जर्नीज़

JOURNEYS

Issue No. 28 / July-August 2026

Bharat Petroleum

50 Years of Shaping The Future

Connect: | Energising Dealers and Distributors

The Spirit of Enterprise.
The Pursuit of Excellence.



Xtreme Weather Grade Diesel for the Indian Army Launched

From Waste to Energy: BPCL Marks District-Level CBG Ecosystem in Satna

Kochi Refinery Wins TERI UNDP Water Sustainability Award

Who Doesn't Deserve Good Sleep?

Gudur Filling Station

NH-16, Jatlakondur
Andhra Pradesh

EDITORIAL

What defines the essence of excellence? A perfect blend of strategy, innovation, and execution. But most tangibly, it is customer-centricity – a laser-sharp focus on customer delight. In this edition of Journeys, we outline the story of an entrepreneur who has taken this art to a new level of perfection!

A new dimension of energy innovation unfolded when Bharat Petroleum launched indigenously formulated "Xtreme Weather Grade Diesel," developed specially for the Indian Army. It overcomes the challenges posed by extreme cold and remains effective even at temperatures as low as -42°C. Our Bina Refinery has flagged off the first rake of this specialty fuel.

Accelerating India's energy transition and boosting circular economy, Bharat Petroleum registered a major milestone in energy sustainability with 100% Compressed Bio-Gas (CBG) adoption across Satna district's gas ecosystem in Madhya Pradesh — making it India's first district-level gas ecosystem where CBG generated from waste powers both CNG for automobiles and PNG for homes and commercial kitchens. All 19 CNG stations in the district, along with more than 1,800 domestic PNG connections and commercial PNG connections, are now supplied with CBG through BPCL's City Gas Distribution (CGD) network.

Driving excellence through global collaboration, we welcomed a delegation from ADNOC, UAE to Bijwasan and Piyala – to share insights into the operational practices and technological advancements adopted in the management of BPCL's multiproduct pipeline systems.

In another high-profile engagement, a delegation from AISIN Automotive India Ltd., a subsidiary of Japan-based AISIN Corporation, visited BPCL's state-of-the-art *MAK* Lube Oil Blending Plant at Rasayani and Product & Application Development (P&AD) Centre at Sewree, with the objective of accelerating the localisation of advanced transmission fluids in India. A key highlight of the visit was the demonstration of BPCL's advanced R&D infrastructure and comprehensive lubricant evaluation capabilities.

Another delegation, a team from MBF Holdings, Malaysia, visited BPCL Lubes HQ. MBF Holdings is a diversified multinational conglomerate, with a presence in nearly 25 countries across automotive, agriculture, logistics, and retail. The visit focused on establishing a robust distribution network for *MAK* Lubricants in the region and positioning the brand as a premium lubricant range backed by extensive global OEM approvals.

Elaborating on excellence, Peter Drucker famously said, "Quality in a service or product is not what you put into it. It is what the client or customer gets out of it." A shining example of someone who consistently exemplifies this business philosophy is our dealer featured in the cover story – Mr. Sreenivasulu of Gudur Filling Station. A visit to his retail outlet is a memorable experience, not just for refuelling but for everything that the dealership offers. From the warm welcome and attentive service to the extensive range of offerings and thoughtful additions, including a clean and hygienic restroom facility, a contemporary restaurant and a premium convenience store, every detail is designed to make visitors feel truly special.

This same focus on excellence – through innovation, efficiency, and sustainability – earned the corporation industry accolades on major award platforms. Kochi Refinery won the prestigious Water Sustainability Award 2026, presented by The Energy and Resources Institute (TERI) and the United Nations Development Programme (UNDP). Bharat Petroleum also received multiple recognitions at the 8th Occupational Health & Safety Awards, organised by the Indian Chamber of Commerce (ICC), while it won two prestigious wins at the India Risk Management Awards 2026, and a Gold for digital transformation at the ET Supply Chain Awards 2026. The corporation also won recognitions for driving digital transformation and data-driven HR practices, on two national-level platforms – the National Talent Acquisition Hackathon, and the People Matters Infini-T Awards, among other accolades.

Shifting the spotlight onto human health, we discuss in our Health section the vital importance of adequate and high-quality sleep – a need that is often overlooked.

Enjoying good health also means consuming nutritious (and tasty) food. In this edition, we share a recipe for a popular South Indian dish – Stuffed Brinjal Curry (Gutti Vankaya). If you like brinjals, you'll love this dish. And if you are experimenting with this nutrition-rich vegetable, you'll discover a new delicacy to enjoy.

As always, we eagerly await feedback from you – our readers. Kindly do write to us, sharing your valuable insights to further improve this publication.

Happy Reading!

Sheilagh Nair

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(Public Relations & Brand)

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संपादक
शीला नायर

सलाहकार परिषद
रमन मलिक
प्रमुख (जनसंपर्क एवं ब्रांड)

ब्रांड प्रोसेस क्लब मेंबर्स

हिंदी संपादन
हिंदी कक्ष (पश्चिम क्षेत्र)

मुद्रक एवं प्रकाशक
शीला नायर
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किसी भी रूप में पुनर्मुद्रण संपादक की लिखित अनुमति पर निर्भर है।

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The Spirit of Enterprise. The Pursuit of Excellence.

When circumstances challenge, the determined ones challenge circumstances. By challenging convention. By reimagining business. And by turning obstacles into opportunities to evolve and thrive.



This is the story of an entrepreneur who refused to let circumstances dictate his destiny.

After completing his MBA, Mr. Rachamadugu Sreenivasulu entered into a three-year service contract with BPCL in 2004 as In&Out Store Operator at Gudur Filling station. Five years later, he was a partner, and in another five years, he and his wife became the owners of the business. Today, you would be inspired to call their Retail Outlet (RO) a "model" for other entrepreneurs to emulate.

On the surface, this might seem like a fairytale. But when you probe deeper, you will find a moving story of uphill struggles, perseverance, and grit in overcoming all odds. In a bumpy journey strewn with formidable hurdles, he never lost hope and repeatedly met every challenge with an equally determined response. His resolute refusal to accept adversities as his fate is remarkable, and the RO the couple has built over these years is nothing less than exemplary.

M/s. Gudur Filling Station is a highway RO strategically located on National Highway 16 (NH-16), part of the Golden Quadrilateral, which stretches from Kolkata via Bhubaneswar, Visakhapatnam, and Vijayawada to Chennai. It is one of the major high-volume ROs in the Nellore Retail Territory. Situated between Nellore city (the district headquarters) and Gudur town, this is an important highway RO serving both local and long-distance customers. The retail outlet is strategically positioned near the diversion/interchange towards Tirupati and Bengaluru, while also serving traffic moving along the Chennai–NH-16 corridor, thereby providing access to a significant volume of highway and commercial traffic.

The Adani Krishnapatnam Port is located approximately 25 km from the RO, providing additional potential for servicing commercial vehicles, trucks, and other port-related transportation traffic.

The RO serves as an important access point for travellers proceeding towards several prominent pilgrimage and tourist destinations in South India, including Tirupati, Kanipakam, and Srikalahasti, as well as various temple destinations in Tamil Nadu. The retail outlet also caters to long-distance traffic connecting the major metropolitan cities of Chennai (approximately 150 km) and Bengaluru (approximately 375 km), thereby providing substantial potential to serve highway travellers, pilgrims, tourists, and commercial vehicle operators.

Gudur Filling Station was originally commissioned in 1962 at Old GNT Road, Gudur town, Nellore district, Andhra Pradesh, adjacent to the Gudur Railway Station premises. Subsequently, with the development of the Old NH-5 (presently NH-16) Bypass Road, heavy vehicular traffic was diverted to the new highway, resulting in a change in the traffic pattern and reduced accessibility to the existing RO. In view of the changed traffic conditions and the strategic importance of the National Highway, Bharat Petroleum decided to re-site the RO on the National Highway 16 (NH-16) in 1994.

Following its re-siting, M/s. Gudur Filling Station was promoted as a Golden Jubilee Retail Outlet in the year 1997, commemorating 50 years of India's Independence.

Two Big Challenges

Sreenivasulu had a strong aspiration to establish and operate a Retail Outlet business in his hometown of



Gudur to serve the town as well as the surrounding areas. He completed his graduation in Gudur and subsequently pursued his MBA in Chennai.

After completing his MBA, Sreenivasulu entered into a service contract with BPCL in 2004 as In&Out Store Operator at Gudur Filling Station for a period of three years. At the time, the convenience store at the Retail Outlet (RO) was temporarily non-operational. The RO owner had found it challenging to run the store due to the lack of a regular local customer base in the rural area. This marked the first of several challenges that Sreenivasulu would face. Within a relatively short period, he successfully revitalised the store's operations and improved its business performance through



his dedication and innovative approach. By offering products tailored to customers' needs and aspirations, he created a distinctive appeal for the In&Out store.

In the meantime, his second challenge came from the fuel sales front, where the owner was facing severe financial constraints. A significantly large portion of the fuel business was credit-based, and recovery had become a perpetual issue for the owner. As a result, the business suffered from declining fuel sales and constant financial strain. The volumes had fallen by more than half from their peak due to financial mismanagement in the earlier years.

Based on his sincere efforts, commitment and initiatives in improving the In&Out business, the owner and BPCL officials encouraged Sreenivasulu to take an active role in the fuel retailing business as well.

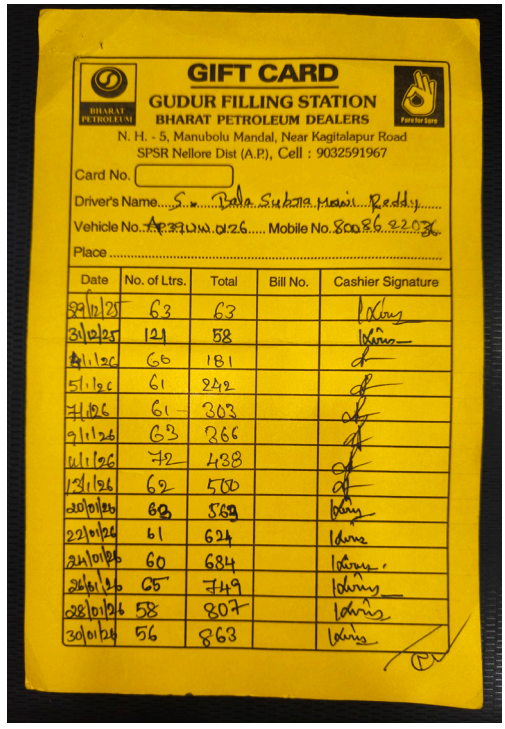
In 2006, Reliance entered the fuel retailing business. With a brand-new Reliance retail outlet located only 10 km away, the fuel sales of Gudur Filling Station began to take a hit. Subsequently, two HPCL retail outlets, one located before and another after Gudur Filling Station, were commissioned. In addition, two IOCL retail outlets were also established in the vicinity.

Sreenivasulu realised that the dealership's earlier policy of propping up fuel sales by offering credit was unsustainable in the long run. So, he decided to address the issue in his own way. To begin with, he began visiting local lorry owners to regain their patronage, but this was not an easy task without offering credit. So, he changed his approach. He consulted them to understand their -issues. Based on their feedback, he instituted several new initiatives, such as computerised billing and SMS billing. This strengthened transparency, addressing one



to its customers about the quality and quantity of the fuel dispensed, building trust.

Sreenivasulu also started a loyalty programme for truck drivers visiting the outlet, as well as a customer relationship program. He also renovated the washrooms and started a complimentary nighttime service offering tea and coffee to truck drivers. As a result, despite increased competition and the resultant market challenges, Sreenivasulu was able to improve the combined MS (petrol) and HSD (diesel) sales from around 250 KL to an average of about 700 KL per month, thereby more than doubling sales compared to the earlier level.


GIFT CARD
GUDUR FILLING STATION
BHARAT PETROLEUM DEALERS
N. H. - 5, Manubolu Mandal, Near Kagitalapur Road
SPSR Nellore Dist (A.P.), Cell : 9032591967

Card No.
Driver's Name S. K. Bala Subra mani Reddy
Vehicle No. AP37UW 0126 Mobile No. 8008622036
Place

Date	No. of Ltrs.	Total	Bill No.	Cashier Signature
29/12/25	63	63		
30/12/25	121	58		
31/12/25	66	181		
5/1/26	61	242		
7/1/26	61	303		
9/1/26	63	366		
11/1/26	72	438		
13/1/26	62	500		
20/01/26	69	569		
22/01/26	61	624		
24/01/26	60	684		
26/01/26	65	749		
28/01/26	58	807		
30/01/26	56	863		







of the main concerns of lorry owners in those days. In addition, a "Mileage Card" was created to record each truck's mileage after every refuelling. In this way, the dealership was able to provide assurance

In 2008, Reliance closed all its retail outlets across the nation due to sharply rising crude oil prices. By that time, Gudur Filling Station was already on a firm footing, enjoying strong customer support. The exit of Reliance added to the dealership's fortunes. In just a few months, the fuel sales of Gudur Filling Station jumped. This was a major victory for Sreenivasulu, as the Reliance exit benefited Gudur Filling Station proportionately far more than other players in the region – thanks to the popularity and customer trust Sreenivasulu had built. Clearly, Sreenivasulu had proven himself to be an invaluable asset to the enterprise. No wonder,









in 2009, Sreenivasulu was offered a partnership in the RO. This was a deserving reward for his relentless efforts and keen entrepreneurial vision.

Now as a partner, Sreenivasulu continued to innovate, bringing newer benefits to customers. He now strengthened his focus on cars (petrol sales) as well.

"We did a lot of experimentation and came up with new initiatives, for example, windshield cleaning for trucks as well as cars – a complimentary gesture that mattered. There were courteous staff members in uniforms manning the forecourt and the washrooms were renovated," says Sreenivasulu.

This brought smiles as well as higher footfall and sales. By the year 2014, sales volumes had risen further to about 1500 KL per month.

In that same year, the original owner decided to quit the business due to health-related and personal reasons. Sreenivasulu acquired the entire ownership of the RO, with his wife, Mrs. Rachamadugu Sumalatha, becoming his business partner.

But, once again, a new challenge was waiting to unfold. In that very same year, Andhra Pradesh was split into two states – Andhra Pradesh and Telangana. The new Andhra Pradesh state imposed a VAT (Value Added Tax) on fuel, causing the cost to go up by nearly ₹5 per litre compared to that in Tamil Nadu. Gudur Filling Station, being very close to the Tamil Nadu border, was severely affected by this large Retail Selling Price (RSP) disparity. Later, the cost of fuel in the neighbouring state of Karnataka also fell, and the price difference was even more dramatic – about ₹10-11 less per litre than in Andhra Pradesh, the home state of Gudur Filling Station. With this pricing pressure from two adjoining states, the fuel sales at the RO fell steeply to about 300-400 KL per month.

In light of these developments, the enterprising couple once again geared up to launch a new wave of initiatives to restore their dealership to healthier sales levels.

The DriveFresh Experience

In a major push to garner greater business of car owners and local transport firms, several initiatives were implemented that world go on to redefine visitor experience at the RO.



DriveFresh was the flagship endeavor of this transformation.

"The national road infrastructure, over the years, has improved immensely and the vehicles themselves are offering newer levels of comfort. In essence, driving is changing and journeys are becoming more experiential. It is no longer just about travelling from A to B. It is the experience that









counts. And the DriveFresh initiative we have implemented, with clean and hygienic washroom facilities, is deeply appreciated by our patrons," shares Sreenivasulu.

Sreenivasulu hired the services of an interior designer to help create modern restroom facilities at the RO. There were 16 clean and hygienic washrooms constructed, consisting of separate ones for ladies and gents, rear-side driver washrooms with showers and clothes-washing facilities, and also a washroom for persons with disabilities. There are nine







"Our In&Out store is a big attraction for travellers, and for a reason. Most of the items that we sell here are unique and premium products, along with some thoughtfully selected regular FMCG items as well. The premium products include imported chocolates, high-end perfumes, luxury branded apparel, and other exclusive product ranges. We sell premium offerings. But more than that, we offer rich experiences," says Sreenivasulu.

washrooms for Retail, five for the restaurant, two for the staff, one for truckers, one for car customers, as well as three urinal areas.

"These kinds of clean, modern washrooms are usually found in, say, shopping malls. To ensure perfect cleanliness, we have staff working round-the-clock in three shifts. What's more, even our In&Out store is comparable to luxury stores found at airports. For us, our clients are like our family and they deserve the best experience when they visit us," says a proud Sreenivasulu.

In the words of Shri Subhankar Sen, Director (Marketing): "For a traveller, nothing is more important than having a good pit stop which has the cleanest restroom that you can find. And that's the whole purpose of DriveFresh. Our "Be Fresh, DriveFresh" line reflects a perfect alignment with the Swachh Bharat mission."

But this was not all. Several other perks were also offered, including free tea/coffee and snacks for truck drivers at the food court, and instant gifts to consumers as well as truck drivers making fuel purchases. Moreover, as many as nine free nitrogen machines were installed. The convenience store also underwent a big makeover. The In&Out store was expanded from 350 to 700 sq. ft. in the first phase.

"The response to our In&Out store was so overwhelming that more recently, in 2023, we requested Bharat Petroleum to help us expand it from 700 to 3,000 sq. ft. It is a one-of-a-kind convenience facility on our premises and we are immensely proud of what we have achieved, especially at this rural highway RO," he adds, with a glimmer of triumph in his eyes.



Extending the convenience proposition even further, the on-premises restaurant was rebuilt from the ground up in 2019. The newly constructed facility, Hotel Padmavathi Vilas, provides pure vegetarian food and was developed particularly to serve highway travellers, including Tirupati and Sabarimala pilgrims, tourists, and other members of the travelling public. It is a modern restaurant where







guests can enjoy dozens of delicacies, while children can have fun in the play area. The sheer variety of food offered here is unmatched in the RO-connected restaurant segment. In that same year, a reverse-osmosis plant producing mineral water was commissioned, making free mineral water available to every visitor. Remarkably, there is hardly any other 100% vegetarian restaurant associated with a retail outlet in this region, on the Vijayawada-Guntur-Ongole-Nellore-Chennai route, according to Sreenivasulu. This







adds to the uniqueness of the restaurant. The RO is also equipped with a *MAK* AdBlue (Diesel Exhaust Fluid) dispenser and also offers *MAK* Quick Oil Change, two-wheeler water wash services, and EV







charging, apart from two-wheeler water wash services, apart from other conveniences such as digital payments, UFill, a FINO Payments Bank outlet, and much more.

These measures, along with several others, helped restore customer confidence and business volumes, resulting in an increase in sales to approximately 750 KL per month. Thereafter, with continued focus on customer service, sales promotion, allied business development and operational improvements, the sales of Gudur Filling Station further recovered and reached approximately 1,000 KL per month during 2026, with the RO continuing to sustain this level of sales.

"Taking into account our enthusiasm, passion, and tangible results, Bharat Petroleum built an additional refuelling canopy facility with two Multi-Product Dispensers (MPDs) at the rear of the Sales Building to specifically facilitate refuelling of heavy trucks, container vehicles, and other large commercial vehicles,

thereby improving operational efficiency and customer convenience at the RO," says Sreenivasulu.

An Outstanding Performer

Years of unwavering dedication have shaped the dealership's remarkable journey, earning it numerous prestigious accolades that reflect its commitment to excellence, high performance, and sustained achievements. Some of these are:



- Highest HSD Growth by Volume 2014-15 – Nellore Territory
- Second-Best Pure For Sure RO 2014-15 – Nellore Territory
- Special Recognition Award – Nellore Territory
- Best Highway Retail Outlet – 2014-15
- Highest Sales Lubes – 2014-15
- Best Highway RO 2014-105 – Nellore Territory
- Excellent Performance in *MAK* SE FLY KARO campaign – Dec19 to Dec 2020
- Excellent Performance in *MAK* AdBlue campaign – Dec19 to Dec 2020
- AP State Dealers Award 2023-2024 (High MS Volume COM-D1) – 2023-2024
- AP State Dealers Award 2023-2024 (High HSD Volume COM-D1) – 2023-2024

An Expression of Gratitude

This additional canopy makes the RO a twin refueling station – one for travelers, while the other exclusively for trucks. This avoids congestion, saving time for everyone.

"The customer feedback is heart-warming. They appreciate our 24x7 operation and love the best-in-class facilities at our RO. Many of our customers congratulate me personally. For us, this is the only way we can imagine our RO – with the best to offer to our visitors. Whatever we do, we do it wholeheartedly for our patrons," says Sreenivasulu.

