	Citizens Association of Child Rights (CACR)	1, Prabhav Society, 2 <sup>nd</sup> Road, TPS III, Santacruz East, Mumbai, Maharashtra 400055	CSR000000040
29	Upgradation of Daycare Home for Differently Challenged Children	636010	30-03-2024	0.46	Our Lady of the Poor Charitable Trust	Anbullaam Nattamangalam Amanikondalampatti Salem, Tamil Nadu 636010	CSR000005611
30	150 LMP(9NM3/hr) Oxygen Plant at AP Varkey Mission Hospital Arakkunnam PO Thottapady Ernakulam	682313	07-02-2024	0.33	AP Varkey Mission	AP Varkey Mission Hospital, Arakkunnam Piravom Road, Thottapady, Arakkunnam, Kerala 682314	CSR000024800

Sl. No.	Short Particulars of the Property or Asset(s)	Pincode of the Property or Asset(s)	Date of Creation	CSR Amount Spent and Utilized (₹ in crore)	Details of Entity/Authority/Beneficiary of the Registered Owner		
					Implementing Agency Name	CSR Registration Number	Registered Address
31	Sanitary Napkin and Incinerator Machine at Government Schools	205135 283135 227816	09-01-2024 to 11-01-2024	0.11	Anmolshivaya Trust	CSR00001481	F-2/284, Sangam Vihar, South Delhi-110062
32	Supply and Installation of Sanitary Napkin Vending and Incinerator Machine at Government schools	221717 277304 277202 221709	14-01-2024 to 17-01-2024	0.15	Anmolshivaya Trust	CSR00001481	F-2/284, Sangam Vihar, South Delhi-110062
33	Supply and Installation of Solar Street Lights including Maintenance for One Year	251318 246731 247775 250401	29-01-2024 to 21-03-2024	2.24	Mohit Bansal Memorial Trust (MBMT)	CSR000045438	B-124, Jyoti Colony 100 Feet Road, Shahdara, New Delhi-110093
34	Toilet Blocks	751016	31-03-2024	0.23	Saraswati Sishu Vidya Mandir School	BPCL In-house	Saraswati Sishu Vidya Mandir School, BDA Colony, Chandrasekharpur, Bhubaneswar 751016
35	Diagnostic Kits to ASHAs (Accredited Social Health Activists)	401603 401604	27-02-2024 to 29-02-2024	0.47	Citizens Association for Child Rights.	CSR000000040	1, Prabhav Society, 2 <sup>nd</sup> Road, TPS III, Santacruz East, Mumbai-400055
36	Equipment for Mobile Primary Healthcare Clinic	683104	28-06-2023 to 27-03-2024	0.00	Center for Migration and Inclusive Development (CMID)	CSR00002364	PMC 1229, Near Town Hall, Perumbavoor, Ernakulam Dist. Kerala 683542
37	AI Based Smart Vision Glasses	520008 531145 533005 582101	19-03-2024	0.49	Rotary Club of Madras East (RCME)	CSR00017534	Rajperi's Trimeri Towers, 1 <sup>st</sup> Floor, 147, GN Chetty Road, T. Nagar, Chennai-600017
38	NICU Facilities Medical Equipment	500010 500014 503305	15-05-2023	0.45	Marpu Foundation	CSR000050243	Plot No. 11, DDC, Bollaram, Secunderabad, Hyderabad, Telangana 500010
39	Multiple Medical Equipment Supply to Primary Health Center	627116	31-03-2024	0.36	Anbhalayaa Foundation	CSR00013486	No. 12/4, New Anandha Nagar, PN Pudur Wadawalli, Coimbatore, Tamil Nadu 641041
40	Dustbins	122017	18-01-2024	0.04	Swasth Naari Sashakt Naari	CSR000060021	2158, Palam Vihar, Sector 2, Gurgaon, Haryana 122017
41	20KW Solar Panel	625001	01-04-2024	0.11	Rotary Club of Madras East (RCME)	CSR00017534	Rajperi's Trimeri Towers, 1 <sup>st</sup> Floor, 147, GN Chetty Road, T.Nagar, Chennai-600017
42	Medical Equipment at 3 Community Health Centers (CHCs)	586101	31-03-2024	0.47	Sambhav Foundation	CSR000000475	182, 1 <sup>st</sup> floor, 2 <sup>nd</sup> Main Road, 2 <sup>nd</sup> Cross, Nagarabhavi Main Road, Canara Bank Colony Bengaluru, Karnataka 560072
43	Upgradation of Vishranthi Home	600041	31-03-2024	0.12	Vishranthi Charitable Trust	CSR000037625	AVM Rajeswari Gardens, No. 4/227, MGR Salai, Palavakkam, Chennai-600041
44	Procurement of Equipment for Smart Class and Photo Copier Machine	600079	20-03-2024	0.05	Ramakrishna Math	CSR000002806	Sri Ramakrishna Math Chennai No. 31, Mylapore 600004

Sl. No.	Short Particulars of the Property or Asset(s)	Pincode of the Property or Asset(s)	Date of Creation	CSR Amount Spent and Utilized (₹ in crore)	Details of Entity/Authority/Beneficiary of the Registered Owner		
					Implementing Agency Name	Registered Address	
45	Installation of Solar Semi High Mast Lights at various locations	232223 276303 276142	26-03-2024	0.25	Prayas Welfare and Educational Trust	88-C, Block - AP, Pitampura, New Delhi 110034	
46	Ultrasound Machine to MLB Medical and Associated Hospital Jhansi	284001	29-03-2024	0.44	Nitya Foundation	H-28 Om Complex, Laxmi Nagar, New Delhi 110092	
47	Installation of Sanitary Napkin Vending Machine	110040 110042 110082 110081 110085	27-02-2024	0.15	Mission Foundation	Moh-Shobhaganj, Sasaram, Rohtas 821115 (Bihar)	
48	Supply and Installation of 2 Open Gyms	271201 271805	21-01-2024	0.11	Srishti Social & Educational Welfare Society	E-7 A/398, Sangam Vihar, New Delhi 110062	
49	Procurement of Desktops	560090	31-03-2024	0.10	REWA	16, Sai Niwas, 7 <sup>th</sup> Phase, Bangalore-560090	
50	Medical Equipment	600013	31-03-2024	0.48	Jeeva Anbalayam Trust	#35, Hyder Garden 4 <sup>th</sup> Street, Chennai 600012	
51	Multiple Medical Equipment for Akhand Jyoti Eye Hospital	277001 854304 848114 841219	19-09-2023	1.53	Yugrishi Shriram Sharma Acharya Charitable Trust (YSSACT)	Yugrishi Shriram Sharma Acharya Charitable Trust, 16 C, Seal Lane, Kolkata, WB 10, West Bengal 700015	
52	2 Stadiums in Ghatkopar	400075	26-09-2022	9.26	BPCL In-house	Ghatkopar East, Mumbai-400075 Maharashtra	
53	Construction of Kissan Samman Bhavan	841412	27-03-2023	0.48	BPCL In-house Project	Block - Jalalpur Dist- Saran, Bihar	
54	Construction of Toilets and Water Facilities in New Vision English Medium School	415637	12-12-2022	0.12	Navnirmiti Foundation, Ukshi Trust	Market Gate, 3 <sup>rd</sup> floor, A wing, Priyadarshani Apartment, Dr. Jadhav Dental Clinic, Padmavati Devi Marg, IIT, Powai, Mumbai-400076	
55	Construction of Toilets	605001	31-03-2024	0.47	Gramalaya Trust	C82B, 10 <sup>th</sup> Cross, West Extension, Thillainagar, Tiruchirapalli 620018	
56	Construction of Community Halls in Purnia	854326 854205	20-06-2023	0.99	Uttar Pradesh Small Industries Corporation Ltd.	110, Industrial State, Fazal Ganj, Kanpur 208012, UP	
57	Sanitary Napkin Machine	421601	27-02-2023	0.01	LAHS Pratishthan	Post Washala, Taluka Shahapur, District Thane	
58	Multiple Medical Equipment	400001	10-03-2023	17.70	Tata Education and Development Trust (TEDT)	Horni Mody Street, Fort, Mumbai-400 001	
59	MSC with 80 Plug & Play Models with Placards, Manual, Wooden Platform Electric Connections in Multiple Schools	781035 782403 781023 781025	26-06-2023	0.16	Seva Sahayog Foundation	Seva Sahayog Foundation, 2 <sup>nd</sup> Floor, Soman Building, Behind Hotel Classic, Old Nagardas Road, Andheri East 400069	
60	Installation of 3 Nos. of Solar Based RO plants in Iakhimpur Kheri District Dhaurahra, Uttar Pradesh	261605 261141 261505	05-01-2023	0.13	Prayas Welfare and Educational Trust	88-C, Block - AP, Pitampura, New Delhi 110034	

Sl. No.	Short Particulars of the Property or Asset(s)	Pincode of the Property or Asset(s)	Date of Creation	CSR Amount Spent and Utilized (₹ in crore)	Details of Entity/Authority/Beneficiary of the Registered Owner		
					Implementing Agency Name	Registered Address	
61	Installation of 5 Solar based RO Water Systems in Sultanpur	228118 222302 228001	02-02-2024	0.22	Sankalp Foundation	108-C, Block AP, Pitampura, New Delhi 110034	
62	Installation of 2 Open Air Gyms in Balia District, Uttar Pradesh in Partnership with Prayas Welfare and Educational Trust	277401 277209	31-03-2024	0.10	Prayas Welfare and Educational Trust	88-C, Block - AP, Pitampura, Delhi 110034	
63	RO Water Project Installation in Schools	847421 847402	13-05-2023	0.12	Al-Ayesha Foundation	303, Gulsan Plaza, Ali Nagar Anisabad, Patna 800002	
64	Sanitary Napkin Vending Machine and Incinerator Machine along with Distribution of Sanitary Napkins	465693 465661 465689 465683 465674	14-07-2023 to 17-07-2023	0.19	Apnelog	B-4, Kanti Nagar Extension, Near Welcome Metro Station, Delhi 110051	
65	Installation of CT Scan Machine	685589	27-03-2023	0.25	Bishop Vayalil Medical Center (BVMC), Moolammattom	Bishop Vayalil Medical Center (BVMC), Moolammattom, Idduki - 685 589	
66	Two Units of Community Toilets	110048	26-05-2021	0.35	Gramin Vikas Trust	Plot No. 60, Block A, Kailash Colony, New Delhi 110048	
67	Ophthalmic IOL Master 700 Optical Biometer Equipment	600006	31-03-2024	0.45	Sankara Nethralaya	Medical Research Foundation (Sankara Nethralaya) 41/18, College Road, Chennai - 600 006	
68	Potable Water	712148	30-09-2020	0.83	BPCL In-house	District Administration, Ramanathapuram	
69	Infrastructure Facilities	851129	31-03-2023	0.34	BPCL In-house	Late Dewki Nandan Singh Rajriyakrit Madhya Vidyalaya Ramnagar, Ramdiri, Dist Begusarai, Bihar	
70	Renovation of Traffic Training Park	700017	31-08-2023	0.62	Commissioner of Police, Kolkata/ BPCL In-house	Park Circus, Ballygunge, Kolkata, West Bengal 700017	
71	Supply and Installation of 3 Nos. of Solar Based RO Water Systems	230131 230133 158970	10-02-2024	0.13	Sankalp Foundation	108-C, Block AP, Pitampura, New Delhi 110034	
72	3 Tesla MRI Machines	400071	31-03-2024	11.50	Sushrut Hospital and Research Center (SHRC) Chembur, Mumbai	365, Sant Vershaw Kakkaya Marg, Swastik Park, Chembur, Mumbai, Maharashtra 400071	
73	Lift Irrigation System in Sonori Village Purandar, Pune, Maharashtra	412301	09-09-2023	0.90	Grampanchayat, Sonori	Grampanchayat, Sonori, Taluka - Purandar, Pune	
74	GI Portable Cabin	400089 400071 400074	01-04-2023	0.17	Citizens Association for Child Rights (CACR)	1, Prabhav Society, 2 <sup>nd</sup> Road, TPS III, Santacruz East, Mumbai 400055	
75	Hemoglobin Testing Meter and Strips to BMC PHCs	400005 400004 400034	15-02-2023	0.69	Citizens Association for Child Rights (CACR)	1, Prabhav Society, 2 <sup>nd</sup> Road, TPS III, Santacruz East, Mumbai 400055	



Sl. No.	Short Particulars of the Property or Asset(s)	Pincode of the Property or Asset(s)	Date of Creation	CSR Amount Spent and Utilized (₹ in crore)	Details of Entity/Authority/Beneficiary of the Registered Owner		
					Implementing Agency Name	CSR Registration Number	Registered Address
76	Installation of 4 Nos. RO Systems at Gulaothi	203202	31-03-2024	0.10	Bhartiya Samajik Sewa Sansthan (BSSS)	CSR00009077	Bhartiya Samajik Sewa Sansthan, 94 C, DDA Flats, Pitampura, New Delhi 110034
77	Multiple Medical Equipment	562101	14-03-2023 to 28-03-2023	0.97	Prashanthi Bala Mandira Trust (PBT)	CSR00000226	Sri Sathya Sarla Memorial Hospital, Mudenahalli, Chikkaballapur, Dist. Karnataka 562101
78	Asus Laptop 15.6" Intel Core 13-111564	400043	09-03-2023	0.01	Myna Mahila Foundation	CSR000003360	10/11 34A Natwar Parekh Compound, Govandi West, Mumbai 400043
79	Baling Machine	400074	15-02-2023	0.03	LAHS Pratishthan	CSR000003967	Post Washala, Taluka Shahapur, District Thane
80	Installation of 4 Nos. Open Gyms and Supply of Gym Equipment at Sonbhadra, Uttar Pradesh	231210 231206 231205 221309	25-04-2024	0.25	Nayan Parivartan Foundation	CSR000063930	F-306, Tower-15, Nirala Estate, Greater Noida West, Uttar Pradesh
81	Installation of 5 Solar based R.O Water Vending Machines	222302 228145 237812	02-02-2024	0.13	Sankalp Foundation	CSR00013510	108-C, Block AP, Pitampura, New Delhi 110034
82	Installation & Commissioning of 2 Nos. Solar based RO Plants and 1 No. Water Cooler	247341 247341	15-03-2024	0.01	Avsar Charitable Trust	CSR000036300	D-1, 500 C, First Floor, Sangam Vihar, New Delhi 110062
83	Installation of Solar Street Light	271403	31-03-2024	0.15	Pro-Seed Foundation	CSR000004490	F-219, Sector-18, Rohini, New Delhi 110089
84	Multiple Sports Equipment	470113	12-01-2024 to 29-03-2024	0.03	Samanvay Mandapam	CSR000002912	Hari Clinic, Station Road, Bina, Madhya Pradesh

Sd/-

**Shri Rajkumar Dubey**  
Director (Human Resources)

Sd/-

**Shri Vetsa Ramakrishna Gupta**  
Director (Finance)

Sd/-

**Dr. (Smt.) Aiswarya Biswal**  
Chairperson – CSR Committee

# ANNEXURE TO THE DIRECTORS' REPORT

## ANNEXURE-C

**ANNUAL STATEMENT SHOWING THE REPRESENTATION OF SCHEDULED CASTES (SCs), SCHEDULED TRIBES (STs), OTHER BACKWARD CLASSES (OBCs), ECONOMICALLY WEAKER SECTIONS (EWS) AS ON JANUARY 1, 2024 AND NUMBER OF APPOINTMENTS MADE DURING THE PRECEDING CALENDAR YEAR, 2023**

**Name of the Public Sector Enterprise: BHARAT PETROLEUM CORPORATION LTD.**

Groups	Representation of SCs/STs/OBCs/EWS					Number of appointments made during the calendar year 2023													
	(As on 1.1.2024)					By Direct Recruitment					By Promotion			By Other Methods					
	Total number of Employees	SCs	STs	OBCs	EWS	Total	SCs	STs	OBC	EWS	Total	SCs	STs	Total	SCs	STs	OBCs	EWS	
[1]	[2]	[3]	[4]	[5]	[6]	[7]	[8]	[9]	[10]	[11]	[12]	[13]	[14]	[15]	[16]	[17]	[18]	[19]	
Group-A	5,672	917	360	1,345	30	376	71	31	67	23	18	0	0	-	-	-	-	-	
Group-B	1,190	167	46	292	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
Group-C	1,172	145	53	473	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
#Group-D/Ds	579	106	43	182	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
Total	8,613	1,335	502	2,292	30	376	71	31	67	23	18	0	0	0	0	0	0	0	

# Group D & Ds is merged. No employee currently in group Ds.

**ANNUAL STATEMENT SHOWING THE REPRESENTATION OF SCHEDULED CASTES (SCs), SCHEDULED TRIBES (STs), OTHER BACKWARD CLASSES (OBCs), ECONOMICALLY WEAKER SECTIONS (EWS) IN VARIOUS GROUP "A" SERVICES AS ON JANUARY 1, 2024 AND NUMBER OF APPOINTMENTS MADE IN THE SERVICE IN VARIOUS GRADES IN THE YEAR 2023**

**Name of the Public Sector Enterprise: BHARAT PETROLEUM CORPORATION LTD.**

JG      Pay Scales (in ₹)		Representation of SCs/STs/OBCs/ EWS (as on 01.01.2024)					Number of Appointments made during the calendar year 2023												
		Total Number of Employees					By Direct Recruitment					By Promotion			By Other Methods				
		Total	SCs	STs	OBCs	EWS	Total	SCs	STs	OBCs	EWS	Total	SCs	STs	Total	SCs	STs	OBCs	EWS
[1]	[2]	[3]	[4]	[5]	[6]	[7]	[8]	[9]	[10]	[11]	[12]	[13]	[14]	[15]	[16]	[17]	[18]	[19]	[20]
A0	30000-120000	258	29		121	-	19	4	-	6	-	18	-	-	-	-	-	-	-
A	40000-140000	166	13	7	62	-	-	-	-	-	-	-	-	-	-	-	-	-	-
A1	50000-160000	432	72	30	87	25	357	67	31	61	23	-	-	-	-	-	-	-	-
A2	60000-180000	159	10	4	34	2	-	-	-	-	-	-	-	-	-	-	-	-	-
B	70000-200000	1,074	168	73	307	3	-	-	-	-	-	-	-	-	-	-	-	-	-
C	80000-220000	1,258	204	84	323	-	-	-	-	-	-	-	-	-	-	-	-	-	-
D	90000-240000	892	162	71	203	-	-	-	-	-	-	-	-	-	-	-	-	-	-
E	100000-260000	718	148	55	133	-	-	-	-	-	-	-	-	-	-	-	-	-	-
F	120000-280000	416	75	28	54	-	-	-	-	-	-	-	-	-	-	-	-	-	-
G	120000-280000	197	24	7	17	-	-	-	-	-	-	-	-	-	-	-	-	-	-
H	120000-280000	60	9	1	3	-	-	-	-	-	-	-	-	-	-	-	-	-	-
I	150000-300000	37	3	-	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-
J	180000-340000	4	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
K	200000-370000	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
TOTAL		5,672	917	360	1,345	30	376	71	31	67	23	18	0	0	0	0	0	0	0

**ANNUAL STATEMENT SHOWING REPRESENTATION OF THE PERSONS WITH BENCHMARK DISABILITIES (PwBD) IN SERVICE AS ON JANUARY 1, 2024 AND NO. OF APPOINTMENTS OF PwBD - (RECRUITMENT/PROMOTION) DURING THE CALENDAR YEAR 2023**

GROUP	Total number of Employees (as on 01.01.2024)	NUMBER OF PwBD EMPLOYEES (as on 01.01.2024)					NO. OF APPOINTMENTS (2023)			
		TOTAL	VH	HH	OH	LD	VH	HH	OH	LD
[1]	[2]	[3]	[4]	[5]	[6]	[7]	[8]	[9]	[10]	[11]
Group-A	5,672	109	13	9	87	--	1	--	2	--
Group-B	1,190	27	4	2	21	--	--	--	--	--
Group-C	1,172	26	6	9	11	--	--	--	--	--
Group-D/Ds	579	10	0	3	7	--	--	--	--	--
<b>TOTAL</b>	<b>8,613</b>	<b>172</b>	<b>23</b>	<b>23</b>	<b>126</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>2</b>	<b>0</b>

VH stands for Visually Handicapped (persons suffering from blindness and low vision)

HH stands for Hearing Handicapped (persons suffering from hearing impairment-deaf and hard of hearing)

OH stands for Orthopaedically Handicapped/Locomotor Disability (including persons suffering from cerebral palsy, acid attack victims, dwarfism, muscular dystrophy and leprosy cured)

LD or ID stands for Learning Disability/Intellectual Disability (persons with autism, intellectual disability, specific learning disability and mental illness)

# ANNEXURE TO THE DIRECTORS' REPORT

## ANNEXURE-D

### REPORT ON CORPORATE GOVERNANCE

#### 1) Company's philosophy on Code of Governance

Bharat Petroleum Corporation Limited's ("the Company/BPCL") philosophy on Corporate Governance has been to ensure protection of stakeholders' interest through transparency, full disclosures, empowerment of employees, collective decision-making and social initiatives.

#### 2) Composition of Board of Directors

As per the Articles of Association of the Company, the number of Directors shall not be less than three and not more than sixteen.

As on March 31, 2024, the BPCL Board comprised 13 Directors consisting of 5 Whole-time (Executive) Directors including Chairman & Managing Director, 2 Non-Executive Nominee Directors of Government of India representing Ministry of Petroleum and Natural Gas, Government of India and Government of Kerala respectively (Government Nominee Directors) and 6 Non-Executive Independent Directors.

Dr. (Smt.) Sushma Agarwal, was appointed as Independent Director on the Board by appointing her as an Additional Director w.e.f. 10.03.2023. Thereafter, she was appointed as Independent Director by the shareholders at the Annual General Meeting held on 28.08.2023.

Shri Krishnakumar Gopalan, was appointed as an Additional Director and Chairman & Managing Director of the Company w.e.f. 17.03.2023. Thereafter, he was appointed as Chairman & Managing Director by the shareholders at the Annual General Meeting held on 28.08.2023.

Shri Rajkumar Dubey, was appointed as an Additional Director & Director (Human Resources) of the Company w.e.f. 01.05.2023. Thereafter, he was appointed as Director (Human Resources) by the shareholders at the Annual General Meeting held on 28.08.2023.

Shri Suman Billa, Government Nominee Director has ceased to be the Director of the Company w.e.f. 11.05.2024 on account of a change in his assignment.

Shri Acharath Parakat Mahalil Mohamedhanish, Government Nominee Director was appointed as Additional Director of the Company w.e.f. 19.07.2024, subject to the approval of the Shareholders at the ensuing Annual General Meeting.

BPCL has taken up with the Government of India for nomination of one additional Independent Director to fulfill the requirements under Regulation 17 (1) of the SEBI (Listing Obligations and Disclosure Requirements) Regulations, 2015 ('Listing Regulations').

In line with Regulation 17(1A) of the Listing Regulations, no person aged seventy-five years or more was appointed or continued as a Non-Executive Director in the Company.

During the Financial Year 2023-24, all meetings of the Board and the Annual General Meeting were chaired by the Chairman & Managing Director.

The Directors neither held membership of more than 10 Committees nor acted as Chairperson of more than 5 Committees as specified in Regulation 26 of the Listing Regulations and Clause 3.3.2 of the Guidelines on Corporate Governance for Central Public Sector Enterprises issued by Department of Public Enterprises across all the companies in which they were Directors.

The required information as indicated in Part A of Schedule II of Regulation 17(7) of the Listing Regulations and Annexure IV to Guidelines on Corporate Governance for Central Public Sector Enterprises were made available to the Board of Directors.

#### Matrix setting out the skills/expertise/competence of the Board of Directors

BPCL being a Government Company, all the Directors are appointed as per the nominations from the Government of India based on the required skills, competencies and expertise. The Company has a competent Board with the background and knowledge of the Company's Business and also of finance, accounts and general administration. The Board comprises Directors with diverse experience, qualifications, skills, expertise etc. which are aligned with the Company's business, overall strategy, corporate ethics, values and culture, etc.

Details regarding the Board Meetings, Annual General Meeting, Directors' attendance thereat, Directorships and Committee positions held by the Directors are provided herewith.



### Particulars of Directors as on March 31, 2024 including their attendance at the Board/Members' Meetings during the Financial Year 2023-24

Names of the Directors	Academic Qualifications	Attendance out of 16 Board Meetings held during the year and percentage thereof		Attendance at the last Annual General Meeting	Details of Directorships held in other Companies (as on March 31, 2024)	Memberships held in Committees as specified under Regulation 26 of SEBI (Listing Obligations and Disclosure Requirements) Regulations 2015
		No. of Meetings Attended	%			
Whole-time Directors						
Shri Krishnakumar Gopalan Chairman & Managing Director	B. Tech (Electrical Engineer) from NIT Tiruchirappalli, Masters in Financial Management from Jamnalal Bajaj Institute of Management Studies	16	100	Attended	<b>Director:</b> 1. Bharat PetroResources Limited 2. Petronet LNG Limited (Listed Company) (Nominee Director)	-
Shri Vetsa Ramakrishna Gupta Director (Finance) (Additional charge as Director (Human Resources) up to 30.04.2023)	B. Com, ACA, AICWA	16	100	Attended	<b>Director:</b> 1. Bharat PetroResources Ltd.	Stakeholders' Relationship Committee: Member Bharat Petroleum Corporation Ltd.
Shri Sanjay Khanna Director (Refineries)	B.Tech (Chemical Engineering) from NIT Tiruchirappalli, Post Graduate in Finance Management from Mumbai University	16	100	Attended	<b>Director:</b> 1. Ratnagiri Refinery and Petrochemicals Limited 2. Bharat PetroResources Limited	-
Shri Sukhmal Kumar Jain Director (Marketing)	B.E (Mechanical) from Delhi College of Engineering, MBA from S.P Jain Institute of Management & Research	15	94	Attended	-	Stakeholders' Relationship Committee: Member Bharat Petroleum Corporation Ltd.
Shri Rajkumar Dubey Director (Human Resources) (w.e.f. 01.05.2023)	B.Tech (Mechanical Engineering) from NIT Allahabad, MBA from International Center for Promotion of Enterprises, Liubliana, Slovenia	15*	100	Attended	-	-

\*Percentage computed by considering the meetings attended with the total meetings held during the Director's tenure.

## Particulars of Directors as on March 31, 2024 including their attendance at the Board/Members' Meetings during the Financial Year 2023-24

Attendance out of 16 Board Meetings held during the year and percentage thereof				Attendance at the last Annual General Meeting	Details of Directorships held in other Companies (as on March 31, 2024)	Memberships held in Committees as specified under Regulation 26 of SEBI (Listing Obligations and Disclosure Requirements) Regulations 2015
Names of the Directors		Academic Qualifications	No. of Meetings Attended			
Non-Executive Directors						
(a) Government Nominee Directors						
Smt. Kamini Chauhan Ratan AS&FA, Ministry of Petroleum and Natural Gas		IAS B.Com, L.L.B. and L.L.M.	8	50	Not Attended	1. Indian Strategic Petroleum Reserves Ltd.
Shri Suman Billa Principal Secretary, (Industries & NORKA), Government of Kerala		IAS M Phil, British Chevening Gurukula Scholar at the London School of Economics.	13	81	Not Attended	<b>Chairman:</b> 1. Travancore Titanium Products Limited <b>Director:</b> 1. The Kerala Minerals and Metals Ltd. 2. Malabar Cements Limited 3. Overseas Keralites Investments and Holdings Limited 4. INKEL Limited 5. Kerala State Industrial Development Corporation Limited 6. The Kerala Industrial Corridor Development Corp. Limited 7. Additional Skill Acquisition Program Kerala 8. NORKA-ROOTS (Sec 25 Company)
Non-Executive Directors						
(b)Part-time(Independent Directors)						
Shri Pradeep Vishambhar Agrawal Independent Director		Fellow member of the Institute of Chartered Accountants of India and member of the Institute of Company Secretaries of India.	16	100	Attended	<b>Director:</b> 1. Vital Care Pvt. Limited 2. Interpharm Biotech Private Limited 3. Shine Pharmaceuticals Limited 4. Bhoomi Medicaments Limited 5. Vadodara Smile Foundation 6. Shashvat Vikas Prabodhan Parishad 7. Vadodara City Police Parivaar Kalyan Foundation  Audit Committee: Member Bharat Petroleum Corporation Ltd.

### Particulars of Directors as on March 31, 2024 including their attendance at the Board/Members' Meetings during the Financial Year 2023-24

Names of the Directors	Academic Qualifications	Attendance out of 16 Board Meetings held during the year and percentage thereof		Attendance at the last Annual General Meeting (as on March 31, 2024)	Memberships held in Committees as specified under Regulation 26 of SEBI (Listing Obligations and Disclosure Requirements) Regulations 2015
		No. of Meetings Attended	%		
Shri Ghanshyam Sher Independent Director	M.Com, M.A. (Political Science), M.A. (Economics), L.L.B.	16	100	Attended	-
Dr. (Smt.) Aiswarya Biswal Independent Director	Bachelor of Dental Surgery, Masters in Management from University of Liverpool, United Kingdom.	16	100	Attended	Stakeholder's Relationship Committee: Member Bharat Petroleum Corporation Ltd.
Prof. (Dr.) Bhagwati Prasad Saraswat Independent Director	M.Com (Gold Medalist), Ph.D in Financial Evolution of Drugs & Pharmaceutical Companies in India.	16	100	Attended	Audit Committee: Member Bharat Petroleum Corporation Ltd. Stakeholder's Relationship Committee: Chairman Bharat Petroleum Corporation Ltd.
Shri Gopal Krishan Agarwal Independent Director	Fellow member of the Institute of Chartered Accountants of India, MA (Economics), B.Com (Hons).	16	100	Attended	Audit Committee: Chairman Bharat Petroleum Corporation Ltd. Stakeholder's Relationship Committee: Member Bharat Petroleum Corporation Ltd.
Dr. (Smt.) Sushma Agarwal Independent Director	M.Sc. and Ph.D in Botany	16	100	Attended	Stakeholder's Relationship Committee: Member (w.e.f. 27.04.2023) Bharat Petroleum Corporation Ltd.

Note: Details of the familiarization programs imparted to the Independent Directors are available on the website of the Company: <https://www.bharatpetroleum.com/About-BPCL/Our-Policies.aspx>

## Board Meetings

Sixteen Board Meetings were held during the Financial Year 2023-24 on the following dates:-

May 1, 2023	May 15, 2023	May 22, 2023	June 28, 2023
July 17, 2023	July 26, 2023	September 26, 2023	October 13, 2023
October 27, 2023	November 29, 2023	December 19, 2023	January 29, 2024
February 2, 2024	February 12, 2024	March 15, 2024	March 26, 2024

The Company was in compliance with Regulations 17(2) and 17(2A) of the Listing Regulations regarding the minimum number of Board Meetings, maximum time gap between two Board meetings and quorum requirement in each Board Meeting.

In line with Regulation 17(3) of the Listing Regulations, the Board has reviewed the compliance of all laws applicable to the Company, as well as steps taken by the listed entity to rectify instances of non-compliances.

In line with Regulation 17(5) of the Listing Regulations, the Board has adopted a Code of Conduct for the Directors and also for the Senior Management of the Company and the same has been posted on the website of the Company. There is a system in the organization of affirming compliance with the Code of Conduct by the Board members and Senior Management Personnel of the Company. A declaration of compliance signed by the Chairman & Managing Director of the Company is enclosed with this Annual Report. The Code of Conduct has suitably incorporated the duties of the Independent Directors as envisaged in the Companies Act, 2013.

There are no *inter-se* relationships between our Board members. None of the Non-Executive Directors of BPCL have any pecuniary relationship/transaction with the Company during the Financial Year.

During the year, all recommendations made by the Committees were accepted by the Board. The declarations have been received from the Independent Directors about meeting the criteria of independence as laid down under Section 149(6) of the Companies Act, 2013 and Regulation 16(1) (b) of the Listing Regulations. In the opinion of the Board, the Independent Directors fulfill the conditions of independence specified in the said Act and Regulations and are independent of the management.

## 3) Board Committees

### A) Audit Committee

BPCL's Audit Committee comprises three Independent Directors. The role, powers and functions of the Audit Committee were specified and approved by the Board. The quorum for the meetings of the Committee is one-third of the total number of members or two members, whichever is higher, with the presence of at least two Independent Directors. The members possess the requisite knowledge of finance & accounting for effective functioning of the Audit Committee. Smt. V Kala, Company Secretary acts as the Secretary to the Audit Committee.

The Head of Internal Audit is an invitee to the Audit Committee and therefore attends and participates in the said meetings. In addition, Whole-time Directors are also invited to attend the Audit Committee meetings, as and when required. The Statutory Auditors and Cost Auditors are invited to attend and participate in the meetings for relevant agendas of the Audit Committee.

As on March 31, 2024, the Audit Committee comprised Shri Gopal Krishan Agarwal, Independent Director, as the Chairman with Shri Pradeep Vishambhar Agrawal and Prof. (Dr.) Bhagwati Prasad Saraswat, Independent Directors as its members.

The role of the Audit Committee covers all matters specified in Regulation 18 read with Part C of Schedule II of the Listing Regulations, Section 177 of the Companies Act, 2013 and Guidelines on Corporate Governance for Central Public Sector Enterprises.

The role and responsibilities of the Audit Committee include the following:

- 1) Overseeing the Company's financial reporting process and the disclosure of its financial information to ensure that the financial statements are correct, sufficient and credible;
- 2) Recommending to the Board the fixation of audit fees;
- 3) Approval of payment to Statutory Auditors for any other services rendered by them;
- 4) Reviewing, with the Management, the Annual Financial Statements and Auditor's Report thereon before submission to the Board for approval, with particular reference to:
  - a) Matters required to be included in the Directors' Responsibility Statement to be included in the Board's Report in terms of clause (c) of sub-section (3) of Section 134 of the Companies Act, 2013.
  - b) Changes, if any, in accounting policies and practices and reasons for the same.