"Bharat Petroleum has been a big believer in us, and it has supported a wide range of initiatives – from the expanded In&Out store to a new restaurant, among several others. Without its genuine help at every important juncture, we would not have been as successful as we are today," he says, expressing a deep sense of gratitude.

Despite being hailed as the mastermind behind the transformation of his RO into one of the most exemplary ROs in the fuel-retailing segment, Sreenivasulu remains as humble as ever. Brimming with enthusiasm, he awaits an even more exciting future.

"Our RO is spacious, with ample space available for future expansion. In the years ahead, we are committed to bringing BPCL innovations and introducing many more initiatives to our RO for the benefit of our customers," says Sreenivasulu.

Reminiscing on their extraordinary voyage, Sreenivasulu says: "This has been a phenomenal journey for us and a remarkable experience of how we were able to tide over the many adversities that came our way. It took us some time, but deftly navigating those upheavals enabled us to sail through the storm and safely reach the shore with a newfound confidence."

ED (KR) Greets Hon'ble Chief Minister of Keralam at State Capital



Reinforcing Kochi Refinery's commitment to Kerala's industrial growth and social development, Mr. Chacko M. Jose, Executive Director, Kochi Refinery, met Shri V. D. Satheesan, the Hon'ble Chief Minister of Keralam, and apprised him of the ongoing expansion projects and impactful Corporate Social Responsibility (CSR) initiatives across the state by Kochi Refinery.

As part of the visit, Mr. Chacko also had discussions with senior Government officials, including Mr. Biswanath Sinha, IAS, Chief Secretary; Mr. A.P.M. Mohammed Hanish, IAS, Additional Chief Secretary (Industries); Mr. K.R. Jyothilal, IAS, Additional Chief Secretary (Finance); and Mr. Shanavas S., IAS, Special Secretary, Local Self-Government Department.

The Executive Director also felicitated Mr. Sooraj Krishnan R. on his recent appointment as Director of Factories & Boilers, Government of Keralam, conveying his best wishes for a successful tenure. Mr. Meganathan N., GM (HR), and Mr. Vinod T. Mathew, Sr. Mgr. (PR), accompanied the Executive Director during the meeting on July 26, 2026.

Chairman & Managing Director Visits Southern Regional Office

Shri Sanjay Khanna, Chairman & Managing Director (C&MD) with additional charge of Director (Refineries), visited the Southern Regional Office on August 19, 2026 and interacted with the Regional Council to review business performance, assess key operational priorities, and discuss emerging opportunities and challenges across the region. The deliberations included updates from various businesses and entities, with a focus on business performance, digital transformation and AI adoption, operational efficiency, manpower requirements, infrastructure, safety, and new initiatives aimed at driving business growth. The C&MD with Shri Sanjay Khanna encouraged the teams to harness technology, proactively address evolving challenges, anticipate future needs, and continue developing innovative solutions that enhance organisational performance and create greater value for both the company and its customers.

Subsequently, the C&MD with Shri Sanjay Khanna interacted with a batch of Management Trainees undergoing induction at the Southern Regional Office. Addressing the young officers, he encouraged them to make the most of the opportunities available to



them, enjoy their work, remain inquisitive, and pursue excellence in every responsibility entrusted to them. He emphasised that the organisation offers a strong platform for learning, meaningful contribution, and professional visibility through challenging assignments. He also assured the trainees of the leadership's continued guidance, engagement, and support throughout their professional journey.

The interaction concluded on an inspiring note, with the C&MD with Shri Sanjay Khanna extending his best wishes to the trainees for a successful career and expressing confidence in their ability to make significant contributions to BPCL's growth and future success.

Director (Marketing) Launches 'Speed 100' at COCO BP-Mathura

Mathura (Retail), Territory team was honoured to host Shri Subhankar Sen, Director (Marketing), on July 20, 2026 at Company-Owned Company-Operated (COCO) BP-Mathura. Accompanying Director (Marketing) were several key senior executives, including Mr. Amol Bhosale, State Head (Retail), UP (W) & UK, Mr. Kumar Nandan Singh, GM (Marketing), Director's Office, Ms. Azmina Kanwar Singh, DGM (Highway Retailing), RHQ, Mr. Jiwan Singh, Ch. Mgr. (Highway Retailing), NR, and Mr. Sourav Mukherjee, DGM (Retailing Initiative), Uttar Pradesh (W) & Uttarakhand. The visiting delegation was formally received by Mathura Territory team.



The visit commenced with the inauguration of Speed 100 at COCO BP-Mathura. This launch marks the introduction of BPCL's premium, high-performance petrol to the customers of Mathura Retail Territory.



Director (Marketing) then conducted a thorough inspection of the facilities developed under the Apna Ghar pilot initiative, a flagship programme aimed at enhancing the welfare of the trucker community. He reviewed the truckers' dormitory, dhaba and recreational areas. He lauded the meticulous upkeep of the site and the high standard of amenities provided. He shared his valuable suggestions on how to consistently provide a holistic experience to the drivers during their stay at Apna Ghar at BP-Mathura.

During the proceedings, Director (Marketing) commemorated the significant achievement of 100% Dealer Reimbursement Portal (DRP) completion within the Mathura Territory by cutting a ceremonial cake. This milestone reflects the territory's successful alignment with the corporation's digital transformation roadmap.

A dedicated interactive session was also held with the Territory's dealers. Director (Marketing) articulated BPCL's strategic priorities, emphasising upcoming

digital innovations and the adoption of futuristic business models.

To recognise the dedication and operational discipline of the frontline staff, Sangam Certificates were presented to the Driveway Salesmen (DSMs) and Driveway Saleswomen (DSWs) of COCO BP-Mathura.

The visit served as a profound source of motivation for the entire team at Mathura. It reinforced the corporation's collective resolve to maintain the highest standards of operational efficiency and customer-centricity.

Business Head (Retail) Visits Andaman & Nicobar Islands to Strengthen Future Energy Partnerships

Shri Pardeep Goyal, Business Head (Retail), accompanied by Mr. N. S. Selukar, Head (Retail), South, and Ms. Aleema Bibi, Ch. Mgr. (Retail), HQ, visited the Andaman & Nicobar Islands to engage with the Union Territory administration and key stakeholders, and to explore opportunities for expanding our energy infrastructure footprint in the region.



During the visit, the team met Admiral D. K. Joshi, PVSM, AVSM, YSM, NM, VSM (Retd.), Hon'ble Lieutenant Governor of the Andaman & Nicobar Islands and Vice Chairman, Islands Development Agency (IDA), to discuss the allotment of land for a petroleum depot and to establish our presence in the Islands.

The meeting also focused on the Union Territory's long-term development roadmap, particularly the transformational Great Nicobar Project, comprising the International Container Transshipment Terminal, Greenfield International Airport and associated infrastructure. These landmark developments are expected to accelerate economic growth and significantly increase future energy demand, creating opportunities for us to establish and expand our petroleum product distribution network and energy infrastructure in the region.

The team also met senior officers of the Andaman & Nicobar administration, including Ms. Chanchal Yadav, IAS, Commissioner-cum-Secretary (Revenue, Shipping, Transport, Civil Aviation, Industries and Andaman & Nicobar Islands Integrated Development Corporation Limited – ANIIDCO); Dr. Sachin Shinde, IAS, Commissioner-cum-Secretary (Finance, Planning, Infrastructure & Power); and Mr. Pravesh Ranjan Jha, Secretary (Power & General Administration). Discussions focused on facilitating our business in the Islands by establishing petroleum logistics, storage and distribution infrastructure and a retail outlet network, and by enabling the infrastructure required to meet the region's growing energy demand.

The team also reviewed the existing petroleum storage, distribution and retail infrastructure and interacted with dealers and field teams to gain insights into local market dynamics, operational challenges and emerging business opportunities.

The visit reaffirmed our commitment to partnering with the Andaman & Nicobar Administration to develop future-ready energy infrastructure, strengthen fuel availability, and support the sustainable economic development and long-term energy security of the Andaman & Nicobar Islands.

Director (HR) Visits SDI Kochi

Shri Pushp Kumar Nayar, Director (HR), visited the Skill Development Institute (SDI), Kochi at Angamaly, chaired the 19th Governing Council Meeting, the 13th General Body Meeting of SDI-Kochi, and assumed charge as Chairman of SDI-Kochi on August 6, 2026.

The meeting was attended by Mr. Chacko M. Jose,

ED (Kochi Refinery); Mr. D. Parthasarathy, ED (HRS); Mr. N. Meganathan, GM (HR); Mr. Sivakumar G.S., CEO, SDI-Kochi; and other oil industry partners of SDI in the understand operational priorities and share valuable insights aimed at further strengthening business performance and customer-centric solutions.



Governing Council and General Body. The Governing Council reviewed the training and operational performance of SDI-Kochi, approval of the Revenue Budget for FY 2026-27, appointment of Statutory Auditors, and the proposal for modernisation and expansion of SDI-Kochi. Director (HR) also reviewed the functioning and performance of the institute.

SDI-Kochi has trained 2,072 youth since its inception, of whom 1,923 trainees have secured employment in various industries in India and abroad. He also reviewed the ongoing skill development programmes, placement performance, and training initiatives for Persons with Disabilities.

Shri Pushp Kumar Nayar also interacted with the staff and trainees of SDI-Kochi and appreciated the efforts of the SDI-Kochi team, Nettur Technical Training Foundation (NTTF) and Kochi Refinery in providing industry-oriented skill development training and creating employment opportunities for youth. He emphasised the need to further strengthen industry linkages, enhance training infrastructure and continue providing quality skill development programmes to meet the future requirements of the industry.

Director (Marketing) Visits Southern Regional Office

Director (Marketing) visited the Southern Regional Office on August 14, 2026 and interacted with Regional Council to review ongoing initiatives, During the visit, he reviewed various customer-facing processes and emphasised the importance of continuously raising service standards and institutionalising practices that enrich the overall customer experience. He encouraged greater adoption of digital applications and AI-enabled solutions to provide employees with timely guidance, relevant information and actionable insights, thereby enabling them to plan more effectively, sharpen their focus and drive initiatives that create greater value for the organisation and its customers.



He emphasised the need for adopting high standards in the development of modern, state-of-the-art and world-class infrastructure for employees, alongside operational facilities. He underscored that a contemporary, safe, efficient, and employee-friendly workplace environment is integral to fostering productivity, engagement, and

a positive employee experience, while also reflecting BPCL's commitment to excellence.

Recognising that more than 40% of the workforce has less than three years of experience, he highlighted the pivotal role of senior and experienced employees in handholding, mentoring, and guiding young colleagues. He emphasised that creating the right ecosystem for learning, confidence-building, and capability development at this formative stage would be critical to nurturing a confident, competent, and future-ready workforce.

He took keen interest in the new initiatives being undertaken across the Southern Region and appreciated the enthusiasm, commitment, and sustained efforts demonstrated by the teams. His visit provided an opportunity to showcase the progress made across the Region while also receiving valuable guidance, perspectives and encouragement for further improvement.

The interactions reinforced the importance of customer-centricity, innovation, digital transformation, operational excellence, world-class infrastructure, and continuous capability-building in shaping BPCL's future. The visit provided renewed impetus and motivation to Southern Region teams to raise the bar further, embrace new ways of working and collectively contribute towards building a more agile, technology-enabled, employee-centric, and customer-focused organisation.

Director (HR) Visits BPREP Site at Bina

A significant milestone was achieved in the journey of Bina Petrochemical & Refinery Expansion Project (BPREP) on August 3, 2026 with the inauguration of two important facilities — the Security Command & Control Centre (SCCC) and the BEPOLY Gate — by Shri Pushp Kumar Nayar, Director (HR).

The inauguration took place in the presence of Mr. K. K. Das, ED (Bina Refinery); Mr. Naveen Chander K., ED (Project Management), BPREP; Mr. Parthasarthy D., ED (HRS); and other senior BPCL officials.

Security Command & Control Centre – Strengthening a Safer, Smarter BPREP



The Security Command & Control Centre (SCCC) has been established as a technology-driven surveillance hub to strengthen site security, enhance risk mitigation and improve operational resilience across the BPREP project boundary. The facility integrates 240 advanced IP-based CCTV cameras strategically deployed across the 8-km



project perimeter, warehouses, yards, and gate houses, supported by a 22-km redundant fibre-optic backbone covering the entire Bina Refinery (BR) premises for reliable connectivity and uninterrupted monitoring.

Operating 24x7, the SCCC provides centralised,

real-time visibility through a unified platform integrating CCTV surveillance, power fencing, and vehicle access monitoring across the BR and BPREP perimeter. Advanced video analytics such as intrusion detection, line-crossing alerts, human movement tracking and object detection, complemented by enhanced cybersecurity, floodlights, and infrared night vision, enable proactive threat identification and faster response.

BEPOLY Gate – Enabling Efficient and Secure Movement

The BEPOLY Gate, named after BPCL's polymer brand, has been established primarily to facilitate the evacuation of polymer products during the operational phase. Strategically located to provide direct connectivity with the main roads, the gate will also facilitate the movement of materials and manpower during the construction phase. Equipped with an advanced Access Control System (ACS), the facility combines security with speed and operational efficiency.

The system provides dual-authentication-based access using AI-enabled face recognition, supported by anti-spoofing and advanced data protection features. With each reader capable of storing up to 50,000 personnel records, the scalable system can support a large and evolving workforce. Its decentralised architecture allows access-control operations to continue even during server failure, ensuring high system availability. Despite multiple layers of authentication, the system enables rapid and seamless movement, allowing approximately one person to pass through every six seconds — equivalent to around 2,400 persons per hour — following successful authentication. This significantly reduces waiting time at the gate and is expected to facilitate efficient workforce movement as well as save valuable project time during the construction phase.

Leadership Connect with Project Execution

Between the two inaugurations, Director (HR) visited key BPREP project locations, including the Crude Distillation Unit (CDU), Ethylene Cracker Unit (ECU), Polypropylene Unit, and LLDPE/HDPE Swing Unit, where he reviewed the ongoing construction progress and interacted with project teams.

Director (HR) also visited the newly inaugurated BPREP consultant office and BPREP site office, engaging with BPCL and Engineers India Limited (EIL) officials. The visit provided valuable encouragement to the workforce and reaffirmed BPCL leadership's strong focus on the timely and successful delivery of BPREP.

As BPREP advances towards its ambitious milestones, these new facilities stand as symbols of BPCL's unwavering commitment to excellence, innovation, collaboration, safety, and world-class project execution.

Bina Refinery Welcomes BPCL CVO

Mr. Ved Prakash Verma, ITS, Chief Vigilance Officer (CVO), commenced his maiden two-day visit to Bina Refinery (BR) on August 11, 2026, covering interactions with the management, a visit to the Bina Petrochemical Refinery Expansion Project (BPREP) site, and a focused engagement with officers on preventive vigilance. He was accompanied by Mr. Venkatraman P. Iyer, CGM (Vigilance), CO. On his arrival, he was welcomed by



Mr. K. K. Das, ED (BR); Mr. Sreeram A. N., ED I/c (Bina Petchem & Refinery Expansion); and Mr. Naveen Chander K., ED (Project Management), BPREP.

At the Admin Building, Mr. Verma began his visit by participating in a tree plantation drive. He thereafter interacted with the BR and BPREP senior leadership team and reviewed ongoing activities, key achievements, and project progress. The discussions also focused on procedural vulnerabilities, compliance management,

transparency, and the importance of responsible decision-making.



these principles in their day-to-day responsibilities and contribute towards strengthening a culture of integrity and preventive vigilance.

The workshop featured case studies that encouraged active participation and meaningful deliberations among the officers. Participants raised queries and sought clarifications, which were addressed during the session. The workshop was widely appreciated for its relevance and practical value and concluded with a vote of thanks proposed by Mr. Shirish Chandekar, CGM (HR), BR.

As part of the visit, Mr. Verma proceeded to the BPREP site, where he took keen interest in the progress of the project and various compliance initiatives. He inaugurated the new SRU Gate, developed to reduce turnaround time and ease congestion at the main gate by facilitating smoother movement of project personnel and materials. A key feature of the new gate is its AI-based facial recognition system, which enables dual authentication through an access card and facial recognition, supported by anti-spoofing safeguards. The system operates on an independent network with secure data storage, can accommodate up to 50,000 unique users, and processes each entry in approximately six seconds. It is also capable of functioning independently in the event of a temporary disconnection from the central system.

The visit culminated at Khajuraho Klub, BR Township, where Mr. Verma inaugurated and addressed the Vigilance Mid-Career Workshop attended by thirty officers. The workshop was organised by the Vigilance Department in collaboration with BR (HR).

The Vigilance Pledge was administered in the presence of Mr. Verma. Addressing the participants, he emphasised the importance of early identification of procedural risks, transparency, adequate documentation and sound decision-making in procurement, tendering and project execution. He encouraged the officers to imbibe

CVO Visits BPEC – Strengthens Focus on Governance and Preventive Vigilance

The Chief Vigilance Officer, Mr. Ved Prakash Verma, ITS, visited Business Process Excellence Centre (BPEC) on August 26, 2026, marking a significant occasion for the team. The visit was further graced by the presence of Mr. Venkatraman Iyer, CGM (Vigilance). Both dignitaries were welcomed by the Western Regional Office Council members, the Western Region Vigilance team, and the Head of BPEC, who together extended a gracious reception.

During the interaction, the BPEC team presented an overview of its key activities, highlighting its critical role as a business partner and the vendor-facing arm of BPCL. The team shared that BPEC processes payments of approximately ₹65,000 crore per annum, underscoring the scale and criticality of operations managed. Additionally, it was highlighted that customer reconciliation of BPCL's revenue, amounting to nearly ₹4.6 lakh crore, is meticulously reconciled at BPEC, reflecting its critical role in enabling business teams.

To offer the visiting dignitaries a first-hand understanding of the processes, BPEC arranged a walkthrough of its various activities, which was well appreciated. The



CVO commended the robust controls implemented at BPEC, noting that such measures significantly strengthen governance. In his address to the BPEC team (including contract manpower), the CVO emphasised the importance of preventive vigilance as a proactive approach to maintaining institutional integrity. He shared insightful anecdotes to help the officers appreciate the significance of ethical conduct in their day-to-day functioning.

The visit proved to be an enriching experience, leaving BPEC officers better informed and inspired to uphold ethical practices in their professional roles, reaffirming BPEC's commitment to transparency, strong controls, and good governance.

Business Head (Retail) Launches 'Speed 100' in Bhubaneswar: The Odisha Chapter Begins

July 20, 2026 marked a historic milestone for State of Odisha and Bhubaneswar Territory as our flagship Company-Owned Company-Operated (COCO) BP-Bhubaneswar became the first retail outlet in Odisha to offer 'Speed 100' premium petrol, bringing world-class fuel technology to customers in the state.

Speed 100 was launched by Mr. Pardeep Goyal Business Head (Retail) in the presence of Mr. Sudipto Mukherjee, Head (Retail), East, and Mr. Shravan Kumar Boda, State Head (Retail), Odisha.

The event commenced with a traditional welcome of the dignitaries, followed by the unveiling of the Speed 100 branding, ribbon-cutting, balloon release, and the flag-off of premium vehicles, symbolising the beginning of a new era of high-performance fuel in Odisha.

Mr. Goyal also interacted with customers, inaugurated the dispensing unit, and appreciated the efforts of the Bhubaneswar team.

The event witnessed enthusiastic participation from dealers, customers and other channel partners, reflecting BPCL's commitment to innovation, customer delight, and delivering premium fuel experience.



With the launch of Speed 100, BPCL continues to strengthen its leadership in offering advanced fuel solutions that deliver superior acceleration, enhanced engine performance, improved combustion efficiency, and a premium driving experience.

New Benchmark in Customer Experience – All Facilities under One Roof at Udaipur

Udaipur Retail Territory has achieved a significant milestone with the launch of 'Speed 100' at the revamped M/s. Patel Filling Station, Balicha, Udaipur. The occasion also marked the inauguration of BeCafé at M/s. Patel Filling Station, followed by the inauguration of another BeCafé at M/s. Shree Ramkripa Filling Station,





centric facilities under one roof: 'Speed 100', BeCafé, CNG facility, DDD gantry, EV charging station, DriveFresh standard washrooms, DEF dispenser, lube dispenser, *MAK* Lubricants, nitrogen air, SBI card redemption, and quick oil change.

This integrated retail destination reflects our vision of delivering a seamless mobility and convenience experience by combining premium fuels, alternative energy solutions, digital services, vehicle care, and quality refreshment options. The addition of two BeCafé outlets further enriches the customer journey while creating differentiated retail experiences in Udaipur city.



further strengthening our non-fuel retail offerings and enhancing customer convenience across Udaipur city.