- c) Major accounting entries involving estimates based on the exercise of judgment by Management.
  - d) Significant adjustments made in the financial statements arising out of audit findings.
  - e) Compliance with listing and other legal requirements relating to the financial statements.
  - f) Disclosure of any related party transactions.
  - g) Modified opinion(s) in the draft audit report;
- 5) Reviewing with the Management, the quarterly financial statements before submission to the Board for approval;
  - 6) Reviewing with the management, the statement of uses/application of funds raised through an issue (public issue, rights issue, preferential issue, etc.), the statement of funds utilized for purposes other than those stated in the offer document/prospectus/notice and the report submitted by the monitoring agency monitoring the utilization of proceeds of a public or rights issue or preferential issue or qualified institutions placement, and making appropriate recommendations to the Board to take up steps in this matter;
  - 7) Reviewing and monitoring the Auditor's independence and performance, and effectiveness of the audit process;
  - 8) Approval or any subsequent modification of transactions of the Company with related parties;
  - 9) Scrutinizing inter-corporate loans and investments;
  - 10) Valuation of undertakings or assets of the Company, wherever it is necessary;
  - 11) Evaluating internal financial controls and risk management systems;
  - 12) Reviewing, with the Management, performance of the Statutory and Internal Auditors and adequacy of the internal control systems;
  - 13) Reviewing the adequacy of the Internal Audit function, if any, including the structure of the Internal Audit department, staffing and seniority of the official heading the department, reporting structure coverage and frequency of internal audit;
  - 14) Discussing with the Internal Auditors any significant findings and follow up thereon;
  - 15) Reviewing the findings of any internal investigations by the Internal Auditors into matters where there is suspected fraud or irregularity or a failure of internal control systems of a material nature and reporting the matter to the Board;
  - 16) Discussing with the Statutory Auditors before the audit commences, about the nature and scope of audit as well as post-audit discussion to ascertain any area of concern;
  - 17) Looking into the reasons for substantial defaults in the payment to the Depositors, Debenture Holders, Shareholders (in case of non-payment of declared dividends) and Creditors;
  - 18) Reviewing the functioning of the Whistle-Blower Mechanism;
  - 19) Reviewing the follow up action on the audit observations of the C&AG Audit.
  - 20) Reviewing the follow up action on the recommendations of the Committee on Public Undertakings (COPU) of Parliament.
  - 21) Provide an open avenue of communication between the Independent Auditor, Internal Auditor and the Board of Directors.
  - 22) Approval of appointment of CFO (i.e. the whole-time Director (Finance) or any other person heading the finance function or discharging that function) after assessing the qualifications, experience and background, etc. of the candidate;
  - 23) Carrying out any other function as mentioned in the 'Terms of reference' to the Audit Committee.
  - 24) Reviewing the utilization of loans and/or advances from/investment by the holding company in the subsidiary exceeding rupees 100 crore or 10% of the asset size of the subsidiary, whichever is lower, including existing loans/ advances/investments.
  - 25) Consider and comment on rationale, cost-benefits and impact of schemes involving merger, demerger, amalgamation etc., on the listed entity and its shareholders.

The Audit Committee has been sufficiently empowered by the Board of Directors with the following powers:

- 1) To investigate any activity within its terms of reference.
- 2) To seek information on and from any employee.
- 3) To obtain outside legal or other professional advice, subject to the approval of the Board of Directors.



- 4) To secure attendance of outsiders with relevant expertise, if it considers necessary.
- 5) To protect whistle-blowers.

The Audit Committee shall mandatorily review the following information:

- 1) Management discussion and analysis of financial condition and results of operations;
- 2) Management letters/letters of internal control weaknesses issued by the Statutory Auditors;
- 3) Internal audit reports relating to internal control weaknesses;
- 4) The appointment, removal and terms of remuneration of the Chief Internal Auditor shall be subject to review by the Audit Committee.
- 5) Statement of deviations as per the SEBI (Listing Obligations and Disclosure Requirements) Regulations, 2015
  - (a) Quarterly statement of deviation(s) including report of monitoring agency, if applicable, submitted to Stock Exchange(s) in terms of Regulation 32(1).
  - (b) Annual statement of funds utilized for purposes other than those stated in the offer document/prospectus/ notice in terms of Regulation 32(7);
- 6) The Audit Committee shall also review the financial statements, in particular, the investments made by the unlisted subsidiary company;

All the Subsidiary Companies of the Company are managed by their respective Boards and the Management. The Financial Statements of the Subsidiary Companies including investments made, if any, are reviewed by their respective Audit Committee/Board. The performance of the Subsidiary Companies and the minutes of their Board meetings are placed at the Board meetings of the Company. Any significant transaction or arrangement entered into by the Subsidiary Companies is also reported to the Board of Directors of the Company.

- 7) Certification/declaration of financial statements by the Chief Executive Officer and Chief Finance Officer.

Eleven meetings of the Audit Committee were held during the Financial Year 2023-24 on the following dates:

May 15, 2023	May 22, 2023	July 17, 2023	July 26, 2023
September 25, 2023	October 27, 2023	November 27, 2023	December 14, 2023
January 29, 2024	March 19, 2024	March 27, 2024	

#### Attendance at the Audit Committee Meetings during the Financial Year 2023-24

Names of the Members	No of meetings attended	%
Shri Gopal Krishan Agarwal, Chairman	11	100
Shri Pradeep Vishambhar Agrawal, Member	11	100
Prof (Dr.) Bhagwati Prasad Saraswat, Member	11	100

The Committee at its meetings held on July 26, 2023, October 27, 2023 and January 29, 2024 reviewed the Quarterly Financial Statements as on June 30, 2023, September 30, 2023 and December 31, 2023 respectively. Further, Annual Financial Statements as on March 31, 2024 were reviewed by the Committee at its meeting held on May 9, 2024 before the same were submitted to the Board for approval.

## B) Project Evaluation Committee

The Project Evaluation Committee (PEC) comprises three Independent Directors, one Government Nominee Director and Director (Finance).

The PEC evaluates, guides implementation, monitors, reviews, assesses deliverables, provides recommendations and advice to the Board for projects costing ₹ 500 crore and above, including investments in Subsidiaries/Joint Ventures.

During the Financial Year 2023-24, Dr. (Smt.) Sushma Agarwal, Independent Director was appointed as a member of the Committee w.e.f. 27.04.2023.

As on March 31, 2024, the PEC comprised Shri Pradeep Vishambhar Agrawal, Independent Director as the Chairman, Shri Ghanshyam Sher and Dr. (Smt.) Sushma Agarwal, Independent Directors, Shri Vetsa Ramakrishna Gupta, Director (Finance) and Shri Suman Billa, Government Nominee Director as its members. Shri Suman Billa, Government Nominee Director ceased to be the member of the committee w.e.f. 11.05.2024 on his cessation as Director.

Head (Planning) is a permanent invitee for the meetings of the PEC.

Four meetings of the PEC were held during the Financial Year 2023-24 on the following dates:

May 14, 2023	September 25, 2023	December 19, 2023	February 1, 2024
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#### Attendance at the Projects Evaluation Committee Meetings during the Financial Year 2023-24

Names of the Members	No of meetings attended	%
Shri Pradeep Vishambhar Agrawal, Chairman	4	100
Shri Vetsa Ramakrishna Gupta, Member	4	100
Shri Suman Billa, Member	4	100
Shri Ghanshyam Sher, Member	4	100
Dr. (Smt.) Sushma Agarwal, Member (w.e.f. 27.04.2023)	4	100

#### C) Nomination and Remuneration Committee

The Nomination and Remuneration Committee (NRC) formulates and reviews policies related to remuneration/perquisites/incentives of employees within the parameters of Guidelines issued by the Government of India. The term of reference, role, powers and functions of the NRC were specified and approved by the Board. The NRC has formulated a policy to decide the annual bonus/variable pay pool and policy for its distribution across the executives and non-unionized supervisors, as per the guidelines of DPE.

As on March 31, 2024 the NRC comprised Shri Ghanshyam Sher, Independent Director as Chairman, Prof (Dr.) Bhagwati Prasad Saraswat and Dr. (Smt.) Aiswarya Biswal, Independent Directors and Smt. Kamini Chauhan Ratan, Government Nominee Director as its members. Director (Finance) and Director (Human Resources) are invitees for the meetings of the NRC. Shri Krishnakumar Gopalan, Chairman & Managing Director and Shri Suman Billa, Government Nominee Director were permanent invitees for the meetings of the NRC w.e.f December 30, 2023.

Two meetings of the NRC were held during the Financial Year 2023-24 on July 17, 2023 and December 19, 2023.

#### Attendance at the Nomination and Remuneration Committee Meetings during the Financial Year 2023-24

Names of the Members	No of meetings attended	%
Shri Ghanshyam Sher, Chairman	2	100
Prof (Dr.) Bhagwati Prasad Saraswat, Member	2	100
Dr. (Smt.) Aiswarya Biswal, Member	2	100
Smt. Kamini Chauhan Ratan, Member	1	50

BPCL is a Government Company and as per the MCA circular, exemptions have been given to Government Companies from applicability of Section 178 (2), (3), (4) of the Companies Act, 2013 for appointment/removal of Director, formulating the criteria for determining qualification, positive attributes and independence of Director and recommending to the Board a policy, relating to the remuneration for the Directors and evaluation of performance of the Board, committees and individual Directors. The performance of the Independent Directors is monitored by the Government of India based on their laid down criteria.

#### D) Stakeholders Relationship Committee

The role of the Stakeholders' Relationship Committee is to specifically look into the redressal of grievances of shareholders, debenture holders (and other security holders) including complaints related to transmission of shares, non-receipt of Annual Report, non-receipt of declared dividends, etc. and other additional roles as covered under the Listing Regulations.

During the Financial Year 2023-24, Dr. (Smt.) Sushma Agarwal, Independent Director was appointed as a member of the Committee w.e.f. April 27, 2023.

As on March 31, 2024 the Stakeholders' Relationship Committee comprised Prof (Dr.) Bhagwati Prasad Saraswat, Independent Director as Chairman, Dr. (Smt.) Aiswarya Biswal, Shri Gopal Krishan Agarwal and Dr. (Smt.) Sushma Agarwal, Independent Directors, Shri Vetsa Ramakrishna Gupta, Director (Finance) and Shri Sukhmal Kumar Jain, Director (Marketing) as its members.

The Committee, at its meeting held on March 26, 2024 reviewed the services rendered to the shareholders/investors including response to complaints/communications from the shareholders of the Company. The said meeting was attended by all the members of the Committee.

During the Financial Year 2023-24, 15 complaints were received from shareholders through SEBI, BSE and NSE, which were all attended to and resolved on priority basis.

Smt. V Kala, Company Secretary, acts as the Compliance Officer for matters related to investor relations.

## E) Corporate Social Responsibility Committee

The terms of reference of the Corporate Social Responsibility (CSR) Committee broadly comprise:

1. In every Financial Year, utilizing at least 2% of average net profits of the Company made during the three immediately preceding financial years towards CSR activities as specified in Schedule VII of the Companies Act, 2013;
2. Providing guidance and suggestions on CSR activities to the CSR role holders and to monitor its progress, bringing greater transparency and experience in the execution of CSR activities of the Company etc.

Dr. (Smt.) Sushma Agarwal, Independent Director was appointed as member of the Committee w.e.f. 27.04.2023

Shri Rajkumar Dubey, Director (Human Resources) was appointed as member of the Committee w.e.f. 01.05.2023

As on March 31, 2024, the Committee comprised Dr. (Smt.) Aiswarya Biswal, Independent Director, as Chairperson, Shri Ghanshyam Sher and Dr. (Smt.) Sushma Agarwal, Independent Directors, Shri Suman Billa and Smt. Kamini Chauhan Ratan, Government Nominee Directors, Shri Vetsa Ramakrishna Gupta, Director (Finance) and Shri Rajkumar Dubey, Director (Human Resources) as its members.

Shri Suman Billa, Government Nominee Director ceased to be the member of the Committee w.e.f. 11.05.2024.

Eleven Meetings of the Corporate Social Responsibility Committee were held during the Financial Year 2023-24 on the following dates:

May 15, 2023	July 17, 2023	September 25, 2023
October 26, 2023	November 9, 2023	November 30, 2023
December 15, 2023	January 29, 2024	*March 15, 2024
*March 15, 2024	March 23, 2024	

\* Two CSR Meetings were held on the same day at a reasonable gap.

### Attendance at the Corporate Social Responsibility Committee Meetings:

Names of the Members	No of meetings attended	%
Dr. (Smt.) Aiswarya Biswal, Chairperson	11	100
Shri Vetsa Ramakrishna Gupta, Member	8	73
Shri Suman Billa, Member	8	73
Smt. Kamini Chauhan Ratan, Member	6	55
Shri Ghanshyam Sher, Member	11	100
Dr. (Smt.) Sushma Agarwal, Member (w.e.f. 27.04.2023)	11	100
Shri Rajkumar Dubey, Member (w.e.f. 01.05.2023)	11	100

## F) Risk Management Committee

Regulation 21 of the Listing Regulations requires the Company to constitute a Risk Management Committee. In compliance thereto, the Board had constituted the Risk Management Committee.

As on March 31, 2024, the Committee comprised Shri Gopal Krishan Agarwal, Independent Director as Chairman, Shri Ghanshyam Sher and Shri Pradeep Vishambhar Agrawal, Independent Directors, Shri Vetsa Ramakrishna Gupta, Director (Finance) and Shri Sanjay Khanna, Director (Refineries) as its members.

Shri Krishnakumar Gopalan, the Chairman & Managing Director and Smt. Kamini Chauhan Ratan, Government Nominee Director are permanent invitees for the meetings of the RMC.

The roles and responsibilities of the Risk Management Committee include the following:

1. To formulate a detailed risk management policy which shall include:
  - A framework for identification of internal and external risks specifically faced by the listed entity, in particular including financial, operational, sectorial, sustainability (particularly, ESG related risks), information, cyber security risks or any other risk as may be determined by the Committee.
  - Measures for risk mitigation including systems and processes for internal control of identified risks
  - Business continuity plan.

2. To ensure that appropriate methodology, processes and systems are in place to monitor and evaluate risks associated with the business of the Company;
3. To monitor and oversee implementation of the risk management policy, including evaluating the adequacy of risk management systems;
4. To periodically review the risk management policy, at least once in two years, including by considering the changing industry dynamics and evolving complexity;
5. To keep the Board of Directors informed about the nature and content of its discussions, recommendations and actions to be taken;
6. The appointment, removal and terms of remuneration of the Chief Risk Officer (if any) shall be subject to review by the Risk Management Committee.
7. The Risk Management Committee shall coordinate its activities with other committees, in instances where there is any overlap with activities of such committees, as per the framework laid down by the Board of Directors.
8. Review and recommend the risk management plan comprising risks assessed and their mitigation plans, identification of corporate level risks and their mitigation plans for approval of the Board with the recommendation of the Audit Committee;
9. Review and recommend the Risk Management Report consisting of status of risk mitigation plans (including reporting of risks by businesses) to the Audit Committee/Board;
10. Review and recommend the statement to be published in the Board's Report indicating development and implementation of the risk management policy for the Company;
11. Review and recommend any other proposal in relation to Risk Management to be put up to the Audit Committee/Board.

During the Financial Year 2023-24, two meetings of the Risk Management Committee were held on July 25, 2023 and December 14, 2023.

#### Attendance at the Risk Management Committee Meetings:

Names of the Members	No of meetings attended	%
Shri Gopal Krishan Agarwal, Chairman	2	100
Shri Vetsa Ramakrishna Gupta, Member	2	100
Shri Sanjay Khanna, Member	2	100
Shri Ghanshyam Sher, Member	2	100
Shri Pradeep Vishambhar Agrawal, Member	2	100

#### G) Sustainable Development Committee

The terms of reference of the Sustainable Development Committee are to oversee, approve, provide budgetary allocation and monitor the projects covered under Sustainable Development projects as part of the business plan of business units. Besides involving an enduring and balanced approach to environmental responsibilities, the terms of reference also include reviewing of the 'Business Responsibility and Sustainability Report', which is placed to the Board for information on an annual basis.

Dr. (Smt.) Sushma Agarwal, Independent Director was appointed as member of the Committee w.e.f. 27.04.2023.

As on March 31, 2024, the Committee comprised Dr. (Smt.) Aiswarya Biswal, Independent Director, as Chairperson, Shri Vetsa Ramakrishna Gupta, Director (Finance), Shri Sanjay Khanna, Director (Refineries), Shri Ghanshyam Sher, Shri Gopal Krishan Agarwal and Dr. (Smt.) Sushma Agarwal, Independent Directors as its members.

Three meetings of the Sustainable Development Committee were held during the Financial Year 2023-24 on May 14, 2023, July 17, 2023 and July 25, 2023, which were attended by all the members.

#### H) Separate Meeting of Independent Directors

During the Financial Year 2023-24, one separate meeting of the Independent Directors was held on September 11, 2023, which was attended by all the members, wherein the Independent Directors reviewed various parameters for assessing the quality, quantity and timelines of flow of information between the Company, Management and the Board to effectively and reasonably perform their duties.

#### 4) Remuneration to Directors

BPCL being a Government Company, appointment and remuneration of Whole-time Directors are determined by the Government of India. The Government Nominee Directors do not receive any remuneration from the Company. The Independent Directors received sitting fees of ₹ 40,000/- for each of the Board/Sub-Committee Meetings attended by them during the Financial Year 2023-24. The amount of sitting fees payable to the Independent Directors was fixed by the Board. Performance Linked Incentives are payable to the Whole-time Functional Directors as employees of the Company, as per the policy applicable to all employees of the Company.

**Details of remuneration paid/payable to the Whole-time Directors during the Financial Year 2023-24 are as follows:-**

Name of Director	All elements of remuneration packages of the Director i.e. salary, benefits, bonus, pension, etc.				Total (₹)
	Salary & Allowances (₹)	Contribution to Provident Fund & Other Funds (₹)	Other Benefits & Perquisites (₹)	Performance Related Pay (₹)	
Shri Krishnakumar Gopalan Chairman and Managing Director	40,76,827	8,96,902	19,86,958	15,96,947	85,57,634
Shri Vetsa Ramakrishna Gupta Director (Finance)	35,21,418	7,74,712	20,62,317	12,56,667	76,15,114
Shri Sukhmal Kumar Jain Director (Marketing)	40,26,480	8,85,826	26,07,739	16,08,710	91,28,755
Shri Sanjay Khanna Director (Refineries)	40,85,044	8,98,710	23,94,356	15,53,623	89,31,733
Shri Rajkumar Dubey Director (Human Resources) (w.e.f. 01.05.2023)	38,18,582	8,22,947	15,45,612	-	61,87,141
<b>TOTAL</b>	<b>1,95,28,351</b>	<b>42,79,097</b>	<b>1,05,96,982</b>	<b>60,15,947</b>	<b>4,04,20,377</b>

Service Contracts : As per terms & conditions of appointment communicated by the Administrative Ministry. (i.e. from the date of taking over charge of the post or till the date of superannuation or until further orders, whichever is earlier)

Notice period : Three months.

Severance fees : Nil

Stock Options : Nil

Non-Executive Directors did not hold any shares, stock options or any convertible securities in the Company during the Financial Year 2023-24.

As BPCL is a Government of India company, the performance related pay is based on criteria fixed by the Government of India.

The sitting fees paid to the Independent Directors for attending the meetings of the Board/Committee during the Financial Year 2023-24 are given below:

Name of the Director	Amount in (₹)
Shri Gopal Krishan Agarwal	14,40,000
Shri Pradeep Vishambhar Agrawal	17,20,000
Prof. (Dr.) Bhagwati Prasad Saraswat	16,00,000
Dr. (Smt.) Aiswarya Biswal	16,40,000
Shri Ghanshyam Sher	15,60,000
Dr. (Smt.) Sushma Agarwal	14,40,000

The Independent Directors are not entitled to any remuneration other than the sitting fees and are not entitled to any stock options.



## 5) General Body Meetings

- a. The details of the Annual General Meetings and Extraordinary General Meetings during the last three years are given below:

Meeting details	Date and Time of the Meeting	Venue
68 <sup>th</sup> Annual General Meeting	September 27, 2021 at 10.30 a.m.	Video- Conferencing/Other Audio Visual Means
69 <sup>th</sup> Annual General Meeting	August 29, 2022 at 10.30 a.m.	Video- Conferencing/Other Audio Visual Means
MCA convened meeting vide order dated 14.02.2022 for the scheme of amalgamation of Bharat Oman Refineries Limited with Bharat Petroleum Corporation Limited and their respective shareholders	Meeting of Equity Shareholders on April 21, 2022 at 10.00 a.m.	Video- Conferencing/Other Audio Visual Means
	Meeting of Secured Creditors on April 21, 2022 at 12.00 p.m.	
	Meeting of Unsecured Creditors on April 21, 2022 at 01.30 p.m.	
MCA convened meeting vide order dated 21.10.2021 for the scheme of amalgamation of Bharat Gas Resources Limited with Bharat Petroleum Corporation Limited and their respective shareholders	Meeting of Equity Shareholders on June 3, 2022 at 10.00 a.m.	Video- Conferencing/Other Audio Visual Means
	Meeting of Secured Creditors on June 3, 2022 at 12.00 p.m.	
	Meeting of Unsecured Creditors on June 3, 2022 at 01.30 p.m.	
70 <sup>th</sup> Annual General Meeting	August 28, 2023 at 10.30 am	Video- Conferencing/Other Audio Visual Means

- b. The details of Special Resolutions passed and Resolutions requiring requisite majority in the previous Annual General Meetings, Extraordinary General Meetings and MCA convened Meetings held in the last three years are given below:

Meeting details	Date and Time of the	Special Resolutions passed at the Meeting
MCA convened meeting vide Order dated 14.02.2022 for the scheme of amalgamation of Bharat Oman Refineries Limited with Bharat Petroleum Corporation Limited and their respective shareholders	Meeting of Equity Shareholders: April 21, 2022 at 10.00 a.m.	To consider and approve the proposed Scheme of Amalgamation of Bharat Oman Refineries Limited with Bharat Petroleum Corporation Limited and their respective shareholders
	Meeting of Secured Creditors on April 21, 2022 at 12.00 p.m.	
	Meeting of Unsecured Creditors on April 21, 2022 at 01.30 p.m.	
MCA convened meeting vide Order dated 21.10.2021 for the scheme of amalgamation of Bharat Gas Resources Limited with Bharat Petroleum Corporation Limited and their respective shareholders	Meeting of Equity Shareholders on June 3, 2022 at 10.00 a.m.	To receive, consider and approve the proposed Scheme of Amalgamation of Bharat Gas Resources Limited with Bharat Petroleum Corporation Limited and their respective shareholders.
	Meeting of Secured Creditors on June 3, 2022 at 12.00 p.m.	
	Meeting of Unsecured Creditors on June 3, 2022 at 01.30 p.m.	
70 <sup>th</sup> Annual General Meeting	August 28, 2023 at 10.30 am	<ol style="list-style-type: none"> <li>1. Appointment of Dr. (Smt.) Sushma Agarwal as Independent Director.</li> <li>2. To amend the Articles of Association of the Company.</li> </ol>

No Extraordinary General Meeting of the Members was held during Financial Year 2023-24.

The statement to be annexed to the Notice as referred to in sub-section (1) of Section 102 of the Companies Act, 2013 for each item of special business transacted at the above meetings had set forth clearly the recommendation of the Board to the shareholders on each of the specific items as specified under Regulation 17(11) of the Listing Regulations.

- c. Postal Ballot

During the Financial Year 2023-24, the Postal Ballot Notice dated February 23, 2024 was issued to seek approval of the Members and the following Special Resolution was passed-To amend the object clause of the Memorandum of Association of the Company.

Voting Pattern

Sr. No.	Type of Resolution	Particulars	% Votes in favor	% Votes against
1.	Special	Approval to amend the object clause of the Memorandum of Association of the Company	99.9981	0.0019

## Procedure for Postal Ballot

In compliance with provisions of Section 108, Section 110 and other applicable provisions of the Act read with the Companies (Management and Administration) Rules, 2014 (Rules), MCA Circulars, Regulation 44 of the Listing Regulations and the Secretarial Standards-1 (SS-1) issued by the Institute of Company Secretaries of India (ICSI), the Company had provided remote e-voting facility to all the Members of the Company. The Company engaged the services of National Securities Depository Limited (NSDL) for availing the services of remote e-voting for conducting the Postal Ballot to enable the Members to cast their votes electronically.

Smt. V. Kala, Company Secretary was authorized by the Board of Directors to conduct the Postal Ballot and to sign and send the Notices to the Members and in compliance with Rule 22(5) of the above Rules, Smt. Ragini Chokshi, Practicing Company Secretary (C.P. No. 1436), Ragini Chokshi & Co. (Membership No.2390) was appointed as Scrutinizer for conducting the Postal Ballot process in a fair and transparent manner.

The voting period commenced on Tuesday, February 27, 2024 at 9.00 (IST) a.m. and ended on Wednesday, March 27, 2024 at 5.00 (IST) p.m. The cut-off date, for the purpose of determining the number of Members, was Friday, February 16, 2024 and the total number of Members as on the cut-off date was 7,02,699.

The Scrutinizer, after the completion of scrutiny, submitted her report to Smt. V. Kala, Company Secretary, who was duly authorized by the Chairman & Managing Director to accept, acknowledge and countersign the Scrutinizer's Report, as well as declare the voting results in accordance with the provisions of the Act, the Rules framed thereunder and the Secretarial Standard - 2 issued by the Institute of Company Secretaries of India.

The Scrutinizer's Report, along with details of the voting results in the format specified under Regulation 44 of the SEBI (Listing Obligations & Disclosure Requirements) Regulations, 2015 were submitted to the Bombay Stock Exchange Limited (BSE) and National Stock Exchange of India Limited (NSE) and also placed on the Company's website.

No Special Resolution is proposed to be conducted through Postal Ballot as on the date of this Annual Report.

## 6) Means of Communication of Financial Performance

In order to give wider publicity and to reach the Members and the general public, the financial results were published in various editions of leading newspapers.

The Audited/Unaudited Financial Results (annual/quarterly) along with the Auditor's Report/Limited Review Report, as the case may be, were filed with the Stock Exchanges.

The financial results of the Company are also displayed on the website of the Company at [www.bharatpetroleum.in](http://www.bharatpetroleum.in) and the websites of BSE and NSE.

Several investor meets were held during the year and the presentations are available on <https://www.bharatpetroleum.in/Bharat-Petroleum-For/Investors/Financial-Performance/Investors-Presentation.aspx>

## 7) General Shareholders'/Members information:

As per SEBI Regulations, BPCL shares can be traded only in dematerialized form.

Annual General Meeting: Date, Time and Venue	Friday, August 30, 2024 at 10.30 a.m. IST The Company is conducting the meeting through VC/OAVM pursuant to the MCA Circulars. For details please refer to the Notice of this AGM.		
Financial Year	BPCL follows the financial year from April to March. The Unaudited Results/Audited Results for the four quarters/year end were taken on record by the Board on the following dates and published in the Economic Times, Maharashtra Times and Navbharat Times:		
	<b>Period Ended</b>	<b>Date of the Board Meeting</b>	<b>Date of publication</b>
	Apr-Jun 2023	July 26, 2023	July 27, 2023
	Jul-Sep 2023	October 27, 2023	October 28, 2023
	Oct-Dec 2023	January 29, 2024	January 30, 2024
	Jan-Mar 2024	May 9, 2024	May 10, 2024
	FY 2023-24	May 9, 2024	May 10, 2024
			<b>Unaudited/Audited</b>
	Apr-Jun 2023	July 26, 2023	Unaudited
	Jul-Sep 2023	October 27, 2023	Unaudited
	Oct-Dec 2023	January 29, 2024	Unaudited
	Jan-Mar 2024	May 9, 2024	Audited
	FY 2023-24	May 9, 2024	Audited
Dividend Payment Dates	<b>Date of Board Meeting approving declaration of Interim Dividend for Financial Year 2023-24</b>	<b>Amount per equity share for face value of ₹ 10</b>	<b>Date of Payment of the Dividend on:</b>
	Interim Dividend: November 29, 2023	₹ 21	December 22, 2023
The Board has recommended a final dividend of ₹ 21 per equity share of face value of ₹ 10 each (pre-bonus), which translates into final dividend of ₹ 10.50 per equity share of face value of ₹ 10 per equity share (post-bonus). The dividend, if approved at the ensuing Annual General Meeting, will be paid within one month from the date of the AGM.			
Record Date	Friday, August 9, 2024		

Debt Securities	The details of listing of Non-Convertible Debentures issued by the Company are given below:	
	BPCL Debentures 2020 Series I (₹ 1995.20 crore issued on July 6, 2020) ISIN: INE029A08065 Security code: 959690	Listed on wholesale debt market segment of BSE and NSE
	BPCL Debentures 2026 (₹ 1000 crore issued on October 26, 2021) ISIN: INE322J08040 Security Code: 973554	Listed on wholesale debt market segment of NSE
	BPCL Debentures 2026 Series I (₹ 935.61 crore issued on March 17, 2023) ISIN: INE029A08073 Security code: 974677	Listed on wholesale debt market segment of BSE and NSE
Debenture Trustee	SBI CAP Trustee Company Ltd. Apeejay House, 6 <sup>th</sup> Floor, 3, Dinshaw Wachha Road, Churchgate, Mumbai 400 020 Tel 022-4302 5555 Fax 022-2204 0465	

Details of Credit Rating obtained by BPCL along with revisions:

Instruments	Rating Agency	Rating at the beginning of the year	Changes during the year	Rating at the end of the year	Rating as on date
Non-Convertible Debenture	CRISIL	CRISIL AAA/ Stable	No change	CRISIL AAA/ Stable	CRISIL AAA/ Stable
1. BPCL Debentures 2019-Series I*					
2. BPCL Debentures 2020-Series I					
3. BPCL Debentures 2023-Series I*					
4. BPCL Debentures 2023-Series II*					
5. BPCL Debentures 2026					
6. BPCL Debentures 2026-Series I					
Non-Convertible Debenture	CARE	CARE AAA/ Stable	No change	CARE AAA/ Stable	CARE AAA/ Stable
1. BPCL Debentures 2019-Series I*					
2. BPCL Debentures 2020-Series I					
3. BPCL Debentures 2026-Series I					
Non-Convertible Debenture	ICRA	ICRA AAA/ Stable	No change	ICRA AAA/ Stable	ICRA AAA/ Stable
1. BPCL Debentures 2023-Series I*					
2. BPCL Debentures 2023-Series II*					
3. BPCL Debentures 2026					
Bank Facilities Long-term	CRISIL	CRISIL AAA/ Stable	No change	CRISIL AAA/ Stable	CRISIL AAA/ Stable
Bank Facilities-Short-Term	CRISIL	CRISIL A1+	No change	CRISIL A1+	CRISIL A1+
Commercial Papers	CRISIL	CRISIL A1+	No change	CRISIL A1+	CRISIL A1+
Senior Unsecured Debt-Foreign Currency	Fitch	BBB- (Stable)	No change	BBB- (Stable)	BBB- (Stable)
Senior Unsecured Debt-Foreign Currency	Moody's	Baa3 (Stable)	No change	Baa3 (Stable)	Baa3 (Stable)

\*BPCL Debentures 2019-Series I, BPCL Debentures 2023-Series I, BPCL Debentures 2023-Series II have been repaid during the year and hence the ratings for those debentures were withdrawn on repayment. These debentures have been delisted from the respective stock exchanges.

Listing on Stock Exchanges & Security Code	The Company's shares are listed on the following Stock Exchanges:		
	<b>Name of Stock Exchange</b>	<b>Security Code/Symbol</b>	
	BSE Ltd. Phiroze Jeejeebhoy Towers, Dalal Street, Fort, Mumbai 400 001.	500547	
	National Stock Exchange Ltd. Exchange Plaza, Plot No. C/1 Bandra Kurla Complex, Bandra (E), Mumbai 400 051.	BPCL	
	The Listing Fees have been paid for the year 2023-24 to both the above Exchanges.		
ISIN Number	For National Securities Depository Ltd. (NSDL) & Central Depository Services India Ltd. (CDSL) for equity shares	INE029A01011	
Market Price Data	High, low during each month in the last financial year	Please see Annexure I	
	Performance in comparison to broad based indices i.e. BSE 100	Please see Annexure II	
Registrar and Transfer Agents	Shri Benjamin Rajaratnam General Manager (Capital Issues Division), Data Software Research Co. Pvt. Ltd. 19, Pycrofts Garden Road, Off. Haddows Road, Nungambakkam, Chennai- 600 006 Ph: +91-44-2821 3738/2821 4487 Email <a href="mailto:bpcl@dsr-cid.in">bpcl@dsr-cid.in</a>		
Share Transfer System	In line with the present statutory provisions, issue of duplicate shares, transmission of shares, transfer of equity shares, etc. can be effected only in dematerialized mode through the depositories. The procedure for various investor service requests is available on the website of the Company on: <a href="https://www.bharatpetroleum.in/bharat-petroleum-for/Investors/Procedure-Related-to-Investor-Service-request.aspx">https://www.bharatpetroleum.in/bharat-petroleum-for/Investors/Procedure-Related-to-Investor-Service-request.aspx</a> A Committee comprising two Whole-time Directors considers the requests for transmission of shares, dematerialization of shares, etc. Requests for dematerialization of shares are processed and confirmation is given to the respective depositories viz. NSDL and CDSL within 15 days.		
Distribution of shareholding as on March 31, 2024	<b>Shareholders</b>	<b>No. of shares held</b>	<b>% of holding</b>
	1) Government of India	1,14,91,83,592	52.98
	2) Government of Kerala	1,86,66,666	0.86
	3) BPCL Trust for Investments in Shares	3,29,60,307	1.52
	4) Mutual Funds/UTI	19,82,44,336	9.14
	5) Financial Institutions/Banks	2,98,07,796	1.37
	6) Insurance Companies	23,38,69,265	10.78
	7) Foreign Institutional Investors	36,43,61,008	16.80
	8) Bodies Corporate	77,59,075	0.36
	9) Others	13,44,00,699	6.19
	<b>Total</b>	<b>2,16,92,52,744</b>	<b>100.00</b>
	Distribution of shareholding on number of shares held by the shareholders and shareholding pattern are given in Annexure III.		
Dematerialization of shares and liquidity	Out of the shares held by the Shareholders, 99.03% are held in dematerialized form and the balance in physical form as on March 31, 2024. The Company has not issued any GDRs/ADRs/Warrants, etc.		

Plant Locations	Mumbai Refinery:	Bharat Petroleum Corporation Ltd., Mahul, Mumbai 400 074
	Kochi Refinery:	Bharat Petroleum Corporation Ltd., Ambalamugal, Kochi 682 302
	Bina Refinery:	Administrative Building, Refinery Complex, Post BORL Residential Complex, Bina, Sagar District-470 124, Madhya Pradesh.
	Lubricant Plants:	Wadilube LOBP, Mallet Road, Chinchbunder, Wadibunder, Mumbai-400 009
		Sewree C-Installation, Sewree Fort Road, Sewree (East), Mumbai-400 015
		LOBP Tondiarpet, Post Box No.1152, 35 Vaidyanatha Mudali Street, Tondiarpet, Chennai-600 081
		LOBP Budge Budge, 2 Graham Road, P.O. Budge Budge, Dist. 24-Parganas [South], Budge Budge 700 137
Address for Correspondence	MAK Lube Plant, Hastinapur Yojna, Village-Tilla Shahbajpur, Loni, Dist. Ghaziabad 201 102	
	The Secretarial Department Bharat Petroleum Corporation Ltd. Bharat Bhavan, 4&6, Currimbhoy Road, Ballard Estate, Mumbai 400 001 Tel. 022-2271 3170 Email: <a href="mailto:ssc@bharatpetroleum.in">ssc@bharatpetroleum.in</a>	General Manager (Capital Issues Division), Data Software Research Co. Pvt. Ltd. 19, Pycrofts Garden Lane, Off. Haddows Road, Nungambakkam, Chennai-600 006 Ph: +91-44-2821 3738/2821 4487 Email: <a href="mailto:bpcl@dsr-cid.in">bpcl@dsr-cid.in</a>

### Investor Service Center

BPCL's Investors' Service Center (ISC), by Data Software Research Co. Pvt. Ltd., our Registrar & Share Transfer Agents has been functioning at the Registered Office of the Company at the following address to cater to the needs of the Members/Investors:

Data Software Research Co. Pvt. Ltd. (DSRC)  
C/o. Bharat Petroleum Corporation Ltd.  
Bharat Bhavan No.1,  
4 & 6 Currimbhoy Road, Ballard Estate, Mumbai 400 001  
Tel. No. 022 – 2271 3170  
Email: [z\\_dsrc@bharatpetroleum.in](mailto:z_dsrc@bharatpetroleum.in)

The various procedures relating to investor service requests can be accessed on <https://www.bharatpetroleum.in/bharat-petroleum-for/Investors/Procedure-Related-to-Investor-Service-request.aspx>

Further, BPCL has designated an exclusive e-mail ID: [ssc@bharatpetroleum.in](mailto:ssc@bharatpetroleum.in) for the purpose of communication from Members including investor complaints.

## 8) Management Discussion & Analysis Report

A detailed chapter on Management Discussion & Analysis is attached to the Directors' Report.

## 9) Other Disclosures

- Details of 'Related Party Disclosures' are shown in Notes forming part of Accounts. The related party transactions were recommended/approved by the Audit Committee/Board. The Corporation has incurred certain expenses on behalf of the subsidiaries/joint ventures as co-promoter and such expenses are recoverable subsequently from the subsidiaries/joint venture companies. There were no transactions of material nature that may have potential conflict with the interests of the Company at large.
- The Company was compliant with the Listing Regulations and DPE Guidelines on Corporate Governance up to April 30, 2023. However, on appointment of one Whole-time Director with effect from May 1, 2023, BPCL's Board comprised five Whole-time Directors, two Government Nominee Directors and six Independent Directors. Hence, the Company did not have the requisite number of Independent Directors on the Board, as required under Regulation 17(1)(b) of SEBI (Listing Obligations & Disclosure Requirements) Regulations, 2015 during the period 1.5.2023 till 31.3.2024.

BPCL is a Government Company under the administrative control of Ministry of Petroleum and Natural Gas. The nomination/appointment of all categories of Directors is done by the Government of India in accordance with the laid down guidelines of the Department of Public Enterprises. Accordingly, the subject matter of nomination/appointment of Independent Director falls under the purview of the Government of India. BPCL has from time to time communicated to the Ministry of Petroleum & Natural Gas for the nomination of one Independent Director.

- The Company has complied with the provisions of Regulation 24 of the Listing Regulations relating to Corporate Governance requirements in respect of the subsidiaries.



- d. BPCL has also implemented the Whistle-Blower Policy, which provides a vigil mechanism to ensure greater transparency in all aspects of the Company's functioning. It also provides employees with a framework/procedure for responsible and secure reporting of improper activities, without fear of victimization and no personnel has been denied access to the Audit Committee/Board.

- e. Details of compliances with mandatory requirements and adoption of the non-mandatory requirements:

The Company has been adhering to the applicable statutory provisions of regulatory authorities including SEBI, Stock Exchanges and Depositories. There has been no instance of non-compliance of any provisions of law, guidelines from regulatory authorities and matters related to the capital markets during the last three years, except as stated above.

In addition to compliance of mandatory requirements, the Company has fulfilled the following discretionary requirements as specified in Part E of Schedule II of Regulation 27 of the Listing Regulations:-

- i. Shareholders' Rights: The Company has adopted requirements with regard to sending of quarterly/half-yearly financial results to the Members of the Company.
  - ii. The Company has moved towards a regime of Standalone and Consolidated Financial Statements with unmodified audit opinion.
  - iii. As on March 31, 2024, the Company has not extended any loans to persons in whom the Directors were interested.
- f. The web link for policy for determining 'material' subsidiaries is as follows: <https://www.bharatpetroleum.in/bharat-petroleum-for/Investors/Our-Policies.aspx>
- g. The web link for revised policy on dealing with related party transactions is as follows: <https://www.bharatpetroleum.in/bharat-petroleum-for/Investors/Our-Policies.aspx>. The policy also covers material related party transactions as required under Regulation 23 of the Listing Regulations. The policy is reviewed by the Board of Directors once in three years. The policy on Related Party Transactions covers *inter-alia* all provisions of Regulation 24 of the Listing Regulations.
- h. The web link for policy dealing with familiarization programs imparted to Independent Directors is as follows: <https://www.bharatpetroleum.in/bharat-petroleum-for/Investors/Our-Policies.aspx>.
- i. During the financial year, there were no funds raised by way of preferential allotment, bonds or through issue of non-convertible debentures.
- j. A certificate from Shri Upendra Shukla, Practising Company Secretary, certifying that none of the Directors on the Board of the Company have been debarred or disqualified from being appointed or continuing as Directors of the companies by SEBI, Ministry of Corporate Affairs or any such statutory authority is enclosed herewith.
- k. BPCL nominates Directors for relevant training programs/seminars conducted by reputed Institutions/SCOPE/ IICA etc. Further, strategy workshops are held to deliberate strategic issues, policy decisions, etc. The Report of the Board of Directors to the Shareholders included the minimum information specified in Part A Schedule II of the Listing Regulations read with Regulation 17(7).
- l. CEO and CFO Certification: The Chairman & Managing Director and Director (Finance) have certified to the Board in accordance with Part B of Schedule II of Regulation 17(8) of the Listing Regulations.
- m. No Shares are kept under demat/unclaimed suspense account.
- n. There are no items of expenditure in the books of account, which are not for the purpose of Business. Further, no expenses were incurred, which were personal in nature, and incurred for the Board of Directors and Top Management of the Company. Administrative & Office expenses and Finance expenses constitute 0.62% and 0.53% of the total expenses respectively for the Financial Year 2023-24, as against 0.55% and 0.61% in the previous year. Employee Benefit expenses and Repair, Maintenance, Stores and Spares, as a percentage of total expenses constitute 0.75% & 0.51% for the Financial Year 2023-24, as against 0.52% & 0.39% in the previous year. There is a decrease in Finance expenses during the year (from 0.61% to 0.53%), mainly due to decrease in average borrowing during this year, as compared to the previous year. Increase in the Administrative & Office expenses during the year (from 0.55% to 0.62%) was mainly due to higher expenses on account of rent, utilities, insurance etc.
- o. Pursuant to the requirements of SEBI (Prohibition of Insider Trading) Regulations, 2015, the Company has in place 'The Code for Prevention of Insider Trading in the Securities of BPCL' and 'Code of Practices and Procedures for Fair Disclosure of Unpublished Price Sensitive Information'. The Company Secretary is the Compliance Officer for the implementation of the said Codes.

- p. In line with the Listing Regulations, the Company has implemented the various policies which are disclosed on the website of the Company under the link: <https://www.bharatpetroleum.in/bharat-petroleum-for/Investors/Our-Policies.aspx>

- q. Risk Management Policy

The Risk Management Policy of the Corporation identifies that it has direct and substantial price risk exposure to certain commodities such as Crude Oil, Petroleum Products, Freight, Precious metals, Petrochemicals and Metals and the policy provides the broad framework and governance for undertaking Risk Management activities in these commodities.

BPCL is exposed to currency risk in the normal course of its business activities, which is mitigated by a comprehensive Financial Risk Management Policy to identify the most effective and efficient ways of managing the currency risks. The Company uses derivative instruments (mainly foreign exchange forward contracts) judiciously and based on requirement to mitigate the foreign exchange risks in line with the above policy.

### Exposure in Commodities

Commodity Name	Exposure in INR towards the particular commodity (₹ crore)	Exposure in Quantity terms towards the particular commodity (Qty. TMT)	% of such exposure hedged through commodity derivatives				Total
			Domestic market		International market		
			OTC	Exchange	OTC	Exchange	
Raw Material (Crude Oil)	14,088	2,683	0%	0%	0%	0%	0%
Finished Products	26,070	3,513	0%	0%	0%	0%	0%

#### Notes:-

- i. Raw Material consists of Crude Oil Closing, In transit and In process Inventory as on March 31, 2024.
  - ii. Finished Products majorly consist of Gasoline, Gasoil, SKO, Naphtha, ATF, Furnace Oil (FO), LNG, Lubricants and LPG Closing Inventories as on March 31, 2024.
  - iii. The exposure value is the value of the Closing Inventory as on March 31, 2024.
  - iv. During the Financial Year 2023-24, BPCL hedged product crack spreads (Difference between Product price and Dubai Crude Oil price) and Ocean Freight through Swaps/Options in the international Over the Counter market towards the refinery margin to cover the operating expenses of the refinery and ocean freight expenses.
  - v. BPCL is an Oil Refining and Marketing Company and pricing of major petroleum products naturally hedge Crude purchase prices to a large extent.
- r. During the year, three complaints of sexual harassment were received, out of which one has been disposed of and in the other two complaints (received in March 2024), enquiry is in progress.
- s. Total fees of the current Statutory Auditors, M/s. K.S. Aiyar & Co., and M/s. Kalyaniwalla and Mistry LLP, on a consolidated basis, for FY 2023-24, in respect of all services availed from them, are as follows:

Particulars	Amount (in ₹)
Audit fees	98,60,000
Fees for other services – Certification	56,57,000
Reimbursement of expenses	13,64,418
<b>TOTAL</b>	<b>1,68,81,418</b>

- t. Particulars of senior management including the changes therein since the close of the previous financial year are mentioned under 'Management Team' at the beginning of the Annual Report.
- u. Details of 'Loans and advances in the nature of loans to firms/companies in which Directors are interested by name and amount' are covered in Annexure H
- v. Details of material subsidiaries of the listed entity – BPCL has no material subsidiary.

## ANNEXURE I

### BPCL MARKET PRICE DATA

	BSE			NSE		
	High	Low	Monthly Volume	High	Low	Monthly Volume
APRIL 2023 - MARCH 2024	(₹ per share)	(₹ per share)	(No. of shares)	(₹ per share)	(₹ per share)	(No. of shares)
April	358.35	<b>327.05</b>	27,58,407	358.30	<b>327.00</b>	5,30,58,132
May	374.85	352.30	23,81,418	374.90	356.35	6,43,22,408
June	380.35	354.70	27,24,540	380.45	354.60	6,74,74,577
July	397.80	363.10	28,49,726	397.90	363.15	7,77,25,911
August	379.70	339.10	45,85,086	379.80	339.10	7,73,02,445
September	368.85	340.60	33,20,248	368.75	340.55	8,98,36,129
October	357.75	331.50	26,65,307	357.70	331.45	7,28,68,645
November	438.30	349.80	50,54,883	438.75	350.55	14,14,92,405
December	482.05	422.05	84,94,672	482.50	432.45	22,64,26,718
January	517.85	445.20	1,32,27,169	517.85	445.10	19,72,14,781
February	<b>687.65</b>	499.05	1,85,06,676	<b>687.95</b>	499.10	31,87,63,432
March	652.80	556.60	70,06,299	653.00	556.40	15,96,80,902

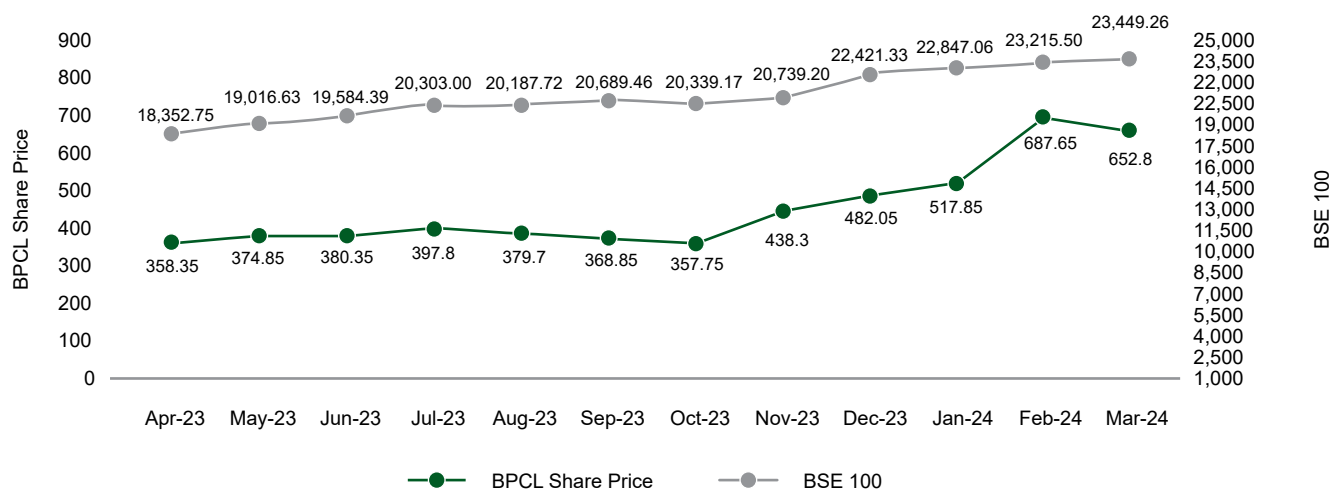
### MARKET CAPITALIZATION/SHARES TRADED DURING APRIL 1, 2023 TO MARCH 31, 2024

	BSE	NSE
No. of Shares traded	7,35,74,431	1,54,61,66,485
No. of Shares	2,16,92,52,744	2,16,92,52,744
Highest Share Price (₹)	687.65	687.95
Lowest Share Price (₹)	327.05	327.00
Closing Share Price as on March 31, 2024 (₹)	602.30	602.40
Market Capitalization as on March 31, 2024 (₹ in crore)	1,30,654.09	1,30,67,578.53

## ANNEXURE II

### BPCL MARKET PRICE MOVEMENT IN COMPARISON TO BSE 100 INDICES

#### Share Prices/BSE 100 monthly High

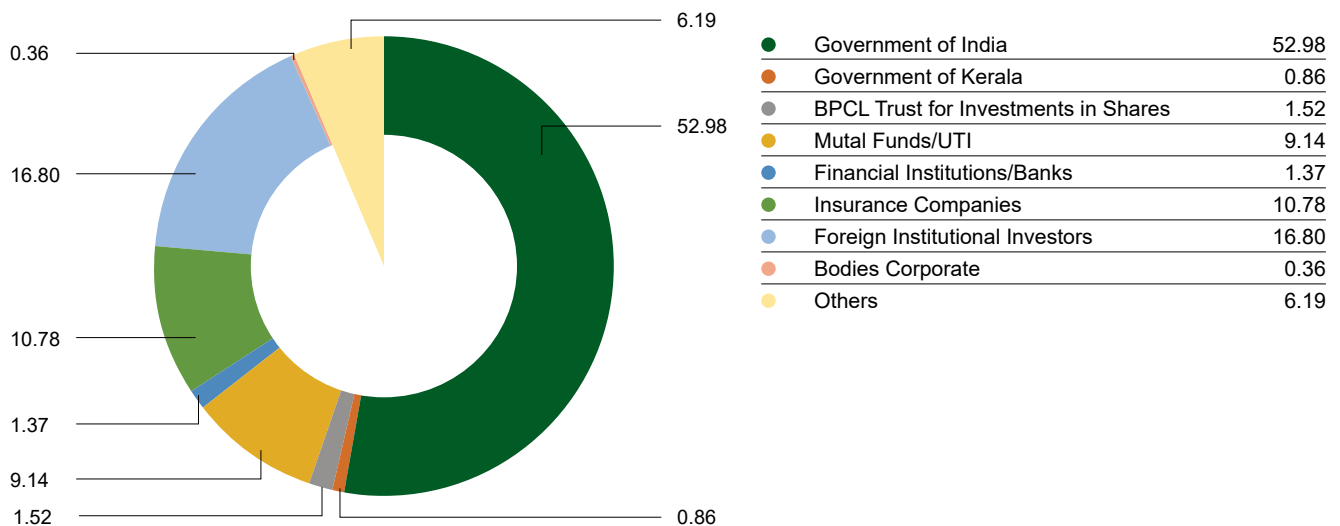


## ANNEXURE III

## DISTRIBUTION OF SHAREHOLDING AS ON MARCH 31, 2024

NO. OF EQUITY SHARES HELD	NO. OF SHAREHOLDERS	NO. OF SHARES	% OF TOTAL
UP TO 5000	7,18,291	9,20,06,175	4.24
5001 TO 10000	3,514	2,24,10,443	1.03
10001 TO 50000	947	1,95,17,786	0.90
50001 TO 100000	215	1,53,05,055	0.70
100001 TO 500000	349	8,06,62,548	3.72
500001 TO 1000000	116	8,01,78,257	3.70
1000001 TO 2000000	63	8,99,41,877	4.15
2000001 TO 3000000	22	5,42,37,670	2.50
3000001 AND ABOVE	54	1,71,49,92,933	79.06
<b>Total</b>	<b>7,23,571</b>	<b>2,16,92,52,744</b>	<b>100.00</b>

## SHAREHOLDING PATTERN OF BPCL AS ON MARCH 31, 2024 (PERCENTAGE)



## CODE OF CONDUCT DECLARATION

I hereby declare that all the Board Members & Senior Management Personnel have affirmed compliance with the Code of Conduct as adopted by the Board of Directors for the year ended March 31, 2024.

Sd/-

**Krishnakumar Gopalan**

Chairman & Managing Director  
Bharat Petroleum Corporation Limited

Place: Mumbai

Date: July 19, 2024

## CERTIFICATE OF NON-DISQUALIFICATION OF DIRECTORS

[pursuant to Regulation 34(3) and Schedule V Para C sub-clause (10)(i) of the SEBI (Listing Obligations and Disclosure Requirements) Regulations, 2015]

To,  
The Members of  
**Bharat Petroleum Corporation Limited**  
Bharat Bhavan, Ballard Estate  
Mumbai 400 001

I have examined the relevant registers, records, books, forms, returns and disclosures received from the Directors of Bharat Petroleum Corporation Limited, (CIN L23220MH1952GOI008931), having Registered Office at Bharat Bhavan, 4& 6 Currimbhoy Road, Ballard Estate, Mumbai 400 001 (the Company), produced before me by the Company for the purpose of issuing this Certificate in accordance with Regulation 34(3) read with Schedule V Para-C Sub-clause 10(i) of the Securities Exchange Board of India (Listing Obligations and Disclosure Requirements) Regulations, 2015.

In my opinion and to the best of my information and according to the verification (including Director Identification Number (DIN) status at the portal [www.mca.gov.in](http://www.mca.gov.in)) as considered necessary and explanation furnished to me by the Company and its officers, I hereby certify that none of the Directors on the Board of the Company as stated below for the financial year ended on March 31, 2024 were debarred or disqualified from being appointed or continuing as Directors of companies by the Securities and Exchange Board of India and/or Ministry of Corporate Affairs:

Sr. No.	Name of the Director	DIN	Date of First Appointment in the Company
1)	Shri Krishnakumar Gopalan (Chairman & Managing Director)	09375274	17/03/2023
2)	Shri Vetsa Ramakrishna Gupta Director (Finance)	08188547	07/09/2021
3)	Shri Pradeep Vishambhar Agrawal (Independent Director)	00048699	12/11/2021
4)	Shri Gopal Krishan Agarwal (Independent Director)	00226120	12/11/2021
5)	Shri Bhagwati Prasad Saraswat (Independent Director)	09396479	12/11/2021
6)	Dr. (Smt.) Aiswarya Biswal (Independent Director)	09396589	12/11/2021
7)	Shri Ghanshyam Sher (Independent Director)	09396915	12/11/2021
8)	Shri Sanjay Khanna Director (Refineries)	09485131	22/02/2022
9)	Shri Suman Billa (Government Director)	00368821	16/03/2022
10)	Shri Sukhmal Kumar Jain Director (Marketing)	09206648	22/08/2022
11)	Smt. Kamini Chauhan Ratan (Government Director)	09831741	21/12/2022
12)	Dr. (Smt.) Sushma Sushilkumar Agarwal (Independent Director)	10065236	10/03/2023
13)	Shri Rajkumar Dubey Director (Human Resources)	10094167	01/05/2023

Ensuring the eligibility for appointment/continuing as Director on the Board is the responsibility of the Management of the Company. My responsibility is to express an opinion based on verification of documents/information available to me. This certificate is neither an assurance as to the future viability of the Company nor of the efficiency or effectiveness with which the Management has conducted the affairs of the Company.

Sd/-  
**(U.C. SHUKLA)**  
COMPANY SECRETARY  
FCS: 2727/CP: 1654

UDIN: F002727F000782880  
Peer Review Certificate No. 1882/2022  
Place: Mumbai  
Date: July 19, 2024



## COMPLIANCE CERTIFICATE IN CORPORATE GOVERNANCE UNDER SEBI (LISTING OBLIGATIONS AND DISCLOSURE REQUIREMENTS) REGULATION, 2015

The Members of

**Bharat Petroleum Corporation Ltd.**

1. The Corporate Governance Report prepared by Bharat Petroleum Corporation Limited (hereinafter 'the Company'), contains the details as specified in regulations 17 to 27, clauses (b) to (i) and (t) of sub-regulation 2 of Regulation 46 and para C, D and E of Schedule V of the Securities and Exchange Board of India (Listing Obligations and Disclosure Requirements) Regulations, 2015 as amended (listing regulations) ('applicable criteria') for the year ended March 31, 2024 as required by the Company for annual submission to the stock exchange.

### MANAGEMENT'S RESPONSIBILITY

2. The preparation of the Corporate Governance Report is the responsibility of the management of the Company including the preparation and maintenance of all relevant supporting records and documents. This responsibility also includes the design, implementation and maintenance of internal control relevant to the preparation and presentation of the Corporate Governance Report.
3. The management alongwith the Board of Directors are also responsible for ensuring that the Company complies with the conditions of corporate governance as stipulated in the listing regulations, issued by the Securities and Exchange Board of India.

### AUDITOR'S RESPONSIBILITY

4. Pursuant to the requirements of the listing regulations, my responsibility is to provide a reasonable assurance in the form of an opinion whether, the Company has complied with the conditions of Corporate Governance as specified in the listing regulations.
5. I conducted my examination of the Corporate Governance Report in accordance with the Guidance Notes on Certification of Corporate Governance issued by the Institute of Company Secretaries of India ('ICSI').
6. The procedures selected depend on the Auditor's judgment, including the assessment of the risks associated in compliance of the Corporate Governance Report with the applicable criteria. Summary of procedures performed include:
  - i) Read and understood the information prepared by the Company and included in its Corporate Governance Report.
  - ii) Obtained and verified that the composition of the Board of Directors with respect to executive and non-executive directors has been met through out the reporting period.
  - iii) Obtained and read the Register of Directors as on March 31, 2024 and verified that atleast one Independent Woman Director was on the Board of Directors through out the year.
  - iv) Obtained and read the minutes of the following committee meetings/other meetings held during the period April 1, 2023 to March 31, 2024:
    - a) Board of Directors;
    - b) Audit Committee;
    - c) Annual General Meeting (AGM)
    - d) Nomination and Remuneration Committee
    - e) Stakeholders' Relationship Committee
    - f) Corporate Social Responsibility Committee
    - g) Risk Management Committee.
  - v) Obtained necessary declaration of Directors of the Company.
  - vi) Obtained and read policy adopted by the Company for related party transactions.
  - vii) Performed necessary inquiries with the management and also obtained necessary specific representation from management.

## OPINION

7. Based on the procedures performed by me as referred in paragraph 6 above and according to the information and explanation given to me, I am of the opinion that the Company has complied with the conditions of Corporate Governance as stipulated in the aforesaid provisions of SEBI LODR as applicable for the year ended March 31, 2024 *except that the Company did not have requisite number of Independent Directors on the Board as required under Regulation 17(1)(b) of SEBI (Listing Regulations and Disclosure Requirements) Regulations, 2015 during the period from May 1, 2023 to March 31, 2024.*

## OTHER MATTERS AND RESTRICTION ON USE

8. As informed by the management, the Company being a Government Company, performance evaluation of the Board, Independent Directors and Committees is done by the Government of India.
9. This report is neither an assurance as to the future viability of the Company nor the efficiency for effectiveness with which the management has conducted the affairs of the Company.
10. This report is solely for the purpose of enabling the Company to comply with its obligations under the listing regulations with reference to compliance with relevant regulations of Corporate Governance and should not be used by any other person or for any other purpose.

Sd/-

**(U.C. SHUKLA)**

COMPANY SECRETARY

FCS: 2727/CP: 1654

UDIN: F002727F000782968

Peer Review Certificate No. 1882/2022

Place: Mumbai

Date: July 19, 2024

**COMPLIANCE CERTIFICATE OF CORPORATE GOVERNANCE GUIDELINES ISSUED BY DEPARTMENT OF PUBLIC SECTOR ENTERPRISES.**

The Members of

**Bharat Petroleum Corporation Limited**

I have examined the compliance of the conditions of Corporate Governance by Bharat Petroleum Corporation Limited for the financial year ended March 31, 2024, as stipulated in Guidelines on Corporate Governance for Central Public Sector Enterprises, 2010, issued by the Department of Public Enterprises, Government of India.

The Compliance of conditions of Corporate Governance as stipulated in the Guidelines is the responsibility of management. My examination was limited to the procedures and implementation thereof adopted by the Company for ensuring the compliance of the conditions of the Corporate Governance. It is neither an audit nor an expression of opinion on financial statements of the Company.

In my opinion and to the best of my information and according to explanation given to me, I certify that the Company has complied with the conditions of Corporate Governance as stipulated in the Guidelines on Corporate Governance for Central Public Sector Enterprises, 2010 issued by the Department of Public Sector Enterprises except –

- i) *the Company did not have requisite number of Independent Directors on the Board as required under Clause 3.1.4 of DPE Guidelines during the period May 1, 2023 till March 31, 2024.*

I further state that such compliance is neither an assurance as to the further viability of the Company nor the efficiency or effectiveness with which the management has conducted the affairs of the Company.

Sd/-

**(U.C. SHUKLA)**

COMPANY SECRETARY

FCS: 2727/CP: 1654

UDIN: F002727F000783012

Peer Review Certificate No. 1882/2022

Place: Mumbai

Date: July 19, 2024

# BUSINESS RESPONSIBILITY AND SUSTAINABILITY REPORT

## SECTION A: GENERAL DISCLOSURES

### I. Details of the listed entity

1	Corporate Identity Number (CIN) of the Listed Entity	L23220MH1952GOI008931
2	Name of the Listed Entity	Bharat Petroleum Corporation Limited
3	Date of Incorporation	03-11-1952
4	Registered office address	Bharat Bhavan 4&6, Currimbhoy Road, Ballard Estate, Mumbai-400 001
5	Corporate Address	Bharat Bhavan 4&6, Currimbhoy Road, Ballard Estate, Mumbai-400 001
6	E-mail	<a href="mailto:ssc@bharatpetroleum.in">ssc@bharatpetroleum.in</a>
7	Telephone	(022) 22713170
8	Website	<a href="https://www.bharatpetroleum.in/">https://www.bharatpetroleum.in/</a>
9	Financial year for which reporting is being done	2023-24
10	Name of the Stock Exchange(s) where shares are listed	1) National Stock Exchange (NSE) 2) Bombay Stock Exchange (BSE)
11	Paid-up capital	₹ 2,169.25 crore as on March 31, 2024 i.e., 2,16,92,52,744 equity shares of ₹ 10 each
12	Name and contact details of the person who may be contacted in case of any queries on the BRSR report	Name: Ms. V. Kala Designation: Company Secretary Email: <a href="mailto:ssc@bharatpetroleum.in">ssc@bharatpetroleum.in</a> Telephone: 022-24173170
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).	BPCL Standalone Basis (i.e. excluding JV's and Subsidiaries)
14	Whether the company has undertaken reasonable assurance of the BRSR Core?	Yes
15	Name of assurance provider	Intertek India Private Limited
16	Type of assurance obtained	Reasonable

### II. Products/Services

#### 17. Details of business activities (accounting for 90% of the turnover):

S. No.	Description of the Main Activity	Description of the Business Activity	% of turnover the entity
1	Manufacturing	Coke and refined petroleum products	100%

#### 18. 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	HSD	466/473	45%
2	LPG	466/473	16%
3	MS	466/473	20%
4	Bitumen	466	2%
5	ATF	466	4%
6	Naphtha	466	2%
7	RLNG	466/473	2%
8	FO	466	2%
9	Lubes and Greases	466/473	1%

### III. Operations

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

Location	Number of Plants
National	1. Refineries: 3 (Mumbai, Bina, and Kochi) 2. Retail (Installations/Depots/TOPs): 80 3. LPG Bottling Plants: 54 (Including Mumbai Refinery) 4. Lube Blending Plants: 5 5. Aviation: Locations/Fueling Stations/on-wheels: 67 6. Cross country Pipelines: 3,537 km consisting of 22 Nos. of pipeline locations. 7. Head Office: 1 8. Regional Offices: 4 9. Total = 236
International	Nil

#### 20. Markets served:

##### a. Number of locations

Locations	Number
National (No. of states)(Including Union Territories)	28 States 8 UTs
International (No. of countries)	9 (Nepal, Bhutan, Sri Lanka, Bangladesh, Kenya, Tanzania, Uganda, UAE, Oman)

##### b. What is the contribution of exports as a percentage of the total turnover of the entity?

Total Sales of Lubes: ₹ 4,053 Cr

Export Sales of Lubes: ₹ 55 Cr

Contribution of exports as percentage of the total turnover of Lubes: 1.36%

##### c. A brief on types of customers

Bharat Petroleum Corporation Limited (BPCL) is a leading company in the Oil and Gas sector, providing services to both retail and bulk customers. Through its extensive network of retail outlets and LPG distributorships, BPCL ensures a consistent and reliable supply of fuel and related services to its diverse customer base. In addition to serving retail customers, BPCL also caters to the energy needs of bulk customers, which include the Defense Forces, Indian Railways, State government organizations, State transport undertakings, power producers, etc. This comprehensive approach allows BPCL to play a crucial role in meeting the energy demands of multiple sectors, which include industries and retail consumers across the country.

### IV. Employee

#### 21. Details as at the end of Financial Year: Details as on March 31, 2024

##### a. Employees and workers (including differently abled)\*:

S. No.	Particulars	Total	Male		Female	
		(A)	No. (B)	% (B/A)	No. (C)	% (C/A)
Employees						
1	Permanent (D)	5,596	5,069	90.6%	527	9.4%
2	Other than permanent (E)	1	0	0.0%	1	0.0%
3	Total employees (D + E)	5,597	5,069	90.6%	528	9.4%
Workers						
4	Permanent (F)	2,910	2,763	94.9%	147	5.1%
5	Other than permanent (G)**	25,847	25,208	97.5%	639	2.5%
6	Total employees (F + G)	28,757	27,971	97.3%	786	2.7%

\* The permanent employees does not include two Employees on lien.

\*\* Average contract labor strength (includes both Project & Non-Project numbers)

Note: Contract labor are engaged by contractors for non-core, sporadic and peripheral nature of jobs as per "Contract for Services". The number is dynamic and changes depending on projects/works being undertaken.



## Business Responsibility and Sustainability Report (Contd.)

### b. Differently abled employees and workers

S. No.	Particulars	Total	Male		Female	
		(A)	No. (B)	% (B/A)	No. (C)	% (C/A)
Differently abled employees						
1	Permanent (D)	108	97	89.8%	11	10.2%
2	Other than permanent (E)	0	0	0	0	0
3	Total employees (D + E)	108	97	89.8%	11	10.2%
Differently abled workers						
4	Permanent (F)	62	58	93.5%	4	6.5%
5	Other than permanent (G)	NA	NA	NA	NA	NA
6	Total employees (F + G)	62	58	93.5%	4	6.5%

\*We are currently not capturing data for differently abled workers (Other than permanent); however, we are setting up a process for capturing the data in the future.