The initiatives were inaugurated by Mr. Amit Mittal, State Head (Retail), Rajasthan, in the presence of Mr. Arush Jain, Territory Manager (Retail), Udaipur, along with Team Udaipur, reaffirming BPCL's commitment to innovation, customer-centricity, and retail excellence.

The revamped M/s. Patel Filling Station has been developed as the first model Retail Outlet of Udaipur Retail Territory, offering more than 12 customer-

Udaipur Retail Territory remains committed to developing future-ready retail destinations and delivering superior customer experiences across its network.

Launch of 'Speed 100' and Inauguration of BeCafé in Ahmedabad Retail Territory

Retail Business recently marked two significant milestones in Ahmedabad Retail Territory that





underscore our commitment to enhancing customer experiences through innovative products and value-added services. The grand launch of Speed 100 premium petrol and the inauguration of BeCafé at Bavla highlight our continued focus on transforming its retail outlets into comprehensive customer destinations.

The celebrations began with the launch of Speed 100, our premium high-performance petrol, through an exciting 'Supercar and Superbike Rally' from M/s. Shree Jahu Petroleum, Sindhubhavan, Ahmedabad, to M/s. NC Desai, Kalol, Gandhinagar. The rally was flagged off in the presence of Mr. Thomas James, Head (Retail), West; Mr. Vaibhav Gargate, GM (Business Analytics & Insights); Mr. Achint Bhavsar, State Head (Retail), Gujarat; and Mr. Manoj Kannaril, Territory Manager (Retail), Ahmedabad. Enthusiastic participation from customers and automobile enthusiasts highlighted the growing appeal of our premium fuel portfolio.

The impressive display of supercars and superbikes transformed the Sarkhej-Gandhinagar Highway corridor into a celebration of performance and power. The occasion was further enhanced by the launch of Godrej Aero - BPCL co-branded car perfumes, now available at 42 retail outlets across Ahmedabad and Gandhinagar, adding another premium lifestyle offering to BPCL's customer value proposition.

Adding another feather to its cap, Ahmedabad Retail Territory also inaugurated BeCafé at M/s. Siddhnath Energy Station, NH-47, Bavla, Ahmedabad district. The café was inaugurated by the same leadership team, along with Mr. Arun Kandikonda, Ch. Mgr. (BeCafé - Retail), HQ.

Strategically located on the Ahmedabad-Rajkot Highway, around 45 km from Ahmedabad city towards Rajkot, BeCafé offers travellers a premium destination to relax, refresh, and recharge during their journeys. It also offers residents of Bavla Taluka access to a contemporary café experience closer to home. The BeCafé at a DC Retail Outlet marks a significant milestone in our vision of integrating convenience, hospitality, and lifestyle services within its retail ecosystem.

Together, the launch of Speed 100 and the inauguration of BeCafé demonstrate Ahmedabad Retail Territory's commitment to creating differentiated customer experiences, strengthening our position as a forward-looking energy company in Gujarat that goes beyond fuel retailing to enrich every journey.

Bhopal Retail Territory Inaugurates New BeCafé at Radhe Radhe Petroleum

Bhopal Retail Territory marks another significant step in the "Brewing Journeys" initiative, aimed at enhancing the overall customer experience at BPCL retail outlets with the inauguration of new BeCafé at M/s. Radhe Radhe Petroleum, Bhopal.

The BeCafé was inaugurated by Mr. Thomas James, Head (Retail), West in the gracious presence of Mr. Mukund

Dhamala, GM (Marketing), West, and Mr. Neeraj K. Jaria, State Head (Retail), Madhya Pradesh and Chhattisgarh (MPCG). The occasion was attended by the esteemed dealers, Retail Outlet staff, and members of Bhopal Territory team.



The new addition of BeCafé at M/s. Radhe Radhe Petroleum is expected to provide customers with a convenient and welcoming refreshment experience during their visit to the RO as well for the local populace.

The initiative reflects BPCL's continued focus on strengthening its retail outlet proposition by introducing value-added customer offerings and creating a more engaging experience for its customers.

Mumbai Retail Territory Inaugurates First KNR Retail Outlet Inaugurated in Over a Decade, and Launches *MAK* Freedom Fest Campaign

On the occasion of India's 80th Independence Day, Mumbai Retail Territory celebrated a significant milestone at Prakash Automobiles, Juhu, Mumbai, showcasing BPCL's commitment to innovation, customer-centricity and retail excellence. The event was graced by Shri Pardeep Goyal, Business Head (Retail); Mr. S. Kannan, Business Head (Lubes); Mr. Gorav, CGM (Marketing), Retail HQ; Mr. Thomas James, Head (Retail), West; and Mr. Umesh Kulkarni, State Head Maharashtra-1 & Goa.

The celebrations marked the inauguration of the fully redeveloped retail outlet following a complete Knock-down & Rebuild (KNR), reaffirming our commitment to transforming its retail network into modern, customer-centric destinations. Notably, this milestone represents BPCL's first KNR retail outlet (RO) commissioned in Mumbai in over a decade.

The occasion also witnessed the launch of Speed 100, our premium fuel offering, followed by a ceremonial flag-off of super-premium cars, reflecting our focus on delivering superior products and enhanced customer experiences.

Further strengthening the digital customer journey, the Large Display QR (LDQR) facility was introduced at two-wheeler Multi-port Dispensers (MPDs), enabling faster, more convenient, and transparent digital payment experience at the forecourt.

A key highlight of the event was the launch of



MAK Freedom Fest Campaign by the dignitaries. Addressing the gathering, Business Head (Retail) emphasised that meaningful innovation lies in creating exceptional customer experiences and appreciated the unwavering support of our channel partners. The campaign was formally inaugurated

with the first oil change jointly performed by Business Head (Retail) and Business Head (Lubes).



Designed as a one-stop solution for two-wheeler customers, the campaign offers free oil checks, free petrol worth ₹75 on every oil change and a chance to win coupons worth up to ₹1,000, delivering added value beyond the fuel transaction.

The event concluded with tokens of appreciation presented to RO staff, recognising their dedication and contribution. More than an inauguration, the occasion celebrated partnership, innovation, and progress, leaving Mumbai team and channel partners energised and committed to further elevating the customer experience at BPCL forecourts.

Launch of *MAK* Supreme Synth and *MAK* Oil Filter Combo Pack



On the occasion of India's 80th Independence Day, *MAK* Lubricants marked a significant milestone in its journey towards becoming a comprehensive solutions provider with the launch of the *MAK* Supreme Synth + *MAK* Oil Filter Combo Pack, offering customers a complete solution for enhanced engine performance and protection.

The value-added offering, exclusively designed for *MAK* Serve Garages, was officially launched by Mr. S. Kannan, Business Head (Lubes); Mr. Rajeev Kumar, Marketing Manager (Lubes); and Mr. Raman Dhillon, CGM, SCM (Lubes), in the presence of senior members from Lubes Headquarters and Regional Councils.

The newly introduced combo pack brings together *MAK* Supreme Synth Engine Oil and a high-performance oil filter in one convenient package. By combining two essential service components, the offering is designed to streamline service operations, enhance customer convenience, and deliver greater value at the point of service.

The launch reflects *MAK* Lubricants continued focus on innovation and customer-centric solutions, while further strengthening its solution-oriented approach in the market. Through this market-ready offering, *MAK* Lubricants seeks to empower *MAK* Serve Garages with differentiated service solutions that elevate customer satisfaction.

Bharatgas Lite Zip Cylinder Launched at Trichy

Trichy marked a significant milestone with the launch of the Bharatgas Lite Zip cylinder, an innovative LPG delivery initiative introduced at M/s. Nandha Gas Agency and M/s. Sri Madhura Gas Agency of Tanjore LPG Territory.

The launch was graced by Mr. T.V. Pandiyan, Business Head (LPG), Mr. Ashutosh Gupta, CGM (Marketing), LPG, and Mr. Maulik Kapadiya, State Head, Tamil Nadu ((LPG).



With the launch of Bharatgas Lite Zip in Trichy, Bharatgas takes another meaningful step towards modernising LPG distribution, strengthening last-mile delivery and creating a faster, safer, and *more* convenient experience for consumers.

Bharatgas Lite Zip Cylinder was formally launched by Business Head (LPG), who also flagged off the dedicated fleet of delivery vehicles deployed for the initiative. The launch reinforces Bharatgas's endeavour to transform the last-mile LPG delivery experience through greater speed, convenience and customer-centric service.

The occasion also highlighted the people behind the service. The senior leadership interacted with the delivery personnels, appreciating their efforts and understanding their on-ground experiences and felicitated them in recognition of their commitment to delivering a superior customer experience.

In a special customer connect, Business Head (LPG), and CGM (Marketing), LPG, personally interacted with consumers and handed over Sales Invoices, reflecting Bharatgas's continued focus on being closer to its customers and responsive to their evolving needs.

Aviation Fuel Station Inaugurated at Gaya International Airport

BPCL Aviation has inaugurated its new Aviation Fuel Station (AFS) at Gaya International Airport, marking another milestone in strengthening its presence across India's growing aviation network.

The facility was inaugurated by Mr. Sanjeev Kumar, Executive Director (Aviation) and Mr. Dinabandhu Mandal, Executive Director (Engineering & Project), in the presence of senior officials from BPCL and distinguished stakeholders from the aviation ecosystem.

The AFS will support the growing domestic and international air traffic at Gaya International Airport, further strengthening BPCL Aviation's capability to serve airline customers while contributing to the growth of one of India's key pilgrimage and tourism gateways.



CRDC Commissions State-of-the-Art Patented Dry Anaerobic Digester for CBG Production

In a significant step forward for sustainable waste-to-energy innovation and fostering GOBARdhan scheme of Government of India, Corporate R&D Centre (CRDC) has taken an initiative to set up state-of-the-art patented Dry Anaerobic Digester technology for biogas production in CRDC campus. This technology has been developed jointly with CSIR-Indian Institute of Chemical Technology, Hyderabad.









Unlike conventional wet digesters, the dry anaerobic digestion plant (feed capacity: 20 kg/day) is designed to process feedstock with a total 'solids' concentration of up to 20%. This enables significant reduction in water consumption and higher biogas production per unit volume.

This unit is envisaged to be leveraged for evaluation of a wide variety of organic feedstock, including lignocellulosic biomass such as rice straw, rice husk, bagasse, etc., and would also generate data for setting up commercial CBG plants under the SATAT scheme for the corporation.

The unit was inaugurated on July 31, 2026 by Dr. Bharat Newalkar, Head (R&D) and Dr. Ravikumar V., CGM (R&D), in the presence of senior leadership and members of CRDC team. The produced biogas (5m^3/day), using rice straw as feedstock, is being utilised in the CRDC canteen.

This initiative showcases BPCL commitment towards energy security by providing a clean and sustainable alternative to conventional cooking fuels.

Driving Excellence through Global Collaboration

Visit of ADNOC UAE Delegation to Pipelines' Bijwasan and Piyala Installations

Knowledge sharing, operational excellence and collaboration have always been integral to BPCL's journey towards strengthening India's energy infrastructure.

In line with this spirit, a delegation from Abu Dhabi National Oil Company (ADNOC), UAE visited BPCL Pipelines' Bijwasan and Piyala locations on August 6 and 7, 2026 to gain deeper insights into the operational practices and technological advancements adopted in the management of multiproduct pipeline systems.

The delegation was given a comprehensive overview of BPCL's pipeline network and its strategic role in ensuring the safe, reliable, and efficient transportation of petroleum products across the country. The Operations presentation and field visits covered interface management in multiproduct pipelines, batch planning and sequencing, pigging operations,

quality management, leak detection systems, integrity management practices, and the application of advanced technologies in pipeline operations.





The delegates engaged actively in the discussions, and the technical and operational queries raised during the interaction were addressed in detail by the teams at Bijwasan and Piyala. The interaction provided an excellent platform for the exchange of knowledge, experience, and best practices between the two organisations.

The delegation appreciated the in-depth knowledge and expertise of the Pipelines teams at Bijwasan and Piyala. They highly valued the insights shared during the visit and expressed their admiration for the efficient operation and management of BPCL's pipeline network. The delegation was also briefed on the consultancy services provided by the BPCL Pipelines team to oil companies in India and abroad. In this context, two recent consultancy assignments were highlighted: the commissioning of the Indo-Bangla dedicated product pipeline and the finalisation of the design documents for crude oil pipeline project of Urjya Bharat Pte Limited, Abu Dhabi.

This successful engagement was conducted under the visionary leadership of Mr. Biju Gopinath, Executive Director (Pipelines), with the support and guidance from Mr. Sunil P. Kamble, CGM (Ops.), Pipelines HQ.

This engagement marks the beginning of BPCL's endeavour to extend its expertise and provide consultancy services to the global oil and gas industry, leveraging the organisation's vast experience and proven capabilities in pipeline operations, integrity management, safety, and technology-driven solutions.

AISIN Corporation Team Visits BPCL for Development of Future Mobility Lubricants

AISIN Automotive India Ltd., a subsidiary of Japan-based AISIN Corporation, is a leading Tier-1 automotive supplier engaged in the design and manufacture of advanced drivetrain and mobility systems. The company supplies automatic transmissions, e-axles, braking systems, and other automotive technologies to major OEMs, including Maruti Suzuki and Mahindra.

With the objective of accelerating the localisation of advanced transmission fluids in India, a delegation comprising representatives from AISIN Japan and AISIN Automotive India visited BPCL's state-of-the-art *MAK* Lube Oil Blending Plant at Rasayani and Product & Application Development (P&AD) Centre, Sewree.

The AISIN delegation, led by Mr. Yosuke Taguchi, Group Manager, was received by Mr. Sarvesh Singh Tomar, GM I/C P&AD (Lubes), along with representatives from the R&D, Technical Services, and HQ.

The visit commenced with a tour of BPCL's Rasayani manufacturing facilities, where the delegation was



briefed on integrated lubricant manufacturing processes, quality assurance systems, and ongoing capacity expansion initiatives by Mr. Vikas Dwivedi, Plant Manager (Lubes), Rasayani. The visitors appreciated BPCL's world-class manufacturing infrastructure and strong focus on operational excellence. The delegation subsequently visited the P&AD Centre, where extensive technical discussions were held on the development and localisation of next-generation Continuously Variable Transmission (CVT) and e-axle fluids. The discussions covered product performance requirements, validation protocols, testing methodologies, and the roadmap for collaborative product development to meet evolving OEM expectations.

A key highlight of the visit was the demonstration of BPCL's advanced R&D infrastructure and comprehensive lubricant evaluation capabilities. The AISIN team was introduced to the Centre's sophisticated analytical laboratories, state-of-the-art tribology testing facilities, transmission fluid performance evaluation capabilities, and application-specific testing infrastructure that support the development of high-performance automotive lubricants. BPCL also showcased its expertise in formulation development using premium Group II+/III base oils, enabling the development of world-class transmission fluids that meet stringent global performance standards.

The AISIN delegation appreciated BPCL's strong technical capabilities, modern R&D infrastructure, experienced scientific team, and integrated manufacturing strengths. The visit further reinforced the collaborative relationship between the two organisations and marked an important step towards the joint development and localisation of advanced transmission fluids, supporting India's growing automotive sector and the evolving requirements of leading OEMs.

MBF Holdings Malaysia Delegation Visits BPCL Lubes HQ and R&D Centre to Explore Asia-Pacific Partnerships



As part of its vision to expand the *MAK* Lubricants footprint to 40 countries, BPCL Lubes HQ welcomed a high-level delegation from MBF Holdings, Malaysia, a

diversified multinational conglomerate, with a presence in nearly 25 countries across automotive, agriculture, logistics, and retail. In the Asia-Pacific region, MBF Holdings is the sole distributor for leading vehicle and equipment brands, including Hyundai, Nissan, Honda, Isuzu, and Caterpillar, across Fiji and Papua New Guinea.

The delegation, comprising Dr. Tharmaraj, Business Development Manager and Mr. Daven Goundar, Head (Lubricants), Tyres & Power Generation, Carpenters Motors, Fiji, was warmly received by Mr. Rajeev Kumar, Marketing Manager (Lubes), HQ, and Mr. Ravi Prakash, National Channel Manager, Direct (Lubes). The visit focused on establishing a robust distribution network for *MAK* Lubricants in the region and positioning the brand as a premium lubricant backed by extensive global OEM approvals. The BPCL team showcased *MAK* Lubricants' diverse portfolio, including Group II+ and Group III Base Oils, Drilling Fluids, LLPO (Light Liquid Paraffin Oil), and *MAK* Adjol, while both sides explored opportunities for *MAK* Agri Spray Oils, leveraging MBF's strong presence in the agribusiness sector.

To showcase *MAK* Lubricants' technological capabilities, the delegation visited the Lubes R&D Centre, where Dr. Prashant Parihar, Chief Manager (R&D), presented its advanced R&D capabilities, formulation expertise, and OEM collaborations, followed by a tour of the state-of-the-art tribology, rheology, analytical, and performance-testing laboratories. The visit concluded with a productive interaction with Mr. Sarvesh Singh Tomar, GM I/C P&AD (Lubes), and Mr. Rajendran M, GM (R&D), focusing on leveraging *MAK* Lubricants' operational and manufacturing strengths to supply premium lubricants, *MAK*Base Oils, LLPO, Agri Spray Oils, and Drilling Fluids across MBF's international distribution network and diverse industry segments. The strategic engagement was coordinated by Mr. H. V. Gireesh, Head International Business (Lubes), HQ, and Mr. Umeshkumar M. Luhana, Country Manager (Lubes), Sri Lanka.

MAK Lubricants Strengthens Global Industry Connect at the 8th ICIS Indian Base Oils & Lubricants Conference 2026

MAK Lubricants proudly participated in the 8th ICIS Indian Base Oils & Lubricants Conference, held in Mumbai on August 12 and 13, 2026. As one of the industry's most prestigious platforms, the conference brought together key stakeholders from across the global base oils, lubricants, and specialty products ecosystem. The event provided an excellent opportunity to connect with industry leaders, customers, and partners, while gaining valuable insights and exploring emerging opportunities in both domestic and international markets.



Leading our delegation, Mr. S. Kannan, Business Head (Lubes), spearheaded *MAK* Lubricants' participation and forged strategic connections with key stakeholders across the lubricant value chain. Adding to the event's thought leadership discussions, Mr. Sarvesh Singh Tomar, GM I/C P&AD (Lubes), delivered an insightful presentation on "The Emerging Role of Process Oils in India's Industrial Growth."

The presentation highlighted the growing importance of

process oils across diverse industrial segments, evolving customer expectations, emerging market opportunities, and the industry's transition toward application-driven, value-added, and solution-oriented offerings. The session reinforced BPCL's commitment to innovation and its ability to address the changing needs of modern industries through advanced product solutions.

At our exhibition stall, attendees witnessed BPCL's world-class portfolio of Group II+ and Group III Base Oils. The products attracted significant interest from customers, traders, and industry experts, who appreciated BPCL's strong technological capabilities and its leadership position in delivering high-quality specialty products. The event generated multiple promising leads from both domestic and export markets, opening avenues for future business growth.

The conference also witnessed active participation from Mr. R. D. S. Dhillon, CGM SCM (Lubes); Mr. Rajeev Kumar, Marketing Manager (Lubes); Mr. Gireesh Honniganur, Head International Business (Lubes), and members of the Lubes HQ Finance Team, who engaged extensively with customers and industry stakeholders from across the globe, further strengthening *MAK* Lubricants' market presence and strategic relationships.

Our participation at ICIS 2026 not only enhanced BPCL's visibility in the global base oils and lubricants industry but also reaffirmed *MAK* Lubricants' commitment to innovation, customer-centric solutions, and expanding its footprint across international markets.

MAK Lubricants Partners with Bikerholics MC for the 'Across the Pearl' Bike Rally in Sri Lanka

In collaboration with Bikerholics MC, one of Sri Lanka's leading motorcycle clubs, *MAK* Lubricants proudly supported its flagship ride, "Across the Pearl," a remarkable journey from the southernmost to the northernmost point of Sri Lanka, held from July 5 to 10, 2026.

To deepen engagement with the motorcycling community, riders were welcomed at four designated pit stops hosted by select *MAK* dealers along the route. A key highlight was the motorcycle engine oil change activity powered by *MAK* Lubricants, which generated strong visibility across social media platforms.

Throughout the expedition, participating motorcycles proudly showcased *MAK* branding and flags, creating strong and consistent brand visibility across Sri Lanka. The ride also generated significant social media traction, further amplifying *MAK* brand awareness and engagement among motorcycle enthusiasts nationwide.

The initiative provided an excellent platform for *MAK* Lubricants to connect with and engage the wider biking community, while showcasing the performance, reliability, and suitability of premium *MAK* 4T Engine Oils for high-performance motorcycles.

As part of its commitment to social responsibility, *MAK* Lubricants also supported the group in donating a reverse-osmosis (RO) water filtration system to a school in Sri Lanka's Northern Province. This meaningful initiative strengthened the community impact of the ride while creating a positive connection with schoolchildren and the local community.



By seamlessly combining brand promotion, rider engagement, and social responsibility, the initiative strengthened *MAK* Lubricants' presence in Sri Lanka's motorcycling community while reinforcing its

commitment to supporting riders and creating a positive impact on local communities.

The riders warmly embraced *MAK* Lubricants' participation in the expedition, proudly displaying *MAK*-branded flags throughout the journey. Their enthusiastic involvement in dealer-led activities demonstrated strong affinity for the brand and significantly enhanced *MAK*'s visibility and reach within Sri Lanka's biker community.

MAK Steals the Spotlight at Auto Components and Auto Aftermarket Expo 2026

The Auto Components and Auto Aftermarket Expo 2026 was held from July 31 to August 2, 2026, at the Chennai Trade Centre, featuring over 250 stalls. The expo brought together exhibitors and visitors from across the automotive ecosystem, including auto-component manufacturers, service station groups, garage owners, automobile dealers, fleet operators, four-wheeler and heavy-vehicle mechanics, as well as transport and logistics companies.



Opportunities multiply when they are seized! The *MAK* Southern Region team leveraged the expo to position *MAK* as a solutions provider rather than just a lubricant supplier, showcasing its comprehensive service offerings, including *MAK*LubeMonitor – for Proactive Oil Condition Monitoring, *MAK*oolGuard – for Advanced Coolant Management, *MAK*FiltraPro – for Advanced Oil Filtration, *MAK*MobileLab – for Onsite Lubricant Testing, *MAK*LubeSurvey – for Comprehensive Lubricant Surveys, and *MAK*xpert – for Expert Lubricant Guidance. The stall attracted visitors from leading OEMs such as Ford, Stellantis, and Royal Enfield, along with auto-component manufacturers and other industry stakeholders, creating promising avenues for business engagement and collaboration.

The stall was inaugurated by Mr. Rahul Deo, Head (Aviation), South, along with Mr. Priyadarshee Panda, Head (Lubes), South, in the presence of Lubes Southern Region team members.

The Chennai Direct team, comprising Mr. Rishab Bhadauria, TM (Direct), Chennai; Mr. Srivishnu Vemula, Executive Marketing, Lubes (Direct), Chennai; and Ms. Sonia Anirudha Bokil, Management Trainee – Marketing (Direct), Chennai, along with Mr. Ankit Akkireddi, Assistant Manager, Technical Services (Lubes) Chennai, actively engaged with customers, identifying opportunities for potential collaborations and new business development.

Additionally, the Chennai Lubes Reseller team, comprising Mr. Sarvesh Kumar, TM Reseller (Lubes), Chennai, and Mr. Ritik Bhandari, Manager Marketing Reseller (Lubes), Chennai, leveraged the expo to engage directly with mechanics, garage owners, and retail shop owners. The team also promoted key NGG products, including *MAK* Supreme Synth, *MAK* Alpha Zenith, combo packs, and other offerings, strengthening customer engagement and creating new business opportunities.

The expo was a grand success, generating over 60 leads. The *MAK* team is confident that the strong customer interest and curiosity generated through this platform will pave the way for expanding our customer base and unlocking new business opportunities in the days ahead.

MAK Lubricants Shines at Codissia Agri Intex Expo 2026

MAK Lubricants South proudly showcased its products and solutions at the Codissia Agri Expo 2026, attracting significant footfall of over 10,000 visitors to the stall. Over the five-day event, the Coimbatore Lubes team actively engaged with farmers, agri-retailers, tractor owners, machinery manufacturers, spare-part dealers, and agri-

input companies, strengthening customer connect and highlighting *MAK*'s comprehensive lubrication solutions for the agricultural sector.

The expo stall was inaugurated by Mr. Priyadarshee Panda, Head (Lubes), South, in the presence of Mr. Pankaj Meena, TM (Retail), Coimbatore; Ms. Punitha Manoharan, DGM (Marketing Services), Lubes, South; and Mr. Vikash Ranjan, Ch. Mgr. BDM (Reseller), Lubes, South. Mr. Priyadarshee Panda unveiled our latest agri innovation '*MAK* Adjol Agri Universal,' marking *MAK* Lubricants' exciting new addition to the agricultural adjuvant segment.



The response from visitors was overwhelming, with 50 litres of the newly launched *MAK* Adjol Agri Universal sold and leads and orders exceeding 2 KL generated at the stall. The stall showcased *MAK* Lubricants' specialised agricultural lubricant range, including *MAK* Trac Champion, *MAK* Trac Magic Plus, and *MAK* Trac Magic Pro UTTO oils, highlighting their superior performance and protection for modern agricultural equipment. The expo provided an excellent platform to engage directly with end customers, demonstrate product benefits and applications, and build strong market awareness and business opportunities.

Kudos to the Coimbatore Lubes team comprising Mr. Akshay Kumar, TM (Lubes), Coimbatore; Mr. Abhilash Nair, Manager Marketing Reseller (Lubes), Coimbatore; Mr. Durugesh, Manager Marketing Direct (Lubes), Coimbatore; and Mr. Ajay T M, Asst. Executive Marketing (Lubes), Salem, for encashing this event to a huge opportunity.

A proud milestone for *MAK* Lubricants as we continue to strengthen our presence in the agriculture sector and deliver innovative solutions for Indian farmers!

Product Purchase Agreement Signed with MRPL to Strengthen Southern Supply Network

BPCL has signed a two-year product purchase agreement (PPA) with MRPL, securing sourcing closer to demand centres in the South and reducing freight cost over the term of the agreement.

The agreement was signed in Bengaluru on August 14, 2026 during a visit by our delegation led by Mr. Kapil Rajoria, CGM (I/C) Operations & Logistics, accompanied by Mr. Raguraman Iyer, GM (Distribution), Refineries HQ, and Mr. V. Nagarajan, GM (Distribution), South. Mr. Ravi Shankar, CGM (Strategy & Pricing), signed the PPA on behalf of MRPL.

For our southern supply chain, the PPA does two things at once. It removes uncertainty on availability for the next two years, and it shortens the haul between source and market, which brings down delivered cost.



Meeting with PMHBL

The delegation also met senior officials of Petronet MHB Limited (PMHBL) at their corporate office in Bengaluru to review the petroleum supply position across southern India. Mr. Rajoria confirmed BPCL's intent to increase product upliftment through the PMHBL pipeline network, particularly Motor Spirit (Petrol) and Aviation Turbine Fuel.

The arrangement works in both directions. Higher upliftment lowers our logistics cost while improving throughput on the PMHBL pipeline. PMHBL, in turn, reaffirmed its continued support for BPCL's operations at Devangonthi Installation.

Taken together, the two engagements give us firmer ground in the South: assured supply from a nearby refinery and greater use of pipeline movement in place of costlier modes.

LPG Business Expands Non-Fuel Portfolio through Alliance with Rungta Tea

As part of its continued efforts to strengthen the non-fuel product portfolio, LPG Business has entered into an alliance with M/s. Rungta Tea Pvt. Ltd., a premium tea brand operating for more than 25 years to provide superior quality tea products to consumers, for onboarding on the 'Beyond LPG' platform.



The agreement was signed by Mr. Aneet Mohan, GM (Strategy), LPG HQ, and Mr. Girjesh Rungta, Chairman & Managing Director, M/s. Rungta Tea Pvt. Ltd., in the presence of Mr. Akash Tiwari, Business Head, Non-Fuel Solutions, along with officials from the Non-Fuel Solutions team.

The onboarding of Rungta Tea on the Beyond LPG platform underscores the focused efforts to expand and optimise the product mix on this platform based on strategic fit between the corporation, channel and consumers. This will also help in creating additional business opportunities for our channel partners and build diversified revenue streams.

This initiative reflects the synergies between LPG Business and Non-Fuel Solutions Business Unit in bringing leading brands onto the Beyond LPG platform to create enhanced value for channel partners as well as consumers.

Urja Shakti – A Step towards Safer and more Comfortable Fuelling for Women

"Safety is not a privilege; it is a right every woman deserves, wherever her journey takes her."

With this thought at its heart, Surat Retail Territory inaugurated Urja Shakti at BP Mota Varachha on August 18, 2026, in the presence of Ms. Charu Yadav, Head (Customer Experience), Retail HQ. The initiative aims to make the fuelling experience at the retail outlet safer, more comfortable, and more convenient for women.

The idea was developed by the Surat Retail Territory team after observing customer traffic and conducting a consumer survey at the retail outlet. Under the guidance of Mr. Gaurav Kaushik, Territory Manager, the team translated these insights into a practical, customer-focused initiative.

At the centre of Urja Shakti is a dedicated women-operated fuelling bay. Two QR-based resources have also been introduced: a Women's Safety & Travel QR with useful information on self-defence, safe refuelling, vehicle breakdowns, and travel safety, and an Emergency Helpline QR providing quick access to important emergency numbers.

The retail outlet has also introduced a sanitary napkin vending facility. Customers can make the required payment digitally and, if needed, collect a ₹5 coin from the outlet office/Driveway Saleswomen (DSWs) for use in the vending machine.



During the inauguration, women customers were introduced to the dedicated bay, QR-based resources, and vending facility. Ms. Charu Yadav interacted with customers and encouraged them to make use of the facilities. Several customers particularly appreciated the sanitary napkin vending facility as a thoughtful addition for women on the move.

Urja Shakti goes beyond a dedicated fuelling bay. It is a small but meaningful step towards making every journey safer, more comfortable, and more welcoming for women.

Strengthening Partnerships – All India Dealers Panel Meet 2026

The All-India Dealer Panel Meet was successfully conducted on February 25, 2026, in Goa, bringing together 52 distinguished dealers representing diverse geographies across the country, along with members of the Retail Leadership Team. The forum served as an important platform for constructive dialogue, sharing of best practices, and strengthening collaboration between the dealer fraternity and BPCL leadership.



In his inaugural address, Mr. Pardeep Goyal, Business Head (Retail), congratulated the panel members for representing our vast network of over 25,000 dealers across India. He apprised participants of the evolving geopolitical landscape and its implications for the energy sector, while emphasising the critical role dealers play in sustaining growth and customer trust during changing market conditions. He also outlined key priorities and strategic initiatives planned for FY 2026-27.

Mr. Gorav, CGM (Marketing), Retail, highlighted changing customer preferences across conventional and emerging mobility fuels, including EV and CNG. He elaborated on customer-centric initiatives such as DriveFresh, BeCafé, customer-centric retail outlet models, and wider adoption of the Sangam App among Driveway Salesmen (DSMs) and Driveway Saleswomen (DSWs), along with digital transformation initiatives, including Hyperlocal Marketing, TPAP, Dynamic QR Code, and other technology-led interventions aimed at enhancing customer engagement and operational efficiency.

Mr. Ravi Kumar Natta, Head (Engineering & Technology), Retail, shared insights into emerging technologies in fuel retailing and our proactive efforts to stay ahead of industry trends.

A key highlight of the event was the presentation of nine dealer success stories covering initiatives such as DriveFresh, BeCafé, DSM management through the Sangam App, Door-to-Door Delivery (DDD), Lubricants, Automation, Zip Fuels, Allied Retail Business (ARB), and Customer Service Excellence. These presentations also showcased innovative practices and operational excellence, inspiring fellow dealers to adopt similar initiatives.

The meet concluded with an interactive open house session led by the Business Head (Retail), during which dealers appreciated this platform for peer learning.

Bandhan 2026 – SmartFleet Highway Networking Meet

Strengthening Partnerships. Enabling Journeys. Building Trust.

Highway Retailing – Western Region organised "Bandhan 2026 – SmartFleet Highway Networking Meet" at Gandhidham, bringing together around 200 fleet customers from the Kutch region, more than 20 Highway Retail Outlet dealers across India, and senior BPCL officials on a common platform. The event was envisioned as a meaningful forum to connect with customers, listen to their experiences, understand their operational needs and strengthen the partnership between BPCL, its extensive Highway Retail Outlet network and the fleet community.

The programme was graced by Mr. Pankaj Motiramani, Head (Highway Retailing, SmartFleet & WSA), Retail HQ; Mr. Praveen Koul, Head (SmartFleet), Retail HQ; Mr. Kuldeep Gulati, Regional Fleet Sales Manager – West; Mr. Jiwan Singh, Regional Fleet Sales Manager – North; and Mr. Achint Bhavsar, State Head, Gujarat.





With participation from Highway Retail Outlet dealers representing Gujarat, Maharashtra, Karnataka, Rajasthan, Haryana and Uttar Pradesh, the event provided fleet customers with an opportunity to engage with BPCL's wider highway network and gain greater visibility of the support available to them across key transport corridors.

A commitment beyond business: One of the most poignant moments of the programme was the handing over of Group Personal Accident Insurance claim



committed to strengthening its Highway Retailing and SmartFleet ecosystem — creating seamless journeys, supporting the driver community and building enduring partnerships with the fleet fraternity.

Together, we move forward. Together, we keep India moving.

cheques to the nominees of drivers associated with M/s. Parth Logistics and M/s. Shiva Transcorp, who had unfortunately lost their lives in road accidents. The gesture reflected BPCL's endeavour to extend its care and responsibility beyond the transaction and towards the people who keep India's economy moving.

Enabling a smarter and more convenient fleet journey: Customers were briefed on initiatives, including IPS, UFill, Driver & Cleaner Insurance, Apna Ghar, Wayside Amenities (WSA), LNG and other SmartFleet offerings designed to address the evolving needs of the transportation fraternity.

Listening to the voice of the customer: A key highlight of Bandhan 2026 was the series of one-to-one interactions between fleet customers and BPCL officials following the main programme. The open and candid conversations provided customers an opportunity to share their pain points, operational challenges, service-related concerns and suggestions. These interactions generated valuable ground-level insights and reinforced the importance of staying closely connected with the customer community.

Bandhan – A Partnership That Moves Forward: As India's highways continue to drive economic growth and connect businesses across the country, BPCL remains

Mumbai LPG Territory Organises Mega Mechanic Training Programme

Mumbai LPG Territory successfully completed Bharatgas Mechanic Training Programme, named Suraksha Dhurandhars: Master of Safety on July 5, 2026



at Mumbai. The programme witnessed the enthusiastic participation of 200+ Bharatgas mechanics from across the Territory and was graced by the presence of Mr. Mahesh Jangam, State Head (LPG), Maharashtra-1, and Mr. Sandip Pawar, TM (LPG), Mumbai.

The day-long training focused on strengthening both technical competence and safety consciousness through sessions on the training programme covered the following key aspects:

- Bharatgas Safety Pledge and its significance in promoting a strong safety culture.



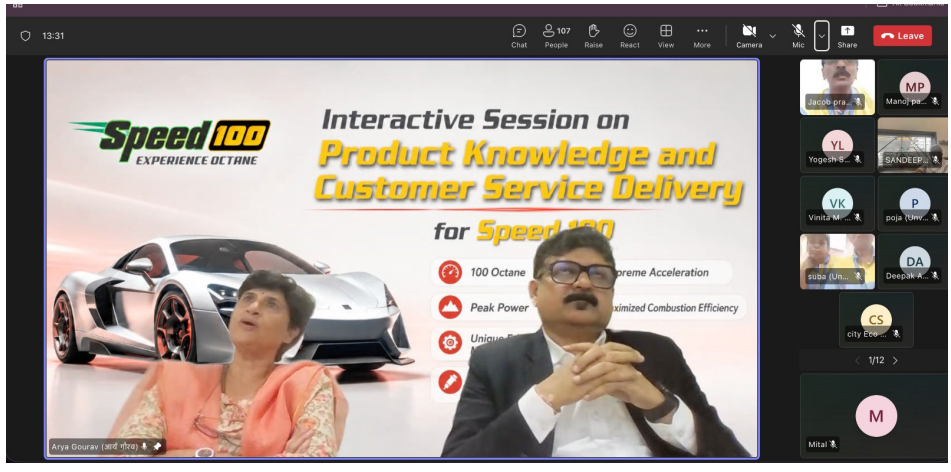
- Behavioural aspects during customer visits, delivered through scenario-based learning to enhance customer interaction and service quality.
- Detailed LPG hotplate servicing process, conducted by the Beyond LPG technical team.
- Suraksha Hose – its features, engineering design, and safety benefits – explained by the manufacturer.
- Practical demonstration on LPG properties and equipment, enabling participants to gain hands-on experience.
- Operational guidance on standard service charges, installation reports for New Connections, and handling of Composite Cylinders.

Later, an interactive address by Mr. Mahesh Jangam and Mr. Sandip Pawar, along with Territory Distributors, emphasised the critical importance of accident prevention, prompt response to leakage complaints, adherence to safety procedures, and maintaining the highest standards of customer safety. The programme concluded with all participants taking the Swachhta Shapath (the Swachhta Pledge), reinforcing our collective commitment towards cleanliness, responsible citizenship, and a safer work environment.

The enthusiastic participation of the mechanics, coupled with the valuable guidance from our senior leadership and expert trainers, made the programme a resounding success. We are confident that the learnings from this initiative will further strengthen safe work practices and enhance customer satisfaction across the Mumbai LPG Territory.

'Speed 100' Familiarisation Session Strengthens Product Knowledge and Customer Experience

A special interactive session on product knowledge and customer service delivery for 'Speed 100' was conducted on August 7, 2026 through the Sangam platform for Driveway Saleswomen (DSWs) handling Speed 100 across the country. The session was designed to familiarise frontline staff with our most premium retail fuel offering and strengthen their capability to confidently engage with customers, communicate the product proposition and deliver a differentiated service experience. The programme focused on three key areas: product knowledge, customer service, and effective customer interaction.



DSWs were familiarised with the key attributes of Speed 100, including its 100-octane rating, injector clean-up capability, improved combustion, acceleration and peak-power benefits, and unique friction modifier technology. Emphasis was also placed on communicating these benefits in simple and credible language, identifying the

right customer profile and recommending Speed 100 based on customer and vehicle suitability.

The session was delivered by Ms. Charu Yadav, Head (Customer Experience), Retail HQ; Mr. Gorav, CGM (Marketing), Retail HQ; and Mr. Gourav Arya, Ch. Mgr. (Branded Fuels), Retail HQ. The discussions highlighted that for a premium offering such as Speed 100, the customer experience at the retail outlet is as important as the product itself.



DSWs were encouraged to combine sound product knowledge with courteous service, transparent fuelling practices, and meaningful customer engagement. The session also highlighted relevant cross-selling opportunities across our offerings, enabling DSWs to enhance customer value while building a stronger relationship with premium customers.

The programme received an encouraging response, with over 160 DSWs participating in the video conference and taking away practical insights for improving Speed 100 customer interactions at the forecourt. This was the first in a series of familiarisation sessions planned over the coming months to continuously groom and equip DSWs handling Speed 100.

As our most premium retail fuel proposition, Speed 100 deserves a correspondingly premium level of customer care, product advocacy, and service delivery. And these sessions are aimed at building that capability consistently across the network.

Western Region Pipelines Holds Strategic Meeting with Maharashtra Police to Strengthen Asset Security

In a major step toward reinforcing the safety and security of BPCL's critical energy infrastructure, the BPCL Pipelines team held a high-level coordination meeting with the Maharashtra Police on July 22, 2026, at the State Police Headquarters.

Led by Mr. Biju Gopinath, ED (Pipelines), alongside Mr. Sunil Kamble, CGM (Operations), and Mr. Anirban Chakraborty, Head (Pipelines), West, the BPCL delegation met with Mr. Nikhil Gupta, Additional Director General of Police (Law & Order), Maharashtra State. The meeting focused on key initiatives to enhance the security and operational resilience of BPCL's pipeline network across the state.



BPCL presented a detailed overview of its pipeline network to senior law enforcement dignitaries, fostering stronger alignment,

improved coordination, and heightened state-wide preparedness, while demonstrating the strategic importance of this asset class.

The hybrid meeting included the Assistant IGP (Law & Order), Commissioners of Police from Mumbai, Navi Mumbai, and Thane, as well as District Superintendents of Police from Thane Rural, Nashik Rural, Dhule, and Jalgaon via video conference.

Acknowledging BPCL's pipelines as vital national infrastructure, the ADGP (Law & Order) reaffirmed the Maharashtra Police's full commitment to asset protection, ensuring uninterrupted operations.