### 22. Participation/inclusion/representation of women

	Total	No. and % of females	
	(A)	No. (B)	% (B/A)
Board of Directors	13	3	23.1%
Key Management Personnel	6	1	16.7%

### 23. Turnover Rate for permanent and workers (Disclose trends for the past 3 years)

	FY 2023-24				FY 2022-23				FY 2021-22			
	Male %	Female %	Other %	Total %	Male %	Female %	Other %	Total %	Male %	Female %	Other %	Total %
Permanent employees	6.17	5.50	0.00	6.11	6.01	10.67	0.00	6.41	6.68	10.79	0.00	7.07
Permanent workers	7.49	10.20	0.00	7.63	7.51	8.70	0.00	7.57	8.84	13.79	0.00	9.09

### 24. (a) Names of holding/subsidiary/associate companies/joint ventures

S. No.	Name of the holding/subsidiary/associate companies/joint ventures (A)	Indicate whether Holdings/ 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	Bharat PetroResources Limited	Subsidiary	*100%	No
2	Bharat PetroResources JPDA Limited	Subsidiary	*100%	No
3	BPCL-KIAL Fuel Farm Pvt. Ltd.	Subsidiary	**74%	No
4	BPRL International BV	Subsidiary	*100%	No
5	BPRL International Singapore Pte. Ltd.	Subsidiary	*100%	No
6	BPRL International Ventures BV	Subsidiary	*100%	No
7	BPRL Ventures BV	Subsidiary	*100%	No
8	BPRL Ventures Indonesia BV	Subsidiary	*100%	No
9	BPRL Ventures Mozambique BV	Subsidiary	*100%	No
10	Bharat Renewable Energy Ltd.	Associate	33.33%	No
11	Bharat Stars Services Pvt. Ltd.	Associate	50%	No
12	Central U.P. Gas Ltd.	Associate	25%	No
13	Delhi Aviation Fuel Facility Pvt. Ltd.	Associate	37%	No
14	FINO PayTech Ltd.	Associate	^21.1%	No
15	Goa Natural Gas Pvt. Ltd.	Associate	50%	No
16	GSPL India Gasnet Ltd.	Associate	11%	No
17	GSPL India Transco Ltd.	Associate	11%	No

S. No.	Name of the holding/subsidiary/associate companies/joint ventures (A)	Indicate whether Holdings/ 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)
18	Haridwar Natural Gas Pvt. Ltd.	Associate	50%	No
19	IHB Ltd.	Associate	25%	No
20	Indraprastha Gas Ltd.	Associate	22.50%	No
21	Kannur International Airport Ltd.	Associate	16.20%	No
22	Kochi Salem Pipeline Private Ltd.	Associate	50%	No
23	Maharashtra Natural Gas Ltd.	Associate	22.50%	No
24	Matrix Bharat Pte Ltd.	Associate	50%	No
25	Mumbai Aviation Fuel Farm Facility Pvt. Ltd.	Associate	25%	No
26	Petronet CI Ltd.	Associate	11%	No
27	Petronet India Ltd.	Associate	16%	No
28	Petronet LNG Ltd.	Associate	12.50%	No
29	Ratnagiri Refinery and Petrochemicals Ltd.	Associate	25%	No
30	Sabarmati Gas Ltd.	Associate	49.94%	No
31	Ujjwala Plus Foundation	Associate	N/A (Section 8 Co. Limited by guarantee. Guaranteed obligation of BPCL is ₹ 5 lakh i.e. 25% of total guaranteed obligation)	No

\* Shares are held by Subsidiary

\*\* BPCL-KIAL Fuel Farm Private Ltd. is treated as a Joint venture for consolidation of accounts as per IndAS

^ Shareholding on fully diluted basis

## CSR details

25. (i) Whether CSR is applicable as per section 135 of Companies Act, 2013 -	Yes
(ii) Turnover (in ₹ crore) -	5,05,475.73
(iii) Net worth (in ₹ crore) -	71,934.50

## Transparency and disclosures compliances

### 26. Complaints/grievances on any of the principles (principles 1 to 9) under the National Guidelines on Responsible Business Conduct (NGBRC):

c	Grievance Redressal Mechanism in Place (Yes/No) If Yes, then provide web-link for grievance redress policy	FY 2023-24			FY 2022-23		
		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	<a href="https://www.bharatpetroleum.in/images/files/BPCL-Citizen's-Charter-Jan-2023.pdf">https://www.bharatpetroleum.in/images/files/BPCL-Citizen's-Charter-Jan-2023.pdf</a>	4100	117	The average Disposal time is 12 day.	4071	79	The average Disposal time is 12 day.
Investors (other than shareholders)	<a href="https://www.bharatpetroleum.in/bharat-petroleum-for-Investors/Contact%20Information%20for%20Investor%20Grievances.pdf">https://www.bharatpetroleum.in/bharat-petroleum-for-Investors/Contact%20Information%20for%20Investor%20Grievances.pdf</a>	0	0	-	0	0	-
Shareholders	<a href="https://www.bharatpetroleum.in/Bharat-Petroleum-For-Investors/Procedure-Related-to-Investor-Service-request.aspx">https://www.bharatpetroleum.in/Bharat-Petroleum-For-Investors/Procedure-Related-to-Investor-Service-request.aspx</a>	15	0		52	0	-

## Business Responsibility and Sustainability Report (Contd.)

c	Grievance Redressal Mechanism in Place (Yes/No) If Yes, then provide web-link for grievance redress policy	FY 2023-24			FY 2022-23		
		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
Employees and workers	<a href="https://www.bharatpetroleum.in/images/files/BPCL-Citizen's-Charter-Jan-2023.pdf">https://www.bharatpetroleum.in/images/files/BPCL-Citizen's-Charter-Jan-2023.pdf</a>	3	0	Nil	10	1	Resolved in FY 2023-24
Customers	<a href="https://www.bharatpetroleum.in/images/files/BPCL-Citizen's-Charter-Jan-2023.pdf">https://www.bharatpetroleum.in/images/files/BPCL-Citizen's-Charter-Jan-2023.pdf</a>	5,89,594	1022	99.82% of complaints were resolved with closure time of two days and the remaining ones were addressed and closed satisfactorily within 3 days of registration	4,55,565	939	Resolved in FY 2023-24
Value chain partners (Vendors-Bidders)	<a href="https://www.bharatpetroleum.in/images/files/BPCL-Citizen's-Charter-Jan-2023.pdf">https://www.bharatpetroleum.in/images/files/BPCL-Citizen's-Charter-Jan-2023.pdf</a>	17	1	The complaint pending resolution was received in last week of March 2024.	9	1	Resolved in FY 2023-24
Others (Please Specify)	<a href="https://www.bharatpetroleum.in/vigilance/vigilance.aspx">https://www.bharatpetroleum.in/vigilance/vigilance.aspx</a> <a href="https://www.bharatpetroleum.in/PIDPI-booklet/index.html">https://www.bharatpetroleum.in/PIDPI-booklet/index.html</a>	Vig – 62, PIDPI - 1	Vig – 38, PIDPI - 0		Vig - 29	Vig - 34	-

Note:

1. The Company has a well-defined vigilance framework which provides a platform to employees, Directors, vendors, suppliers, and other stakeholders to lodge their grievances/complaints.
2. Shareholders of the Company can send their grievances to the Company Secretary. The Company has created a designated email-ID [ssc@bharatpetroleum.in](mailto:ssc@bharatpetroleum.in) exclusively for investors to raise their grievances.
3. BPCL has in place a robust and easily accessible Customer Care System (CCS), enabling customers to provide their feedback, complaints, or suggestions.
4. BPCL addresses the complaints lodged by citizen on Centralized Public Grievance Redress and Monitoring System (CPGRAMS) portal within the stipulated time.

## 27. 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	Approach to adapt or mitigate	Positive/negative implications
1	Economic Performance	Risk	Economic performance is a risk for BPCL as it directly impacts the company's financial strength, including revenue growth, cost optimization, profitability, and shareholder value, which is also impacted due to higher crude oil prices, geopolitical conflicts, and market risks.	To achieve sustainable financial returns and mitigate climate change risks, the company has committed to achieving Scope 1 and Scope 2 Net Zero emissions by 2040.	Negative implications as it will affect the profitability of the company.
2	Being a Responsible Corporate	Risk	Being a responsible corporate organization subjects the business to regulatory risk owing to non-compliance concerns. Ethical business practices, transparency, adherence to legislation, and CSR programs have a substantial impact on external impressions that might have implications for the organization.	Regularly engage with diverse stakeholders to understand their concerns and maintain positive relationships. Implement CSR projects aligned with business goals to contribute positively to communities and enhance reputation. Embed sustainability into decision-making to mitigate environmental and social risks while driving long-term value. Enhance transparency in governance practices to build trust and credibility. Working with industry, government, and non-profits to address shared challenges and promote best practices.	Negative Implication as non-compliance with regulatory requirements would lead to penalties and litigation. Non-compliance can lead to legal penalties, reputational damage, and a loss of investor confidence.
3	Compliance to Risk Governance		Compliance with governance regulations is crucial for maintaining legal standing, ensuring transparency, upholding ethical business practices, and building trust among stakeholders. Regulatory changes, evolving standards, and global governance frameworks pose risks if not adhered to, affecting BPCL's reputation and financial performance.	Conduct regular compliance risk assessments. Develop and implement remediation plans promptly. Establish clear escalation procedures and whistleblower mechanisms. Strengthening of internal audit functions. Collaborate with legal advisors and industry peers.	Negative Implication as identifying risks and opportunities related to governance helps BPCL mitigate legal and regulatory compliance risks, foster stakeholder trust, and demonstrate commitment to ethical governance.
4	Product Security	Risk	Ensuring product security is vital to maintaining customer trust in product quality, safety, hazardous nature, and brand reputation. With increasing concerns about product safety and counterfeit activities, failure to address these risks could result in a loss of market competitiveness and legal liabilities.	BPCL ensures the safe transportation of petroleum products through safety standards and capacity-building programs, high standards of vehicular safety, inclusive development of transport crews, regular training for PCVO crew, DSM, and delivery staff, and identifying opportunities to replace existing modes of transportation with safer alternatives like pipelines.	Negative implications include risks such as tampering, theft, or contamination, which can lead to financial losses and damage to reputation.
5	Efficient Water Risk Management		Water is a critical resource in various aspects of BPCL's operations, including refining processes and cooling systems. Effective water management is essential for ensuring sustainable operations, particularly in regions experiencing water scarcity.	Efficient water management significantly enhances BPCL's corporate value by reducing environmental impact, lowering operating costs, increasing productivity, and mitigating risks related to water shortages and regulatory compliance. This streamlines manufacturing processes and improves operational efficiency.	Negative implications include risks such as water shortages, pollution incidents, and regulatory non-compliance, which can impact operational continuity and stakeholder perception.

## Business Responsibility and Sustainability Report (Contd.)

S. No.	Material issue identified	Indicate whether risk or opportunity (R/O)	Rationale for identifying the risk/opportunity	Approach to adapt or mitigate	Positive/negative implications
6	Energy Use and Transition	Opportunity	BPCL's efforts to transition to sustainable energy sources and optimize energy use are critical for reducing emissions and ensuring long-term resilience. Opportunities include future regulatory changes, market and technological disruptions, and new sources of energy. Failure to adapt to changing energy landscapes could result in increased costs, penalties, and stranded assets.	BPCL's strategic focus on energy resource management and transitioning to sustainable energy sources is crucial for its long-term value creation. This approach ensures environmental sustainability, drives cost efficiency, enhances competitiveness, and positions the company for future growth, demonstrating BPCL's commitment to financial viability, environmental responsibility, and technological advancement.	Positive implications include aligning with global energy transition trends, enhancing BPCL's competitiveness, mitigating climate-related risks, adopting low-carbon technology, and contributing to a sustainable energy future.
7	Occupational Health & Safety	Risk	Prioritizing occupational health and safety is essential to protect employees and maintain productivity. Risks include workplace accidents, injuries, and regulatory non-compliance, which can compromise human well-being, lead to financial losses, damage reputation, and cause employee disengagement.	Conduct comprehensive risk assessments, develop robust safety management systems, provide safety training, foster a proactive safety culture, and monitor safety performance metrics. Identifying occupational health and safety risks enables BPCL to implement robust safety protocols, provide adequate training and personal protective equipment, conduct regular safety audits, and promote a culture of safety awareness.	Negative implications include the failure to ensure a safe work environment, which could result in legal liabilities and penalties.
8	Managing & Minimizing Environmental Impact	Risk	Minimizing environmental impact is crucial for mitigating climate change and preserving natural resources. Risks include air and water pollution, habitat destruction, and regulatory fines. By integrating environmental considerations into its operations, BPCL can enhance environmental stewardship, mitigate reputational risks, and contribute to sustainable development goals.	BPCL conducts operations with minimal environmental and ecological impacts, focusing on natural resources such as soil, water, air, and biodiversity. Suitable management and mitigation measures are implemented throughout the project lifecycle.	Negative implications include the failure to manage environmental risks, which could result in legal sanctions, community backlash, and operational disruptions.
9	Asset Integrity & Process Safety	Risk	Maintaining asset integrity and process safety is essential to prevent accidents and protect human lives and the environment. Risks include equipment failures, leaks, and operational errors, which can lead to catastrophic incidents and reputational damage.	BPCL ensures process safety in line with the American Petroleum Institute's (API) recommended practices and standards. Identifying risks in asset integrity and process safety enables BPCL to implement preventive maintenance programs, conduct risk assessments, upgrade infrastructure, and enhance emergency response capabilities.	Negative implications include the failure to ensure asset integrity and process safety, which could result in financial losses and a loss of public trust.
10	Human & Labor Rights	Risk	Upholding human and labor rights within BPCL's operations is fundamental to fostering a culture of ethical responsibility and social accountability. Risks stemming from overlooking human and labor rights encompass potential labor disputes, safety violations, and breaches of fair labor practices.	BPCL adopts a proactive stance towards upholding human and labor rights by integrating them into every facet of its operations. This approach involves fostering a culture of continuous learning and personal development. BPCL has adopted a Human Rights policy based on national and international standards, ensuring non-discrimination based on caste, religion, disability, gender, age, race, color, ancestry, marital status, or affiliation with any religious, union, or minority group.	Negative implications include not only non-compliance with regulations but also the cultivation of a negative work environment as a result of policy violations.



S. No.	Material issue identified	Indicate whether risk or opportunity (R/O)	Rationale for identifying the risk/opportunity	Approach to adapt or mitigate	Positive/negative implications
11	Availability of Raw Materials/ Energy Security	Risk	Securing a dependable supply of raw materials and energy sources is a cornerstone of BPCL's operational resilience and long-term sustainability. Risks related to inadequate supply include import disruptions will lead to loss of production, increased costs, vulnerability to market fluctuations and potentially compromising business continuity.	BPCL takes a comprehensive approach to ensure the availability of raw materials and energy security, recognizing the importance of diversification of supply chain. This involves optimizing current supply chain, seeking out alternative sources and investing in renewable energy solutions. By leveraging technological advancements and forging strategic partnerships, BPCL aims to reduce its reliance on volatile markets and geopolitical factors, thereby safeguarding its operations and maintaining a competitive edge in an ever-changing landscape.	Negative Implication. Reliance on limited global suppliers may expose the company to geopolitical risks and loss of production.
12	Inclusive Development	Risk	Embracing inclusive development practices within BPCL's operations is pivotal for fostering social equity and driving shared prosperity. Risks stemming from inadequate inclusivity measures encompass dissatisfaction among marginalized stakeholders, community unrest, and reputational damage, all of which could hinder the company's social license to operate.	BPCL's commitment to inclusive development goes beyond mere compliance with regulations; it is deeply ingrained in its corporate ethos. Through initiatives that prioritize community engagement, capacity building, and economic empowerment, BPCL seeks to create lasting positive impacts on the societies it operates in.	Negative Implication. Neglecting inclusivity concerns may invite regulatory scrutiny and violation of human rights policy.
13	Talent Management	Risk	Effectively managing talent is indispensable for BPCL to attract, retain, and develop a skilled workforce capable of driving innovation and sustaining growth. Risks associated with inadequate talent management include talent shortages, diminished employee engagement, and decreased organizational agility, potentially hindering the company's ability to respond to market dynamics.	At BPCL, talent management means nurturing potential and fostering a culture of continuous learning and development. By offering career advancement and a supportive work environment, BPCL attracts top talent and retains them for the long-term. Through targeted training programs and mentorship initiatives, BPCL ensures that its workforce remains agile and adaptable, ready to tackle the challenges of future.	Negative Implication. Neglecting talent management may lead to loss of skilled manpower, competitive edge and increased recruitment costs.
14	R&D	Opportunity	Investing in research and development (R&D) is imperative for BPCL to stay ahead of market trends, innovate new products, and enhance operational efficiency. Opportunities associated with R&D investment include technological advancements, competitiveness, and increased market relevance.	BPCL's approach to research and development is characterized by a relentless pursuit of innovation and commitment to stay ahead of the curve. Through strategic partnerships and collaborations with leading research institutes and startups, BPCL gains access to cutting-edge technologies and fresh perspectives, enabling it to develop solutions that addresses the evolving needs of its customers.	Positive Implication. By prioritizing R&D, BPCL can foster a culture of innovation, accelerate product development cycles, and deliver solutions that meet ever changing customer demands.
15	Data Integrity & Cyber Security	Risk	Safeguarding data integrity and cybersecurity is paramount for protecting BPCL's valuable assets, Intellectual Property knowledge and ensuring compliance with regulations. Risks stemming from data breaches, cyber-attacks, and data manipulation include financial losses, reputational harm, and legal liabilities, that can severely impact the company's brand image and stakeholder trust.	BPCL recognizes the critical importance of data integrity and cybersecurity in today's digital landscape and has implemented a comprehensive strategy to safeguard its information assets. BPCL has state-of-the-art cybersecurity tools and protocols which enhances data security. Through regular training and simulated cyber-attack exercises, BPCL ensures that its workforce remains vigilant and prepared to respond effectively to potential threats.	Negative Implication. Neglecting data integrity and cybersecurity measures may result in loss of Intellectual Property, customer data and disruption of business continuity.

## Business Responsibility and Sustainability Report (Contd.)

S. No.	Material issue identified	Indicate whether risk or opportunity (R/O)	Rationale for identifying the risk/opportunity	Approach to adapt or mitigate	Positive/negative implications
16	Product Stewardship & Customer Satisfaction	Risk	Ensuring product stewardship and delivering customer satisfaction are imperative for BPCL to maintain its competitive edge and foster long-term customer loyalty. Risks associated with lapses in product stewardship includes product quality, communication of safe handling, responsible disposal, meeting regulatory requirements could erode market share and revenue streams.	BPCL's approach to product stewardship and customer satisfaction is driven by a deep understanding of its customers' needs and a relentless pursuit of excellence. By prioritizing quality control and continuous improvement, BPCL ensures that its products and services exceeds customer expectations and meets national and global standards. Through proactive engagement and feedbacks from multiple channels, BPCL remains agile and responsive to changing market dynamics.	Negative Implication. Failing to meet customer expectations may lead to loss of customers and revenue.

### 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.

The National Guidelines for Responsible Business Conduct (NGRBC) as prescribed by the Ministry of Corporate Affairs advocates nine principles referred as P1-P9 as given below:

P1	Businesses should conduct and govern themselves with integrity in a manner that is ethical, transparent, and accountable
P2	Businesses should provide goods and services in a manner that is sustainable and safe
P3	Businesses should respect and promote the well-being of all employees, including those in their value chains
P4	Businesses should respect the interests of and be responsive towards all its stakeholders
P5	Businesses should respect and promote human rights
P6	Businesses should respect, protect, and make efforts to restore the environment
P7	Businesses when engaging in influencing public and regulatory policy, should do so in a manner that is responsible and transparent
P8	Businesses should promote inclusive growth and equitable development
P9	Businesses should engage with and provide value to their consumers in a responsible manner

Disclosure questions	P 1	P 2	P 3	P 4	P 5	P 6	P 7	P 8	P 9
<b>Policy and management processes</b>									
1. a. Whether your entity's policy/policies cover each principle and its core elements of the NGRBCs. (Yes/No)	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
b. Has the policy been approved by the Board? (Yes/No)	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
c. Web-link of the policies, if available.	Web Links given below*								
2. Whether the entity has translated the policy into procedures. (Yes/No)	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
3. Do the enlisted policies extend to your value chain partners? (Yes/No)	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
4. Name of the national and international codes/certifications/ labels/standards (e.g. Forest stewardship council, Fairtrade, Rainforest alliance, Trustee) standards (e.g. SA 8000, OHSAS, ISO, BIS) mapped to each principle.	BPCL has framed various policies that conform to different applicable statute/guidelines/rules/policies etc., issued by the Government of India from time to time. Industry practices, national/international standards are kept in view while formulating the policies. Standards such as ISO 9001/14001/45001/50001/8001/2701/14064, BIS, OISD etc., as applicable, are widely adopted across the company.								
5. Specific commitments, goals, and targets set by the entity	BPCL has set forth several goals and targets in line with the NGRBC principles, focusing on energy, community development, and environmental sustainability. The company remains committed to achieving SDG, Net Zero commitments under the Paris Agreement, UNGC, etc. For more details on BPCL's goals and performance please refer to BPCL's Sustainability Report.								
6. Performance of the entity against the specific commitments, goals and targets along-with reasons in case the same are not met.									

**Web Links given below\***

- Principle 1: [https://www.bharatpetroleum.in/images/files/CodeOfConduct\\_BPCL.pdf](https://www.bharatpetroleum.in/images/files/CodeOfConduct_BPCL.pdf)
- Principle 2: <https://www.bharatpetroleum.in/Sustainability/Health-Safety-Security-and-Environment/Policies.aspx>
- Principle 3: <https://www.bharatpetroleum.in/images/files/Human-Rights-Policy.pdf>
- Principle 4: <https://www.bharatpetroleum.in/Sustainability/Health-Safety-Security-and-Environment/Policies.aspx>
- Principle 5: <https://www.bharatpetroleum.in/images/files/Human-Rights-Policy.pdf>
- Principle 6: <https://www.bharatpetroleum.in/Sustainability/Health-Safety-Security-and-Environment/Policies.aspx>
- Principle 7: <https://www.bharatpetroleum.in/Sustainability/Health-Safety-Security-and-Environment/Policies.aspx>
- Principle 8: <https://www.bharatpetroleum.com/Social-Responsibility/Corporate-Social-Responsibility/Visionand-Policy.aspx>
- Principle 9: [http://www.bharatpetroleum.com/PDF/Citizen\\_Charter.pdf](http://www.bharatpetroleum.com/PDF/Citizen_Charter.pdf)

**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)**

Health, Safety, Security and Environmental initiatives have always been a core business activity of BPCL. All the Business Units and Entities in BPCL adhere to the commanding principle of 'Safety First, Safety Must'. The objective is to achieve zero incidents, effective containment of hydrocarbons and mitigation of associated hazards. The organization's endeavor is to achieve its mission of 'Zero Incidents, Zero Harm and Zero Excuses'.

BPCL has a well-structured Emergency Response Disaster Management Plan (ERDMP) which encompasses Preparedness, Mitigation, Planning and Restoration (PMPR). Mock drills, as per PNGRB guidelines, are regularly conducted and reviewed to ensure emergency preparedness at all locations. Incident Reporting is a very critical activity with respect to disseminating the learnings across the organization. The incidents reported are thoroughly investigated, Root Cause Analysis is carried out and circulated online to all stakeholders, to accelerate collaborative learning for safer operations and greater adoption of best practices. As on March 31, 2024, Kochi Refinery has achieved 83.24 million man-hours without Loss Time Accident (LTA), Bina Refinery has achieved 20.01 million man-hours without LTA, and Mumbai Refinery has achieved 14.29 million man-hours without LTA for employees.

Governance practices of the Safety Systems and Standard Operating Practices (SOPs) are regularly monitored and reviewed to ensure safe working conditions and operations across all locations. Safety Culture assessments are carried out at a set periodicity to assess the status and actions are put in place to enhance the safety culture to the generative stage. A Workmen Safety perception survey is on the anvil, using a software tool to analyse the data. Risk Based Process Safety (RBPS) Management was successfully implemented and monitored in all the three Refineries of BPCL.

The Corporate Safety Management System (CSMS), which includes addition of two new technical standards and 12 Life Saving Rules (LSR) across the organization (Refinery and Marketing BUs), was strictly adhered to by BPCL, to achieve standardization and establish uniform understanding. The revised CSMS is being implemented, including regular monitoring of the system effectiveness across the organization through compliance measurement audits, surprise dip stick audits etc. Internal and External Audits are an integral part of the verifying mechanism to ensure safe operations and compliance of audit recommendations has always been our topmost priority. External Safety Audits (ESAs) are frequently undertaken by the Oil Industry Safety Directorate (OISD), Petroleum and Natural Gas Regulatory Board (PNGRB), Factory Inspectorate and other statutory bodies, and recommendations are implemented in a time-bound manner.

Various technological interventions were used like the Industrial Internet of Things (IIoT) based Wireless Asset Monitoring System, robotic cleaning of confined places, cloud-based HSSE portal, Cyber Security System of the IT network, manpower monitoring system, camera feed and drones used in turnaround safety surveillance in refineries. The Electronic Work Permit System (e-WPS), with the Integrated Risk Information System (IRIS) for monitoring all ultra critical activities to augment safety across business units, was also implemented. The technology of the Vehicle Tracking System (VTS)/Electromechanical (EM) Digital locks was also integrated with IRIS at the central command and control center, ensuring Industrial Transport Discipline Guidelines (ITDG) for recording, monitoring and corrective actions against enroute violations, which had an impact on reduction of in-transit accidents collectively (Retail and LPG SBUs). Further, BPCL became the first OMC to introduce e-KYC for LPG customers through face recognition in both, customer and operator applications, clocking 27 lakh registrations to ensure customer integrity.

The Pipeline Entity has implemented an interlock Bypass Online Authorization System to enhance process safety with mapping of the Geographical Information System (GIS), to enable comprehensive data management of all the pipelines on a single platform with concurrent access from anywhere at any time. With the commissioning of the Pipeline Intrusion Detection System (PIDS) in the Cochin Coimbatore Karur Pipeline (CCKPL), all major

## Business Responsibility and Sustainability Report (Contd.)

product pipelines of BPCL are covered under our state-of-the-art technology. Altogether, 13 tapping attempts were averted using this technology across the network. The Pipeline Entity achieved zero LTA and fatalities for 26 years consecutively.

Training and development form an integral part of the organization's competency building program. Corporate HSSE arranged and imparted training on various topics of HSSE for more than 3,930 man-hours, covering 2,794 participants. Besides, self-paced mandatory online training through M/s. Dupont for HSSE role holders on 14 strategic modules was implemented through HR department, on an online portal through the 'My Sphere' application, as a part of the competency building program for management staff. HSSE also organized high impact webinars on Health (mental health and lifestyle improvement), Safety (organizational safety) and Environment (net zero, lifecycle assessment, waste management, sustainability etc.) across BPCL for employees. The Refineries conducted training programs on process safety management, contractor safety management on scaffolding, the e-permit system, turnaround management, maintenance activities etc. Safety talks were delivered to all PCVO crews, which focussed on training them about the importance of adhering to traffic rules, and thorough check of the vehicle before leaving the premises. The drivers are encouraged to be aware of all first aid actions in case of an emergency and are provided with a Transport Emergency Card (TREM).

BPCL is wholly devoted to address the issues of climate change and believes that a comprehensive solution, which includes efficient use of energy, technological advancements, energy transition alternatives like renewable energy, biofuels and Green Hydrogen are the need of the hour for ensuring environmental safety and a sustainable ecosystem.

BPCL has set a target to become Net Zero for its Scope 1 and Scope 2 Greenhouse Gas (GHG) emissions by 2040, in line with the nation's objective of achieving Net Zero emissions by 2070. BPCL has carried out a detailed study of all its business units and identified various short-term and long-term levers to reduce emissions to achieve Net Zero targets. Renewable Energy (RE) has been identified as one of the key thrust areas, with the objective of addressing in-house power requirements through renewable sources.

For setting up major solar projects, land parcels within BPCL and its subsidiaries have been identified and feasibility studies are in progress. A solar project of 18 Megawatt peak (MWp) has been commissioned at Bina Refinery and 4.6 MWp floating solar at Kochi Refinery. Commissioning of another 8.4 MWp is under final stages. Work is in progress for two wind projects of 50 Megawatt (MW) each, in Madhya Pradesh and Maharashtra and 71 MWp DC solar at Prayagraj, with a total investment of

₹ 1,275 crore approximately. About 17,252 ROs have been provided with a solar system/solar lights. BPCL is setting up a pilot plant of 2 TPD Temperature-Programmed Desorption (TPD) of Green Hydrogen to study the intricacies, and then to scale up to meet Green Hydrogen requirements in the refineries. BPCL is also setting up a Green Hydrogen refuelling station at Kochi using indigenous Bhabha Atomic Research Center (BARC) technology. BPCL has also been awarded a Green Hydrogen production capacity of 2,000 MTPA through Bio-Mass based pathways under the Strategic Interventions for Green Hydrogen Transition (SIGHT) scheme through a Solar Energy Corporation of India (SECI) tender.

BPCL is in the process of identifying viable Carbon Capture, Utilization and Storage (CCUS) technologies which can be implemented in its refineries to capture CO<sub>2</sub> emissions. These emerging technologies will be adopted gradually with a focus on Scope 1 emissions. In alignment with the Net Zero goals of BPCL, Corporate Research and Development Center (CRDC) is working on various CCUS technologies, such as Carbon Capture from Refinery off gases, Simulated Moving Bed Adsorption (SMB), Methanol production from CO<sub>2</sub> captures and Sustainable Aviation Fuel (SAF).

BPCL has benchmarked its Sustainability Initiatives on Environment, Social and Governance (ESG) parameters on the Dow Jones Sustainability Index (DJSI) platform and was ranked the eighth best Company globally in the Oil and Gas sector for the year 2023-24. BPCL also benchmarked its performance on the Carbon Disclosure Project (CDP) Platform of Sustainability and Climate Change, representing the Company's transition towards environmental stewardship, and maintaining its rating at 'Management Level', which is the best in the Indian Oil and Gas sector and on par with the international peer group. The organization's Sustainability performance and initiatives were recognized during the year by renowned institutions and agencies through a number of awards and accolades such as The Energy and Resources Institute (TERI), Confederation of Indian Industry (CII), Federation of Indian Petroleum Industry (FIPI), Golden Peacock, Economic Times, etc.

The latest report on Sustainability was published for the year 2022-23, following sector specific GRI Standards and other global frameworks, and mapped with United Nations' 17 Sustainable Development Goals. The Sustainable Development Report of BPCL is assured by an independent third party, as per Accounting Ability 1000 AS third edition (AA1000 AS V3) 'Type 2 Moderate level', and International Standards of Assurance Engagement (ISAE) 3000.

The organization is continuously implementing various initiatives in the direction of minimizing the operational impacts on the environment and firmly believes that clean energy alternatives shall help in protecting the



environment. The capacity of renewable energy was increased from 62.3 MW to 94.89 MW and Energy Efficient Lighting (EEL) capacity was increased from 63.52 MW to 71.05 MW during the year. Mumbai Refinery, Bina Refinery, Pipelines, Retail, LPG and Aviation locations have implemented 100% energy efficient lights and other locations have planned to achieve this target by 2025.

BPCL has blended 166.42 crore litre ethanol with MS in FY 2023-24 and achieved a blending percentage of 11.7%. It has sold 243 TKL of E20 (MS blended with 20% ethanol) through 4,422 ROs across India. BPCL also blended 9.45 crore litre of Biodiesel with HSD and achieved a blending percentage of 0.36 % in FY 2023-24.

BPCL is setting up a 1G and 2G Bio-Ethanol Refinery with a capacity of 100 KL/day each at Baulsingha Village, Bargarh District, Odisha. The plant is in advanced construction, which will be mechanically completed by October 2024 and final commissioning by March 2025. The 2G Ethanol Plant shall utilize around 480 MT of agricultural waste (rice straw) as feedstock, whereas the 1G Ethanol Plant shall utilize around 230 MT of surplus/damaged rice grain as feedstock to produce 100 KL of Ethanol per day each. Both these plants are being designed for Zero Liquid Discharge (ZLD) requirements. Once operational, it shall be a one-of-a-kind bio-refinery in India with both, 2G and 1G Ethanol production and designed for ZLD requirements. The expected total emission reduction from Bargarh Bio-Ethanol refinery at full design capacity will be around 1.1 lakh MTCO<sub>2</sub>e per year.

The initiatives on renewables have resulted in annual reduction of GHG emissions by approximately 376 TMTCO<sub>2</sub>e. Additionally, other sustainable initiatives such as Ujjwala Yojana, transportation of product through pipelines, use of Biofuel in MS and HSD and energy conservation activities, have helped in reduction of emissions by approximately 8.27 MMTCO<sub>2</sub>e, totalling 8.64 MMTCO<sub>2</sub>e for the year 2023-24.

BPCL's primary thrust is on highways to develop Highway Fast Charging Corridors. BPCL has established 120 corridors covering more than 35,000 kms distance on the highways. BPCL has already set up 2,443 EV charging stations at Retail Outlets in FY 2023-24 making it a cumulative total of 3,135 EV charging stations. BPCL has signed an MOU with TATA Motors to share insights and decide locations to set up 7,000 charging stations. BPCL has signed an agreement with Trinity Cleantech for setting up three-wheeler fast chargers in UP. BPCL has also allied with major original equipment manufacturers (OEMs) like Ola, Ather and Hero for two-wheeler fast chargers. Further, BPCL has expanded its CNG network and mechanically completed 435 CNG stations and commissioned 278 CNG stations during FY 2023-24, making it a cumulative total of 2,031 CNG stations across the country. These initiatives will help in reduction of Scope 3 emissions and maintaining a clean environment.

This year, BPCL has planted more than 1,60,000 trees to improve the green cover and enhance biodiversity by using the Miyawaki technique (multi-layered dense forestation), seed bombing and conventional methods. The cumulative total of trees planted at various BPCL locations has crossed the mark of 10.5 lakh, which helped in increasing CO<sub>2</sub> sinks by sequestering 23,600 MTCO<sub>2</sub>e. Bina Refinery and the Forest Department, MP signed a MoU for their partnership to develop a greenbelt on 90 ha forest land at Kanjia range, Khurai, Vanmandal North Sagar, MP with a total investment of ₹ 1.96 crore in 5 years' project duration, starting from July 2024.

BPCL has been proactively and continuously working towards increasing the Rainwater Harvesting (RWH) capacity, to reduce the dependency on other sources of water. The total catchment area under RWH has increased from 11.95 lakh sqm to 13.49 lakh sqm, which helped in saving 640 TKL of water during the year FY 2023-24. BPCL is implementing the recommendations of the RWH study carried out at Mumbai Refinery, to increase the share of fresh water from rainwater and reduce dependency on Brihanmumbai Municipal Corporation.

As a responsible corporate citizen, with an obligation towards prevention of soil contamination, BPCL carried out a third party audit to get its locations certified for 'Zero Waste to Landfill'. Thereafter, all the refineries and marketing locations are certified for 'Zero Waste to Landfill' except KR, which shall complete the certification by September 2024.

BPCL is following the 5R rule of Waste Management, i.e., Refuse, Reduce, Reuse, Repurpose and Recycle waste in all its operations. The Lubricants BU has taken a license for Extended Producer's Responsibility (EPR) under the brand owner category for lubricant packaging plastic containers and disposed of approximately 4,891 MT of plastic waste responsibly during FY 2023-24. The Company has adopted composting in a big way to dispose of organic waste from the refineries and marketing locations in a responsible manner.

BPCL has conducted a pilot Life Cycle Assessment (LCA) study from the cradle to the grave at Wadilube Installation, where blending of Lubricants takes place. The project was carried out by National Institute of Industrial Engineering (NITIE), one of the leading research institutes in Mumbai using Gabi software. This helped in identifying the possible hotspots for improvement and alternatives that could reduce energy consumption, biodiversity and environmental impacts.

BPCL is committed to leverage sustainable development, operational efficiency, and improved processes and technologies, in order to reduce resource consumption, in line with the national policy and in compliance with related regulatory norms, to conserve and sustain the natural and social ecosystems as an integral element of our business.



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### 8. Details of the highest authority responsible for implementation and oversight of the business responsibility policy/policies

The Sustainable Development Committee has been established by the Board which is responsible for implementing and overseeing principles identified in NGRBC in line with existing policies at BPCL.

### 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, BPCL has a Sustainable Development Committee (SDC) in place responsible for decision-making pertaining to sustainability related issues. The committee examines sustainability initiatives every six months and provides recommendations for further improvement.

The key members of the committee are:

1. Dr. (Smt.) Aiswarya Biswal, Chairperson-DIN No.9396589
2. Shri. Vetsa Ramakrishna Gupta-DIN No-8188547
3. Shri. Ghanshyam Sher-DIN No.9396915
4. Shri. Sanjay Khanna-DIN No.-9485131
5. Shri. Gopal Krishan Agarwal-DIN No.-226120
6. Dr. (Smt.) Sushma Agarwal-DIN No.-10065236

### 10. Details of review of NGRBCs by the company:

Subject for review	Indicate whether the 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	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes									Half Yearly
Compliance with statutory requirements of relevance to the principles, and the rectification of any non-compliances	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes									As and when Required

### 11. Has the entity carried out independent assessment/evaluation of the working of its policies by an external agency? (Yes/No). If yes, provide the name of the agency.

P1	P2	P3	P4	P5	P6	P7	P8	P9
No	No	No	No	No	No	No	No	No

### 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)	NA	NA	NA	NA	NA	NA	NA	NA	NA
The entity is not at a stage where it is in a position to formulate and implement the policies on specified principles (Yes/No)	NA	NA	NA	NA	NA	NA	NA	NA	NA
The entity does not have the financial or/ human and technical resources available for the task (Yes/No)	NA	NA	NA	NA	NA	NA	NA	NA	NA
It is planned to be done in the next financial year (Yes/No)	NA	NA	NA	NA	NA	NA	NA	NA	NA
Any other reason (please specify)	NA	NA	NA	NA	NA	NA	NA	NA	NA

## 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 programs on any of the principles during the financial year:

Segment	Total number of training and awareness programs held	Topics/principles covered under the training and its impact	% of persons in respective category covered by the awareness programs
Board of directors	1	Induction workshop for Independent Directors – where presentation was made on provisions of Companies Act, 2013 pertaining to Board Meetings, Board committees, effective element for engagement with the Board and emerging trends in Board governance and India Energy Week	100%
Key managerial personnel	1	Induction workshop for KMP's – where presentation was made on provisions of Companies Act, 2013 pertaining to Board Meetings, Board committees, effective element for engagement with the Board and emerging trends in Board governance and India Energy Week	100%
Employees other than BoD and KMPs	234	Safety, Behavioral, Functional, Technical, Human Rights and Well-Being	100%
Workers	462	Safety, Technical, Skill Upgradation and Well-Being	100%

#### 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 Principles	Name of the regulatory/enforcement agencies/judicial institution	Amount (INR)	Brief of the Case	Has an appeal been preferred? (Y/N)
Penalty/fine	NA	Nil	Nil	NA	NA
Settlement	NA	Nil	Nil	NA	NA
Compounding Fee	NA	Nil	Nil	NA	NA
Non-Monetary					
	NGRBC Principles	Name of the regulatory/enforcement agencies/judicial institution		Brief of the Case	Has an appeal been preferred? (Y/N)
Imprisonment		Nil	Nil	NA	NA
Punishment		Nil	Nil	NA	NA

#### 3. Of the instances disclosed in Question 2 above, details of the Appeal/Revision are 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.

Yes, The company has an Anti-fraud policy for all employees including part time employees for establishment of various procedures and controls to minimize the chances of fraud, submission of report to competent authority etc. This is an internal policy and available on company's internal website.

## Business Responsibility and Sustainability Report (Contd.)

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 2023-24	FY 2022-23
Directors	Nil	Nil
KMPs	Nil	Nil
Employees	Nil	Nil
Workers	Nil	Nil

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

	FY 2023-24		FY 2022-23	
	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 conflict of interest of the KMP's	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.

Not Applicable

8. Number of days of accounts payables

		₹ in crore
Number of days of accounts payables	FY 2023-24	FY 2022-23
i) Accounts payable x 365 days <sup>x</sup>	9,545,527.45	99,17,223.38
ii) Cost of goods/services procured	404,933.67	4,55,163.04
iii) Number of days of accounts payables	23.58	21.79

9. Open-ness of Business: Provide details of concentration of purchases and sales with trading houses, dealers, and related parties along with loans and advances and investment, with related parties, in the following format:

			₹ in crore
Parameters	Metrics	FY 2023-24	FY 2022-23
Concentration of Purchases	a. i) Purchases from trading houses	66,593.17	71,831.50
	ii) Total purchases	3,80,730.35	4,28,973.25
	iii) Purchases from trading houses as % of total purchases	17.49%	16.74%
	b. Number of trading houses where purchases are made	12	10
	c. i) Purchases from top 10 trading houses	64,705.23	71,831.50
	ii) Total purchases from trading houses	66,593.17	71,831.50
	iii) Purchases from top 10 trading houses as % of total purchases from trading houses	97.16%	100.00%
Concentration of Sales	a. i) Sales to dealer/distributors	3,61,252.31	3,62,449.21
	ii) Total Sales	5,06,911	5,35,651
	iii) Sales to dealer/distributors as % of total sales	71.27%	67.67%
	b. Number of dealers/distributors to whom sales are made	27,746	26,945
	c. i) Sales to top 10 dealers/distributors	1,994	2,198
	ii) Total Sales to dealer/distributors	3,61,252.31	3,62,449.21
	iii) Sales to top 10 dealers/distributors as % of total sales to dealer/distributors	0.55%	0.61%

₹ in crore

Parameters	Metrics	FY 2023-24	FY 2022-23
Share of RPTs in	a. i) Purchases (Purchases with related parties)	13,096.62	35,240.21
	ii) Total Purchases	3,80,730.35	4,28,973.29
	iii) Purchases (Purchases with related parties as % of Total Purchases)	3.44%	8.22%
	b. i) Sales (Sales to related parties)	979.01	4,133.61
	ii) Total Sales	5,05,475.73	5,32,104.86
	iii) Sales (Sales to related parties as % of Total Sales)	0.19%	0.78%
	c. i) Loans & advances given to related parties	164.49	612.98
	ii) Total loans & advances	2,192.73	2,706.39
	iii) Loans & advances given to related parties as % of Total loans & advances	7.50%	22.65%
	d. i) Investments in related parties	8,388.84	8,794.72
	ii) Total Investments made	14,458.02	13,872.35
	iii) Investments in related parties as % of Total Investments made	58.02%	63.40%

## Leadership Indicators

### 1. Awareness programs conducted for value chain partners on any of the Principles during the financial year:

Total number of awareness programs held	Topics/principles covered under the training	Category of Value chain partners covered	% of value chain partners covered (by value of business done with such partners) under the awareness programs
30	Conducted Safety training on SOPs, use of firefighting equipment & fire extinguishers etc(P3, 6,9)	Compressor Operators, Dealers, DSMs, LCV/HCV drivers, supervisors & helpers at CNG stations.	100%
356	Conducted Location HSSE Committee Meetings, Conducted Contractor Safety Meetings (P3, 6,9)	PMC, Contractors supervisors & workmen, outsourced contract staff	100%
162	Safety Awareness Programs on safe uses of Natural Gas (P3, 6,9)	PNG-Domestic/Industrial/ Commercial customers	100%
67	Awareness program on sustainability and Net zero (P2,6)	BPCL Officers	100%
3	Catch Them Young Program was Conducted for Educating Young India about Natural Gas. (P8)	School Students	100%
3	HSSE Training for officers on CNG/PNG Operations(P3,6)	BPCL Officers	100%
250	Smart Baney PNG Chuney Program Conducted for Customers as part of PNG Drive(3,6,9)	For Domestic Customers	100%
57	Conducted Health Check up Program(P3,6)	Contract workman and LCV/ HCV operators	100%
1	PESO Workshop at Kharghar (P3,6)	Officers from Ahmednagar & Aurangabad GA	100%
1	GIS Mapping by external trainer Mr. Subhajeet Guha (Success Manager from M/s ESRI India, Mumbai) at Aurangabad Pipelines office (P3,6)	Officers from Ahmednagar & Aurangabad GA	100%
1	SS Tubing Installation Training by external trainer M/s Swagelok, Pune at Aurangabad pipeline office (P3,6)	Officers from Ahmednagar & Aurangabad GA	100%
1	Gail Gas training on CGD (P3,6)	BPCL Officers	100%
1	Safety at Project Sites – Working with Cranes and on Scaffolding (P3,6)	Officers from Ahmednagar & Aurangabad GA	100%

### 2. Does the entity have processes in place to avoid/manage conflict of interests involving members of the Board? (Yes/No) If yes, provide details of the same.

Yes, the Company has established a 'Code of Conduct for Board Members and Senior Management Personnel' to prevent conflicts of interest wherein the directors must sign a declaration stating that they will not participate in situations which are directly or indirectly in conflict with the Company's interests. The Code prohibits directors from making decisions on matters where they have a personal conflict of interest or believe there will be one. The Companies Act of 2013 requires Directors to disclose their interests on Form MBP-1, which must be submitted in the board meeting. The Board is informed of any transactions in which a director has an interest, post which the concerned director(if any) is not involved in the discussion. The code can be accessed through the link provided: [https://www.bharatpetroleum.in/images/files/CodeOfConduct\\_BPCL%207.3.24.pdf](https://www.bharatpetroleum.in/images/files/CodeOfConduct_BPCL%207.3.24.pdf)

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### Principle 2 - Businesses should provide goods and services in a manner that is sustainable and safe.

#### Essential Indicators

1. 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

	FY 2023-24 (in %)	FY 2022-23 (in %)	Details of improvements in environmental and social impacts
R&D	100%	100%	Expenditure in new and energy efficient refining processes, new formulation developments, green hydrogen implementation, emerging green energy technologies
Capex	0.32%	0.14%	R&D facilities augmentation, Development of new facilities for Biofuels, polymer & Petchem, Alternate energy

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

The company abides by the Public Procurement Policy for Micro and Small Enterprises (MSE) Order 2012 and its subsequent amendments. The company's total procurement value of Goods and Services during 2023-24, excluding Works Contracts, where MSEs could have participated was ₹9,821.28 crore whereas the actual procurement value from MSEs was ₹3,315.40 crore, i.e., an achievement of 33.76% thereby exceeding the target of 25%. The company also offers Trades Receivable Discounting Scheme (TReDS) to its MSME Vendors.

As an effort to enhance procurement from MSEs, the Company held online Vendor Development Programs for MSE SC/ST and MSE Women, in which over 250 vendors participated and received extensive presentations from MSME and NSSHO (National SC/ST Hub office) authorities. The firm also took part in ten MSME Vendor Development Programs hosted by several MSME DFOs (Development and Facilitation Offices). The company also conducted two workshops for BPCL vendors to enroll them in TReDS platforms. In all of these events, vendors were welcomed, and their expertise was expanded by various presentations on the company's existing and future business requirements, as well as emerging trends.

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

33.76% inputs were sourced sustainably.

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.

BPCL R&D is exploring the use of mixed plastic waste in environmentally friendly and sustainable ways, such as road making at refineries and retail outlets. The proposal is to evaluate this through certified bodies for

commercial applications, aiming to achieve "Net Zero" goals and meet the "Swachh Bharat Mission" targets.

**The Plastic Waste** Management Rules mandate Extended Producers Responsibility (EPR) for managing plastic waste packaging. In 2023-24, BPCL Lube collected 4891 MT of plastic waste and reprocessed it through an approved party.

**E-Waste** is being disposed as per E-waste Management Rules 2022 requirements. BPCL has also made a waste management manual for the benefit of locations. E-waste disposal is centrally monitored by IS Department.

**Hazardous waste** includes spent catalysts, oily sludge, and oily sludge from refineries. Spent catalysts contain precious metals and are sent to recyclers for recovery, co-processing, or incineration. Oily sludge from storage tanks and Effluent Treatment Plants is treated and blended with finished products. Unused sludge is either bio-remediated or incinerated.

**Kitchen waste**, generated in refinery towns and canteens, is treated in waste management plants to convert it into biogas and manure. Biomedical waste is managed according to the Biomedical Waste Management Rules, 2016, and batteries are disposed off through registered recyclers through a buy back policy.

**Non-hazardous wastes** are managed through the reduction, reuse, and recycling process.

#### Waste Management System at BPCL:

BPCL's waste management system operates on a clear categorization of waste into hazardous and non-hazardous types, each with specific disposal methods and recycling strategies. Within the hazardous category, materials like spent catalysts and slop oil undergo a recycling process, either through authorized recyclers or internal reprocessing for reuse. On the other hand, non-hazardous waste, including light waste, plastic waste, and canteen waste, follows a different route. These materials are either internally recycled or sold to authorized vendors, serving various purposes like the production of bio-manure. Moreover, BPCL ensures the



responsible disposal of hazardous waste like spent clay containing oil or residues containing oil, employing safe landfilling methods facilitated by Treatment, Storage, and Disposal Facilities (TSDF). For critical waste streams like bio-medical waste, BPCL relies on incineration, a process predominantly managed by government hospitals.

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 EPR plan submitted to Pollution Control Boards? If not, provide steps taken to address the same.**

The Plastic Waste Management Rules mandate Extended Producers Responsibility (EPR) for managing plastic waste packaging. BPCL, a lubricant manufacturer and packaging company, has been granted EPR for plastic waste recycling in the Indian market. The policy was notified on February 16, 2022, and the waste collection plan aligns with the EPR plan submitted with the Pollution Control Board. In 2023-24, BPCL Lubes collected 4891 MT of plastic waste and reprocessed it through a CPCB-approved party, which is used in manufacturing various everyday plastic items.

## Leadership Indicators

1. **Has the entity conducted Life Cycle Perspective/Assessments (LCA) for any of its products (for manufacturing industry) or for its services (for service industry)? If yes, provide details in the following format?**

NIC Code	Name of product/ service	% of total Turnover contributed	Boundary for which the Life Cycle Perspective/ Assessment was conducted	Whether conducted by an independent external agency (Yes/ No)	Results communicated in the public domain (Yes/No) If yes, provide the web-link.
46610	Blending of lubricants and additives	0.60%	BPCL Wadilube Plant Facility	Yes, National Institute of Industrial Engineering (NITIE)	Yes, Yes results communicated through Annual Report FY 2022-23 ( <a href="https://www.bharatpetroleum.in/pdf/OurFinancial/Complete-BPCL-AR-2022-23---English-Final-9fc811.pdf">https://www.bharatpetroleum.in/pdf/OurFinancial/Complete-BPCL-AR-2022-23---English-Final-9fc811.pdf</a> )

2. **If there are any significant social or environmental concerns and/or risks arising from production or disposal of your products/services, as identified in the Life Cycle Perspective/Assessments (LCA) or through any other means, briefly describe the same along-with action taken to mitigate the same.**

Name of Product/Service	Description of the risk/concern	Action Taken
Lubricants	Climate Change-The carbon footprint of producing 1 litre of lubricant at Wadilube is 1.34 Kg CO <sub>2</sub>	1. 20 kWh Solar plant installed which led to 18% reduction in impact caused 2. The Recycling of plastic waste was able to reduce the overall impacts due to plastic waste by 0.33%.
	Metal Depletion-metal depletion was 9.81*10 <sup>-4</sup> Kg Cu equivalent for making 1 litre of lubricant.	Recycling of metals at site has reduced impact by 0.39%
	Freshwater consumption-Fresh water consumption in Wadilube facility for one liter of lubricant is 7.9*10 <sup>-4</sup> m <sup>3</sup>	1. The percentage reduction of water footprint due to recycling of steam water as condensate accounted for 4.58% 2. Water footprint of the lubricant from cradle to grave is reduced by 14.85%.

3. **Percentage of recycled or reused input material to total material (by value) used in production (for manufacturing industry) or providing services (for service industry).**

Indicate input material	Recycled or reused input material to total material	
	FY 2023-24	FY 2022-23
Oily Sludge, Catalyst and Flare Gas	0.23%	Data not maintained at present and would be provided in subsequent years.

4. **Of the products and packaging reclaimed at end of life of products, amount (in metric tonnes) reused, recycled, and safely disposed of.**

	FY 2023-24			FY 2022-23		
	Re-used	Recycled	Safely disposed	Re-used	Recycled	Safely disposed
Plastics (including packaging)	Nil	Nil	4,891	Nil	Nil	3,172
E-waste	Nil	Nil	Nil	Nil	Nil	3.63
Hazardous waste	90,387	1,15,862	5,957	Nil	Nil	28,842
Other waste (Non-Hazardous waste)	Nil	11,901	Nil	Nil	Nil	9,052

## Business Responsibility and Sustainability Report (Contd.)

### 5. Reclaimed products and their packaging materials (as a percentage of products sold) for each product category.

Indicate Product Category	Reclaimed products and their packaging materials as % of total products sold in respective category.
Packaging Material	Nil

### 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 employees.

Category	% of employees covered by										
	Health insurance			Accident insurance		Maternity benefits		Paternity benefits		Day care facilities	
	Total (A)	Number (B)	% (B/A)	Number (C)	% (C/A)	Number (D)	% (D/A)	Number (E)	% (E/A)	Number (F)	% (F/A)
Permanent employees											
Male	5,069	5,069	100%	5,069	100%	NA	NA	5,069	100%	5,069	100%
Female	527	527	100%	527	100%	527	100%	NA	NA	527	100%
Total	5,596	5,596	100%	5,596	100%	527	100%	5,069	100%	5,596	100%
Other than Permanent employees											
Male	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Female	1	1	100%	1	100%	1	100%	NA	NA	1	100%
Total	1	1	100%	1	100%	1	100%	NA	NA	1	100%

#### b. Details of measures for the well-being of workers:

Category	% of workers covered by										
	Health insurance			Accident insurance		Maternity benefits		Paternity benefits		Day care facilities	
	Total (A)	Number (B)	% (B/A)	Number (C)	% (C/A)	Number (D)	% (D/A)	Number (E)	% (E/A)	Number (F)	% (F/A)
Permanent workers											
Male	2,763	2,763	100%	2,763	100%	NA	NA	2,763	100%	2,763	100%
Female	147	147	100%	147	100%	147	100%	NA	NA	147	100%
Total	2,910	2,910	100%	2,910	100%	147	100%	2,763	100%	2,910	100%
Other than Permanent workers											
Male	BPCL, a responsible global corporate citizen, ensures that contractors follow applicable laws such as the Minimum Wages Act, Payment of Wages Act, Employee Provident Funds Act, Employee State Insurance Act (subject to applicability), Worman's Compenzation Act and Contract Labor (Regulation & Abolition) Act. BPCL provides welfare amenities such as clean drinking water, clean toilets for all contract workers on sites. All contract workers receive annual/half-yearly health check-ups on-site. They receive first-aid training. Regular awareness activities, including Health Talks and Swachhta Pakhwada, are also carried out regularly to educate contract workers on social and personal development concerns.										
Female											
Total											

#### c. Spending on measures towards well-being of employees and workers (including permanent and other than permanent) in the following format:

	FY 2023-24	FY 2022-23
Cost incurred on well-being measures as a % of total revenue of the company.	0.0395%	0.0399%

## 2. Details of retirement benefits.

Benefits	FY 2023-24			FY 2022-23		
	No. of employees covered as a % of total employees	No. of workers covered as a % of total workers	Deducted and deposited with the authority (Y/N/N.A.)	No. of employees covered as a % of total employees	No. of workers covered as a % of total workers	Deducted and deposited with the authority (Y/N/N.A.)
PF	100%	100%	Yes	100%	100%	Yes
Gratuity	100%	NA	NA	100%	NA	NA
ESI	NA	100%	NA	NA	100%	NA

Note: EPS portion deducted and deposited with RPFC. EPF administered by Corporation's IPF trust.

## 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.*

Yes, The company's premises are accessible to differently abled employees and workers.

## 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 company has an equal opportunity policy in place as per the Rights of Persons with Disabilities Act, 2016. The policy can be accessed through the following link: [https://www.bharatpetroleum.in/images/files/EOP%20BPCL\(3\).pdf](https://www.bharatpetroleum.in/images/files/EOP%20BPCL(3).pdf)

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

Gender	Permanent employees		Permanent workers	
	Return to work rate	Retention rate	Return to work rate	Retention rate
Male	100%	96.62%	100%	99.04%
Female	100%	100%	NA	NA
<b>Total</b>	<b>100%</b>	<b>96.84%</b>	<b>100%</b>	<b>99.04%</b>

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

(If Yes, then give details of the mechanism in brief)	
Permanent workers	The Company has always valued open and transparent communication, encouraging employees to share their concerns with their Line Managers, HODs, HR, ESE Department, or the Senior Leadership Team.
Other than permanent workers	The Company has maintained an open-door policy, granting all employees access to the Leadership Team regardless of hierarchy. To address issues, the Company has established systems and processes such as the Grievance Management System (Samadhan Portal), Safety Committees, Internal Committee (POSH), Whistle-blower Policy, and Human Rights Policy.
Permanent employees	The Employee Satisfaction Enhancement (ESE) department aims to proactively engage with employees, understand their concerns, and resolve them while maintaining confidentiality. Employees can register grievances with their line Manager, embedded HR, or directly with the independent Employee Satisfaction Enhancement Department. The process and FAQs for approaching ESE are available on the Company's Intranet.  New recruits are educated on the Code of Conduct, Discipline and Appeal Rules (CDA Rules)/Standing Orders and the Prevention of Sexual Harassment (POSH) at the workplace. Additionally, the Company provides a Public Grievance Redress Mechanism for customers and the general public, and designates Central Public Information Officers (CPIO) and Appellate Authority under the Right to Information Act, 2005.
Other than permanent employees	

## 7. Membership of employees and workers in association(s) or Unions recognized by the listed entity:

Category	FY 2023-24			FY 2022-23		
	Total employees/workers in the respective category (A)	No. of employees/workers in the respective category, who are part of the association(s) or Union (B)	% (B/A)	Total employees/workers in the respective category (C)	No. of employees/workers in the respective category, who are part of the association(s) or Union (D)	% (D/C)
<b>Total permanent employees</b>	<b>5,596</b>	<b>0</b>	<b>0.00%</b>	<b>5,583</b>	<b>0</b>	<b>0.00%</b>
Male	5,069	0	0.00%	5,105	0	0.00%
Female	527	0	0.00%	478	0	0.00%
<b>Total permanent workers</b>	<b>2,910</b>	<b>2,810</b>	<b>96.56%</b>	<b>3,130</b>	<b>3,006</b>	<b>96.04%</b>
Male	2,763	2,687	97.25%	2,969	2,869	96.63%
Female	147	123	83.67%	161	137	85.09%

## Business Responsibility and Sustainability Report (Contd.)

### 8. Details of training given to employees and workers:

Category	FY 2023-24					FY 2022-23				
	Total* (A)	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)
<b>Employees</b>										
Male	5,069	5,069	100%	5,069	100%	5,105	5,105	100%	5,105	100%
Female	527	527	100%	527	100%	478	478	100%	478	100%
<b>Total</b>	<b>5,596</b>	<b>5,596</b>	<b>100%</b>	<b>5,596</b>	<b>100%</b>	<b>5,583</b>	<b>5,583</b>	<b>100%</b>	<b>5,583</b>	<b>100%</b>
<b>Workers</b>										
Male	27,971	27,971	100%	27,971	100%	26,797	26,797	100%	26,797	100%
Female	786	786	100%	786	100%	647	647	100%	647	100%
<b>Total</b>	<b>28,757</b>	<b>28,757</b>	<b>100%</b>	<b>28,757</b>	<b>100%</b>	<b>27,444</b>	<b>27,444</b>	<b>100%</b>	<b>27,444</b>	<b>100%</b>

### 9. Details of performance and career development reviews of employees and workers:

Category	FY 2023-24			FY 2022-23		
	Total (A)	No. (B)	% (B/A)	Total (C)	No. (D)	% (D/C)
<b>Employees</b>						
Male	5,069	5,069	100%	5,105	5,105	100%
Female	527	527	100%	478	478	100%
<b>Total</b>	<b>5,596</b>	<b>5,596</b>	<b>100%</b>	<b>5,583</b>	<b>5,583</b>	<b>100%</b>
<b>Workers</b>						
Male	27,971	2,763	9.88%	26,797	2,969	11.08%
Female	786	147	18.70%	647	161	24.88%
<b>Total</b>	<b>28,757</b>	<b>2,910</b>	<b>10.12%</b>	<b>27,444</b>	<b>3,130</b>	<b>11.41%</b>

### 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, what is the coverage of such a system?

Yes, BPCL has implemented a comprehensive Health, Safety, and Environment Policy to reduce environmental impact in its operations. The refineries have been certified for ISO 9001, ISO 14001, ISO 45001, and ISO 50001 for Energy Management systems. Risks and opportunities are identified with mitigation strategies and detailed Hazard Identification and Risk Assessment (HIRA) and aspect impact (AI) are prepared and documented. BPCL HSSE policies provide direction to maintain a productive and safe workplace. Every location has a HSSE role holder, with the primary responsibility of ensuring adherence to the HSSE Policy. Safety protocols and SOPs are available to limit incidents, mishaps, injuries, and exposure to hazards. The Corporate Safety Management System (CSMS) and 12 Life Saving Rules (LSR) are adhered to across the organization to achieve standardization and enhance safety culture.

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

BPCL has developed a Corporate Safety Management System (CSMS) to manage health and safety risks at an "As Low as Reasonably Practical (ALARP)" level and drive improvement across the company. The system prescribes minimum safety management system compliance requirements and is applicable to all operations, assets, facilities, employees, contractors, and stakeholders. A portal has been developed for capturing incident reporting, leading, and lagging indicators, which are critical for learning and disseminating learnings for corrective/preventive actions. Hazard Identification & Risk Analysis (HIRA) studies have been conducted at all operating locations, along with Threat Vulnerability & Risk Assessment and Security Audits. Risks and Opportunities are identified with mitigation strategies, and a detailed HIRA and Aspect Impact (AI) has been prepared and documented for all refinery and marketing locations. Quantitative Risk Analysis (QRA) and Hazard & Operability study (HAZOP) are also conducted in line with 175 requirements of Oil Industry Safety Directorate (OISD) and Petroleum and Natural Gas Regulatory Board (PNGRB) guidelines.

BPCL has established Process Safety Events identification and Measurement System in accordance with American Petroleum Institute (API) Recommended Practice (RP) 754 Standard, ensuring that process safety events are monitored, recorded, and analyzed. Process Safety Management (PSM) principles are implemented to create safe workplaces and prevent disasters. BPCL undertakes regular safety audits to identify hazards, ensure compliance with standard operating procedures, and assess the performance of the company's safety measures. External Safety Audits (ESA) are undertaken by the OISD, PNGRB, and the Petroleum & Explosives Safety Organization (PESO), and the Surprise Dip Stick Audit (SDSA) mechanism was further strengthened to ensure compliance with 12 Life Saving Rules (LSR) at locations.

**c. Whether you have processes for workers to report the work-related hazards and to remove themselves from such risks.**

Yes. BPCL encourages employees to report potential risks, hazardous situations, and near misses. Incidents recorded in the portal system are thoroughly examined, Root Cause Analysis is conducted, and the results are shared publicly with all stakeholders to promote collaborative learning and safer operations. Awareness initiatives highlight the need of reporting near misses to both workers and contractors. Safety Committee meetings and Monthly Safety Theme activities are essential for raising awareness, communicating

safety problems, and improving practices. Committees are formed with equal participation from workers and management to address safety concerns and audit recommendations, in accordance with legislative requirements.

BPCL urges all functional leaders, supervisors, workers, and contract personnel to implement safe practices in daily routines, operational planning, and development activities. The workforce is encouraged to report safety concerns and provide safety suggestions to enhance overall safety management. BPCL has safety policies and SOPs in place to prevent incidents, injuries, and exposure to risks for employees, contractors, customers, tank truck drivers, and communities where they operate.

**d. Do the employees/workers of the entity have access to non-occupational medical and healthcare services?**

Yes, BPCL focuses on Occupational Health and Safety (OHS) to prevent accidents and hazards in the workplace. The company extends its commitment to customers and communities nearby. As per the Factories Act, BPCL conducts half yearly medical check-ups for employees and contract labors working in operating locations and refineries. Additionally, the company maintains a first-aid kit at all locations, provides 20% of employees with first-aid training and refresher courses, and maintains an OHS center accessible to employees and workers.

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

Safety incident/number	Category	FY 2023-24	FY 2022-23
		Inside plant	Inside plant
Lost Time Injury Frequency Rate (LTIFR) (per one-million-person hour worked)	Employees	0	0
	Workers	0.038	0.066
No. of incidents	Employees	Nil	Nil
	Workers	100	144
Total recordable work-related injuries	Employees	Nil	Nil
	Workers	3	13
No. of fatalities	Employees	Nil	Nil
	Workers	1	4
High consequence work-related injury or ill-health (excluding fatalities)	Employees	Nil	Nil
	Workers	Nil	Nil

\*Including in the contract workforce

**12. Describe the measures taken by the entity to ensure a safe and healthy workplace.**

BPCL emphasizes on the safety of all its company personnel and ensures their participation in comprehensive "Safety in the Workplace" training program at operational sites in compliance with legislative standards. The HSE policy emphasizes the use of appropriate technology to reduce the environmental effect of activities. Refineries and marketing business units now have ISO 9001:2015, ISO 14001:2015, and ISO 45001:2018 certifications

for their quality, environmental, occupational health, and safety management systems. A safe workplace is achieved through various safety management systems, including Operation and Maintenance Procedure, Work Permit System, Personnel Safety using PPEs, Trainings, Risk Analysis and Management, Process Safety Management, Management of Change, Safety Audit, Employee Participation in building Safety Culture, Incident Investigation and Analysis, Emergency Planning and Response, and Safety in Facility Design/ Construction.



## Business Responsibility and Sustainability Report (Contd.)

To ensure a healthy workplace, safety aspects are considered during the design stage, with Safety Integrity Level (SIL) 3 being considered in process parameters. Asset integrity is maintained by following the latest applicable standards/guidelines. Firefighting facilities conform to OISD and NFPA standards. Earthing systems are installed according to IS3043, and an Integrated Management System is implemented comprising ISO 9001, ISO 14001, and 45001.

Work Permit Systems include Job Safety Analysis, working at height, Incident Reporting System, and Safety Meetings at various levels. Capability building includes training at entry, refresher, and workshops. Emergency Response & Disaster Management Plan (ERDMP) is prepared and approved according to Petroleum and Natural Gas Regulatory Board (PNGRB) guidelines. Regular mock drills assess readiness, and safety audits are conducted to assess compliance levels. Off-the-job safety is also practiced for the welfare of employees and their families.

### 13. Number of complaints on the following made by employees and workers

	FY 2023-24			FY 2022-23		
	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	Nil	0	0	Nil
Health & safety	0	0	Nil	0	0	Nil

### 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	100%

### 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.

BPCL operating locations follow several regulatory criteria, such as Petroleum and Explosives Safety Organization(PESO), Petroleum and Natural Gas Regulatory Board (PNGRB) rules, BIS, and API standards. They have clear operating procedures, manuals, and verified ERDMP documentation. All safety-related incidents are quickly reported and examined by competent team members, based on their severity. BPCL guarantees that remedial steps are taken to eliminate possible events, while ensuring that they are appropriate to the problem and hazards identified. The lessons learned from these accidents are shared with stakeholders, and remedial measures are monitored and assessed on a regular basis. Safety audits evaluate the efficacy of corrective action implementation. Significant hazards associated with health and safety are mitigated by technological/digital interventions, competency development on safety aspects through workshop/training, periodic monitoring and review.

### Leadership Indicators

- 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).

**Employees** - Yes, The company has internal schemes that cover both accidental and non-accidental deaths, and the compensation payable is determined according to the scheme's provisions.

**Workers** - Yes, The company has internal policies for permanent workers that cover accidental and non-accidental fatalities, with compensation provided depending on the scheme terms, whilst indirect workers are protected by ESIC or the Employees Compensation Act.

- Provide the measures undertaken by the entity to ensure that statutory dues have been deducted and deposited by the value chain partners.

The contractor is responsible for paying wages to all contract workers on a timely basis, and before processing their monthly bills, they must produce a copy of the wage record, PF/ESI challans, and remittances of PF/ESI dues for their contract workers. Wage payout is done electronically through NEFT transfer directly into the contract labour's bank accounts. To ensure 100% compliance with the contract requirements, the contractor must pay electronically/via NEFT transfer. The primary employer's representative authenticates and verifies the disbursement of wages.

3. 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 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 2023-24	FY 2022-23	FY 2023-24	FY 2022-23
Employees	Nil	Nil	Nil	NA
Workers	1	4	Nil	NA

4. 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/No)

BPCL is committed towards welfare of its retired employees and has revamped its online portal which offers a practical and user-friendly platform with features like self-updating personal contacts and mobile phone availability. The company also provides comprehensive pre-retirement training programs, focusing on physical

health, mental well-being, financial literacy, and personal development. These programs cover health management, fitness regimens, stress management, and coping strategies for emotional resilience. They also equip employees with knowledge on investment strategies, retirement planning, pension schemes, and financial management, ensuring financial stability post-retirement. These sessions provide BPCL employees with a holistic toolkit for a rewarding and healthy retired life, demonstrating the company's unwavering commitment to its workforce beyond their tenure.

5. Details on assessment of value chain partners:

	% of value chain partners (by value of business done with such partners) that were assessed
Health and safety conditions (Dealers, distributors & transporters)	100%
Working conditions (Dealers, distributors & transporters)	100%

6. Provide details of any corrective actions taken or underway to address significant risks/concerns arising from assessments of health and safety practices and working conditions of value chain partners.

Value Chain Partner	Health and Safety Concerns	Major Efforts Undertaken
Contractors Executing various Project Works at Project locations	Life risks due to: 1) Fall from height during work execution. 2) Fall and trapped inside Excavated Pit and buried due to soil collapse 3) Trapped inside confined space & life risk due to suffocation, Fire situation 4) Fire accident due to working in Hazardous area (Brown Field locations) 5) Material handling and accident due to failure of lifting equipment, uncondusive site condition	1. Contractors and workmen undergo a mandatory induction program prior to commencing work, focusing on safety rules, regulations, SOPs, CSMS objectives, Project HSSE Manager, and Assurance Plan. 2. They are required to use PPE, comply with 12 Lifesaving rules, and have a mitigation plan for construction hazards. 3. A HIRA/Hazop Study is conducted before work commences, and contractors are required to have a HSSE supervisor before job execution. 4. Regular safety awareness enhancement activities, such as Toolbox Talks, Safety Committee Meetings, and site visits, are organized to ensure safety and deal with violations through CAPA. 5. A competency building and safety awareness development program was organized for contractor workers at regional, HQ, and site levels. The program included construction safety, first-aid training, and standard operating procedures (SOPs), with 1,661 participants and 4,983 training manhours. 6. In 2023-24, 83,94,852 man-days were worked at project sites without LTA. 7. Contractors and employees are encouraged to report any Near-miss and breaches pertaining to Life Saving Rules(LSR). This year, 395 Near misses and 381 LSR breaches were reported across all 58 project locations. 8. 95 health check-up camps were organized, benefiting 1,525 contract workers around the project site.
Mobile Cascade crew/ CNG stations	CNG leakage during filling LCV cascade at Mother Station	<ul style="list-style-type: none"> <li>The maintenance checklist includes a visual inspection of stainless steel tubing and a soap solution test of threaded joints.</li> <li>Advisory note issued regarding the safe transit of CNG cascades via LCV/HCV.</li> <li>400 safety campaigns were conducted focussing on handling emergency situations involving 4,000 customers including drivers, dealers, compressor operators.</li> </ul>

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Value Chain Partner	Health and Safety Concerns	Major Efforts Undertaken
TT Crew	Road Transport of hazardous/flammable fuels	<ul style="list-style-type: none"> <li>8,164 TT Crew members received defensive driving instruction (DDT).</li> <li>7,380 TT crew members received simulator-based DDT training.</li> <li>148 Health checkup camps conducted.</li> </ul>
Retail Network/Dealers/Distributors	Fire accidents during product transfer	Mock drills on emergency situations were held at several ROs in accordance with the ERDMP to boost staff confidence and skills.
LPG delivery chain/Customers	Safe delivery and usage of LPG cylinders	<ul style="list-style-type: none"> <li>Safety clinics conducted - 46,381</li> <li>Training to Distributor Show room staff - 2,343</li> <li>Delivery Staff of Distributors for PDC checks - 3,217</li> <li>SOP training to Direct Customers - 335</li> <li>Training to showroom staff - 2,475</li> </ul>

### 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.

Bharat Petroleum Corporation Limited (BPCL) is committed to upholding a corporate governance philosophy that aims to protect the interests of stakeholders through principles of transparency, comprehensive disclosures, employee empowerment, collective decision-making, and social initiatives. BPCL identifies key stakeholders as those significantly affected by its operations or capable of influencing them. Regular engagement with stakeholders enables BPCL to understand their expectations regarding environmental, social, and governance matters. The company collaborates with stakeholders to promptly address sustainability challenges and communicates

through diverse channels, fostering transparent and effective communication to build trust and enduring relationships. Regular engagement assists BPCL in reviewing and integrating stakeholder expectations into strategic planning and business activities.