As a first-of-its-kind initiative, this meeting has set a new benchmark for proactive partnership in safeguarding national energy security through asset protection of critical energy infrastructure.



IPS Proliferation Drive by SmartFleet and Ghar Teams Creates Strong Customer Connect across India

As part of our continued focus on enhancing customer engagement and accelerating digital adoption, a nationwide IPS (Integrated Payment System) Proliferation Drive was conducted on August 7 and 8, 2026 by the Highway Retailing Field Team, comprising Fleet Sales Officers (FSOs), Customer Relation Executives (CREs) and Company-Owned Company-Operated (COCO) Officers.



Over the two-day campaign, teams covered more than 1,000 locations across the country, engaging with over 10,000 transporters, fleet operators, drivers and helpers through customer meetings, awareness sessions, and live demonstrations. The teams connected directly with the transport community at transporter associations, transport hubs, parking yards, industrial clusters, *dhabas*, and retail outlets, taking the benefits of IPS closer to customers.

The campaign showcased IPS, SmartFleet functionalities, RO automation, driver and helper insurance, Apna Ghar facilities, UFill and credit solutions, while also reinforcing BPCL's commitment to transparency through the "We Bill What We Fill" initiative.

The response from customers was highly encouraging. They appreciated IPS for its secure, transparent, and convenient transaction experience, along with the assurance offered through automated retail outlets and SmartFleet-enabled services. The drive also provided an important platform for the field teams to listen to customers, understand their expectations and gather valuable feedback and suggestions, helping identify opportunities for further strengthening the IPS ecosystem.

The campaign successfully strengthened our connect

with the transport community, enhanced awareness of SmartFleet offerings, and generated strong momentum for IPS adoption across geographies. It also demonstrated the impact of meaningful on-ground engagement in building trust and delivering technology-driven solutions aligned with customer needs.

The success of the IPS Proliferation Drive reflects the collective efforts of the Highway Retailing Team across India, including Fleet Sales Officers (FSOs), COCO Officers, and CREs. The drive has created strong momentum towards increased IPS adoption and deeper customer engagement.

Their extensive field engagement has reinforced BPCL's commitment to delivering transparent, technology-driven and customer-centric solutions, enabling stronger connections, smarter transactions, and better customer experience.

Together, drive ahead with IPS!

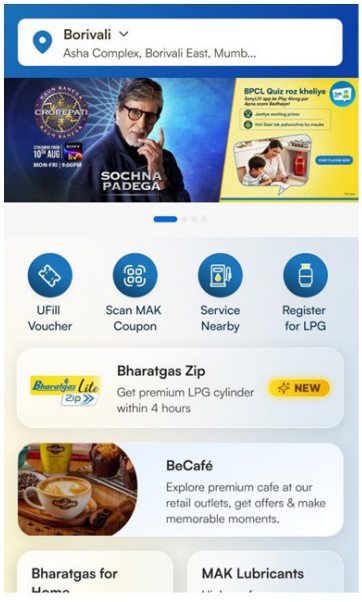
Bharatgas Lite Zip on HelloBPCL: Enabling Instant LPG Connections through a Seamless End-to-End Digital Experience

Digital Business is pleased to announce the rollout of Bharatgas Lite Zip on our flagship platform, HelloBPCL, marking another significant milestone in our digital transformation journey and reinforcing our commitment to delivering superior customer experiences. The feature is now live on both Android and iOS versions of the HelloBPCL application.

This innovative digital capability redefines the customer journey by enabling customers to obtain an instant new LPG connection through a completely digital process. By simplifying and accelerating the onboarding experience, the solution enhances customer convenience while strengthening our digital engagement with customers.

Through HelloBPCL, customers can now seamlessly order premium Bharatgas Lite Zip cylinders, with the entire experience digitally integrated across platforms. The process encompasses:

- End-to-end digital ordering experience through HelloBPCL
- Integrated online payment through multiple payment options on HelloBPCL
- Seamless authentication and processing through digital medium (Operator App)
- Faster and more convenient
- Smooth journey from order to delivery
- Enhanced accessibility to premium Bharatgas Lite Zip cylinders
- Reinforcement of BPCL's vision of creating intuitive and customer-centric digital experiences







We thank the IS team for their support in implementing this marquee initiative.

With Bharatgas Lite Zip, we continue to leverage technology to make customer interactions smarter, simpler, and seamless.

Together, we are shaping the future of customer experience through innovation and digital excellence.

BPCL Launches Xtreme Weather Grade Diesel for the Indian Army; Bina Refinery Flags off First Rake

Inclement weather poses various operational challenges to the Indian Army, especially when the mercury dips below zero.



Conventional diesel can thicken and clog fuel filters at very low temperatures, affecting the operation of vehicles in high-altitude and snow-bound areas.



At a ceremony held in Delhi on July 31, 2026, BPCL proudly and successfully launched 'Xtreme Weather Grade (XWG)' Diesel — an innovation engineered to power mission-critical operations in some of the world's harshest environments.

Developed by BPCL in close collaboration and guidance of the Indian Army, XWG Diesel overcomes this challenge and remains effective at temperatures as low as -42°C. Compliant with BS-VI standards and IS 1460:2025 specifications, it can be used in the Indian Army's existing vehicle fleet without any engine modification or re-homologation. It ensures dependable cold starts, smooth drivability, and reliable performance, where conventional diesel faces challenges.

The launch was graced by the presence of General Dhiraj Seth, Chief of the Army Staff (COAS), PVSM, UYSM, AVSM; Shri Sanjay Khanna, Chairman & Managing Director, with additional charge of Director (Refineries); Shri Subhankar Sen, Director (Marketing); Lt. Gen Prashant Srivastava, UYSM, AVSM, SM, QMG; Lt. General Mukesh Chadha, DGST, AVSM, SM, VSM; Shri Manoj Menon, Business Head (I&CS); and other distinguished guests.

The Army Chief described the newly launched XWG diesel, developed by BPCL, as a "real game changer" for the Indian Army's operations in high-altitude and extreme temperature zones. He also extended his compliments to the BPCL chairman and the entire team behind the project.

Bina Refinery Marks a Major Milestone

Building on the successful launch, Bina Refinery achieved another significant milestone on August 17, 2026, with the flag-off of the first rake of Xtreme Weather Grade Diesel. The dispatch marked an important step towards supplying the specialised fuel for the Indian Army's operational requirements.

The flag-off was led by Lt. Gen. Mukesh Chadha, DGST, IHQ of the Ministry of Defence (Army), in the presence of Maj. Gen. G. S. Mann, ADGST (FT); Shri Subhankar



Sen, Director (Marketing), BPCL; Shri K. K. Das, Executive Director (Bina Refinery); Shri Sreeram A. N., Executive Director-in-Charge, BPREP; Shri Naveen Chander K., Executive Director (BPREP); Shri Manoj Menon, Business Head (I&C); Shri Bharat Newalkar, Head (R&D); and senior leadership from Bina Refinery and Industrial & Commercial (I&C).

Addressing the gathering, Shri Subhankar Sen reaffirmed BPCL's commitment to responding to the Indian Army's evolving operational requirements, setting new benchmarks in performance and ensuring reliable supplies. He highlighted the collective effort behind the development of XWG Diesel, describing it as an example of indigenous innovation and the organisation's ability to transform complex operational challenges into practical, in-house solutions.

Lt. Gen. Mukesh Chadha, DGST, congratulated each and every effort culminating into the milestone achievement and lauded the collective efforts of the corporation together with the Indian Army. He emphasised on further benchmarking by way of ensuring quality and timely availability of this unique product for ensuring convenience to the Indian Army, in its logistical movement across India's high-altitude regions.



The launch of Xtreme Weather Grade Diesel and the flag-off of its first rake underscore BPCL's commitment to technological innovation, indigenous technology development and nation-building, while exemplifying the spirit of Atmanirbhar Bharat.

Kochi Refinery Wins TERI UNDP Water Sustainability Award

Water sustainability at a large-scale refinery requires more than effective wastewater treatment; it demands the continuous optimisation of recovery, reuse and resource efficiency across the operating cycle. Strengthening this approach through sustained improvements in Effluent Treatment Plant (ETP) and Reverse Osmosis and Demineralisation (RODM) performance, process optimisation and cross-functional operational excellence, Kochi Refinery has won the prestigious Water Sustainability Award 2026, presented by The Energy and Resources Institute (TERI) and the United Nations Development Programme (UNDP), for excellence in industrial water-use efficiency.



Shri Raj Bhushan Choudhary, Hon'ble Minister of State for Jal Shakti, Govt. of India presented the award under Category 4 – Excellence in Water-Use Efficiency (Industrial Water Users) at the 5th Water Sustainability Awards 2026 at an award ceremony held in New Delhi on August 6, 2026.

Presented by Shri Raj Bhushan Choudhary, Hon'ble Minister of State for Jal Shakti, the coveted award was received on behalf of Kochi Refinery by Mr. Vinod P. L., GM (OM&S); Mr. Suresh K. S., DGM (HSSE); Mr. Rajesh Kumar Ramamoorthy, SM (OM&S); and Mr. Gourav Priyadarshi, Manager (OM&S).

By optimising ETP and RODM operations, the refinery boosted recycled water usage from 15,500 kL/day to 17,600 kL/day, achieving a 15% reduction in overall freshwater consumption across the refinery. This enhanced process performance has been achieved through a focused combination of equipment refurbishment and overhauling, improved equipment reliability, process optimisation, online water-quality monitoring and systematic water-balance management. Equally important has been the active involvement of employees.

Environment Champion teams across operating units and support functions have encouraged employee participation in identifying and implementing water-efficiency opportunities. In addition to these regular performance reviews have further enabled timely identification and implementation of opportunities for water recovery, reuse and consumption reduction.

These initiatives reflect close coordination among the OM&S, Maintenance, Instrumentation, Electrical, Utilities, Environment and Process departments, demonstrating how operational discipline and cross-functional collaboration can translate sustainability objectives into measurable results.

This achievement is aligned with Kochi Refinery's Integrated Management System and QEHS framework, reinforcing the refinery's commitment to resource conservation, pollution prevention, and continual improvement.

Four Prestigious Recognitions for BPCL at the 8th Occupational Health & Safety Awards

BPCL received multiple recognitions at the 8th Occupational Health & Safety Awards, organised by the Indian Chamber of Commerce (ICC) on August 20, 2026, at ITC Grand Chola, Chennai, recognising excellence in 'workplace safety, health and operational discipline'.









Irugur Retail Installation received the Platinum category award (Oil & Gas) for Safety Excellence, while Haveli Retail Installation was bestowed with the Gold category award (Oil & Gas). Also, QA Sewree received the Gold category award (Laboratory) for Safety Excellence. Adding to the honours, Shri V. Arul Muthunathan, ED (Chairman's Health, Safety, Security, and Environment, CHSSE), received the 'Leadership Excellence in Occupational Safety and Health (OHS)' award under the 'Individual Recognition' category.

The awards were received by the respective location teams and HSSE roleholders, including Mr. Dhyaneshwar Bendkule, Irugur; Mr. Mudavathu Surya Naik, Haveli; and Dr. Janampalli Sagar and Mr. Satinder Pal Singh from QA Sewree, along with senior management represented by Mr. Shaji Hakeem, CGM (Ops.), Retail South, and

Mr. Sivaramakrishna, DGM (Ops.), Retail South.

These recognitions reflect the strong safety culture built across BPCL through everyday discipline, vigilance and ownership at the workplace. They also reinforce a simple belief that remains central to our operations: safety is everyone's responsibility.

BPCL Shines Bright with Two Prestigious Wins at the India Risk Management Awards 2026

BPCL was bestowed with two prestigious honours at the India Risk Management Awards 2026, held on August 13, 2026 at Taj Lands End, Mumbai. The awards were jointly presented by CNBC-TV18 and ICICI Lombard.



BPCL was recognised in the categories of 'Master of Risk – Large Cap – Power, Energy and Utilities' and 'Master of Risk – Large Cap PSU'. The dual recognition underscores BPCL's continued commitment to strong risk governance, innovative risk management practices, and effective management of commodity-related risks. It also reflects the organisation's focus on embedding disciplined risk management within its decision-making framework in an increasingly dynamic and volatile business environment.

The India Risk Management Awards are among the prominent recognitions in the country's risk management domain, celebrating organisations that demonstrate excellence in risk governance, robust control frameworks, and organisational resilience.

The awards bring together leading organisations across sectors. The 2026 edition saw participation and recognition across a diverse corporate landscape, including names such as Hindalco, Tata Steel, TCS, Wipro, Infosys, Jio Financial, Marico, PhonePe, etc., reflecting the breadth and competitive nature of the awards.

For BPCL, the recognition across both the Power, Energy and Utilities, and Large Cap PSU categories is particularly significant. Operating in an environment characterised by volatility in crude oil and product prices, foreign exchange rates and global energy markets requires a structured and responsive approach to risk management. These awards recognise BPCL's ongoing efforts to strengthen its risk governance framework, commodity risk management practices and organisational resilience, supporting informed decision-making and sustainable value creation.

BPCL Clinches Gold for Digital Transformation at the ET Supply Chain Awards 2026



It was a golden milestone for us on the road to smarter supply chains, when BPCL received the "Gold" award for Digital Transformation in Supply Chains at the ET Supply Chain Awards 2026.

Mr. Shelly Abraham, Executive Director (Supply Chain Optimisation, SCO), and Mr. Shekhar Gunwal, Sr. Mgr. (SCO), received the award on behalf of BPCL.

The recognition honours BPCL's successful implementation of Aspen Unified Planning and

Distribution (AUPD), integrating production and distribution planning to enable greater visibility, efficiency, and enterprise-wide optimisation.

Focussed on agility and delivering greater value, BPCL remains committed to shaping a smarter, more connected, and future-ready supply chain.

BPCL HR Analytics & Innovation Team Earns Dual Recognition



BPCL's HR Analytics & Innovation Team has secured two national-level accolades for driving digital transformation and data-driven HR practices.

The team was recognised among the top 5 finalists at the National Talent Acquisition Hackathon out of more than 500 competing organisations. It also won the Gold award for Talent Analytics & Insights at the People Matters Infini-T Awards.

These honors highlight BPCL's commitment to adopting frontier technologies, leveraging artificial intelligence and analytics to build a future-ready workforce.

इंदौर प्रादेशिक कार्यालय और मांगलिया डिपो को द्वितीय पुरस्कार

दिनांक 20 अगस्त, 2026 को इंदौर नगर राजभाषा कार्यान्वयन समिति द्वारा पश्चिम क्षेत्र के अंतर्गत इंदौर प्रादेशिक कार्यालय एवं मंगलिया डिपो को राजभाषा कार्यान्वयन में श्रेष्ठ कार्यनिष्पादन के लिए द्वितीय पुरस्कार से सम्मानित किया गया। इस अवसर पर इंदौर कार्यालय की गृह पत्रिका 'सृजन-मन की अभिव्यक्ति' का भी विमोचन किया गया।

इंदौर नगर राजभाषा कार्यान्वयन समिति उपक्रम की 29वीं छमाही बैठक आयोजित की गई, जिसकी अध्यक्षता इंदौर नराकास उपक्रम के अध्यक्ष एवं नेशनल इंश्योरेंस कम्पनी के उप महाप्रबन्धक श्री समीर कालरा जी ने की। इस छमाही बैठक के दौरान हमारे कार्यालय को राजभाषा कार्यान्वयन के लिए द्वितीय पुरस्कार प्रदान किया गया। भारत पेट्रोलियम, इंदौर कार्यालय की ओर से यह पुरस्कार श्री ऋषभ अस्थाना, प्रादेशिक समन्वयक रिटेल, इंदौर; डॉ. राम बरन यादव, हिंदी समन्वयक, मांगलिया डिपो एवं श्री विपुल खेतान, कार्यपालक एचएसएसई ने ग्रहण किया। इस अवसर पर इंदौर रिटेल प्रादेशिक कार्यालय एवं मांगलिया डिपो की गृह-पत्रिका 'सृजन: मन की अभिव्यक्ति' के तृतीय अंक का विमोचन नराकास के मंच से किया गया। अध्यक्ष, इंदौर नगर राजभाषा कार्यान्वयन समिति (उपक्रम) तथा अन्य सदस्यों ने भारत पेट्रोलियम द्वारा तैयार की गई गृह-पत्रिका की सराहना की।

इस बैठक में दिनांक 20 जनवरी, 2026 को इंदौर में गृह मंत्रालय, राजभाषा विभाग द्वारा आयोजित मध्य, पश्चिम एवं दक्षिणी क्षेत्रों के संयुक्त क्षेत्रीय राजभाषा सम्मेलन में अपनी सक्रिय सेवाएँ देने वाले अधिकारियों एवं कर्मचारियों को प्रशस्ति पत्र और प्रतीक चिन्ह प्रदान किया गया। भारत



पेट्रोलियम के श्री दिव्यान्शु पाण्डेय, सुश्री अरुणा अलापती और श्री तौसिफ़ जमाल अंसारी जी को भी उनकी सक्रिय भागीदारी करने के लिए सम्मानित करते हुए उन्हें प्रशस्ति पत्र और प्रतीक चिन्ह प्रदान किया गया।

From Waste to Energy: Satna Marks a Green Milestone for BPCL

Satna, in Madhya Pradesh, Becomes India's First District-Level Gas Ecosystem Powered Entirely by CBG

As India celebrated its 80th Independence Day on August 15, 2026, BPCL marked a significant milestone in its journey towards a cleaner and more sustainable energy future.



At a virtual ceremony held on the occasion, Shri Sanjay Khanna, Chairman & Managing Director, with additional charge of Director (Refineries), announced 100% Compressed Bio-Gas (CBG) adoption across Satna's gas ecosystem — making it India's first district-level gas ecosystem, where CBG generated from waste powers both CNG for automobiles and PNG for homes and commercial kitchens.

The ceremony was also attended virtually by Shri Vetsa Ramakrishna Gupta, Director (Finance); Shri Shubhankar Sen, Director (Marketing); Shri Pushp Kumar Nayar, Director (HR); Shri Rahul Tandon, Business Head (Gas); Shri Rouf Khan, ED (Projects, Marketing & Strategy), Gas; Shri Rakesh Kumar Sinha, Head (LNG Sourcing, Logistics & Sales), Gas, along with Satna Territory team.

All 19 CNG stations in Satna district, along with more than 1,800 domestic PNG connections and commercial PNG connections, are now supplied with CBG through BPCL's City Gas Distribution (CGD) network — demonstrating how renewable gas can become an integral part of everyday energy consumption.

Gas Business Unit's #TheGoodPrint solution has now come fully to life in Satna, with CBG produced by partner organisations from locally sourced waste evacuated and supplied through BPCL's City Gas Distribution (CGD) network to end consumers across PNG domestic, PNG commercial, and CNG segments.

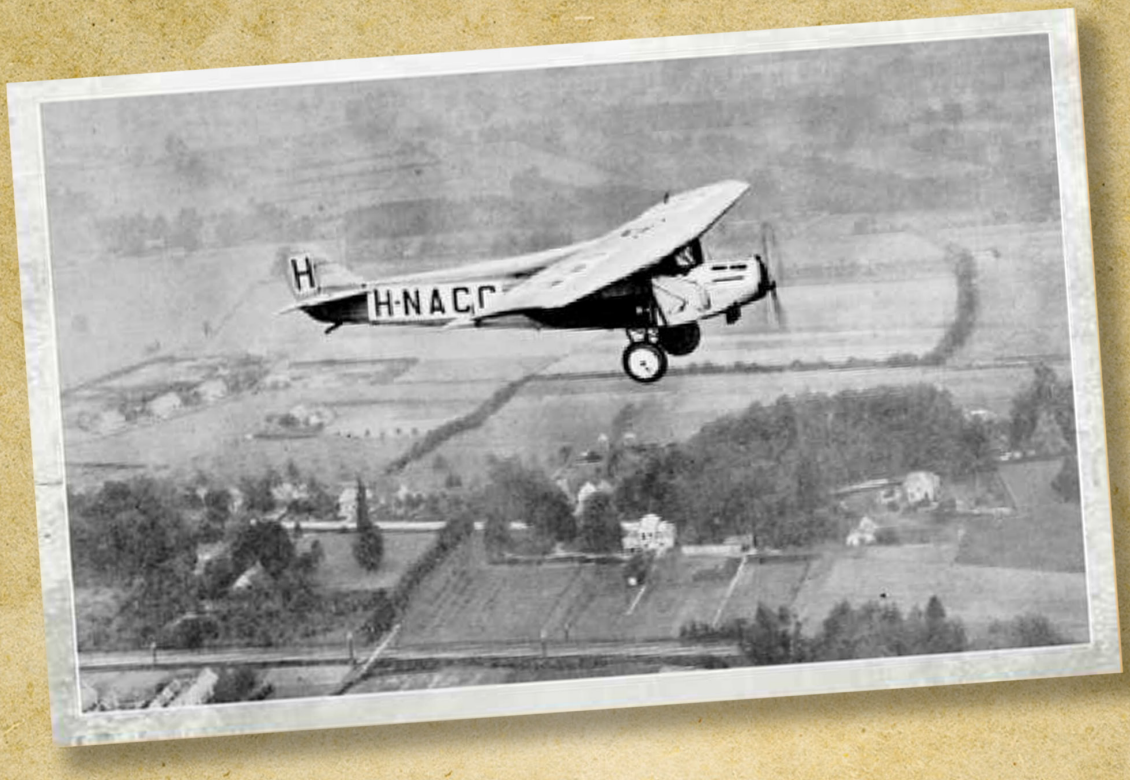
This milestone brings BPCL's vision of #TheGoodPrint solution to life – a decentralised model in which locally available waste is transformed into clean energy and the resulting gas is consumed within the same ecosystem. By seamlessly connecting waste generation, CBG production, and local energy consumption through a dedicated gas network, BPCL is creating practical and scalable circular energy ecosystems.