In addition to routine stakeholder engagement, BPCL conducted a formal survey this year to solicit feedback. The company has devised mechanisms to identify internal and external stakeholders based on their influence and impact on sustainability performance as part of its sustainability reporting process. Internal stakeholders include employees, investors, and shareholders, while external stakeholders encompass government and regulatory bodies, industry associations, customers, competitors, communities and NGOs, dealers and distributors, suppliers and contractors, media, and industry trade associations.

#### 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), Other	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 & Regulators	No	Official Meetings/MoU Reviews, Monthly/periodic project updates Electronic Communications, Public Disclosures, Conclaves/Seminars/events etc	Memorandum of Understanding with Regulators Periodic Meetings with Regulators	<ol style="list-style-type: none"> <li>To understand goals and objectives</li> <li>To engage in official initiatives</li> <li>For undertaking community developments projects</li> <li>For new policy developments and ministry directives</li> </ol>
Industry & Trade Associations	No	Emails, Meetings Conferences, events, Seminars, Virtual Platforms	Periodic and need base Meetings	<ol style="list-style-type: none"> <li>HSE and intercompany product transfer risks, among other industry issues.</li> <li>Collaboration to commercialize technologies/products or conduct joint research, etc.</li> <li>Grievances and complaints redressal.</li> </ol>

Stakeholder group	Whether identified as vulnerable & marginalized group (Yes/No)	Channels of communication (Email, SMS, Newspaper, Pamphlets, Advertisement, Community meetings, Notice board, Website), Other	Frequency of engagement (Annually/half-yearly/quarterly/others – please specify)	Purpose and scope of engagement including key topics and concerns raised during such engagement
Suppliers & Contractors	Yes (MSME/SC/ST vendors)	Contractors Vendor meets, Inspection visits to facility, emails and phone calls, Tenders	As per Requirement	1. Sourcing Materials, Equipment, and Services 2. Electronic tendering, HSSE policy training, supply chain advisory notes, contract labor safety, vendor awareness initiatives, etc.
Dealers and Distributors	No	Award Functions, Meetings and training sessions, Individual Interactions	Periodic and Need based	1. Product quality 2. Constant supply 3. Facility maintenance 4. Safety during product handling 5. Technological improvements
Shareholders & Investors	No	Public disclosures on Financial performance, Annual General Meeting, Press briefing & social media	AGM, Quarterly reports, Quarterly investor meets, Press Releases	Enhancing growth and profitability, integrating sustainable development practices, refining operational efficiencies, and embracing new technologies to uphold ethical governance.
Customers	No	Customer Meeting Customer Satisfaction Survey, telephonic feedback, Online communication survey	Regular	1. Innovating processes, embracing eco-friendly technologies, delivering quality products and services, addressing grievances, and soliciting feedback. 2. Offering competitive prices, ensuring product quality and quantity, and maintaining high-quality service standards.
Employees	Yes (Women/SC/ST)	Career progression, Occupational Health and Safety requirements	Personal interactions Performance appraisal	Fostering a safe and healthful workplace promotes a culture of ongoing education, provides avenues for career advancement and professional development, and ensures swift resolution of grievances.
Communities & NGOs	Yes	Face to face meetings through implementing partners to execute CSR projects/programs or through district administration, etc.	Periodic	CSR initiatives are put into action to support community progress, offering skill training to enhance livelihood prospects, and establishing an exit strategy to maintain project sustainability.

## 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.**

Bharat Petroleum Corporation Limited (BPCL) is dedicated to sustainability and ethical business practices. It has instituted procedures to facilitate dialogue between stakeholders and the board regarding Environmental, Social, and Governance (ESG) matters. The company actively engages in surveys, focus groups, and stakeholder meetings to gather input on its sustainability endeavors.

BPCL has established a Board-level Sustainable Development Committee (SDC), composed of two full-time Directors and four Independent Directors, with an independent director leading the committee. The Sustainable Development Committee is responsible for overseeing strategy and monitoring the implementation of key sustainability initiatives. Twice a year, the Sustainable Development Committee assesses sustainability efforts, reviews material topics, evaluates stakeholder engagement, and examines Environmental, Social, and Governance (ESG) metrics overseen by the Corporate HSSE department.

The board receives regular updates on the company's sustainability performance and progress towards ESG

targets through the SDC. The committee ensures that stakeholder feedback informs decision-making processes, underscoring BPCL's commitment to transparency and responsiveness.

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 the policies and activities of the entity.**

Stakeholder consultation plays a pivotal role in identifying areas for enhancement in corporate environmental and social endeavors. For instance:

When engaging in CSR initiatives or environmental conservation projects beyond BPCL's boundaries, input and feedback from stakeholders such as communities and regulatory bodies are actively sought. BPCL consistently takes steps to enhance its products, such as transitioning from BS-IV to BS-VI grade fuels, improving fuel and lubricant efficiency, tailoring fuels for colder climates, incorporating Ethanol blending in petrol, advancing toward renewable energy and biofuels, navigating the Energy Transition, establishing EV charging infrastructure, and developing a roadmap toward Net Zero emissions, all through collaboration with government bodies, customers, and other stakeholders.

## Business Responsibility and Sustainability Report (Contd.)

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

BPCL engages with communities through its CSR department and project partners. Issues identified during these interactions are prioritized and presented for management evaluation. The company undertakes initiatives aimed at empowering, uplifting, and fostering overall community development as a result of these interactions.

BPCL focuses on addressing the needs of disadvantaged, vulnerable, and marginalized stakeholders by implementing activities, programs, and initiatives for their welfare, with the goal of achieving holistic and sustainable development. CSR projects and activities target the welfare of Scheduled Castes (SC), Scheduled Tribes (ST), Other Backward Classes (OBC), and other economically weaker sections.

Additionally, initiatives are carried out for communities in Aspirational Districts identified by NITI Aayog.

The CSR Vision of BPCL is to "Be a Model Corporate Entity with Social Responsibility committed to Energizing Lives through Sustainable Development," aiming to foster enduring relationships with various communities. BPCL emphasizes that its most significant achievements are not solely financial but also those that benefit marginalized communities in small towns and villages.

BPCL's CSR initiatives primarily focus on five core thrust areas:

- Education
- Environmental Sustainability
- Skill Development
- Health & Sanitation
- Community Development

## 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 2023-24			FY 2022-23		
	Total (A)	No. of employees/workers covered (B)	% (B/A)	Total (C)	No. of employees/workers covered (D)	% (D/C)
<b>Employees</b>						
Permanent	5,596	5,596	100%	5,583	5,583	100%
Other than permanent	1	1	100%	1	1	100%
<b>Total employees</b>	<b>5,597</b>	<b>5,597</b>	<b>100%</b>	<b>5,584</b>	<b>5,584</b>	<b>100%</b>
<b>Workers</b>						
Permanent	2,910	2,910	100%	3,130	3,130	100%
Other than permanent	25,847	25,847	100%	24,314	24,314	100%
<b>Total workers</b>	<b>28,757</b>	<b>28,757</b>	<b>100%</b>	<b>27,444</b>	<b>27,444</b>	<b>100%</b>

#### 2. Details of minimum wages paid to employees and workers

Category	FY 2023-24					FY 2022-23				
	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)
Employees										
Permanent	5,596	0	0%	5,596	100%	5,583	0	NA	5,583	100%
Other than permanent	1	0	NA	1	100%	1	0	NA	1	100%
Total employees	5,597	0	0%	5,597	100%	5,584	0	NA	5,584	100%
Workers										
Permanent	2,910	0	0%	2,910	100%	3,130	0	NA	3,130	100%
Other than permanent	25,847	0	0%	25,847	100%	24,314	0	NA	24,314	100%
Total workers	28,757	0	0%	28,757	100%	27,444	0	NA	27,444	100%

Note: For other than permanent workers, as per the statutory obligations, it is ensured that contract labor are paid not less than the applicable minimum wages as per the guidelines issued from GOI from time to time. The contractor is primarily responsible to ensure timely payment of wages to all contract labor. As an established process, the contractor submits proof of payment of wages along with their monthly bills.



### 3. Details of remuneration/salary/wages

#### a. Median remuneration/wages:

	Male		Female	
	Number	Median remuneration/salary/wages of respective category	Number	Median remuneration/salary/wages of respective category
Board of Directors (BoD)	5	50,25,019.71	0	NA
Key managerial personnel*	0	NA	1	38,47,200.00
Employees other than BoD and KMP	5,064	22,32,154.50	527	21,74,767.13
Workers	2,763	10,74,239.95	147	17,77,801.50

\*All BoDs are KMPs and their median remuneration/salary/wages has been disclosed in the above section. Therefore not considered

#### b. Gross wages paid to females as % of total wages paid by the entity, in the following format:

	FY 2023-24	FY 2022-23
Gross wages paid to females as % of total wage*	8.63%	8.59%

\*This is exclusive of wages paid to KMP.

Note 1: For computing the compensation, we have considered only regular heads of compensation (one-time payments and perquisites are excluded). The major components are – Basic Pay, Stagnation Increments, Dearness allowance, HRA, Cafeteria Allowance.

Note 2: The Companies Act, 2013 contains a provision relating to calculation of median salaries of employees. However, the requirements is exempt for Government Companies. In view thereof, the median salaries of employees and permanent workers has 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, BPCL has a Human Rights Policy duly approved by the Board recently. Corporation believes in equal opportunity for its employees and ensures that there is no discrimination based on caste, tribe, religion, or region in providing various welfare facilities (including but not limited to) to employees health, efficiency, financial well-being, social status, satisfaction, employment, growth, remuneration, or development. BPCL, being a responsible organization, complies by all the national and international Human Rights standards. Our philosophy of an energized workplace has resulted in best-in-class HR practices which incorporate state of the art facilities for rightful working and joyful living infusing high energy. All employees are treated with dignity and BPCL has developed a strong and mutually beneficial association with its workforce.

Employee Satisfaction Enhancement (ESE) department is a unique and innovative initiative taken by the Company in our endeavor to make BPCL 'A Great Place to Work'. ESE also strives to protect human rights of all employees and resolve cases of violation of human rights. ESE's primary focus area is to reach out to maximum number of employees in a proactive manner, to listen to them, to understand their issues and concerns and aim to resolve them. All issues/grievances brought to the notice of ESE are dealt with utmost confidentiality. The 'Samadhan' portal is also available to resolve HR related queries online.

As a law-abiding corporate citizen, we ensure that the contractors fully comply with their obligations under various statutes including Minimum Wages Act, Payment of Wages Act, Employee Provident Funds Act, Employee State Insurance Act, Contract Labor (Regulation & Abolition) Act etc. as applicable. Provisions of welfare amenities including clean drinking water, clean toilet facilities, rest rooms etc. are extended to all contract labor working in the premises of BPCL. Annual/Half Yearly Onsite Health Check-Up Camps are conducted for all contract labor. They are also provided training in first-aid on a continuous basis. Additionally, several awareness programs such as Health Talks, Swachhta Pakhwada etc. are conducted on a regular basis to educate the contract labor on various social as well as personal development aspects.

In addition, all our vendor contracts include explicitly stated terms and conditions (under General Conditions of Contract) for protection of human rights. Furthermore, the Company has a public grievance system/grievance redressal system for the general public. Grievance Mechanism is also available in public domain and can also be accessed online as given in Chapter 14 of Citizen Charter on BPCL website for customer complaints.

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

BPCL is committed to preventing unlawful discrimination and harassment of its employees and value chain partners. The company conducts human rights reviews and impact assessments throughout the value chain. A Grievance Redressal Procedure is in place to record and resolve grievances, with all issues

## Business Responsibility and Sustainability Report (Contd.)

handled with confidentiality. ESE aims to address genuine grievances and provide feedback for system and policy improvements. Employees can approach ESE in various ways, including face-to-face, telephonic, letter, or email. Unresolved issues are escalated to

the relevant SBU or Entity Head, and employees are informed before closing of cases. The entire process flow and FAQs regarding the ESE procedure are published on the company's Intranet for ease of access to all employees.

### 6. Number of complaints on the following made by employees and workers:

	FY 2023-24			FY 2022-23		
	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	3	2	1 upheld & closed.	1	0	1 upheld & closed.
Discrimination at workplace	Nil	Nil	NA	Nil	Nil	-
Child labor	Nil	Nil	NA	Nil	Nil	-
Forced labor/Involuntary labor	Nil	Nil	NA	Nil	Nil	-
Wages	Nil	Nil	NA	Nil	Nil	-
Other human rights-related issues	3	0	Nil	10	1	Grievances are recorded through igloo platform over the Company's intranet

### 7. Complaints filed under the Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013, in the following format:

	FY 2023-24	FY 2022-23
Total Complaints reported under Sexual Harassment on of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013 (POSH)	3	1
Complaints on POSH as a % of female employees/workers	0.23%	0.09%
Complaints on POSH upheld	1	1

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

In accordance with the 'Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013', BPCL established an Internal Committee (IC) in each Region/Refinery. The Regional/Refinery IC is supervised by the Central Internal Committee. The identities of the complainant, respondent, witnesses, and evidence acquired throughout the inquiry process, as well as committee recommendations and employer actions, are kept secret and not disclosed to the public or media. Violations of confidentiality agreements may result in disciplinary action under the said Act.

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

Yes, the Human rights requirements are part of the business agreements and contracts.

### 10. Assessments of the year

	% of your plants and offices that were assessed (by the entity or statutory authorities or third parties)
Child labor	100%
Forced/involuntary labor	100%
Sexual harassment	100%
Discrimination at workplace	100%
Wages	100%
Others – (Compliance of different statutory provisions as per CLRA)	100%

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

BPCL has established a defined Grievance Redressal Procedure for employees, which allows them to file grievances within certain time frames. All units/regions/head offices have an internal committee established under the Sexual Harassment of Women at Workplace Act, 2013. BPCL also has an Employee Satisfaction Enhancement team that communicates with employees through multiple channels, including online, to better understand their concerns and frustrations. Plans are in place to improve employee satisfaction via wellness, employee connection, and timely grievance resolution.

promptly resolving public complaints. These complaints are consistently overseen through the Centralized Public Grievance Redress and Monitoring System (CPGRAMS), an online web-based system accessible at <https://www.pgportal.gov.in/>. CPGRAMS was developed by the National Informatics Center (NIC) in collaboration with the Department of Administrative Reforms and Public Grievances (DARPG). It's worth noting that there were no alterations to the business processes during the fiscal year 2023-24.

**2. Details of the scope and coverage of any human rights due diligence conducted**

All sites uphold full compliance with statutory regulations, a commitment reinforced by routine internal inspections that ensure thorough due diligence in this regard.

### Leadership Indicators

**1. Details of a business process being modified/ introduced as a result of addressing human rights grievances/complaints.**

The Public Grievance Redressal framework within BPCL extends across various business units, providing a robust online platform for receiving, escalating, and

**3. Is the premise/office of the entity accessible to differently abled visitors, as per the requirements of the Rights of Persons with Disabilities Act, 2016?**

Yes.

**4. Details on assessment of value chain partners:**

	% of value chain partners (by value of business done with such partners) that were assessed
Sexual harassment	
Discrimination at workplace	
Child labor	
Forced/involuntary labor	Nil
Wages	
Others – please specify	

**5. Provide details of any corrective actions taken or underway to address significant risks/concerns arising from the assessments at Question 4 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:**

Parameter(in TJ)	FY 2023-24	FY 2022-23
<b>For Renewable Sources</b>		
Total electricity consumption (A)	181.62	125.26
Total fuel consumption (B)	0	0
Energy consumption through other sources (C)	0	0
<b>Total energy consumed from renewable sources (A+B+C)</b>	<b>181.62</b>	<b>125.26</b>
<b>From non-renewable sources</b>		
Total electricity consumption (D)	4,135.52	3,655.68
Total fuel consumption (E)	122,619.99	123,668.40
<b>Energy consumption through other sources (F)</b>	<b>-</b>	<b>0</b>
<b>Total energy consumed from non-renewable sources (D+E+F)</b>	<b>126,755.51</b>	<b>127,324.08</b>

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Parameter(in TJ)	FY 2023-24	FY 2022-23
<b>Total energy consumed (A+B+C+D+E+F)</b>	<b>126,937</b>	<b>127,449</b>
<b>Energy intensity per rupee of turnover (Total energy consumed / Revenue from operations) (TJ/ Cr ₹)</b>	<b>0.25</b>	0.24
<b>Gross Revenue from operations in Cr</b>	<b>506,911.00</b>	533,467.55
<b>Energy intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) (Factor for multiplication: Using Worldbank conversion factor of 20.22 as per 2023) (Total energy consumed / Revenue from operations adjusted for PPP) ( TJ/ Cr ₹)</b>	<b>5.06</b>	4.83
<b>Sales Throughput MMT</b>	<b>51.04</b>	48.92
<b>Energy intensity in terms of physical output(TJ / MMT)</b>	<b>2,487</b>	2,605
Energy intensity (optional) – the relevant metric may be selected by the entity.	-	-

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.

All BPCL Refineries have been identified as Designated consumers under PAT(Perform Achieve Trade) Scheme. PAT Cycle II was completed in FY 2018-19 and PAT VI Cycle was completed in FY 2022-23. No new PAT Cycle has been declared by Bureau of Energy Efficiency (BEE) for FY 2023-24. A time-bound action plan is being developed by Refineries to achieve PAT objectives.

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

Parameter	FY 2023-24	FY 2022-23
<b>Water withdrawal by source (in '000 kilolitres)</b>		
(i) Surface water	27,553	28,186.32
(ii) Groundwater	483	658.12
(iii) Third-party water (municipal, tanker and AAI water supplies)	4,564	4,647.83
(iv) Seawater/desalinated water	25,652	28,329.60
(v) Others (RCF and Rainwater)	2,829	2,831.91
<b>Total volume of water withdrawal (in '000 kilolitres) (i + ii + iii + iv + v)</b>	<b>61,081</b>	<b>64,654</b>
<b>Total volume of water consumption (in '000 kilolitres)</b>	<b>34,684</b>	<b>35,309</b>
Gross Revenue from operations in Cr	5,06,911.00	5,33,467.55
Water intensity per rupee of turnover (water consumed/turnover) (KL/Cr)	68.42	66.19
Water intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) (Total water consumption / Revenue from operations adjusted for PPP) ( KL/CR ₹)	1,383.50	1,338.33
<b>Sales Throughput MMT</b>	<b>51.04</b>	<b>48.92</b>
Water intensity in terms of physical output (KL/MMT)	680	722
Water intensity (optional) – the relevant metric may be selected by the entity	-	-

4. Provide the following details related to water discharged:

Parameter	FY 2023-24	FY 2022-23
<b>Water discharge by destination and level of treatment (in 000 kiloliters).</b>		
(i) To Surface water	1,993	2,397
- No Treatment	Nil	Nil
- With treatment-please specify level of treatment	1,993	2,397
(ii) To Groundwater	18	15
- No treatment	0	Nil
- With treatment – please specify level of treatment	18	15
(iii) To Seawater	24,370	26,913
- No treatment	-	Nil
- With treatment-please specify level of treatment	24,370	26,913
(iv) Sent to third parties	0	Nil
- No treatment	0	Nil
- With treatment-please specify level of treatment	0	Nil
(v) Others	16	8
- No treatment	16	8
- With treatment-please specify level of treatment	0	Nil
<b>Total water discharged (in kiloliters)</b>	<b>26,396</b>	<b>29,333</b>

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

**Mumbai Refinery:** ZLD is not implemented in MR, although certain efforts have been made, such as 100% recycling of processed water from the Effluent Treatment Plant (ETP) and purified water from the sewage treatment facility is utilized as raw cooling water.

**Kochi Refinery:** ZLD is not implemented in KR, however the process effluent water at Kochi Refinery is processed in effluent treatment plants before being recycled to a reverse osmosis-based demineralisation facility (RODM). Domestic sanitary water is processed in two Sewage Treatment Plants (STP), with the treated water recycled back to the effluent treatment plant.

**Bina Refinery:** Yes, BR has implemented mechanism for Zero Liquid Discharge (ZLD). The initiatives taken for the same are given below:

- 1) Effluent generated is treated in Latest technology membrane-based Effluent Treatment Plant (ETP) of 9000 KLD capacity which includes Sequential Batch Reactor (SBR) and Membrane Bio Reactor (MBR) having physical, chemical and biological treatment of wastewater. Treated effluent is further treated in Reverse Osmosis Demineralization plant (RO-DM) and used in boilers.
2. Robust waste water treatment, enabling to achieve 100% recycling of ETP treated water to RO plant
3. Recycling and treatment of storm channel water
4. Segregating and utilizing high TDS stream in DFDS system
5. Utilizing low TDS (<1500 ppm) RO reject water for green belt watering.

**6. Please provide details of air emissions (other than GHG emissions) by the entity:**

Parameter	Unit	FY 2023-24	FY 2022-23
NOx	Metric Tonnes	6,293	7232
SOx	Metric Tonnes	14,993	8596
Particulate matter (PM)	Metric Tonnes	905	776
Persistent organic pollutants (POP)	Metric Tonnes	0	0
Volatile organic compounds (VOC)	Metric Tonnes	0	0
Hazardous air pollutants (HAP)	Metric Tonnes	0	0
Others – Please specify.	Metric Tonnes	0	0

**7. Provide details of greenhouse gas emissions (Scope 1 and Scope 2 emissions) and its intensity:**

Parameter	Unit	FY 2023-24	FY 2022-23
Total Scope 1 emissions (Break-up of the GHG into CO <sub>2</sub> , CH <sub>4</sub> , N <sub>2</sub> O, HFCs, PFCs, SF <sub>6</sub> , NF <sub>3</sub> , if available)	million Metric tonnes of CO <sub>2</sub> equivalent	9.71	9.68
Total Scope 2 emissions (Break-up of the GHG into CO <sub>2</sub> , CH <sub>4</sub> , N <sub>2</sub> O, HFCs, PFCs, SF <sub>6</sub> , NF <sub>3</sub> , if available)	million Metric tonnes of CO <sub>2</sub> equivalent	0.82	0.72
Total Emissions (Scope 1 + Scope 2)	million Metric tonnes of CO <sub>2</sub> equivalent	10.53	10.40
Gross Revenue from operations	crore ₹	506,911.00	533,467.55
Total Scope 1 and Scope 2 emissions per rupee of turnover (Total Scope 1 and Scope 2 GHG emissions/Revenue from operations)	Metric Tonne of CO <sub>2</sub> equivalent per crore Rupees	20.77	19.50
Total Scope 1 and Scope 2 emission intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) (Total Scope 1 and Scope 2 GHG emissions/Revenue from operations adjusted for PPP)	Metric Tonne of CO <sub>2</sub> equivalent per crore Rupees	420.05	394.36
Sales Throughput	MMT	51.04	48.92
Total Scope 1 and Scope 2 emission intensity in terms of physical output	million Metric tonnes of CO <sub>2</sub> equivalent per million Metric Tonne of Throughput	0.206	0.213
Total Scope 1 and Scope 2 emission intensity (optional) – the relevant metric may be selected by the entity		-	-



## Business Responsibility and Sustainability Report (Contd.)

### 8. Does the entity have any project related to reducing greenhouse gas emission? If yes, then provide details.

#### Mumbai Refinery: Energy Conservation Measures

Sr. No.	Description of Schemes for FY 2023-24	MR: Capital Investment (₹ crore)	Energy Savings	
			Fuel MT/Year	Power MWh/Year
1	Stripping steam optimization in C3/C4 Splitter in CCU	NIL	262	-
2	DHDS De-aerator pressure optimization	NIL	238	-
3	Replacement of 1 no. BCW CT fan blades in CPP BCW cooling towers with new generation energy efficient E-FRP blades	0.03	-	62.3
4	NHGU PSA adsorbent replacement impact	As part of PDR	8,533	-
5	Boiler House (BH) BFW pump offloading	NIL	300	-
6	Tank 116 (VLSFO service) steam to coils isolated for steam savings	NIL	714	-
7	DM water/Pure condensate routing optimization in DHDS/CCR and CDU3 through NHGU	1.65	952	-
8	BH De-aerator pressure optimization	NIL	3,633	-
9	Electrical Heat Tracing (EHT) Phase-1 in offsites congealing lines	31.25	4,829	-5,954
10	CDU3 crude column top pressure optimization	NIL	1,000	-
11	Tank 117 (VLSFO service) steam to coils isolated for steam savings	NIL	714	-
12	Replacement of AFC fan blades in CCR (6 nos.) with new generation energy efficient E-FRP blades	0.16	-	332.4
13	Replacement of fan blades in BCW cooling towers (CPP 2 nos., FCCU 1 no., GTU 1 no.) with new generation energy efficient E-FRP blades	0.16	-	205.9
14	Replacement of fan blades in RCW cooling towers (CCR 3 nos., DHT 2 nos.) with new generation energy efficient E-FRP blades	0.16	-	409.3
15	Replacement of fan blades in SCW cooling towers (MOC 4 nos., CDU4 7 nos., RMP 2 nos.) with new generation energy efficient E-FRP blades	0.43	-	4,542.7
16	CCR revamp	As part of TA	2,200	-
17	NHT shutdown impact and feed maximization	As part of TA	733	-
18	CDU4 shutdown initiative impact	As part of TA	11,667	-
19	Diversion of VDU hotwell gases to flare instead of local venting (isolation of steam-to-steam ring)	As part of TA	48	-
20	CCU shutdown initiative impact	As part of TA	4,233	-
21	FCCU shutdown initiative impact	As part of TA	2,419	-
22	GTU shutdown initiative impact	As part of TA	233	-
23	Steam traps & Leak Management in CDU4, CCU, FCCU, CCR, GTU, DHDS, ARU units & Utility area (SD jobs)	NIL	1,614	-
24	Hot feed to RFU ex CDU4	NIL	1,071	-
25	CDU4 crude column top pressure optimization	NIL	2,267	-
26	86-P-03 Turbine in DM Plant area offloaded	NIL	1,786	-
<b>Total</b>		<b>33.84</b>	<b>49,446</b>	<b>-401.4</b>

Note: Total MTOE savings includes Fuel and Power savings

## KOCHI REFINERY

Sr. No.	Description of Schemes for FY 2023-24	KR: Capital Investment (₹ crore)	Energy Savings	
			Fuel MT/Year	Power MWh/Year
1	Preheat Improvement in CDU3 by passing LK and HK re-boiling medium	NIL	3,256	-
2	Routing of CDU3 Hot VGO to VGOHDS unit thereby reducing steam heating in VGOHDS unit	NIL	2,116	-
3	DCU heater A & heater B pass headers modification	0.25	1,901	-
4	Various APC initiatives implementation in FY'23-24:			
	1. PDO LP Oxo section, BuOH and 2EH section			
	2. UB10 & HRSG for steam reduction			
	3. KHDS for steam and FG optimization	NIL	6,324	-
	4. DHDT and VGO HDT Preheat Improvement			
	5. APC revamp of CDU2 and FCC units			
	6. Dynamic SOx limit in DCU and CDU3 thereby increasing heater efficiencies			
5	Installation of sour water coalescer on sour water line in DCU for oil recovery.	6	999	-
6	Cold Flash drum off-gas from VGOHDS routed to NHT-1 reducing H2 intake and reducing excess Fuel Gas in CEMP-II	NIL	950	-
7	Fuel gas connectivity to old Refinery from IREP thereby reducing flaring and reducing fuel oil consumption in refinery	0.28	950	-
8	Routing KHDS off gases to Biturox incinerator to avoid flaring: Approx. reduction of 2 TPD of HC gas.	0.09	770	-
9	Use of Nitrogen as stripping medium instead of steam in KHDS	NIL	729	-
10	Routing of excess FG from IREP to CEMP-II to reduce flare loss	0.45	500	-
11	Use of New/improved Catalyst in place of old catalyst in VGOHDS	NIL	3,906	-
12	Use of New/improved Catalyst in place of old catalyst in DHDS	NIL	2,604	-
13	In DHDT Unit, 55 AFC metallic blades have been replaced with e-Glass Epoxy FRP type blades	0.47	-	1,704
14	Stopping Fuel Oil circulation in MSBP after fuel gas rationalization scheme implementation	NIL	274	639
15	In PDA unit, replacing small rating motors (P-13A/B and P-17A/B) with higher rating which has helped in running only one pump instead of two parallel pumps	0.35	-	511
16	In CDU2 unit, replacing small rating motors (Pumps CP232A&B - RCO Pump) with higher rating and change in impeller diameter has helped in running only one pump instead of two parallel pumps.	0.4	-	1,278
17	Energy conservation initiatives in PDPP:			
	(a) AFC Power optimization in PDO unit	NIL	388	213
	(b) Diversion of PDO Recycle compressor purge to FG system			
18	Energy conservation initiatives in CDU2: Stopping FO firing in furnaces, direct routing of Raffinate for SBP production, feed pump impeller trimming etc	0.05	577	2,113
19	Energy Improvement Schemes in CDU3: Replacing small rating motors (Heavy Naphtha and HVGO pumps) with higher rating which has helped in running only one pump instead of two parallel pumps, bringing CDU3 heater ID fan in VFD mode.	1.53	-	2,982
20	Reduction in size of steam systems: Stoppage of SCAPH in DHDT, Steam optimization in NHTCCR SCAPH, Removal of redundant lines in SRU3 and utilities	0.05	1,405	-
21	Operational improvements: VGO HDS recycle gas Antisurge opening reduction, MSBP RGC (MNC01) loading reduction to 50% from 75%, Taken VGO HDS PRT inline, routing of hot lean amine from SRU3 to VGO HDT thereby stoppage of amine preheater in VGO HDT.	NIL	984	2,190
22	Energy conservation initiatives in MSBP: installation of FRIC insulation on Hot oil system valves, Routing of condensate to DHDS Utility boiler De-aerators	0.3	665	-
<b>Total</b>		<b>10.22</b>	<b>29,298</b>	<b>11,630</b>

Note: Total MTOE savings includes Fuel and Power savings

## Business Responsibility and Sustainability Report (Contd.)

### BINA REFINERY

S.N.	En-con measures implemented in 2023-24	BR: Capital Investment (₹ crore)	Energy saving	
			Fuel (MTOE/year)	Power (MWH/Year)
1	14MWp Solar Power plant	91.68	-	25,760
2	Installation of Micro Turbine in SRU MP to LP Let-down with power generator	12.14	-	9,600
3	Replacement of conventional lamps with LED lamps	5.86	-	3,490
4	Energy efficient FRP blades in AFC's of Refinery process units	2.56	-	6,013
5	RCT turbine on hot standby to reduces CPP PRDS losses	NIL	-	9,760
6	Stopping the standby seal pot blower in Boiler-2 achieved through pulley resizing of seal pot blowers	NIL	-	160
7	VGO Pump impeller trimming to save power	NIL	-	200
8	CAPH Replacement in HCU Fired heater to reduce fuel consumption	NIL	685	-
9	Replacement of orifice flowmeter of by ultrasonic flow meter in CDU/ VDU & DCU (9 nos)	NIL	261	-
10	ARU and SWS Reboiler steam reduction by 10 TPH by cleaning of tube bundle	NIL	7,143	-
11	Installation of new globe valves in STG LP extraction header which will facilitate the LP steam optimization and increase waste heat recovery in HGU unit	NIL	3,571	-
<b>Total</b>		<b>112.24</b>	<b>11,660</b>	<b>54,983</b>

Note: Total MTOE savings includes Fuel and Power savings

### Mumbai Refinery

#### (i) Steps taken for impact on conservation of energy

Energy conservation and transition towards Net Zero was a major business goal during the year for BPCL. MR successfully completed various energy conservation initiatives, which were instrumental in achieving Specific Energy Consumption (SEC) of 60.9 MBN for the financial year. The performance is attributed to sustained operation at higher intake level of energy efficient CDU4, (Crude Distillation Unit) higher capacity utilization of secondary process units, energy champion schemes and various energy conserving efforts undertaken during the year. A total of 26 numbers of Energy Conservation (ENCON) schemes were implemented, which saved 49374 MTOE/year and reduced CO<sub>2</sub> emission by 15528 MT/Year. These achievements were possible due to the following steps taken:

- Unit wise daily monitoring of steam leaks to achieve zero steam leaks.
- Continuous monitoring & control of all parameters of Furnaces & Boilers.
- Improvement in Preheat, Furnace Efficiency & Operational performance of Crude Distillation Unit-4 (CDU4), Catalytic Cracking Unit (CCU), Fluid Catalytic Cracking Unit (FCCU), Continuous Catalyst Regeneration unit (CCR) & Gasoline Treating Unit (GTU) during Turnaround 2023.

- Continuous recovery of flare gas with the help of Flare Gas Recovery System (FGRS) and stringent monitoring of process conditions to control flare loss.
- Continuous Survey of Pressure Safety Valves (PSV)/Pressure Control Valves (PCV) to identify passing valves and rectification to reduce flare loss.
- Periodical Survey of Compressed air and Nitrogen leaks and rectification.
- Implementation of various Advance Process Control (APC) strategies in process units to reduce energy consumption.
- Usage of "Energy Analytics Dashboard" & "Unit Daily EII Monitoring" for on-line monitoring of Refinery process Performance along with MBN/EII.
- Replacement of conventional cooling tower fan blades in all the Cooling towers and various process units with new energy efficient eFRP. (e Glass epoxy Fibre Reinforced Plastic)
- Implementation of Electric heat tracing in offsite Pipelines.
- De-aerator pressure optimization of the Boiler House.

#### (ii) Steps taken by the Company for utilizing alternate sources of energy

Cumulative solar power generation for 2023-24 was 1195.884 MWH/Annum from Solar Power Plant installed at Mumbai Refinery.

### Kochi Refinery

#### (i) Steps taken for impact on conservation of energy

Specific energy consumption (MBN) has reduced up to 62.6 at KR. BPCL-KR implemented 22 nos. of Major Energy Conservation Schemes, having the potential savings of 31345 MTOE per year with potential reduction of CO<sub>2</sub> emission by 97169 MT per year. The following were the areas of major improvement.