This achievement further strengthens BPCL's growing CBG footprint, with more than 7% CBG currently blended across BPCL's CGD network nationwide. This marks an important beginning. With plans to expand CBG utilisation, forge stronger partnerships with additional CBG producers, and progressively increase CBG infusion across its CGD ecosystem, BPCL is taking this model forward towards a cleaner, more sustainable India — replicating this approach across other geographies as well.

Burmah-Shell — The Pioneer of Aircraft Refuelling in India



As KLM celebrates its 107th anniversary on October 7, 2016, we relive the memory of their first intercontinental flight from Amsterdam to Batavia (today's Jakarta) on October 1, 1924.

En route to Batavia, the aircraft made 21 stops, including at Ambala and Kolkata, where Brumah-shell refuelled the next leg of its journey. The Fokker VII finally reached its destination on November 24, 1924, forty-eight days after it started the historic journey.

This flight marked the beginning of a new bond between KLM and Burmah-Shell (now Bharat Petroleum), which only grew stronger through the years as we continued to meet their Aviation Turbine Fuel (ATF) requirements at Indian airports.

Celebrating 'Golden Bonds'

Cherishing Trust, Excellence, and Togetherness

For decades, the Bharatgas journey has been shaped by more than the growth of a brand. It has been built on enduring relationships, unwavering commitment and the trust of a distributor fraternity that has stood alongside BPCL through changing times.

Celebrating this remarkable legacy, BPCL organised a series of LPG distributors' felicitation events across its Western, Eastern, Southern, and Northern regions, bringing together veteran distributors, senior leadership and officials to honour their invaluable contribution to the growth of Bharatgas.









With distributor associations spanning 30, 40 and even 50 years and beyond, the events held in Nagpur, Kolkata, Trichy, and across the Northern Region paid tribute to generations of partners who have taken clean cooking fuel to millions of households, strengthened customer confidence and upheld the values of commitment, service and trust.

The honours, presented by the Director (Marketing), Business Head (LPG), and senior LPG leadership, acknowledged not merely the longevity of these associations but also the resilience, perseverance and customer commitment that have sustained them. Many distributors have navigated significant changes in the LPG business while continuing to ensure reliable supplies and responsive service, reinforcing the bond between BPCL, its partners and customers.

Addressing the gatherings, Shri Subhankar Sen, Director (Marketing), expressed his appreciation for the distributor fraternity's enduring partnership and unwavering commitment to customer service. He commended distributors and delivery personnel for maintaining continuity of service during challenging circumstances, including recent supply-related disruptions, and emphasised their pivotal role in safeguarding customer confidence.

Shri T. V. Pandiyan, Business Head (LPG), encouraged distributors to embrace technology, strengthen customer-centric practices and explore new avenues for growth beyond the traditional LPG business. Initiatives such as Bharatgas Lite Zip, Bharatgas Insta, Fino Banking, LPG vending machines, Lite Stores and In&Out stores were highlighted as opportunities to deepen customer engagement, diversify offerings and create additional value for distributor partners.

The leadership also underscored the importance of digital initiatives such as e-KYC, geotagging and



geo-fencing in improving operational efficiency and customer convenience. The successful implementation of 'Zero Ka Dum' across BPCL LPG bottling plants was recognised for strengthening quality standards and enhancing customer satisfaction.

Beyond the formal addresses and felicitations, nostalgia and personal memories brought a special warmth to the celebrations. Curated audio-visual presentations traced the 50-year journey of Bharatgas, showcasing key milestones, digital transformation initiatives, and the evolution of the distributor network. In the Western Region, a coffee-table book was launched by Shri Subhankar Sen, Shri T. V. Pandiyan, and other dignitaries, commemorating the enduring legacy of the Bharatgas partnership.

Old photographs, archival galleries, distributor testimonials, and experience-sharing sessions brought decades of shared history to life. Veteran distributors recounted memorable experiences, reflected on the transformation of the business and recalled the relationships that had sustained them through changing times. The Eastern Region added a vibrant cultural dimension to its celebrations through performances inspired by the region's rich traditions and heritage.

For the veteran distributors, the occasion was an opportunity to revisit a lifetime of service; for the next generation, it offered inspiration to carry the legacy forward.





The regional felicitation events reaffirmed BPCL's commitment to nurturing these partnerships, empowering distributors through digital transformation and creating opportunities for sustainable business growth. More importantly, they celebrated a shared belief that lasting success is built not only on business performance but also on the strength of relationships and the trust earned over generations.

As the journey continues, the golden bonds between BPCL and its distributor fraternity will remain a source of strength — honouring the legacy, enriching the present, and inspiring the future.

BPCL Hazira Organises Inter-OMC Badminton Tournament on National Sports Day



The physical and mental well-being of our employees has always remained the focal point of all our HR initiatives, as we always believe that enhanced employee experience leads to excellent customer experience.

Hazira Retail Depot is one of the important strategic locations of Western Region where Retail and Lubes team join in for all major initiatives as well as celebrations.

On August 29, 2026, National Sports Day was celebrated with full energy and enthusiasm at the location as an Inter-OMC Badminton Tournament was organised there. Officers of nearby IOCL and HPCL retail locations were invited to participate in the tournament. Mr. Soumyajit Ghosh, two times Olympian Table Tennis player and Arjuna awardee of BPCL, also graced the occasion.

The event commenced with a tribute to Major Dhyan Chand at the location conference hall. The tournament was inaugurated with the lighting of the ceremonial lamp by the chief guest <<NAME+DESIGNATION>>. Matches were organised in a 'round robin' format, with three sets of 21 points.



The final was played between BPCL and HPCL, with BPCL winning the decisive match in straight sets. Mr. Rakesh Kumar and Mr. Ram Pravesh Das represented BPCL, displaying exceptional skills.

The officers of IOCL and HPCL highly appreciated the sports infrastructure created at Hazira Retail Depot. The location has built state-of-the-art playing facilities for Volleyball, Pickleball, Table Tennis and Basketball.



Mr. Gaurav Kaushik, TM (Retail), Surat and Mr. Lokesh Mishra, TM (Lubes), Surat handed over the trophies to the players and encouraged all participants to use the sports facility.

80th Independence Day Celebrated







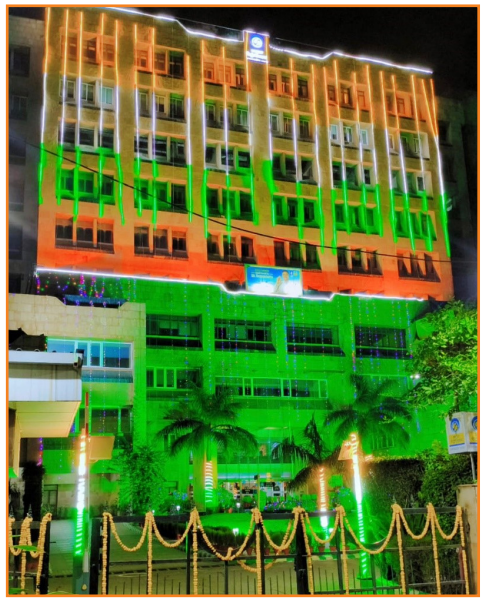


As India celebrated its 80th Independence Day, BPCL proudly joined the nation in commemorating eight decades of years of freedom, unity, and progress. Celebrating the enduring spirit of patriotism, innovation, and resilience, we reaffirmed our commitment to building a stronger, brighter, and self-reliant India.









INDEPENDENCE DAY



















उद्यमशीलता की भावना, उत्कृष्टता का ध्येय

जब हालात चुनौती पेश करते हैं, तो दृढ़निश्चयी लोग हालात के आगे झुकते नहीं हैं। वे पुरानी परंपराओं से आगे बढ़कर सोचते हैं, कारोबार करने के तरीक़ों को नए सिरे से गढ़ते हैं और हर बाधा को आगे बढ़ने, निखरने और नई ऊँचाइयाँ हासिल करने के अवसर में बदल देते हैं।



यह एक ऐसे उद्यमी की कहानी है, जिसने परिस्थितियों को अपनी नियति तय नहीं करने दी।

अपना MBA पूरा करने के बाद, श्री राचामडुगु श्रीनिवासुलु ने 2004 में गुडूर फिलिंग स्टेशन पर 'इन एंड आउट' (In&Out) स्टोर ऑपरेटर के रूप में भारत पेट्रोलियम के साथ तीन साल के सेवा अनुबंध पर हस्ताक्षर किए। पाँच वर्ष बाद वे इस व्यवसाय में साझेदार बन गए और अगले पाँच वर्षों में वे तथा उनकी पत्नी इस व्यवसाय के मालिक बन गए। आज उनका रिटेल आउटलेट अन्य उद्यमियों के लिए अनुकरणीय आदर्श बन चुका है।

ऊपरी तौर पर यह किसी परीकथा जैसी कहानी लग सकती है। लेकिन गहराई से देखने पर संघर्षों, दृढ़ता और तमाम विपरीत परिस्थितियों पर विजय पाने के संकल्प की एक भावुक कर देने वाली कहानी सामने आती है। अनेक कठिनाइयों से भरी इस उतार-चढ़ाव वाली यात्रा में उन्होंने कभी उम्मीद नहीं खोई और हर चुनौती का बार-बार उतने ही दृढ़ निश्चय के साथ सामना किया। विपरीत परिस्थितियों को अपनी नियति मानने से उनका दृढ़ इनकार उल्लेखनीय है। इन वर्षों में दंपती ने जिस रिटेल आउटलेट का निर्माण किया है, वह निस्संदेह अनुकरणीय है।

गुडूर फिलिंग स्टेशन राष्ट्रीय राजमार्ग 16 पर स्थित एक राजमार्ग रिटेल आउटलेट है। यह राजमार्ग स्वर्णिम चतुर्भुज का हिस्सा है, जो कोलकाता से भुवनेश्वर, विशाखापत्तनम और विजयवाड़ा होते हुए चेन्नई तक जाता है।

यह नेल्लोर रिटेल क्षेत्र के प्रमुख और अधिक बिक्री वाले केंद्रों में से एक है। जिला मुख्यालय नेल्लोर शहर और गुडूर कस्बे के बीच स्थित यह केंद्र स्थानीय तथा लंबी दूरी की यात्रा करने वाले ग्राहकों की सेवा करता है। यह तिरुपति और बेंगलुरु की ओर जाने वाले मार्ग के मोड़ तथा संपर्क मार्ग के निकट रणनीतिक रूप से स्थित है। साथ ही, यह चेन्नई से राष्ट्रीय राजमार्ग 16 पर चलने वाले यातायात को भी सेवाएँ प्रदान करता है। इस प्रकार यहाँ राजमार्ग और व्यावसायिक वाहनों की बड़ी संख्या में आवाजाही होती है।

अडाणी कृष्णपट्टनम बंदरगाह इस रिटेल आउटलेट से लगभग 25 किलोमीटर दूर स्थित है। इससे व्यावसायिक वाहनों, ट्रकों और बंदरगाह से संबंधित परिवहन वाहनों को सेवाएँ प्रदान करने की अतिरिक्त संभावनाएँ पैदा होती हैं।

यह केंद्र दक्षिण भारत के कई प्रमुख तीर्थस्थलों और पर्यटन स्थलों की ओर जाने वाले यात्रियों के लिए एक महत्त्वपूर्ण पड़ाव है। इनमें तिरुपति, कनिपकम और श्रीकालहस्ती के साथ-साथ तमिलनाडु के विभिन्न मंदिर स्थल शामिल हैं। यह रिटेल आउटलेट चेन्नई और बेंगलुरु जैसे प्रमुख महानगरों को जोड़ने वाले लंबी दूरी के यातायात की भी आवश्यकताएँ पूरी करता है। चेन्नई लगभग 150 किलोमीटर और बेंगलुरु लगभग 375 किलोमीटर दूर है। इस प्रकार यहाँ राजमार्ग यात्रियों, तीर्थयात्रियों, पर्यटकों और व्यावसायिक वाहन चालकों को सेवाएँ प्रदान करने की पर्याप्त संभावनाएँ हैं।

गुडूर फिलिंग स्टेशन की शुरुआत मूल रूप से 1962 में आंध्र प्रदेश के नेल्लोर

जिले के गुडूर कस्बे में, पुराने GNT रोड पर गुडूर रेलवे स्टेशन परिसर के पास की गई थी। बाद में, पुराने NH-5 (जो अब NH-16 है) बाईपास रोड के बनने से भारी वाहनों का ट्रैफिक नए हाईवे की ओर चला गया। इससे ट्रैफिक का पैटर्न बदल गया और मौजूदा रिटेल आउटलेट तक पहुंचना मुश्किल हो गया। ट्रैफिक की बदली हुई स्थितियों और नेशनल हाईवे के रणनीतिक महत्व को देखते हुए, भारत पेट्रोलियम ने 1994 में इस रिटेल आउटलेट को नेशनल हाईवे 16 (NH-16) पर स्थानांतरित करने का निर्णय लिया।

स्थानांतरण के बाद वर्ष 1997 में गुडूर फिलिंग स्टेशन को भारत की स्वतंत्रता के 50 वर्ष पूरे होने के उपलक्ष्य में स्वर्ण जयंती रिटेल आउटलेट के रूप में विकसित किया गया।

दो बड़ी चुनौतियाँ

श्रीनिवासुलु की प्रबल इच्छा थी कि वे अपने गृह नगर गुडूर में रिटेल आउटलेट का व्यवसाय स्थापित करें और उसका संचालन करें, ताकि नगर



तथा आसपास के क्षेत्रों के लोगों की सेवा की जा सके। उन्होंने गुडूर में स्नातक की पढ़ाई पूरी की और इसके बाद चेन्नई से व्यवसाय प्रबंधन में स्नातकोत्तर की उपाधि प्राप्त की।

वर्ष 2004 में वे गुडूर फिलिंग स्टेशन में कर्मचारी के रूप में शामिल हुए। उन्हें उस समय अस्थायी रूप से बंद कर दी गई इन एंड आउट स्टोर का संचालन करना था, जिसे मालिक ने बंद कर रखा था। यह आने वाले वर्षों में श्रीनिवासुलु के सामने आने वाली कई चुनौतियों में से पहली थी। ग्रामीण क्षेत्र में नियमित स्थानीय ग्राहक न होने के कारण मालिक को स्टोर चलाने में कठिनाई हो रही थी। लेकिन श्रीनिवासुलु के विचार अलग थे। उन्होंने अपेक्षाकृत कम समय में अपनी लगन और नए तरीकों से स्टोर के संचालन तथा व्यावसायिक प्रदर्शन में सफलतापूर्वक सुधार किया। उन्होंने ग्राहकों की आवश्यकताओं और आकांक्षाओं के अनुरूप उत्पाद उपलब्ध कराए, जिससे इन एंड आउट स्टोर की एक विशिष्ट पहचान बन गई।



इसी बीच, दूसरी चुनौती ईंधन की बिक्री के मोर्चे पर सामने आई। मालिक गंभीर आर्थिक कठिनाइयों का सामना कर रहे थे। ईंधन कारोबार का एक बहुत बड़ा हिस्सा उधार पर आधारित था और उधार की वसूली मालिक के लिए लगातार बनी रहने वाली समस्या बन गई थी। परिणामस्वरूप, ईंधन की बिक्री घटने लगी और व्यवसाय पर निरंतर आर्थिक दबाव बना रहा। पिछले वर्षों में वित्तीय कुप्रबंधन के कारण बिक्री की मात्रा अपने सर्वोच्च स्तर से आधे से भी कम रह गई थी।

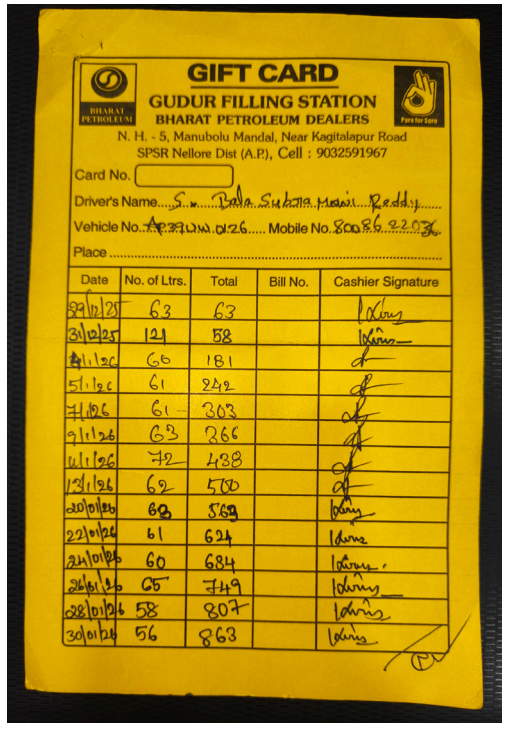
इन एंड आउट व्यवसाय को बेहतर बनाने के लिए श्रीनिवासुलु के ईमानदार प्रयासों, प्रतिबद्धता और पहलों को देखते हुए मालिक तथा बीपीसीएल के अधिकारियों ने उन्हें ईंधन की खुदरा बिक्री में भी सक्रिय भूमिका निभाने के लिए प्रोत्साहित किया।

वर्ष 2006 में रिलायंस ने ईंधन की खुदरा बिक्री के कारोबार में प्रवेश किया। गुडूर फिलिंग स्टेशन से केवल 10 किलोमीटर दूर रिलायंस का एक बिल्कुल नया रिटेल आउटलेट खुलने के बाद यहाँ ईंधन की बिक्री घटने लगी। इसके बाद एचपीसीएल के दो रिटेल आउटलेट्स शुरू हुए, जिनमें से एक गुडूर फिलिंग स्टेशन से पहले और दूसरा उसके आगे स्थित था। इसके अतिरिक्त, आसपास के क्षेत्र में आईओसीएल के दो रिटेल आउटलेट्स भी स्थापित किए गए।

श्रीनिवासुलु को एहसास हुआ कि उधार देकर ईंधन की बिक्री बढ़ाने की पुरानी कारोबारी नीति लंबे समय तक टिक नहीं सकती थी। इसलिए उन्होंने इस समस्या का अपने तरीके से समाधान करने का निर्णय लिया। शुरुआत में उन्होंने स्थानीय ट्रक मालिकों से दोबारा संपर्क करना शुरू किया, ताकि उनका भरोसा और संरक्षण वापस हासिल किया जा सके। लेकिन उधार की सुविधा दिए बिना यह आसान नहीं था। इसलिए उन्होंने अपना तरीका बदला। उन्होंने ट्रक मालिकों से बातचीत करके उनकी शिकायतों और समस्याओं को समझा।



अतिरिक्त, प्रत्येक ट्रक में हर बार ईंधन भरने के बाद उसका औसत चलने का विवरण दर्ज करने के लिए एक 'माइलेज कार्ड' बनाया गया। इस तरह यह रिटेल आउटलेट अपने ग्राहकों को उपलब्ध कराए जाने वाले ईंधन की गुणवत्ता और मात्रा के बारे में आश्वस्त कर सका तथा उनका विश्वास जीतने में सफल रहा।


GIFT CARD
GUDUR FILLING STATION
BHARAT PETROLEUM DEALERS
N. H. - 5, Manubolu Mandal, Near Kagitalapur Road
SPSR Nellore Dist (A.P.), Cell : 9032591967

Card No.
Driver's Name S. K. Bala Subramanyam Reddy
Vehicle No. AP39UW 0126 Mobile No. 8008622036
Place