- Integration of refinery fuel gas system across all blocks to avoid flare loss and minimize fuel oil consumption.
- Maximizing hot feed from Crude Distillation Unit 3 (CDU3) to downstream units.
- Delayed Coker Unit (DCU) heater pass modifications.
- Implementation of Advanced Process Control (APC) in all Refinery Units, Petrochemical Units and Utilities.
- Use of nitrogen as stripping medium instead of steam in Kerosene Hydrodesulphurization Unit (KHDS).
- Conversion of Air fin Cooler fan blades from metallic to e-Glass Epoxy Reinforced Plastic (e-FRP).
- Impeller modifications and motor replacement for pumps to avoid 2 pumps operation in parallel due to higher load.

#### (ii) Steps taken for utilizing alternate sources of energy

- 3.2 MWp Solar plant at Rainwater Harvesting Pond was commissioned in February 2024.
- 6.0 MWp Solar plant at CISF Colony was commissioned in March 2024.
- 3.7 MWp solar plant at Shore Tank Farm under construction and expected to be commissioned by June 2024.

### Bina Refinery

#### (i) Steps taken for impact on conservation of energy

"Specific Energy Consumption" was 66 MBTU/BBL/NRGF (MBN) in 2023-24 as against 67.2 MBN in the previous year. A Total of 11 Encon schemes were implemented which helped BR to save 24,156 MTOE/year and to reduce CO<sub>2</sub> emission by 89,071 MT/Year.

The following are the measures taken up at BR for energy conservation.

- Steam Network Management and Quarterly surveys of flare control valves and PSVs passing by ultrasonic leak detector were continued through external expert agencies.
- Continuous monitoring & control of all parameters of Furnaces & Boilers, continuous recovery of flare gas through Flare Gas Recovery System, optimization of process unit parameters through Advance Process Control (APC) to sustain energy performance at optimum level.
- Installation of Micro Turbine in SRU MP to LP Let-down with power generating capacity of 2.5 MW.
- Energy efficient blades installed in place of conventional blades in process fin fan coolers for power saving.
- Replacement of conventional lamps with LED lamps for power saving in refinery.
- Refinery Cooling Tower turbine kept on hot standby to reduces CPP PRDS losses.
- CAPH Replacement in HCU Fired heater to reduce fuel consumption.
- Replacement of orifice flowmeter of by ultrasonic flow meter in CDU/VDU & DCU.

#### (ii) Steps taken for utilizing alternate sources of energy

- 14MW Solar Power project commissioned in August 2023 as a part of Net Zero initiative.
- Setting up a 2.15 MT/day Green Hydrogen plant utilizing 5 MW electrolyzer, engineering work for the same is under progress.

### Marketing Business Units

**CNG:** Further BPCL has expanded its CNG network and mechanically completed 435 CNG stations and commissioned 278 CNG stations during FY 2023-24, making it a cumulative total of 2031 CNG stations across the country.

**Solarization:** BPCL has around 5700 number of Retail outlet where minimum 1 KwP solar capacity has been provided. Solar lights have been provided at 17252 Retail outlets which is 80% of total Retail Outlets of BPCL. Approx. 41 GWh of electricity is generated from Solar energy during FY 2023-24. As an incentive BPCL is providing subsidy of ₹ 2 lakh or 50% of invoice value whichever is lower to Dealer for setting up Solar systems at ROs. BPCL target is to install additional 2500 solar systems at ROs with installed capacity of minimum 1 KW each during FY 2024-25.

**EV charging:** BPC has installed 3135 EV charging stations including 14 Battery Swapping Station across

## Business Responsibility and Sustainability Report (Contd.)

country. This also includes 894 fast charging stations for 4-wheelers on 120 highway corridors and around 106, 2-wheeler fast charging stations, covering around 35,000 km. BPCL has also made alliance with Tata Motors, MG Motors, Ola Electric, Hero Motocorp, Ather Energy, RACEnergy and Voltup for developing EV infra ecosystem. BPCL has planned to add another 3,500

fast charging stations for 4-wheelers on 150 highway fast charging corridors during FY 2024-25.

**Aviation BU:** Laying of ATF pipeline from Piyala to Jewar Airport at the cost of ₹ 138 crore to obviate any need of Tank Lorry movement for product replenishment.

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

Parameter	FY 2023-24	FY 2022-23
<b>Total waste generated (in metric tonnes)</b>		
Plastic waste (A)	4,891.00	5,000.00
E-waste (B)	0.00	3.63
Bio-medical waste (C)	0.00	0.00
Construction and demolition waste (D)	61.88	-
Battery waste (E)	41.84	-
Radioactive waste (F)	0.00	NA
Other Hazardous waste. Please specify, if any. (G)	2,12,206.00	1,53,794.78
Other Non-hazardous waste generated (H). Please specify, if any. (Break-up by composition i.e. by materials relevant to the sector)	11,901.00	9,052.22
<b>Total (A+B + C + D + E + F + G + H)</b>	<b>2,29,102</b>	<b>1,67,851</b>
Gross Revenue from operations in Cr ₹	5,06,911.00	5,33,468
Waste intensity per rupee of Turnover (Total waste generated /Revenue from operations) ( MT/ Cr ₹)	0.45	0.32
Waste intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) (Total waste generated / Revenue from operations adjusted for PPP) ( MT/ Cr ₹)	9.14	6.38
Sales Throughput MMT	51.04	48.92
Waste intensity in terms of physical output(MT/MMT)	4,489	3,431
Waste intensity (optional) – the relevant metric may be selected by the entity.	-	-

### For each category of waste generated, total waste recovered through recycling, re-using or other recovery operations (in metric tonnes)

Parameter	FY 2023-24	FY 2022-23
<b>Category of waste</b>		
(i) Recycled	1,27,763	1,58,143
(ii) Re-used	90,387	0
(iii) Other recovery operations	137	0
<b>Total</b>	<b>2,18,287</b>	<b>1,58,143</b>

### For each category of waste generated, total waste disposed of by nature of disposal method (in metric tonnes)

Parameter	FY 2023-24	FY 2022-23
<b>Category of waste</b>		
(i) Incineration	1,280	2,390
(ii) Landfilling	3,057	4,143
(iii) Other disposal operations	6,374	3,176
<b>Total</b>	<b>10,711</b>	<b>9,709</b>



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

**1. *Plastics (including packaging)***

BPCL, a lubricant manufacturer and packaging company, is required to establish a system for managing plastic waste generated for product sales under Extended Producers Responsibility (EPR). In 2023-24, BPCL's Lubricant business unit collected 4891 MT of plastic waste and reprocessed it through a CPCB-approved party, which used the processed plastic for various everyday use products.

**2. *E-waste***

BPCL follows e-waste disposal guidelines as per E-waste Management Rules 2022. BPCL has also made a waste management manual for the benefit of locations. E-waste disposal is centrally monitored by IS Department. In FY 2023-24, 0 tons of e-waste was disposed.

**3. *Hazardous waste***

**a. *Spent Catalyst***

BPCL refineries comply with CPCB regulations and recycle recoverable catalysts through licensed re-processors for metal recovery. Solid hazardous waste is disposed of in an approved SPCB facility, with safety features like impermeable liners and rain protection, and groundwater pollution levels are periodically monitored.

**b. *Slop oil***

Oily sludge waste from equipment transfers, turnarounds, and routine operations is collected from refineries and sent to a weathering pit for oil recovery. The balance sludge quantity is either sent for Bioremediation/incineration or as per guidelines of Hazardous Waste Management. Slop oil from process units is reprocessed in a crude distillation column. Slop oil at marketing and pipeline locations is recycled before blending in the product system after ensuring product quality norms.

**c. *Oily Sludge***

In refineries, oily sludge waste generated during handing over of equipment/tankages, turnarounds or routine operations etc. is collected and sent to weathering pit. After recovery of oil by chemical and mechanical methods, residual sludge from weathering pit is sent for Bioremediation which is a process that uses naturally occurring microorganisms to transform harmful substances to non-toxic compounds. As per Hazardous Waste Rules, 2016, oil content in sludge waste should be less than 0.5% before it can be disposed-off.

In marketing locations oily sludge is disposed off either through incineration or bioremediation as per Hazardous Waste Management Rules.

**4. *Kitchen waste***

BPCL refineries have installed a biogas plant to process kitchen waste and generate biogas, which is used in kitchens. The residue is then used as compost for gardening.

Marketing locations also compost organic waste using mechanical or vermicompost methods. In 2023-24, 400 tonnes of compost was generated for gardening purposes.

**5. *Biomedical waste***

The Bio-Medical Waste Management Rules, 2016 are followed for storage and treatment of biomedical waste, which is primarily generated in the Occupational Health Centers. The disposal of the biomedical waste is done through SPCB approved outsourced agency.

**6. *Batteries***

Batteries are disposed of through a registered recycler through a buy back policy.

**7. *Fly Ash Waste***

Fly Ash wastes generated at Bina Refinery due to Petcoke/Coal is disposed through cement plants/ Brick manufacturers who further use it for cement/ brick manufacturing in line with PCB guidelines.

## Business Responsibility and Sustainability Report (Contd.)

11. 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.	If no, the reasons thereof and corrective action taken, if any.
1	Mumbai Refinery	Refinery operations	Yes, and compliance report is being sent to MoEFF&CC periodically	NA
2	Krishnapatnam Coastal Installation	Additional Tankage provision at Installation	CRZ and EC approvals vide Letter no 80/APCZMA/CRZ/2018 CRZ(III), and EC order no. SEIAA/AP/NLR/IND/02/2018/505 were obtained.	NA
3	Vizag Jetty	"Laying new 20" pipeline (service HSD) at Vizag Jetty	Consent For Operations (CFO) from APPCB and PESO approval has been obtained. Online application for CRZ approval from MoEF was submitted by E&P on 18.10.2023 after obtaining NOC from local APPCB on 09.10.2023. Approval is still awaited.	NA
4	Rasayani Mumbai	New Lubricant plant under commissioning	CTE obtained dated 22.12.21	NA
5	Uran Terminal	Augmentation of Cryogenic project at Uran Terminal	Clearance from MPCB (Maharashtra Pollution Control Board) 2. Clearance from MCZMA (Maharashtra Coastal Zone Management Authority) 3. Clearance from MOEF&CC (Ministry of Environment Forest & Climate Change) 4. Approval from APCCF (Additional Principal Chief Conservator of Forest) Mangrove Cell, Maharashtra 5. Approval from Hon. Mumbai High Court	NA
6	Kochi Refinery_ Jetty area	Laying heat traced pipeline from South Tanker Berth to Kochi Refinery.	Yes, and compliance report is being sent to MoEFF&CC periodically	NA
7	Kochi Refinery_Shore Tank Farm	Installation of additional tanks to store crude oil.	Yes, and compliance report is being sent to MoEFF&CC periodically	NA
8	Kochi Refinery_ Jetty area	Extending 20" pipeline from North Jetty Reclamation pit (NJR) to Cochin oil terminal (COT) & North Tanker Berth (NTB), along with associated facilities at Cochin Port Trust Jetty area and modification within within Refinery for loading white oil products like Reformate, Naphtha, MS, HSD etc.	Yes, and compliance report is being sent to MoEFF&CC periodically	NA
9	Jammu CUF	Construction of POL Terminal for OMCs	EC not required for the location hence was not taken. EIA study was conducted by M/s ABC Techno Labs. CTE Obtained vide PCB/digital/20011379065 dated 03 11.2020. NOC from Department of Wildlife vide WLWJ/2932-34 dated 09.01.2020.	NA

12. 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 an external agency?(Yes/No)	Results communicated in public domain (Yes/No)	Relevant weblink
Jammu Commun User Facility (CUF)	SEIAA/2017/26/413-15	11.12.2017	Yes, by ABC Techno Labs	No	Nil

13. 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 there under (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	CPCB Guidelines ref. B-13011/1/2019-20/AQM/10802-10847 dated 7.1.2020	BPCL has been directed to pay Environmental compensation of ₹ 2 crore by CPCB vide their letter ref no. EQ-11099/20/2021-AQM-HO-CPCB-HO5361 dated 12.10.2023 for not installing VRS within the timelines prescribed by the Hon'ble Supreme Court and CPCB.	2 crore by CPCB	BPCL has provided VRS compliance details as per directions of Hon'ble SC. We have represented to CPCB for waiver of ₹ 2 crore environmental compensation, which is pending for disposal.  BPCL has provided documentary proof that VRS was installed within the Time lines for all ROs.  One DODO RO where VRS was not installed on time by the dealer, MS sale was stopped.  In case of penalty the same would be recovered from Dealer.
2	Under Environment Protection Act	Unscientific greenbelt developed by Kochi Refinery	National Green Tribunal (NGT) judgment, Southern Zone, Chennai imposed ₹ 2 crore for environmental compensation of unscientific greenbelt developed by Kochi Refinery and the Hon'ble Supreme Court granted stay for imposing the BPCL to deposit a penalty of ₹ 2 crore.	NA

## Leadership Indicators

### 1. Water withdrawal, consumption and discharge in areas of water stress (in kilolitres):

For each facility/plant located in areas of water stress, provide the following information:

- (i) Name of the area: NIL  
(ii) Nature of operations: NA  
(iii) Water withdrawal, consumption and discharge: NIL

Parameter	FY 2023-24	FY 2022-23
<b>Water withdrawal by source (in kilolitres)</b>		
(i) Surface water	-	-
(ii) Groundwater	-	-
(iii) Third party water	-	-
(iv) Seawater/desalinated water	-	-
(v) Others	-	-
<b>Total volume of water withdrawal (in kilolitres)</b>	-	-
<b>Total volume of water consumption (in kilolitres)</b>	-	-
Water intensity per rupee of turnover (Water consumed/turnover)	-	-
Water intensity (optional) – the relevant metric may be selected by the entity	-	-
<b>Water discharge by destination and level of treatment (in kilolitres)</b>		
(i) Into surface water	-	-
- No treatment	-	-
- With treatment – please specify the level of treatment	-	-

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Parameter	FY 2023-24	FY 2022-23
(ii) Into groundwater	-	-
- No treatment	-	-
- With treatment – please specify the level of treatment	-	-
(iii) Into seawater	-	-
- No treatment	-	-
- With treatment – please specify the level of treatment	-	-
(iv) Sent to third parties	-	-
- No treatment	-	-
- With treatment – please specify the level of treatment	-	-
(v) Others	-	-
- No treatment	-	-
- With treatment – please specify the level of treatment	-	-
<b>Total water discharged (in kilolitres)</b>	<b>-</b>	<b>-</b>

### 2. Please provide details of total Scope 3 emissions & their intensity:

Parameter	Unit	FY 2023-24	FY 2022-23
Total Scope 3 emissions (Break-up of the GHG into CO <sub>2</sub> , CH <sub>4</sub> , N <sub>2</sub> O, HFCs, PFCs, SF <sub>6</sub> , NF <sub>3</sub> , if available)	Thousand Metric tonnes of CO <sub>2</sub> equivalent	<b>151,749</b>	141,175.24
Gross Revenue from operations	crore	<b>506,911.00</b>	533,467.55
Total Scope 3 emissions per rupee of turnover	MTCO <sub>2</sub> e / Cr ₹	<b>299.36</b>	264.64
Total Scope 3 emission intensity (optional) – the relevant metric may be selected by the entity		-	-

Note: Scope 3 emission also included in Rail movement of product for FY 2023-24.

### 3. With respect to the ecologically sensitive areas reported at Question 11 of essential indicators above, provide details of significant direct & indirect impact of the entity on biodiversity in such areas along with prevention and remediation activities.

There is no significant impact on neighborhood ecology and biodiversity because of the refineries operations as BPCL has suitably designed ETP and taken all other necessary measures to remain within permissible limits of treated effluent quality as per Minimum National Standards (MINAS).

To prevent any impact in Coastal Regulation Zone (CRZ) areas, the following are ensured:

- There is no process-water discharge from refinery in creek area.
- Sea discharge of sea-cooling water and storm water is done in compliance with the CRZ conditions.
- Pipelines corrosion control, painting and Operation & Maintenance practices are ensured.
- Further, in case of remote likelihood of any leak, suitable mitigation measures (spill response - containment and recovery) are in place.

**4. If the entity has undertaken any specific initiatives or used innovative technology or solutions to improve resource efficiency, or reduce impact due to emissions/effluent discharge/waste generated, please provide details of the same as well as the outcome of such initiatives:**

S.No	Initiative undertaken	Details of the initiative (Web-link, if any, may be provided along-with summary)	Outcome of the initiative
1	Setting up of 2G Bio-Ethanol Plant	BPCL is constructing a plant in Bargarh District, Odisha to produce 100 Kilo Liters per Day of 2 <sup>nd</sup> Generation (2G) Bio-Ethanol and 1 <sup>st</sup> Generation (1G) Bio-Ethanol. The plant will produce fuel grade Ethanol for blending in petrol, in line with the Government of India's Ethanol Blended Petrol (EBP) Program and achieving 20% blending by 2025. The plant is in advanced stage of construction, which will be mechanically completed by October 2024 and final commissioning by March 2025. The 2G plant will use 480 tons of agricultural waste (Rice straw) as feedstock, while the 1G plant will use 230 tons of surplus/damaged Rice grain. The plant will also use 300 tons of Rice straw daily as fuel in the boiler.	Expected total emission reduction from Bargarh Bio-refinery (at full design capacity) shall be around 1.1 lakh tons CO <sub>2</sub> eq. per Year.
2	Development of High efficiency PNG Stove	LPG stoves available in the market gives a thermal efficiency of 68%. When the LPG stove is used for Piped Natural Gas (PNG) without any modification, its efficiency drops down to <45%. Hence, the PNG operator retrofits LPG stove for PNG use (change of injector only!). Although it improves the efficiency, it doesn't regain the efficiency to full extent and remains at 55-60%. This calls for requirement of modification in burner top, pan support and the mixing tube. With this objective, BPCL Corporate R&D Center has developed a domestic stove of 74% efficiency for PNG use, tested at standard conditions.	An average household consumes 180-200 SCM of NG annually, and a 15% efficiency increase can save 30 SCM of gas annually which is equivalent to reduction of 50-55 kg CO <sub>2</sub> per household annually.
3	Waste Plastic Road	As part of Corporations initiative to address the EPR targets, CRDC developed a product from end-of-life plastic waste and developed a process for its environmentally friendly application in roads, RO's, footpaths and allied applications. The product and process has been patented by BPCL. In view of getting the accreditation from competent authority, BPCL has signed an Memorandum of Agreement (MoA) with Central Road Research Institute, New Delhi (CSIR-CRRI) to undertake the feasibility study to use waste plastic in road construction. The report will assist in getting accreditation for BPCL process.	BPCL has successfully utilized 250 MT of plastic waste, preparing 14 waste plastic stretches across the country, and received EPR Certificate for its utilization. This has also helped in reduction of carbon emission to the extent of 750 MT CO <sub>2</sub> e.
4	Scale up of indigenous alkaline electrolyzer technology jointly with BARC.	Currently, electrolyzer technology for Green hydrogen production is available with only few foreign suppliers. BPCL has taken up a very ambitious initiative of scaling up India's first and most efficient alkaline electrolyzer technology for Green Hydrogen production in collaboration with Bhabha Atomic Research Center (BARC). BPCL has led the initiative by entering into technology licensing with BARC, scaling up the electrolyzer components through third parties.	The technology demonstration of a 500 kW electrolyser system is under construction and later shall be scaled up. This technology will help in generation of green hydrogen and reduction of carbon emissions.
5	Setting up EV charging stations	To promote the faster adoption of EVs in India market, BPCL is developing an EV charging ecosystem. BPCL has already set up 3135 EV charging stations till March 2024.	A robust charging network spread across country would address discovery and range anxiety of the EV customers and thus would lead to faster adoption of EVs. It will further lead to reduction in tailpipe emission from the vehicles.



## Business Responsibility and Sustainability Report (Contd.)

S.No	Initiative undertaken	Details of the initiative (Web-link, if any, may be provided along-with summary)	Outcome of the initiative
6	Setting up MSW based Compressed Bio Gas (CBG) plant in Brahmapuram Kochi	Project will be completed by February 2025	5.6 TPD CBG, 28 TPD Fermented Organic manure and 100 TPD Liquid Fermented Organic Manure shall be produced. CBG shall be used as a partial replacement of RLNG to produce hydrogen.
7	Renewable energy	a) Installation of 6.9 MW floating solar power plant at Kochi Refinery b) Installation of 6 MW solar power plant at Kochi Refinery CISF Colony	The renewable power produced from solar plant will directly reduce fossil fuel based electricity and Scope-2 emissions.

### 5. Does the entity have a business continuity and disaster management plan? Give details in 100 words/web link.

BPCL has developed a comprehensive Emergency Response Disaster Management Plan (ERDMP) that complies with the PNGRB ERDMP Regulation 2010 (as amended in September 2020) and certified by a PNGRB-accredited third party. Preparedness, Mitigation, Planning, and Restoration (PMPR) are all included in this plan. The Board of Directors' approval of the ERDMPs shows BPCL's dedication to compliance with PNGRB Regulations.

- In order to provide a comprehensive framework for readiness, the ERDMPs cover road transportation, retail outlet network, and city gas distribution in addition to refineries, pipelines, and marketing operating locations.
- BPCL performs comprehensive pre-emergency planning, which includes hazard identification,

risk assessment and consequence analysis, prior to finalizing the ERDMPs. In accordance with PNGRB Regulations, the company has mutual aid agreements with nearby industries to strengthen cooperative disaster response activities.

- Regular three-tier mock drills are an essential component of BPCL's strategy for emergency readiness. These drills are conducted regularly and undergo periodic reviews to enhance response strategies based on insights and suggestions. BPCL is equipped with both stationary and mobile firefighting equipment and systems at its facilities, supported by trained firefighting teams ready to manage emergencies proficiently.
- BPCL has implemented a Pandemic Emergency Response Plan (PERP) at multiple sites to ensure uninterrupted operations and efficient crisis management during health-related emergencies.

### 6. Disclose any significant adverse impact to the environment, arising from the value chain of the entity. What mitigation or adaptation measures have been taken by the entity in this regard.

S.No	Initiative undertaken	Details of the initiative (Web-link, if any, may be provided alongwith summary)	Outcome of the initiative
1	Promoting Pipeline Transportation	BPCL operates large Cross Country Pipelines network with total Pipelines lengths of approx. 3537 Km. Cumulative throughput of petroleum products as per this financial year was 25.731 MMT against target of 26.285 MMT.	Pipeline reduced the stress on overworked rail and road infrastructure besides reducing environmental consequences associated with rail and vehicle transportation. Presently, pipelines are the most sustainable mode of transportation and helps in reduction of approx. 75% of emissions as compared to rail transportation.
2	Sustainable Aviation Fuel(SAF)	BPCL's R&D centers are working on Sustainable Aviation Fuel (SAF) from captured CO <sub>2</sub> and green hydrogen, aiming to meet the Carbon Offsetting and Reduction Scheme for International Aviation (CORSIA) mandate. The Sustainable Aviation Fuel (SAF) is under approval stage.	The introduction of SAF will ensure emission reduction and carbon neutrality.
3	Ethanol Blending	BPCL has undertaken the initiative of ethanol blending to reduce the consumption of fossil fuels. BPCL is actively working on blending ethanol with petrol as part of its commitment to promote cleaner fuel alternatives. The initiative involves sourcing ethanol from various feedstocks, including sugarcane, agricultural residues, etc. and blending it with petrol to create a more sustainable fuel option. This initiative aligns with the government's target of achieving a 20% ethanol blend (E20) by 2025.	The ethanol blending initiative by BPCL has multiple positive outcomes. <ol style="list-style-type: none"> <li>1. It contributes to the reduction of greenhouse gas emissions and air pollution, thereby supporting environmental sustainability.</li> <li>2. It decreases the reliance on imported crude oil, enhancing the country's energy security.</li> <li>3. It benefits the agricultural sector by providing farmers with an additional revenue stream and promoting rural development.</li> <li>4. The use of ethanol-blended petrol results in lower vehicular emissions, leading to improved air quality and public health.</li> </ol>

S.No	Initiative undertaken	Details of the initiative (Web-link, if any, may be provided alongwith summary)	Outcome of the initiative
4	Solarization of RO	BPCL has around 5,700 number of Retail outlet where minimum 1 kWp solar capacity has been provided. Solar lights have been provided at 17,252 Retail outlets which is 80% of total Retail Outlets of BPCL. Approx. 41 GWh of electricity is generated from Solar energy during FY 2023-24. As an incentive BPCL is providing subsidy of ₹ 2 lakh or 50% of invoice value whichever is lower to Dealer for setting up Solar systems at ROs. BPCL target is to install additional 2,500 solar systems at ROs with installed capacity of minimum 1 KW each during FY 2024-25.	The solarization of BPCL's retail outlets reduces greenhouse gas emissions and operational costs, enhancing BPCL's reputation in sustainable practices. Solarizing depots, installations, LPG plants, and COCO outlets further integrates renewable energy into BPCL's operations, setting a strong example for the industry.
5	EV charging station	BPCL has installed 3,135 EV charging stations including 14 Battery Swapping Station across country. This also includes 894 fast charging stations for 4-wheelers on 120 highway corridors and around 106, 2-wheeler fast charging stations, covering around 35,000 km. BPCL has also made alliance with Tata Motors, MG Motors, Ola Electric, Hero Motocorp, Ather Energy, RACEnergy and Voltup for developing EV infra ecosystem. BPCL has planned to add another 3,500 fast charging stations for 4-wheelers on 150 highway fast charging corridors during FY 2024-25.	The installation of EV charging stations by BPCL reduces greenhouse gas emissions and promotes contribution to a sustainable future. The development of fast-charging highway corridors ensures that EV users can travel long distances with ease, promoting greater EV adoption and enhancing BPCL's reputation as a leader in sustainable energy solutions.

**7. Percentage of value chain partners (by the value of business done with such partners) that were assessed for environmental impacts.**

Nil

**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.**

11

**b. List the top 10 trade and industry chambers/associations (determined based on the total members of such a 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	Center for High Technology (CHT)	National
2	Oil Industry Development Board (OIDB)	National
3	Federation of Indian Chambers of Commerce & Industry(FICCI)	National
4	Federation of Indian Petroleum Industry (FIPI)	National
5	National Research Development Corporation (NRDC)	National
6	Society of Indian Automobile Manufacturers (SIAM)	National
7	The Advertising Standards Council of India	National
8	Confederation of Indian Industries (CII)	State and National
9	Standing Conference of Public Enterprises (SCOPE)	National
10	World LPG Forum	International

**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
	No corrective action has been taken	

# Business Responsibility and Sustainability Report (Contd.)

## Leadership Indicators

### 1. Details of public policy positions advocated by the entity:

S. No.	Public policy advocated	Method resorted for such advocacy	Whether information available in the public domain? (Yes/No)	Frequency of review by board (Annually/half yearly/quarterly/others – please specify)	Web-link, if available
1	Compressed Biogas under the Sustainable Alternative towards Affordable Transportation (SATAT)	Through interactions with government, Financial Institutions, Regulatory Authorities and other related agencies	Yes	As and when basis	<a href="https://satat.co.in/satat/">https://satat.co.in/satat/</a>
2	National Policy on Biofuels	Through representations in inter-governmental committees	Yes	As and when basis	<a href="https://mopng.gov.in/en/page/11">https://mopng.gov.in/en/page/11</a>

BPCL ensures compliance to the applicable Legislations, policies, standards and guidelines laid down by various authorities and MoP&NG. BPCL participates in consultative committee meetings for setting up policy frameworks by Government or regulatory departments. Besides BPCL also participates in the development of standards, guidelines by providing inputs to various Ministries of Government of India and other bodies e.g. MoP&NG, MoEF&CC, CPCB, Oil Industry Safety Directorate (OISD), Petroleum and Natural Gas Regulatory Board (PNGRB), Center for High Technology (CHT), Bureau of Indian Standards (BIS) etc. towards advancement of public good and nation building.

## 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.

Name and brief details of project	SIA notification No.	Date of notification	Whether conducted by independent external agency (Yes/No)	Results communicated in public domain. (Yes/No)	Relevant weblink
NIL					

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

S No.	Name of project for which R&R is ongoing	State	District	No. of project affected families (PAFs)	% of PAFs covered by R&R	Amounts paid to PAFs in the FY (In ₹)
NIL						

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

BPCL is committed to social responsibility and has implemented CSR initiatives in areas such as health, education, women's empowerment, vocational skill development, cleanliness, and sanitation to help target populations. The company conducts frequent monitoring, evaluation, and impact assessment studies on its CSR initiatives to resolve any objections from communities, even though no complaints have been reported. Feedback and concerns from evaluations are reviewed and addressed as needed.

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

	FY 2023-24	FY 2022-23
Directly sourced from MSMEs/small producers	33.76% (PAN BPCL)	36.66% (PAN BPCL)
Directly from within India	Not Available	Not Available

**5. Job creation in smaller towns – Disclose wages paid to persons employed (including employees or workers employed on a permanent or non-permanent/on contract basis) in the following locations, as % of total wage cost**

	FY 2023-24	FY 2022-23
<b>1. Rural</b>		
i) Disclose wages paid to persons employed (including employees or workers employed on a permanent or non-permanent/on contract basis)	2,19,61,085.67	7,65,145.72
ii) Total Wage Cost	73,49,19,051.4	81,55,41,828.8
iii) % of Job creation in Rural areas	2.99	0.09
<b>2. Semi-urban</b>		
i) Disclose wages paid to persons employed (including employees or workers employed on a permanent or non-permanent / on contract basis)	1,07,86,991.66	68,516.11
ii) Total Wage Cost	42,55,69,366.10	46,87,96,087.30
iii) % of Job creation in Semi-Urban areas	2.53	0.01
<b>3. Urban</b>		
i) Disclose wages paid to persons employed (including employees or workers employed on a permanent or non-permanent / on contract basis)	7,65,03,779.87	45,93,521.55
ii) Total Wage Cost	4,18,63,45,937.00	4,22,68,35,882.00
iii) % of Job creation in Urban areas	1.83	0.11
<b>4. Metropolitan</b>		
i) Disclose wages paid to persons employed (including employees or workers employed on a permanent or non-permanent / on contract basis)	14,59,72,115.40	74,83,541.97
ii) Total Wage Cost	12,41,00,19,137.00	12,71,12,89,662.00
iii) % of of Job creation in Metropolitan area	1.18	0.06

Note: Information on wages paid is only provided for management staff as no workers were recruited during FY 2022-23 and FY 2023-24.

## Leadership Indicators

**1. Provide details of actions taken to mitigate any negative social impacts identified in the social impact assessments (Reference: Question 1 of essential indicators above):**

Details of negative social impact identified	Corrective action taken
	Nil

**2. Provide the following information on CSR projects undertaken by your entity in designated aspirational districts as identified by government bodies:**

S. No.	State	Aspirational district	Amount spent (In ₹)
1	Assam	Darrang	9,15,515
2	Bihar	Purnia, Begusarai, Aurangabad	1,23,76,462
3	Jharkhand	Bokaro	13,23,763
4	Madhya Pradesh	Damoh, Chhatarpur, Rajgarh, Singrauli, Barwani, Guna, Vidisha, Khandwa	99,03,249
5	Meghalaya	Ribhoi	11,96,860
6	Odisha	Dhenkanal	79,65,000
7	Rajasthan	Karauli	24,50,240
8	Tamil Nadu	Ramanathapuram	1,89,83,470
9	Uttar Pradesh	Chitrakoot, Shrawasti, Sonbhadra	71,64,217
10	Multiple States	Barwani, Ramnathanpuram, Shrawasti, Mewat, Balangir	1,10,000
<b>Total</b>			<b>6,23,88,777</b>

Note: In addition to above mentioned expenditure spent on projects undertaken partially at Aspirational Districts/other districts -

\* ₹ 1.21 crore spent on Aspirational Districts/other districts.

**3. (a) Do you have a preferential procurement policy where you give preference to purchase from suppliers comprising marginalized/vulnerable groups?**

The company abides by the Public Procurement Policy for Micro and Small Enterprises (MSE) Order 2012 and its subsequent amendments. The company's total procurement value of Goods and Services during 2023-24, excluding Works Contracts, where MSEs could have participated was ₹ 9,821.28 crore whereas the actual procurement value from MSEs was ₹ 3,315.40 crore, i.e., an achievement of 33.76% which exceeds the target of 25%. The company also offers Trades Receivable Discounting Scheme (TReDS) to its MSME Vendors.

## Business Responsibility and Sustainability Report (Contd.)

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

BPCL procures from marginalized/vulnerable groups such as Micro & Small Enterprises (MSE), (MSMEs), MSE (SC/ST, Women), and Start-ups.

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

Procurement from MSE = ₹ 3,315.40 crore, 33.76%  
 Procurement from MSE SC/ST = ₹ 111.63 crore, 1.14%  
 Procurement from MSE Women = ₹ 129.07 crore, 1.31%

**4. Details of the benefits derived and shared from the intellectual properties owned or acquired by your entity (in the current financial year), based on traditional knowledge:**

S. No.	Intellectual property based on traditional knowledge	Owned/acquired (Yes/No)	Benefit shared (Yes/No)	Basis of calculating benefit share
Nil	Nil	Nil	Nil	Nil

**5. Details of corrective actions taken or underway, based on any adverse order in intellectual property-related disputes wherein usage of traditional knowledge is involved.**

Name of the authority	Brief the Case	Corrective action taken
	N.A	

**6. Details of beneficiaries of CSR projects:**

S.No	CSR project	No. of persons benefited from CSR projects	Amount of money Spent in Cr	% of beneficiaries from vulnerable and marginalized groups
1	Health and Sanitation	58,92,602	98.47	64%
2	Education	5,63,854	14.96	72%
3	Environmental Sustainability	2,500	1.11	100%
4	Skill Development	2,791	20.62	100%
5	Community Development and Others	6,90,263	17.05	54%

**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.**

BPCL created an AI-powered chatbot called 'Urja' to provide its clients with a pleasant self-service experience and faster resolution of complaints. Urja is the first chatbot of its sort in the Indian oil and gas business, supporting 13 languages. To improve BPCL's client experience through digital integration, the chatbot Urja is now available on the company's website to answer questions from both types of consumers such as Business-to-Business (B2B) and Business-to-Consumer (B2C). As part of Project Anubhav Urja, a unified communication platform connects all BPCL communication across numerous platforms, harmonizing all customer interactions with a consistent and single voice.

BPCL has established the Customer Care SmartLine (1800 22 4344), a single window system to listen to queries, suggestions, feedback and compliments related to any of our products and offerings. SmartLine is our all India contact center for consumers across five marketing SBUs i.e. Retail (Petrol Pumps), LPG, Lubes, I&C, Aviation. SmartLine also functions as a 24x7 Emergency Helpline (Gas Leakage) to provide immediate assistance. This Toll-Free number is a direct connect between our customers and field teams through which customers can connect with BPCL anytime. The system is so configured that an SMS/Email confirmation is triggered at the time of registration and closure of a customer interaction.



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

	As a % to total turnover
Environmental and social parameters relevant to the product	100%
Safe and responsible usage	100%
Recycling and/or safe disposal	100%

Note: Material safety data sheets (MSDS) are published online and disseminated to all stakeholders on a regular basis to ensure safe material handling throughout transportation and use.

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

	FY 2023-24			FY 2022-23		
	Received during the year	Pending resolution at end of year	Remarks	Received during the year	Pending resolution at end of year	Remarks
Data privacy	Nil	Nil	Nil	Nil	Nil	Nil
Advertising	Nil	Nil	Nil	Nil	Nil	Nil
Cyber-security	Nil	Nil	Nil	Nil	Nil	Nil
Delivery of essential services	Nil	Nil	Nil	Nil	Nil	Nil
Restrictive trade practices	Nil	Nil	Nil	Nil	Nil	Nil
Unfair trade practices	Nil	Nil	Nil	Nil	Nil	Nil
Other	Nil	Nil	Nil	Nil	Nil	Nil

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

	Number	Reason for Recall
Voluntary recalls	NIL	NIL
Forced recalls	NIL	NIL

**5. Does the entity have a framework/policy on cyber security and risks related to data privacy? If available, provide a web link to the policy.**

Yes, BPCL has a privacy policy in place which clearly states the purpose of collecting personal information of users with detailed description of what kind of information is collected and purpose for the same along with the various ways for which the information is used. The company has taken various steps to ensure that personal information shared by various users including dealers, vendors, distributors, customers is accurate and updated and also ensures that user rights are adhered to through following measures:

- Data Access:** The user has the right to inspect, amend, and delete their personal information.
- Consent Withdrawal:** the user has the right not to reveal any Personal Information that he/she consider confidential and can withdraw his/her consent from the company if one has previously submitted such data. If the user declines to

disclose any information or withdraw consent to process any Personal Information that has already been provided, then the company will retain the right to restrict or prohibit the provision of any services that need such information.

- Grievance Officer:** To exercise any of these rights, please contact Mr. Saurabh Jain, DGM, (PR & Brand) ([jains4512@bharatpetroleum.in](mailto:jains4512@bharatpetroleum.in)). The inquiry will be addressed within reasonable timeframe.

The privacy policy also encompasses various policies for user data privacy and confidentiality of information which highlights the commitment of the company towards adhering to user rights and maintaining confidentiality of data received.

The policy can be accessed through the following link: <https://www.bharatpetroleum.in/images/files/bpcl%20-%20privacy%20policy%20-%20corporate%20website%20final.pdf>

## Business Responsibility and Sustainability Report (Contd.)

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 the safety of products/services.

No consumer complaint received with respect to Cyber Security or Data Privacy. Hence there is no corrective action taken or underway on issues related to it.

7. Provide the following information relating to data breaches:

- Number of instances of data breaches  
NIL
- Percentage of data breaches involving personally identifiable information of customers  
NIL
- Impact, if any, of the data breaches  
NIL

### Leadership Indicators

1. Channels/platforms where information on products and services of the entity can be accessed.

The details about the company's product portfolio and services provided can be accessed through the website: <https://www.bharatpetroleum.in/>

2. Steps taken to inform and educate consumers about safe and responsible usage of products and/or services.

- LPG Panchayats are organized in rural areas.
- LPG Safety Clinics are held throughout businesses unit on an All-India basis.
- Videos on safety are demonstrated in cinema halls, public places like bus stops, railway stations, metros, and airports.
- Stickers regarding 1906 (leakage call center) are placed in consumers' kitchens.
- Specialized surveys, such as lubricant surveys, are conducted.

- Important instructions are printed on the body/cover of products like LPG and lubricants.
- BPCL's SAKSHAM project aims to encourage sustainable consumption through awareness campaigns, competitions, debates, and consultations with consumers, employees, and dealer representatives.

3. Mechanisms in place to inform consumers of any risk of disruption/discontinuation of essential services.

BPCL maintains regular communication with bulk/retail customers via offices and channel partners on product availability and disruption. The company also employs several communication channels, including press, media, social media, app platforms, SMS, and physical notices, to alert customers.

4. Does the entity display product information on the product over and above what is mandated as per local laws?

BPCL displays product information prominently on the lubricant product's package label wherever feasible. The information provided on the product labels are as per National/International Standards as applicable e.g., BIS, API, DIN. etc. Another feature has also been added on lubricant label i.e., QR Code to trace and track the product movement. Furthermore, BPCL's final products comply with all essential product requirements and standards, with transparent information regarding their manufacture, safe handling, and consumption. Material Safety Data Sheet (MSDS) of all products has been published on the BPCL website. BPCL handles and disposes of all sorts of waste in accordance with legislative norms and recommendations.

- a) *Did your entity carry out any survey with regard to consumer satisfaction relating to the major products/services of the entity, significant locations of operation of the entity, or the entity as a whole? (Yes/No)*

The Customer Engagement Platform (CEP) is being implemented by the Project Anubhav team and it provides a comprehensive overview of the customers across the organization to the respective strategic Business Units and Entities.

The BPCL Customer Care System (CCS) did not perform any structured surveys in 2023-24. However, BPCL receives consumer input on a regular basis through a various methods and channels.



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## **Independent Reasonable Assurance Statement to Bharat Petroleum Corporation Limited on their Business Responsibility & Sustainability Report (BRSR) FY2023-24-Core Disclosures.**

To,  
The Management and Board of Directors  
of Bharat Petroleum Corporation Limited (BPCL)  
Bharat Bhawan, Currimbhoy Road,  
Ballard Estate, Mumbai – 400001

### **Introduction**

Intertek India Private Limited ("Intertek") was engaged by Bharat Petroleum Corporation Limited ("BPCL") to provide an independent reasonable assurance on its consolidated BRSR (Business Responsibility & Sustainability Report) core disclosures for FY2023-24 as part of their Annual Report ("the Report").

### **Scope**

The scope of the Report comprises the reporting period of FY2023-24. The Report is prepared by BPCL based on SEBI's (Securities and Exchange Board of India) BRSR guidelines. The assurance was performed in accordance with the requirements of International Federation of Accountants (IFAC) International Standard on Assurance Engagement (ISAE) 3000 (Revised), Assurance Engagements Other than Audits or Reviews of Historical Financial Information.

### **Objective**

The objective of this reasonable assurance exercise was by reviewing objective evidence and confirming whether any evidence existed that the sustainability related disclosures in alignment with BRSR requirements, as declared in the Report, were not accurate, complete, consistent, transparent and free of material error or omission in accordance with the criteria outlined below.

### **Intended Users**

This Assurance Statement is intended to be a part of the Annual Report of Bharat Petroleum Corporation Limited.

### **Responsibilities**

The management of BPCL is solely responsible for the development of the Report and its presentation. Management is also responsible for the design, implementation and maintenance of internal controls relevant to the preparation of the Report so that it is free from any material misstatement or error.

Intertek's responsibility, as agreed with the management of BPCL, is to provide assurance and express an opinion on the data and assertions in the Report based on our verification following the assurance scope and criteria given below. Intertek does not accept or assume any responsibility for any other purpose or to any other person or organization. This document represents Intertek's independent and balanced opinion on the content and accuracy of the information and data held within the Report.

### **Assurance Scope**

The assurance has been provided for selected sustainability performance disclosures as per BRSR core disclosures with reference to SEBI's "BRSR Core - Framework for assurance and ESG disclosures for value chain" vide circular no. SEBI/HO/CFD/CFD-SEC-2/P/CIR/2023/122 dated July 12, 2023, presented in the Report. The assurance boundary included data and information of various business units i.e. Refineries, LPG, Retail, Pipeline, Aviation, Lubricants and Corporate office in Mumbai. Our scope of assurance included verification of internal control systems, data and information on core disclosures reported as summarized in the table below:

**BRSR-Core Disclosures**

- Total scope 1 and scope 2 emissions.
- GHG emissions intensity (scope 1 and 2).
- Water consumption, water consumption Intensity and water discharge by destination and levels of treatment.
- Total energy consumed, percentage of energy consumed from renewable sources and energy intensity.
- Waste Generation (category wise), Disposal, Recovered, Re-used and Intensity.
- Cost incurred on well-being measures of employees and workers as a percentage of total revenue of the company.
- Safety related incidents for employees and workers (LTIFR + Fatality + Permanent Disabilities) including contractual workforce.
- Gross wages paid to females as percentage of total wages paid.
- Complaints on POSH
- Input material sourced (from MSMEs/ small producers and from within India)
- Enabling inclusive development (Job creation in smaller towns and wages paid)
- Instances involving loss / breach of data of customers and Number of days of accounts payable.
- Concentration of purchases & sales done with trading houses, dealers and related parties. Also, loans and advances & investments with related parties.

**Assurance Criteria**

Intertek conducted the assurance work in accordance with requirements of 'Reasonable Assurance' procedures as per the following standard:

- International Standard on Assurance Engagements (ISAE) 3000 (revised) for 'Assurance Engagements other than Audits or Reviews of Historical Financial Information'.
- International Standard on Assurance Engagements (ISAE) 3410 for 'Assurance Engagements on Greenhouse Gas Statement

A reasonable assurance engagement involved assessing the risks of material misstatement of the BRSR core indicators/parameters whether due to fraud or error, responding to the assessed risks as necessary in the circumstances along with a materiality threshold level of 5% was applied. Assessment of compliance and materiality was undertaken against the stated calculation methodology and criteria.

**Limitations**

We have relied on the information, documents, records, data, and explanations provided to us by BPCL for the purpose of our review.

The assurance scope excludes:

- Any disclosures beyond those specified in the Scope section above.
- Data and information falling outside the defined reporting period and boundary.
- Data pertaining to the Company's financial performance, strategy, and associated linkages articulated in the Report if any.
- Assertions made by the Company encompassing expressions of opinion, belief, aspiration, expectation, forward-looking statements, and claims related to Intellectual Property Rights and other competitive issues.

While we considered the effectiveness of management's internal controls when determining the nature and extent of our procedures, our assurance engagement was not designed to provide assurance on internal controls.

The procedures did not include testing controls or performing procedures related to checking of aggregation or calculation of data within software/IT systems.

**Methodology**

Intertek performed assurance work using risk-based approach to obtain the information, explanations and evidence that was considered necessary to provide a reasonable level of assurance. The assurance was conducted by desk reviews and visit to Refineries and marketing-operating locations on sample basis (which contributes more than 90% of data) i.e. Mumbai Refinery, Kochi Refinery, Bina Refinery, Jobner Retail, Irugur Retail, Manmad Retail,



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Rajkot LPG, Loni LPG, Bina - Kanpur Pipeline, Budge Budge Lubricants, Chandigarh Aviation, Mumbai corporate office along with stakeholder interviews with regards to the reporting and supporting records for the fiscal year 2023-24. Our assurance task was planned and carried out during the month of June to July 2024. The assessment included the following:

- Review of the Report that was prepared in accordance with the SEBI's BRSR guidelines.
- Review of processes and systems used to gather and consolidate data.
- Examined and reviewed documents, data and other information made available by BPCL digitally or at a selected operational site.
- Conducted physical interviews with key personnel responsible for data management at selected locations.
- Assessment of appropriateness of various assumptions, estimations and thresholds used by BPCL for data analysis.
- Review of BRSR core disclosures for the duration from April 1, 2023, to March 31, 2024.
- Appropriate documentary evidence was obtained to support our conclusions on the information and data reviewed.

### Conclusions

Intertek reviewed BRSR core disclosures provided by BPCL in its consolidated Business Responsibility and Sustainability Report (BRSR). Based on the procedures performed as above, evidence obtained, and the information and explanations given to us along with the representation provided by the management and subject to inherent limitations outlined above in this report. In our opinion, BPCL's data and information on BRSR core disclosures for the period of April 1, 2023, to March 31, 2024, included in the Report, is, in all material respects, in accordance with the SEBI's BRSR core disclosures on reasonable assurance basis.

### Intertek's Competence and Independence

Intertek is a global provider of assurance services with a presence in more than 100 countries employing approximately 43,500 people. The Intertek assurance team included competent sustainability assurance professionals, who were not involved in the collection and collation of any data except for this assurance opinion. Intertek maintains complete impartiality towards any people interviewed.

### For Intertek India Pvt. Ltd.

**Poonam Sinha**

Intertek-Verifier

10<sup>th</sup> Jul 2024

**Shilpa Naryal**

Head of Sustainability  
Intertek South Asia & MENAP

12<sup>th</sup> Jul 2024

**SANDEEP  
VIG**

**Sandeep Vig**

Director-Business Assurance  
Intertek India & MENAP

12<sup>th</sup> Jul 2024

Digitally signed by  
SANDEEP VIG  
Date: 2024.07.12  
17:47:03 +05'30'

*No member of the verification team (stated above) has a business relationship with Bharat Petroleum Corporation Limited stakeholders beyond that is required of this assignment. No form of bribe has been accepted before, throughout and after performing the verification. The verification team has not been intimidated to agree to do this work, change and/or alter the results of the verification. The verification team has not participated in any form of nepotism, self-dealing and/or tampering. If any concerns or conflicts were identified, appropriate mitigation measures were put in place, documented and presented with the final report. The process followed during the verification is based on the principles of impartiality, evidence, fair presentation and documentation. The documentation received and reviewed supports the conclusion reached and stated in this opinion.*



# ANNEXURE TO THE DIRECTORS' REPORT

## ANNEXURE-E

### COMMENTS OF THE COMPTROLLER AND AUDITOR GENERAL OF INDIA

<b>COMMENTS OF THE COMPTROLLER AND AUDITOR GENERAL OF INDIA UNDER SECTION 143(6)(b) OF THE COMPANIES ACT, 2013 ON THE FINANCIAL STATEMENTS OF BHARAT PETROLEUM CORPORATION LIMITED FOR THE YEAR ENDED MARCH 31, 2024</b>	<p>The preparation of financial statements of Bharat Petroleum Corporation Limited for the year ended March 31, 2024 in accordance with the financial reporting framework prescribed under the Companies Act, 2013 (Act) is the responsibility of the management of the company. The statutory auditors appointed by the Comptroller and Auditor General of India under section 139(5) of the Act are responsible for expressing opinion on the financial statements under section 143 of the Act based on independent audit in accordance with the standards on auditing prescribed under section 143(10) of the Act. This is stated to have been done by them vide their Revised Audit Report dated July 17, 2024 which supersedes their earlier Audit Report dated May 9, 2024.</p> <p>I, on behalf of the Comptroller and Auditor General of India, have conducted a supplementary audit of the financial statements of Bharat Petroleum Corporation Limited for the year ended March 31, 2024 under section 143(6)(a) of the Act. This supplementary audit has been carried out independently without access to the working papers of the statutory auditors and is limited primarily to inquiries of the statutory auditors and company personnel and a selective examination of some of the accounting records. After the audit, comment of C&amp;AG was issued on July 15, 2024 pointing out that the Auditors have not reported the gross amount involved in disputed cases as per Para (vii)(b) of CARO, 2020 and instead reported the amount after netting off deposits made under protest to authorities. Based on the comment, the Auditors have reported the gross amount in their Independent Auditors' Report.</p> <p>On the basis of my supplementary audit, nothing significant has come to my knowledge which would give rise to any comment upon supplement to statutory auditors' report under section 143(6)(b) of the Act.</p>
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For and on behalf of the  
Comptroller & Auditor General of India

Sd/-

**Sandip Roy**

Director General of Commercial Audit, Mumbai

Place: Mumbai

Date: July 18, 2024

## COMMENTS OF THE COMPTROLLER AND AUDITOR GENERAL OF INDIA

<b>COMMENTS OF THE COMPTROLLER AND AUDITOR GENERAL OF INDIA UNDER SECTION 143(6)(b) READ WITH SECTION 129(4) OF THE COMPANIES ACT, 2013 ON THE CONSOLIDATED FINANCIAL STATEMENTS OF BHARAT PETROLEUM CORPORATION LIMITED FOR THE YEAR ENDED MARCH 31, 2024</b>	<p>The preparation of consolidated financial statements of Bharat Petroleum Corporation Limited for the year ended March 31, 2024 in accordance with the financial reporting framework prescribed under the Companies Act, 2013 (Act) is the responsibility of the management of the company. The statutory auditors appointed by the Comptroller and Auditor General of India under section 139(5) read with section 129(4) of the Act are responsible for expressing opinion on the financial statements under section 143 read with section 129(4) of the Act based on independent audit in accordance with the standards on auditing prescribed under section 143(10) of the Act. This is stated to have been done by them vide their Audit Report dated May 9, 2024.</p> <p>I, on behalf of the Comptroller and Auditor General of India, have conducted a supplementary audit under section 143(6)(a) read with section 129(4) of the Act of the consolidated financial statements of Bharat Petroleum Corporation Limited for the year ended March 31, 2024. We conducted a supplementary audit of the financial statements of (Annexure-I) but did not conduct supplementary audit of the financial statements of (Annexure-II) for the year ended on that date. Further, section 139(5) and 143(6)(a) of the Act are not applicable to (Annexure-III) being private entities incorporated in foreign countries under the respective laws, for appointment of their Statutory Auditor and for conduct of supplementary audit. Accordingly, Comptroller and Auditor General of India has neither appointed the Statutory Auditors nor conducted the supplementary audit of these companies. This supplementary audit has been carried out independently without access to the working papers of the statutory auditors and is limited primarily to inquiries of the statutory auditors and company personnel and a selective examination of some of the accounting records. After the audit, comment of C&amp;AG was issued on July 15, 2024 pointing out that the company has not disclosed prior period error as per the provisions of IndAS-8. Based on the comment, the company disclosed the same in Note No- 58 to the Financial Statements.</p> <p>On the basis of my supplementary audit nothing significant has come to my knowledge which would give rise to any comment upon or supplement to statutory auditors' report under section 143(6)(b) of the Act.</p>
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For and on behalf of the  
Comptroller & Auditor General of India

Sd/-

**Sandip Roy**

Director General of Commercial Audit, Mumbai

Place: Mumbai

Date: July 18, 2024

Annexure-I Audit Conducted	Annexure-II Audit Not Conducted	Annexure-III Audit Not Applicable
	Accounts Received and NRC issued/ being issued      Accounts not received	
<b>(A) Subsidiaries:</b>	<b>(A) Subsidiaries:</b>	<b>(A) Subsidiaries:</b>
Bharat PetroResources Limited	Nil      Nil	Nil
<b>(B) Joint Ventures:</b>	<b>(B) Joint Ventures:</b>	<b>(B) Joint Ventures:</b>
Mumbai Aviation Fuel Farm Facility Private Limited	Delhi Aviation Fuel Facility Private Limited      Sabarmati Gas Limited	Matrix Bharat Pte Ltd.
Kochi Salem Pipeline Private Limited	Central UP Gas Limited	Bharat Stars Services Private Limited
Goa Natural Gas Private Limited		
Ratnagiri Refinery & Petrochemical Limited		
Maharashtra Natural Gas Limited		
Haridwar Natural Gas Private Limited		
BPCL-KIAL Fuel Farm Facility Private Limited		
IHB Ltd		
<b>(C) Associates:</b>	<b>(C) Associates:</b>	<b>(C) Associates:</b>
GSPL India Transco Limited	Nil      Nil	Petronet LNG Limited
Indraprastha Gas Limited		Fino Paytech Limited
GSPL India Gasnet Limited		Kannur International Airport Limited

# ANNEXURE TO THE DIRECTORS' REPORT

## ANNEXURE-F

### Details of pending C&AG Audit paras

Sr. No.	Particulars	Audit Report Para No.	Management Response
1	Irregular Payment of Stagnation Relief	Report No. 24 of 2009-10, Para No. 11.4.1	The one-time stagnation relief of ₹ 4.58 crore for the period Jan. 2002 to Dec. 2006 was allowed with the approval of the Board of Directors in the background of an exceptional & peculiar industrial relations scenario and it is neither considered for any consequential benefits nor for the purpose of the 2007 pay revision.
2	Irregular payment towards encashment of Half Pay Leave/ Earned Leave/Sick Leave as well of Employers share of EPF Contribution on Leave encashment	Report No. 21 of 2015, Para No. 8.1	With respect to encashment of Half Pay Leave/Earned Leave/Sick Leave at the time of superannuation/separation, an amount of ₹ 17.64 crore over and above the ceiling of 300 days was paid by BPCL. DPE has empowered CPSEs to frame their leave rules vide its OM dated 03.08.2017 w.e.f 01.01.2017. BPCL is, thus, in compliance of DPE guidelines w.e.f. 01.01.2017 and onwards. Further, w.r.t recovery for the past period, DoPT O.M. dated 02.03.2016 stated that recoveries from separated employees are impermissible in law in view of a Supreme Court judgment.  Employers share of EPF Contribution on Leave encashment is not applicable to BPCL.
3	Extension of credit facility to a defaulter company without security led to non-recovery of ₹ 23.50 crore	Report No. 15 of 2016, Para No. 1.1	BPCL had entered into a Fuel Supply Agreement (FSA) with Kasargod Power Corporation Private Limited (KPCPL) which inter alia contained clauses on Liquidated damages for minimum offtake quantity and interest on delayed payment. On payment defaults by KPCPL and disallowance of concessional sales tax, BPCL filed an arbitration petition to demand the outstanding amounts. While the arbitration panel awarded the claim towards fuel related payments, interest on delayed payment and tax liabilities in favor of BPCL, it denied amount payable towards shortfalls in minimum offtake quantity as per FSA. Aggrieved by the arbitration order, BPCL as well as KPCPL filed an appeal in the Commercial Court, Ernakulam, Kerala. The appeals are still pending for disposal.
4	Undue Benefit extended to the executives in the form of shift allowance amounting to ₹ 22.17 crore	Report No. 9 of 2017, Para No. 18.2	Oil & Gas Central Public Sector Enterprises fall under "Public Utility Service" under the Industrial Disputes Act, 1947. Further, Oil refining operations/Petrochemical industries are identified as a hazardous process under the Factories Act, 1948. The expenses on shift duty are thus in the nature of operational expenses being paid for inconvenience caused due to odd hours of work which affects the body's "circadian clock". The 3 <sup>rd</sup> PRC recommendation had also viewed that compensation/ reimbursement towards such work related/administrative expenditure should not be treated as perks/allowances of individual executives/non-unionized supervisors and should be considered outside the purview of the recommended ceiling on perks and allowances.
5	Irregular payment in contravention of DPE guidelines	Report No. 11 of 2018, Para 9.2	Mementos worth ₹ 20,000 were distributed by BPCL to its employees for celebration of various landmark milestones achieved. The amount has since been recovered from all the staff and the same has been communicated to MOP&NG vide letter dated 25.10.2021 for onward submission to C&AG.
6	Irregular expenditure on employee under long service award scheme in contravention of Ministry's guidelines	Report No. 13 of 2019, Para 6.1	Long Service Award (LSA) was introduced based on DPE guidelines of 14.02.1983 in terms of which there is no objection in honoring the employees on completion of meritorious service milestones. Though there was a prohibition on CPSEs for giving away commemorative awards in cash or kind on company specific milestones, DPE drew a clear distinction between awarding the long service rendered by the employee and milestones achieved by the Company. Hence, there is no contravention of any DPE guidelines.
7	Implementation of De-regulation of pricing of Petroleum products <ul style="list-style-type: none"> <li>Lack of automation of ROs/sustained connectivity,</li> <li>change of prices by dealers, lower Inspection of ROs by OMCs</li> </ul>	Report No. 18 of 2020, Para 9.4	As of April 1, 2024, 19,950 retail outlets (ROs) are automated with robust and wireless automation systems. These automated ROs are equipped with VSAT/ Broadband/SIM. Further, Wireless FCC which has a GSM SIM card for back-up connectivity is available at automated ROs. Automation of the remaining and new ROs is a continuous process which is being carried out in a timely manner.  BPCL has implemented the Interlocks system in ROs preventing further sales if the retail selling price is not automatically changed. This Interlock has been implemented at 18,172 ROs (as on April 1, 2024). Necessary internal guidelines have been issued on carrying out the requisite no. of inspections and the retail outlet inspection report has been suitably modified to capture price change logs.

Sr. No.	Particulars	Audit Report Para No.	Management Response
8	Avoidable expenditure of ₹ 16.93 crore due to delay in renewal of lease	Report No. 33 of 2022, Para 2.1	<p>BPCL had taken land on lease from Kolkata Port Trust (KoPT) for Haldia installation. In 2009, there was a sudden escalation in the rental by KoPT, which was disputed by BPCL as the demand was not in line with the TAMP notification and continued to pay at the old rates. After due approvals from BPCL's Management and KPT's Management, final payment was made on 30.11.2018.</p> <p>The avoidable expenditure of ₹ 16.93 crore stated in the report contains unavoidable expenditure due to the implication of rate change and taxes.</p> <p>In line with the CAG Suggestions, system improvements/modifications have been carried out for timely settlement of such issues.</p>
9	Supply Logistics Operations of MS, HSD and LPG in Oil Marketing Companies	Report No. 13 of 2022 (Performance Audit)	Appropriate response to the points pertaining to BPCL has been submitted to Ministry of Petroleum and Natural Gas for necessary action at their end.

# ANNEXURE TO THE DIRECTORS' REPORT

## ANNEXURE-G

### Form No. AOC -2

(Pursuant to clause (h) of sub-section (3) of Section 134 of the Act and Rule 8(2) of the Companies (Accounts) Rules, 2014)

Form for disclosure of particulars of contracts/arrangements entered into by the company with related parties referred to in Subsection (1) of Section 188 of the Companies Act, 2013 including certain arm's length transactions under third proviso thereto.

#### 1. Details of contracts or arrangements or transactions not at arm's length basis

Sr. No.	Name of the Related Party	Nature of Relationship	Nature of Contract/Arrangement/Transactions	Duration of the Contract/Arrangement/Transactions	Salient Terms of the Contracts/Arrangements/Transactions	Transaction Values in FY 2023-24 (₹ crore)	Date of Board Approval	Amount Paid as Advances (₹ crore)
NIL								

#### 2. Details of material contracts or arrangements or transactions at arm's length basis

Sr. No.	Name of the Related Party	Nature of Relationship	Nature of Contract/Arrangement/Transactions	Duration of the Contract/Arrangement/Transactions	Salient Terms of the Contracts/Arrangements/Transactions	Transaction Values in FY 2023-24 (₹ crore)	Date of Board Approval	Amount Paid as Advances (₹ crore)
NIL								

Note: The threshold for determining the material transaction has been considered in line with rule no. 15 (3) of Companies (Meetings of Boards and its powers) Rules, 2014.

For and on behalf of the Board of Directors

Sd/-

Place: Mumbai  
Date: May 9, 2024

**G Krishnakumar**  
Chairman & Managing Director

## ANNEXURE-H

Disclosure as required under Regulation 34(3), Schedule V of the SEBI (Listing Obligations and Disclosure Requirements) Regulations, 2015

(₹ in crore)

Particulars	Balance as on		Maximum Amount Outstanding during the period	
	March 31, 2024	March 31, 2023	2023-24	2022-23
a) Loans and advances in the nature of Loans:				
(i) To Subsidiary Company				
a) Bharat PetroResources Limited	-	455.00	455.00	2,190.00
(ii) To Joint Venture - Haridwar Natural Gas Private Limited	7.50	11.25	11.25	15.00
(iii) To Firms/Companies in which directors are interested	-	-	-	-
b) Investment by the loanee in the shares of BPCL and its subsidiary company	-	-	-	-



# ANNEXURE TO THE DIRECTORS' REPORT

## ANNEXURE-I

### SECRETARIAL AUDIT REPORT

FOR THE FINANCIAL YEAR ENDED MARCH 31, 2024

[Pursuant to Section 204(1) of the Companies Act, 2013 and Rule No.9 of the Companies (Appointment and Remuneration of Managerial Personnel) Rules, 2014]

To,  
The Members,  
**Bharat Petroleum Corporation Limited,**

I have conducted the Secretarial Audit of the compliance of applicable statutory provisions and the adherence to good corporate governance practices by Bharat Petroleum Corporation Limited (hereinafter called 'the Company'). Secretarial Audit was conducted in a manner that provided me a reasonable basis for evaluating the corporate conducts/statutory compliances and expressing my opinion thereon.

Based on my verification of the Company's books, papers, minute books, forms and returns filed and other records maintained by the Company and also the information provided by the Company, its officers, agents and authorized representatives during the conduct of secretarial audit, I hereby report that in my opinion, the Company has, during the audit period covering the financial year ended on March 31, 2024, complied with the statutory provisions listed hereunder and also that the Company has proper Board process and compliance mechanism in place to the extent, in the manner and subject to the reporting made hereinafter.

I have examined the books, papers, minute books, forms and returns filed and other records maintained by Bharat Petroleum Corporation Limited for the financial year ended on March 31, 2024 according to the provisions of:

- (i) The Companies Act, 2013 (the Act) and the rules made thereunder;
- (ii) The Securities Contracts (Regulation) Act, 1956 ('SCRA') and the rules made thereunder;
- (iii) The Depositories Act, 1996 and the Regulations and Bye-laws framed thereunder;
- (iv) Foreign Exchange Management Act, 1999 and the rules and regulations made thereunder to the extent of Foreign Direct Investment (FDI), Overseas Direct Investment (ODI); and External Commercial Borrowing (ECB). As informed by the management, the Company does not have any FDI, ODI and ECB.
- (v) The following Regulations and Guidelines prescribed under the Securities and Exchange Board of India Act, 1992 ('SEBI ACT'):-
  - (a) The Securities and Exchange Board of India (Substantial Acquisition of Shares and Takeovers) Regulations, 2011;
  - (b) The Securities and Exchange Board of India (Prohibition of Insider Trading) Regulations, 2015;

- (c) The Securities and Exchange Board of India (Issue and Listing of Non-Convertible Securities) Regulations, 2021;
- (d) The Securities and Exchange Board of India (Share Based Employee Benefits and Sweat Equity) Regulations, 2021.

I report that during the year under review, there was no action/event in pursuance of –

- (a) The Securities and Exchange Board of India (Issue of Capital and Disclosure Requirements) Regulations, 2018; *except that the Board of Directors in its meeting held on June 28, 2023 had passed necessary resolution for issue of further Equity capital to its existing shareholders by way of rights issue. However, the issue has not progressed.*
- (b) The Securities and Exchange Board of India (Delisting of Equity Shares) Regulations, 2021;
- (c) The Securities and Exchange Board of India (Buy-back of Securities) Regulations, 2018; and
- (d) The Securities and Exchange Board of India (Registrar to an Issue and Share Transfer Agents) Regulations, 1993 regarding the Companies Act and dealing with the client.
- (vi) Based on the certificate given by the Company Secretary of the Company, it appears that the following Acts/Guidelines are specifically applicable to the Company:
  - (a) Oil fields (Regulation and Development) Act, 1948;
  - (b) The Petroleum Act, 1934;
  - (c) Mines and Minerals (Regulation and Development) Act, 1957;
  - (d) Petroleum and Minerals Pipelines (Acquisition of Right-of-user Inland) Act, 1962;
  - (e) Oil Mines Regulations, 1984;
  - (f) Petroleum & Natural Gas Rules, 1959;
  - (g) Petroleum Rules, 2002;
  - (h) The Oil Industry (Development) Act, 1974;
  - (i) The Energy Conservation Act, 2001;
  - (j) Petroleum & Natural Gas Regulatory Board Act, 2006;
  - (k) Petroleum & Mineral Pipelines (Acquisition of Rights of User in Land) Act, 1962.

I have also examined compliance with the applicable clauses of the following:

- (i) Secretarial Standards with regard to the Meetings of the Board of Directors (SS-1) and General Meetings (SS-2) issued by 'The Institute of Company Secretaries of India';
- (ii) SEBI (Listing Obligations and Disclosure Requirements) Regulations, 2015 read with Listing Agreement entered into by the Company with the Stock Exchanges; and
- (iii) Guidelines on Corporate Governance for Central Public Sector Enterprises, 2010 as issued by the Department of Public Enterprises, Government of India ('DPE Guidelines').

During the year under review, the Company has complied with the provisions of the Act, Rules, Regulations, Guidelines, Standards, etc. mentioned above subject to the following observations:

- 1) *The Company does not have the requisite number of Independent Directors on the Board as required under Regulation 17(1)(b) of SEBI (Listing Obligations and Disclosure Requirement) Regulations, 2015 and Clause 3.1.4 of the DPE Guidelines during the period May 1, 2023 till March 31, 2024;*

As informed by the management, the Company being a Government Company, evaluation of all the Directors is done by the Government of India.

I further report that the compliance by the Company of applicable financial laws like direct and indirect tax laws has not been reviewed in this audit since the same has been subject to review by statutory financial auditor and other designated professionals.

I further report that –

- *The Board of Directors of the Company is constituted with proper balance of Executive Directors and Non-Executive Directors. However, the Company did not have required number of Independent Directors as required under Regulation 17(1)(b) of SEBI (Listing Obligations and Disclosure Requirements) Regulations, 2015 and Clause 3.1.4 of DPE Guidelines during the period May 1, 2023 to March 31, 2024.*
- The changes in the composition of the Board of Directors that took place during the year under review were carried out in compliance with the provisions of the Act.
- Adequate notice was given to all Directors to schedule the Board Meetings. Further, the agenda and detailed notes on agenda were sent at least seven days in advance and a system exist for seeking and obtaining further information and clarifications on the agenda items before the meeting and for meaningful participation at the meeting.
- As per the minutes of the meeting duly recorded and signed by the Chairman, decisions of the Board were unanimous and no dissenting views have been recorded.

I further report that there are adequate systems and processes in the Company commensurate with the size and operation of the Company to monitor and ensure compliance with applicable laws, rules, regulations and guidelines.

I further report that during the audit period, there was no such event having a major bearing on the Company's affairs in pursuance to the laws, rules, regulations, guidelines, standards referred to hereinabove.

Sd/-

**(U.C. SHUKLA)**

COMPANY SECRETARY

FCS: 2727/CP: 1654

UDIN: F002727F000782583

Peer Review Certificate No. 1882/2022

Place: Mumbai

Date: July 19, 2024

Note: This report is to be read with my letter of even date which is annexed as 'Annexure A' and forms an integral part of this report.

## ANNEXURE A

To,  
The Members,  
**Bharat Petroleum Corporation Limited,**

My report of even date is to be read with this letter.

1. Maintenance of secretarial record is the responsibility of the management of the Company. My responsibility is to express an opinion on these secretarial records based on my audit.
2. I have followed the audit practices and processes as were appropriate to obtain reasonable assurance about the correctness of the contents of the secretarial records. The verification was done on the test basis to ensure that correct facts are reflected in secretarial records. I believe that the process and practices, I followed, provide reasonable basis for my opinion.
3. I have not verified the correctness and appropriateness of financial records and books of accounts of the Company.
4. Wherever required, I have obtained the management representation about the compliance of the laws, rules and regulations and happening of events etc.
5. The compliance of the provisions of corporate and other applicable laws, rules, regulations and standards is the responsibility of the management. My examination was limited to the verification of procedure on test basis.
6. The Secretarial Audit Report is neither an assurance as to future viability of the Company nor of the efficacy or effectiveness with which the management has conducted the affairs of the Company.

Sd/-  
**(U.C. SHUKLA)**  
COMPANY SECRETARY  
FCS: 2727/CP: 1654

Place: Mumbai  
Date: July 19, 2024