Date	No. of Ltrs.	Total	Bill No.	Cashier Signature
29/12/25	63	63		
30/12/25	121	58		
31.12.25	65	181		
5.1.26	61	242		
7.1.26	61	303		
9.1.26	63	366		
11.1.26	72	438		
13.1.26	62	500		
20/01/26	69	569		
22/01/26	61	624		
24/01/26	60	684		
26/01/26	65	749		
28/01/26	58	807		
30/01/26	56	863		

श्रीनिवासुलु ने उनके आउटलेट पर आने वाले ट्रक ड्राइवरों के लिए एक ग्राहक निष्ठा कार्यक्रम के अलावा एक ग्राहक संबंध कार्यक्रम भी शुरू किया। उन्होंने शौचालयों का नवीनीकरण कराया और रात के समय ट्रक चालकों को निःशुल्क चाय तथा कॉफी देने की सेवा शुरू की। परिणामस्वरूप, बढ़ती प्रतिस्पर्धा और उससे उत्पन्न बाजार की चुनौतियों के बावजूद, श्रीनिवासुलु संयुक्त रूप से पेट्रोल और डीजल की बिक्री लगभग 250 किलोलीटर से बढ़ाकर औसतन लगभग 700 किलोलीटर प्रतिमाह करने में सफल रहे। इस प्रकार बिक्री पहले के स्तर से दोगुने से भी अधिक हो गई।







उनकी प्रतिक्रिया के आधार पर उन्होंने कई नई पहलें शुरू कीं, जिनमें कंप्यूटरीकृत बिलिंग और संदेश (SMS) के माध्यम से बिल भेजने की व्यवस्था शामिल थी। इससे पारदर्शिता बढ़ी और उन दिनों ट्रक मालिकों की प्रमुख चिंताओं में से एक का समाधान हुआ। इसके

वर्ष 2008 में कच्चे तेल की कीमतों में तेज वृद्धि के कारण रिलायंस ने देशभर में अपने सभी रिटेल आउटलेट्स बंद कर दिए। तब तक गुडूर फिलिंग स्टेशन सशक्त स्थिति में पहुँच चुका था और उसे ग्राहकों का भरपूर समर्थन मिल रहा था। रिलायंस के कारोबार से बाहर होने से इस केंद्र की स्थिति और बेहतर हो गई। कुछ ही महीनों में गुडूर फिलिंग स्टेशन की ईंधन बिक्री में भारी उछाल आया। यह श्रीनिवासुलु की एक बड़ी जीत थी, क्योंकि रिलायंस के बाहर निकलने से गुडूर फिलिंग स्टेशन को

मुख्य कहानी









क्षेत्र के अन्य कारोबारियों की तुलना में कहीं अधिक लाभ हुआ। इसका श्रेय उस लोकप्रियता और ग्राहक विश्वास को जाता है, जिसे श्रीनिवासुलु ने अपने प्रयासों से बनाया था। स्पष्ट था कि श्रीनिवासुलु इस व्यवसाय के लिए एक अनमोल संपत्ति सिद्ध हुए थे। इसी कारण वर्ष 2009 में उन्हें रिटेल आउटलेट में साझेदारी की पेशकश की गई। उनके अथक प्रयासों और उद्यमशील दृष्टि के लिए यह एक योग्य पुरस्कार था।

अब एक पार्टनर के तौर पर, श्रीनिवासुलु ने नए-नए प्रयोग करना जारी रखा और ग्राहकों को और भी फायदे पहुँचाए। उन्होंने अब कारों (पेट्रोल की बिक्री) पर भी अपना ध्यान और अधिक केंद्रित किया।

श्रीनिवासुलु बताते हैं, "हमने कई प्रयोग किए और कुछ नई पहलें शुरू कीं। उदाहरण के लिए, ट्रकों और कारों के शीशे साफ करने की निःशुल्क सुविधा शुरू की। यह एक छोटा-सा प्रयास था, लेकिन ग्राहकों के लिए मायने रखता था। सेवा क्षेत्र में विनम्र व्यवहार करने वाले कर्मचारी वर्दी में तैनात रहते थे और शौचालयों का नवीनीकरण भी कराया गया।"

इन पहलों से ग्राहकों के चेहरों पर मुस्कान आई। साथ ही, केंद्र पर आने वाले ग्राहकों की संख्या और बिक्री भी बढ़ी। वर्ष 2014 तक बिक्री की मात्रा बढ़कर लगभग 1500 किलोलीटर प्रतिमाह हो गई।

इसी वर्ष मूल मालिक ने स्वास्थ्य संबंधी और व्यक्तिगत समस्याओं के कारण कारोबार छोड़ने का निर्णय लिया। श्रीनिवासुलु ने रिटेल आउटलेट का संपूर्ण स्वामित्व अपने हाथ में ले लिया। उनकी पत्नी श्रीमती रचमाडुगु सुमलता इस व्यवसाय में उनकी साझेदार बन गईं।

लेकिन एक बार फिर नई चुनौती सामने आने वाली थी। उसी वर्ष आंध्र प्रदेश दो राज्यों, आंध्र प्रदेश और तेलंगाना, में विभाजित हो गया। नए आंध्र प्रदेश राज्य ने ईंधन पर मूल्यवर्धित कर (VAT) लगाया, जिसके कारण तमिलनाडु की तुलना में ईंधन की कीमत लगभग 5 रुपये प्रति लीटर बढ़ गई। तमिलनाडु की सीमा के बहुत निकट स्थित होने के कारण गुडूर फिलिंग स्टेशन इस बड़े खुदरा बिक्री मूल्य के अंतर से बुरी तरह प्रभावित हुआ। बाद में पड़ोसी राज्य कर्नाटक में भी ईंधन की कीमत कम हो गई। इससे अंतर और अधिक बढ़ गया। कर्नाटक में ईंधन की कीमत गुडूर फिलिंग स्टेशन के गृह राज्य आंध्र प्रदेश की तुलना में लगभग 10 से 11 रुपये प्रति लीटर कम हो गई। दोनों पड़ोसी राज्यों से उत्पन्न इस मूल्य संबंधी दबाव के कारण इस रिटेल आउटलेट की ईंधन बिक्री तेजी से गिरकर लगभग 300 से 400 किलोलीटर प्रतिमाह रह गई।

इन परिस्थितियों को देखते हुए इस उद्यमशील दंपती ने एक बार फिर बिक्री को बेहतर स्तर पर वापस लाने के लिए नई पहलों की तैयारी की।

ड्राइवफ़्रेश अनुभव

कार मालिकों और स्थानीय ट्रांसपोर्ट कंपनियों से अधिक कारोबार पाने के उद्देश्य से, कई ऐसी पहलें शुरू की गईं जिन्होंने इस रिटेल आउटलेट पर आने वालों के अनुभव को पूरी तरह से बदल दिया। इस बदलाव में 'ड्राइवफ़्रेश' सबसे प्रमुख पहल थी।

श्रीनिवासुलु बताते हैं, "पिछले कुछ वर्षों में राष्ट्रीय सड़क बुनियादी ढांचे में काफी सुधार हुआ है और वाहनों में भी अब पहले से कहीं अधिक आराम मिल रहा है। संक्षेप में कहें तो, ड्राइविंग का तरीका बदल रहा है और यात्राएं अब केवल एक जगह से दूसरी जगह जाने तक सीमित नहीं रह गई हैं, बल्कि अब यात्रा के दौरान मिलने वाला अनुभव ज्यादा मायने रखता है। हमने 'ड्राइवफ़्रेश' पहल के तहत











साफ-सुथरे और हाइजीनिक वॉशरूम की सुविधा दी है, जिसे हमारे ग्राहकों ने बहुत पसंद किया है।"

श्रीनिवासुलु ने रिटेल आउटलेट पर आधुनिक वॉशरूम बनाने के लिए एक इंटीरियर डिजाइनर की मदद ली। यहाँ 16 साफ-सुथरे और हाइजीनिक वॉशरूम बनाए गए हैं, जिनमें महिलाओं और पुरुषों के लिए अलग-अलग वॉशरूम, ड्राइवरों के लिए पीछे की तरफ शॉवर और कपड़े धोने की सुविधा वाले वॉशरूम, और दिव्यांगों के लिए एक विशेष वॉशरूम शामिल हैं। इनमें से 9 वॉशरूम रिटेल सेक्शन के लिए, 5 रेस्टोरेंट के लिए, 2 स्टाफ के लिए, 1 ट्रक ड्राइवरों के लिए, 1 कार ग्राहकों के लिए हैं, और इसके अलावा 3 यूरिनल (मूत्रालय) क्षेत्र भी हैं।







श्रीनिवासुलु गर्व के साथ कहते हैं, "इस तरह के साफ और आधुनिक वॉशरूम आमतौर पर शॉपिंग मॉल में देखने को मिलते हैं। पूरी तरह से साफ-सफाई बनाए रखने के लिए, हमारे कर्मचारी तीन शिफ्टों में चौबीसों घंटे काम करते हैं। इतना ही नहीं, हमारा 'इन एंड आउट' स्टोर भी हवाई अड्डों पर मौजूद शानदार स्टोर्स के बराबर है। हमारे लिए, हमारे ग्राहक हमारे परिवार की तरह हैं और हमारे लिए ग्राहक परिवार के सदस्यों की तरह हैं और और जब वे यहाँ आते हैं, तो उन्हें सर्वोत्तम अनुभव मिलना चाहिए।"

निदेशक (मार्केटिंग) श्री शुभंकर सेन के शब्दों में: "एक यात्री के लिए, एक अच्छे विश्राम स्थल का होना बहुत जरूरी है, जहाँ सबसे साफ-सुथरे वॉशरूम मिल सकें। 'ड्राइवफ्रेश' का मुख्य उद्देश्य यही है। हमारा नारा 'बी फ्रेश, ड्राइवफ्रेश', 'स्वच्छ भारत मिशन' के साथ पूरी तरह मेल खाता है।"

लेकिन यह सब कुछ नहीं था। ग्राहकों को कई अन्य सुविधाएँ भी दी गईं। भोजन क्षेत्र में ट्रक चालकों को निःशुल्क चाय, कॉफी और नाश्ता दिया जाने लगा। ईंधन खरीदने वाले ग्राहकों तथा ट्रक चालकों को तत्काल उपहार भी दिए जाने लगे। इसके अलावा, नाइट्रोजन भरने की नौ निःशुल्क मशीनें लगाई गईं। सुविधा स्टोर का भी काफी कायाकल्प किया गया। पहले चरण के अंतर्गत इन एंड आउट स्टोर का क्षेत्रफल 350 वर्ग फुट से बढ़ाकर 700 वर्ग फुट कर दिया गया।

श्रीनिवासुलु बताते हैं, "हमारी इन एंड आउट स्टोर यात्रियों के लिए एक बड़ा आकर्षण है और इसके पीछे एक कारण है। यहाँ बेचे जाने वाले अधिकांश उत्पाद विशिष्ट और प्रीमियम श्रेणी के हैं। इनके साथ कुछ सोच-समझकर चुने गए दैनिक उपयोग के उपभोक्ता उत्पाद भी उपलब्ध हैं। प्रीमियम उत्पादों में आयातित चॉकलेट, उच्च श्रेणी के इत्र, प्रतिष्ठित ब्रांडों के शानदार परिधान और अन्य विशिष्ट उत्पाद शामिल हैं। हम प्रीमियम उत्पाद बेचते हैं। लेकिन इससे भी बढ़कर, हम ग्राहकों को समृद्ध अनुभव प्रदान करते हैं।"

वे आगे कहते हैं, "हमारी इन एंड आउट स्टोर को ग्राहकों से इतनी शानदार प्रतिक्रिया मिली कि हाल ही में, वर्ष 2023 में, हमने भारत पेट्रोलियम से इसके विस्तार में सहायता करने का अनुरोध किया। हम इसका क्षेत्रफल 700 वर्ग फुट से बढ़ाकर 3000 वर्ग फुट करना चाहते थे। यह हमारे परिसर में अपनी तरह की अनूठी सुविधा है। विशेष रूप से ग्रामीण क्षेत्र में स्थित इस राजमार्ग रिटेल आउटलेट में हमने जो उपलब्धि हासिल की है, उस पर हमें अपार गर्व है।" यह कहते हुए उनकी आँखों में सफलता की चमक दिखाई देती है।

सुविधाएं को और भी आगे ढ़ाते हुए, 2019 में यहाँ मौजूद रेस्तरां को पूरी तरह से नए सिरे से बनाया गया। 'होटल पद्मावती विलास' नाम के इस नए रेस्तरां में शुद्ध शाकाहारी भोजन मिलता है। इसे खास तौर पर हाईवे से गुजरने वाले यात्रियों के लिए तैयार किया गया है, जिनमें तिरुपति और सबरीमाला जाने वाले तीर्थयात्री, पर्यटक और अन्य यात्री शामिल हैं। यह एक आधुनिक रेस्तरां है, जहाँ मेहमान हर दिन कई तरह के स्वादिष्ट व्यंजनों का आनंद ले



सकते हैं, जबकि बच्चे खेल क्षेत्र में मौज-मस्ती कर सकते हैं। यहाँ मिलने वाले खाने की वैरायटी इतनी शानदार है कि इस तरह के (RO-सुविधा वाले) रेस्तरां सेगमेंट में इसका कोई मुकाबला नहीं है। साथ ही, उसी साल यहाँ मिनरल वाटर बनाने के लिए एक 'रिवर्स ऑस्मोसिस' (RO) प्लांट भी लगाया गया, जिससे यहाँ आने वाले हर व्यक्ति को मुफ्त मिनरल वाटर मिलने लगा। श्रीनिवासुलु के अनुसार, विजयवाड़ा-गुंटूर-ओंगोल-नेल्लोर-चेन्नई रूट पर, किसी रिटेल आउटलेट से जुड़ा ऐसा कोई दूसरा 100% शाकाहारी रेस्तरां







शायद ही कहीं और हो। यही बात इस रेस्तरां को और भी खास बनाती है। इस रिटेल आउटलेट में मैक एडब्लू (डीजल एग्जॉस्ट फ्लूइड) डिस्पेंसर की सुविधा भी मौजूद है। इसके अलावा, यहाँ 'मैक क्विक ऑयल चेंज', दोपहिया वाहनों के लिए पानी सफाई सेवा और इलेक्ट्रिक वाहन चार्जिंग के साथ ही, डिजिटल पेमेंट, युफिल, फिनो पेमेंट्स बैंक शाखा और कई अन्य सुविधाएं भी उपलब्ध हैं।

इन सुविधाओं और कई अन्य सुविधाओं के साथ से ग्राहकों का विश्वास और कारोबार की मात्रा दोबारा बढ़ने में मदद मिली। परिणामस्वरूप बिक्री बढ़कर लगभग 750 किलोलीटर प्रतिमाह हो गई।







इसके बाद ग्राहक सेवा, बिक्री संवर्धन, सहायक व्यवसायों के विकास और संचालन में सुधार पर लगातार ध्यान देने के कारण गुडूर फिलिंग स्टेशन की बिक्री में और सुधार हुआ।







वर्ष 2026 के दौरान बिक्री लगभग 1000 किलोलीटर प्रतिमाह तक पहुँच गई और रिटेल आउटलेट इस स्तर को बनाए रखने में सफल रहा।

" हमारे उत्साह, लगन और ठोस परिणामों को ध्यान में रखते हुए भारत पेट्रोलियम ने बिक्री भवन के पीछे ईंधन भरने के लिए एक अतिरिक्त छतदार सुविधा का निर्माण किया। इसमें दो बहु-उत्पाद वितरण मशीनें लगाई गईं। इसका विशेष उद्देश्य भारी ट्रकों, मालवाहक कंटेनर वाहनों और अन्य बड़े व्यावसायिक वाहनों में ईंधन भरने की सुविधा प्रदान करना था। इससे रिटेल आउटलेट के संचालन की दक्षता और ग्राहकों की सुविधा में सुधार हुआ।

यह अतिरिक्त छतरी इस रिटेल आउटलेट को एक जुड़वां ईंधन भरने वाला केंद्र बनाती है - एक यात्रियों के लिए, जबकि दूसरा विशेष रूप से ट्रकों के लिए। इससे भीड़-भाड़ से राहत मिलती है और सभी का समय बचता है।

"ग्राहकों की प्रतिक्रिया दिल को छू लेने वाली है। वे हमारे 24x7 संचालन की सराहना करते हैं और हमारे रिटेल आउटलेट में सर्वोत्तम श्रेणी की सुविधाओं को पसंद करते हैं। हमारे कई ग्राहक मुझे व्यक्तिगत रूप से बधाई देते हैं।

हमारे लिए, यह एकमात्र तरीका है जिससे हम अपने रिटेल आउटलेट की कल्पना कर सकते हैं - जी में हम दें हमारे अतिथियों को हमारी सर्वोत्तम पेशकश। श्रीनिवासुलु कहते हैं, “हम जो भी करते हैं, अपने ग्राहकों के लिए पूरे मन से करते हैं।”

उत्कृष्ट प्रदर्शन

वर्षों की अटूट लगन और समर्पण ने इस डीलरशिप की असाधारण यात्रा को आकार दिया है। इस निरंतर प्रयास के फलस्वरूप डीलरशिप ने अनेक



प्रतिष्ठित पुरस्कार और सम्मान अर्जित किए हैं, जो उत्कृष्टता, उच्च प्रदर्शन और निरंतर उपलब्धियों के प्रति इसकी प्रतिबद्धता को दर्शाते हैं। इनमें से कुछ प्रमुख सम्मान निम्नलिखित हैं:

- वर्ष 2014-15 में मात्रा के आधार पर हाई स्पीड डीज़ल की सर्वाधिक वृद्धि – नेल्लोर क्षेत्र
- वर्ष 2014-15 में प्योर फॉर श्योर रिटेल आउटलेट में द्वितीय सर्वश्रेष्ठ प्रदर्शन – नेल्लोर क्षेत्र
- विशेष सम्मान पुरस्कार – नेल्लोर क्षेत्र
- सर्वश्रेष्ठ हाईवे रिटेल आउटलेट – वर्ष 2014-15
- लुब्रिकेंट्स की सर्वाधिक बिक्री – वर्ष 2014-15
- सर्वश्रेष्ठ हाईवे रिटेल आउटलेट– वर्ष 2014-15, नेल्लोर क्षेत्र
- 'मैक से फ्लाई करो' अभियान में उत्कृष्ट प्रदर्शन – दिसंबर 2019 से दिसंबर 2020
- 'मैक एडब्लू' अभियान में उत्कृष्ट प्रदर्शन – दिसंबर 2019 से दिसंबर 2020
- आंध्र प्रदेश राज्य डीलर्स पुरस्कार 2023-2024 (COM-D1 श्रेणी में MS की सर्वाधिक बिक्री मात्रा) – वर्ष 2023-2024
- आंध्र प्रदेश राज्य डीलर्स पुरस्कार 2023-2024 (COM-D1 श्रेणी में HSD की सर्वाधिक बिक्री मात्रा) – वर्ष 2023-2024

कृतज्ञता की अभिव्यक्ति

गहरी कृतज्ञता व्यक्त करते हुए श्रीनिवासुलु कहते हैं, “भारत पेट्रोलियम ने हम पर बहुत विश्वास किया है और हमारी अनेक पहलों में सहयोग दिया है। विस्तारित इन एंड आउट स्टोर से लेकर नए रेस्तराँ तक, निगम ने कई तरह के प्रयासों में हमारा साथ दिया है। हर महत्त्वपूर्ण मोड़ पर निगम के वास्तविक सहयोग के बिना हम आज जितने सफल हैं, उतने सफल नहीं हो पाते।”

ईंधन- रिटेल क्षेत्र में अपने रिटेल आउटलेट को सबसे बेहतरीन आउटलेट्स में से एक के रूप में बदलने के पीछे का 'मास्टरमाइंड' माने जाने के बावजूद, श्रीनिवासुलु आज भी उतने ही विनम्र हैं। वे पूरे उत्साह से भरे हुए, वे और अधिक शानदार संभावनाओं की उम्मीद कर रहे हैं।

"हमारा रिटेल आउटलेट काफी बड़ा है, जिसमें भविष्य में विस्तार के लिए पर्याप्त जगह मौजूद है। आने वाले वर्षों में हम बीपीसीएल के नवाचारों को अपनाने और अपने ग्राहकों के लाभ के लिए अपने रिटेल आउटलेट में कई और नई पहलें शुरू करने के लिए प्रतिबद्ध हैं,” श्रीनिवासुलु कहते हैं।

अपनी असाधारण यात्रा को याद करते हुए श्रीनिवासुलु कहते हैं, “यह हमारे लिए एक अद्भुत यात्रा रही है। यह एक उल्लेखनीय अनुभव था कि हमने अपने रास्ते में आई अनेक विपरीत परिस्थितियों का सामना किस तरह किया। इसमें हमें कुछ समय अवश्य लगा, लेकिन उन उथल-पुथल भरी परिस्थितियों से कुशलतापूर्वक निपटने के कारण हम कठिनाइयों के तूफान से निकलकर सुरक्षित किनारे तक पहुँच सके। इस यात्रा ने हमें एक नया आत्मविश्वास दिया।”

Who Doesn't Deserve Good Sleep?

Losing sleep over not getting sound sleep? Help is here. We are breaking down for you the science of slumber.

Tossing and turning in your bed after the end of a long, hectic day and not getting quality sleep? Well, you are not alone.

Sleep is essential to life. It is an unquestionable component of healthy living. And yet, many are sleep-deprived to some extent. There could be several possible triggers causing this "serious" deficit. Stress and anxiety are among the first usual suspects. Unorganised lifestyle, irregular schedules, and bad time management could be other factors. Pain, inflammation, and other health issue can cause sleep-related inadequacies. Drinking, smoking, and other forms of addictions can add to the injury. If all this was not enough, the modern generation today (and why only the young?) is deeply addicted to their mobile devices, which is equally damaging. Also, physical and environmental factors such as noisy surroundings, ambient lighting, and less-ergonomic sleep arrangements matter.



Before we decode the sleep puzzle, the one thing that we must accept at the very outset is the fact that sleep is non-negotiable. You must make enough room for it, without which you would jeopardize your health in the short run as well in the years ahead.

Not getting enough and good quality sleep can cause lethargy (tiredness), decreased alertness, mood swings, and even mental fogginess. Neuroscience has shown that on longer time horizons, inadequate sleep could affect the cognitive function of the brain. Also, recent studies have shown a possible linkage between chronic (long-term) sleep deprivation and less effective clearance of amyloid-β from the brain. Beta amyloid, also known as amyloid beta, are a broad range of plaque-like insoluble proteins – a waste product that builds up in the brain over time. Research is increasingly suggesting that less effective clearance of these proteins could potentially cause Alzheimer's disease. The explanation goes like this: our body clears amyloid-β from the brain primarily while we sleep. Repeated or chronic sleep disruption may, over years, tilt the balance toward accumulation of these amyloid plaques. Inadequate sleep equals inadequate clearance. That is what the growing scientific evidence is suggesting, with more research focused on this topic to investigate other possible causes of Alzheimer's disease.

What is considered adequate sleep?

For a typical healthy adult, "adequate sleep" generally means about 7–9 hours each night, with 7 hours being the usual "minimum" recommendation for adults. Oversleeping (sleeping for more than 10 hours) is not considered normal, and it may indicate some underlying health issues. On the other hand, infants sleep for 14 to 17 hours per every 24 hours. Teenagers may require 10 hours of sleep, whereas older individuals (above the age of 65) usually require about 6 to 7 hours of sleep.

Also, it is not only about number of hours. Quality of sleep matters too. If you get up several times each night, then you are not getting the restorative sleep that the body needs.

Stages of sleep and REM sleep

The modern American Academy of Sleep Medicine (AASM) system defines four stages of sleep (instead of the older five stages).

N1: This is when we fall asleep. Muscles relax and brain activity starts to slow down. This phase usually lasts only for a few minutes.

N2: Our heart rate and body temperature fall. This phase makes up a substantial portion of our total sleep.

N3: This is the "deep sleep" phase. Brain activity becomes very slow and it is the hardest stage to wake up from. This is the stage associated with sleep-related changes in brain fluid movement and amyloid clearance.

REM (Rapid Eye Movement) Sleep: This constitutes about 20 to 25% of total sleep time. It is when the brain becomes very active. Technically, it is something like being partially awake. During this phase, our eyes beneath closed eyelids exhibit rapid movements, and hence the term 'REM'. This is also when dreaming activity is common. During this phase, the brain processes, in unique ways, information that we acquire (including emotional information) during our waking hours. REM sleep is also important for integrating new information with existing knowledge and for memory consolidation.

These stages are repeated in cycles and the sequence could vary. Thus, if you sleep for fewer hours, then you are not only getting less sleep but also missing some crucial phases of sleep.

A Quick Nap to Recharge

If you feel the need to take a nap, try to do so in the early afternoon. A short nap of 10–20 minutes can be refreshing, while a longer nap may be taken if needed, preferably not exceeding 60–90 minutes. Also, try to avoid napping in the evening, as it may make it harder to sleep well at night.

Armed with this understanding, would you now compromise on your sleep? We hope you do not.

Disclaimer: *The information provided here is for general awareness only and is not a substitute for professional medical advice, diagnosis, or treatment. Readers/patients should consult a qualified healthcare professional for appropriate guidance.*

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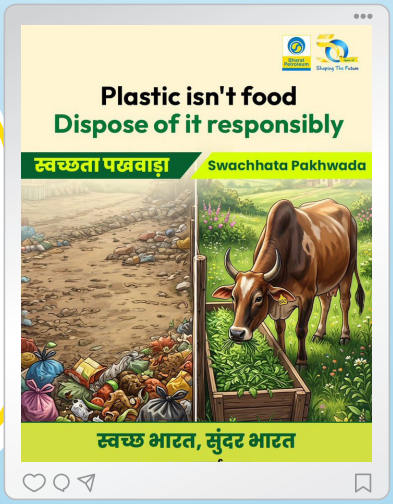


India's journey towards a lower-carbon future is powered by meaningful action. A cleaner fuel mix today is paving the way for greener journeys tomorrow, driving progress while leaving a lighter footprint on the planet. At BPCL, we're proud to be part of this transformation by supporting India's ethanol blending initiative, advancing cleaner mobility, strengthening energy security, and contributing to a more sustainable future.



There's more energy in what we leave behind than we think. GOBARdhan is creating a pathway to convert organic waste into Compressed Bio-Gas (CBG), giving waste a new purpose and India a homegrown energy resource. BPCL is helping to build that pathway towards a more circular, cleaner energy future.

Plastic waste doesn't just pollute our environment, it can also endanger the lives of animals. This Swachhata Pakhwada, resolve to dispose of plastic waste responsibly and help protect the animals that share our surroundings. At BPCL, we believe that responsible waste disposal is an essential step towards building a cleaner and more compassionate future.



Cook Food, Serve Love: Stuffed Brinjal Curry *(Gutti Vankaya)*

This is a recipe you'll want to try. Stuffed Brinjal Curry, is a dish that turns a humble vegetable into something truly special. In this South Indian-style recipe, locally known as Gutti Vankaya, brinjals are packed with spicy stuffing, along with a tangy gravy, making this dish irresistible! Interestingly, this delicious dish is also one of the personal favourites of Mr. Sreenivasulu, our dealer featured in the cover story.

Ingredients

- Brinjals - 8-10 (small)
- Peanuts - 3 tablespoons
- Dry coconut - 2 tablespoons (sliced)
- Chana dal - 1 tablespoon
- Urad dal - 1 tablespoon
- Oil - 3 tablespoons
- Onion - 1 (sliced)
- Coriander seeds - 1 tablespoon
- Sesame seeds - 2 teaspoons
- Cumin seeds - 1 teaspoon
- Ginger - 1 inch
- Fenugreek - ¼ teaspoon
- Cinnamon - 1 inch
- Cloves - 4-5
- Cardamom - 2 pods
- Red chilli powder - 1 teaspoon
- Turmeric powder - ¼ teaspoon
- Tamarind extract - 2 tablespoons
- Coriander - 2 tablespoons (finely chopped)
- Salt to taste



Preparation

- Cut the brinjals in cross shapes without taking off the stalk. The cut should be deep enough to slightly open up the brinjal.
- Soak them in salty water prepared with 1 teaspoon of salt for 10 minutes to avoid any discolouring.
- Meanwhile, prepare masala paste by roasting peanuts till it turns crisp. Now add chana dal, urad dal, sesame seeds, coriander seeds, cumin seeds, fenugreek, cinnamon, cardamom, and cloves. Roast on low flame till spices turn aromatic.
- Further, add dry coconut and roast slightly.
- Let it cool completely. Add ginger, garlic, chilli powder, turmeric and some salt. Run it in a blender to turn it into a thick paste, while adding water as required.
- Now stuff the prepared masala paste into brinjals and keep them aside. Keep aside extra masala paste, which will be used later.
- In a large pan, heat oil and add mustard seeds and cumin seeds. Allow it to splutter. Now add onions and saute it till it changes colour slightly. Add turmeric powder and chilli powder. Saute on a low flame for 3-4 minutes.
- Shift the stuffed brinjal to a frying pan. Spread them out and saute gently. Cook for 3-4 minutes, stirring occasionally.
- Add the remaining masala paste and saute well. Also, add tamarind extract, salt to taste, and water, adjusting consistency as required. Mix well.
- Cover the pan with a lid and cook on medium-low heat for 25-30 minutes or till the brinjals are cooked well.
- Once completely cooked, the masala will ooze out oil.
- Our Stuffed Brinjal Curry is now ready. Serve the curry hot, alongside steamed rice. Garnish with fresh coriander for extra flavour.

QUIZ / प्रश्नोत्तरी

Brand Quiz

Scratch or spin your head. Do whatever but try your level best to answer the questions given below. The winners with the correct answers will be announced in the next edition.

To participate in the quiz, submit your answers by email to nairsheilagh@bharatpetroleum.in on or before November 20, 2026.

1

Recently, Hon'ble President Droupadi Murmu inaugurated Space Labs in how many Eklavya Model Residential Schools under a BPCL CSR initiative?



a) 29 b) 75 c) 54 d) 32

2

BPCL has recently commissioned Badnera LPG Plant, located in the state of _____.



a) Maharashtra c) Karnataka
b) Assam d) Odisha

3

Petro Card, India's first fuel-based loyalty program, was introduced in the year _____.



a) 2001 c) 1999
b) 1981 d) 2005

4

India's GOBARdhan scheme accelerates the growth of the _____ sector.



a) PNG c) LPG
b) CNG d) CBG

5

In which year was '*MAK* Manthan,' a unique mechanic engagement programme by *MAK* Lubricants, launched?



a) 2023 b) 2015 c) 1991 d) 2008

Correct answers for the previous Journeys Quiz (Issue 27, May-June 2026)

1: c) Biodegradable adjuvant | 2: d) 1998
3: d) 56 | 4: b) Preset fuel amounts with seamless digital payment | 5: a) Bharatgas Shakti

Winner

Aman Kumar Singh
Associate Executive (CPO), BPREP (Bina Refinery)

ब्रांड सम्बन्धित प्रश्नोत्तरी

निम्नलिखित सवालों के सही जवाब दें। सही जवाब के साथ विजेताओं की घोषणा अगले अंक में की जाएगी।

प्रश्नोत्तरी में भाग लेने के लिए, अपने उत्तर 20 नवंबर, 2026 को या उससे पहले nairsheilagh@bharatpetroleum.in पर ईमेल से भेजें।

1

हाल ही में, माननीय राष्ट्रपति द्रौपदी मुर्मू ने बीपीसीएल की एक सीएसआर पहल के तहत कितने एकलव्य मॉडल आवासीय विद्यालयों में स्पेस लैब्स का उद्घाटन किया था?



(क) 29 (ख) 75 (ग) 54 (घ) 32

2

बीपीसीएल ने हाल ही में बडनेरा एलपीजी प्लांट शुरू किया है, जो _____ राज्य में स्थित है।



(क) महाराष्ट्र (ग) कर्नाटक
(ख) असम (घ) ओडिशा

3

पेट्रो कार्ड, भारत का पहला फ्यूल-बेस्ड लॉयल्टी प्रोग्राम, साल _____ में शुरू किया गया था।



(क) 2001 (ग) 1999
(ख) 1981 (घ) 2005

4

भारत की गोबर्धन (GOBARdhan) योजना _____ क्षेत्र के विकास को गति देती है।



(क) पीएनजी (ग) एलपीजी
(ख) सीएनजी (घ) सीबीजी

5

मैक लुब्रिकेंट्स का अनोखा मैकेनिक एंगेजमेंट प्रोग्राम 'मैक मंथन' किस साल लॉन्च हुआ था?



(क) 2023 (ख) 2015 (ग) 1991 (घ) 2008

पिछली ब्रांड प्रश्नोत्तरी जर्नीज़ अंक 27, मई-जून 2026 के उत्तर

1. (ग) बायोडिग्रेडेबल एडजुवेंट | 2. (घ) 1998 | 3. (घ) 56
4. (ख) आसान डिजिटल पेमेंट के साथ पहले से तय फ़्यूल की मात्रा | 5. (क) भारतगैस शक्ति

विजेता

अमन कुमार सिंह
सहायक कार्यकारी (सीपीओ), बीपीआरईपी (बीना रिफाइनरी)

बनाइये खाना, परोसिये प्यार: भरवा बैंगन की करी *(गुट्टी वंकाया)*

यह एक ऐसी रेसिपी है जिसे आपको ज़रूर आज़माना चाहिए। 'स्टफ्ड ब्रिन्जल करी' (भरवां बैंगन की करी) एक ऐसी डिश है जो एक साधारण सी सब्ज़ी को बेहद खास बना देती है। दक्षिण भारतीय शैली की इस रेसिपी को स्थानीय भाषा में 'गुट्टी वंकाया' कहा जाता है। इसमें बैंगन के अंदर मसालेदार मरावन भरा जाता है और साथ ही एक चटपटी ग्रेवी तैयार की जाती है, जो इस डिश को इतना शानदार बना देती है कि आप खुद को रोक नहीं पाएंगे! दिलचस्प बात यह है कि यह स्वादिष्ट डिश हमारे डीलर, श्रीमान श्रीनिवासुलु की भी पसंदीदा है, जिनका वर्णन हमने कवर स्टोरी में किया है।

सामग्री

- बैंगन - 8-10 (छोटे)
- मूंगफली - 3 बड़े चम्मच
- सूखा नारियल - 2 बड़े चम्मच (कटा हुआ)
- चना दाल - 1 बड़ा चम्मच
- उड़द की दाल - 1 बड़ा चम्मच
- तेल - 3 बड़े चम्मच
- प्याज - 1 (कटा हुआ)
- धनिया के बीज - 1 बड़ा चम्मच
- तिल - 2 छोटे चम्मच
- जीरा - 1 छोटा चम्मच
- अदरक - 1 इंच
- मेथी - ¼ छोटा चम्मच
- दालचीनी - 1 इंच
- लौंग - 4-5
- इलायची - 2 फली
- लाल मिर्च पाउडर - 1 छोटा चम्मच
- हल्दी पाउडर - ¼ छोटा चम्मच
- इमली का अर्क - 2 बड़े चम्मच
- हरा धनिया - 2 बड़े चम्मच (बारीक कटा हुआ)
- नमक स्वादानुसार



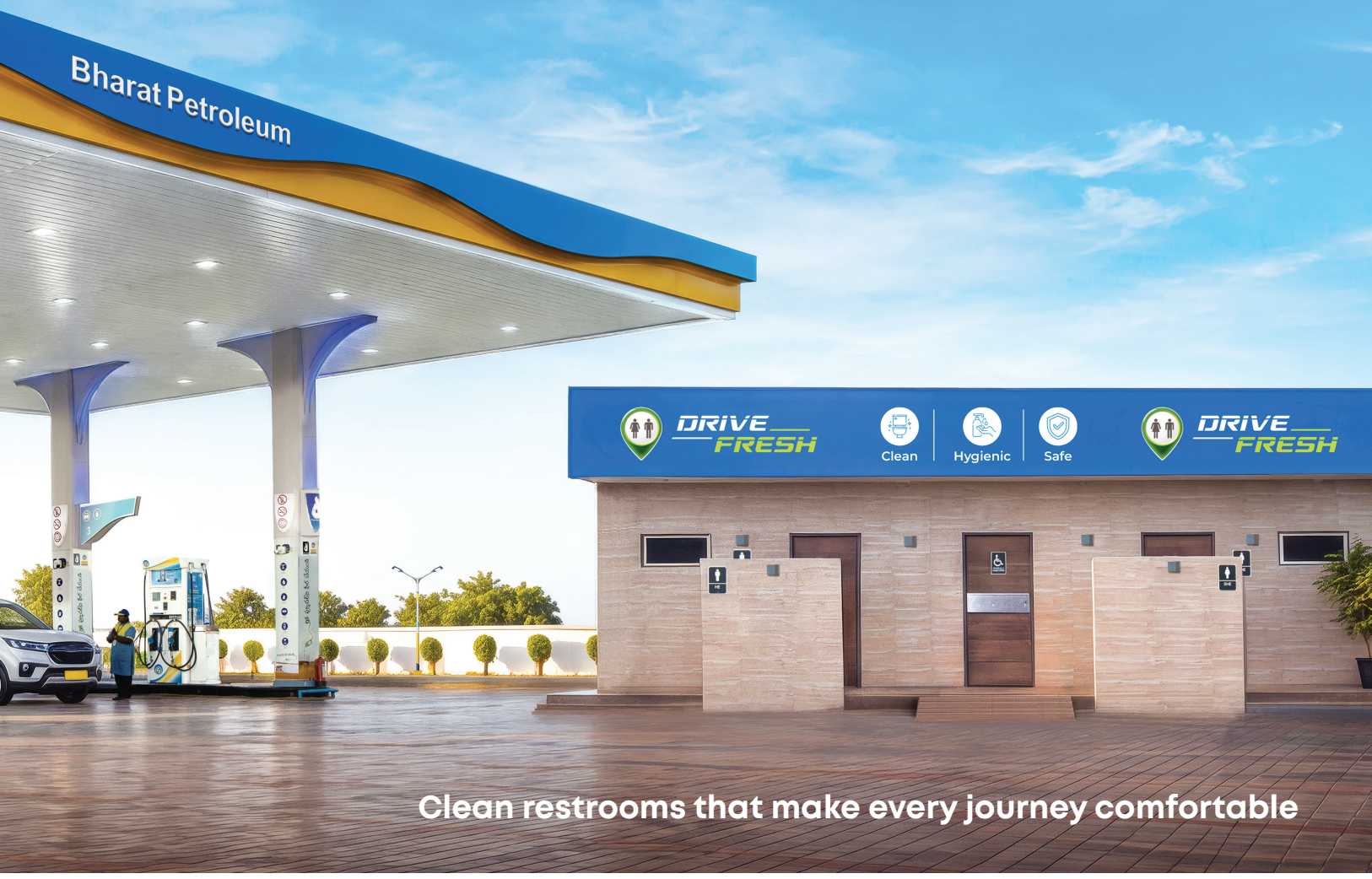
विधि

- सबसे पहले, बैंगन के डंठल को हटाए बिना, उन्हें क्रॉस के आकार में काट लें। कट इतना गहरा होना चाहिए कि बैंगन थोड़ा खुल जाए।
- इन्हें 1 चम्मच नमक वाले पानी में 10 मिनट तक भिगोकर रखें ताकि बैंगन का रंग न बदले।
- इस बीच, मसाला पेस्ट के लिए मूंगफली को कुरकुरा होने तक भूनकर इसमें चना दाल, उड़द की दाल, तिल, साबुत धनिया, जीरा, मेथी, दालचीनी, इलायची और लौंग डाल दीजिए। मसालों को धीमी आंच पर तब तक भूनें जब तक कि मसालों से अच्छी खुशबू आने लगे।
- इसके बाद, इसमें सूखा नारियल डालकर हल्का सा भून लीजिए।
- इसे पूरी तरह से ठंडा होने के बाद ब्लेंडर में डाल दीजिए । साथ ही इसमें अदरक, लहसुन, मिर्च पाउडर, हल्दी और थोड़ा नमक भी डालें। ज़रूरत के अनुसार पानी डालकर इसे पीसकर एक गाढ़ा पेस्ट बना लीजिए।
- अब तैयार किए गए मसाले के पेस्ट को सभी बैंगन में भरकर उन्हें एक तरफ रख दीजिए और बचे हुए मसाले के पेस्ट को भी अलग रख दीजिए।
- एक बड़ी कढ़ाही में तेल गरम करें और उसमें राई और जीरा डालकर इन्हें चटकने दें। अब इसमें प्याज डालकर हल्का रंग बदलने तक भून लीजिये । फिर इसमें हल्दी पाउडर और मिर्च पाउडर डालकर धीमी आंच पर 3-4 मिनट तक भून लीजिये।
- अब भरवां बैंगन को कढ़ाही में डालकर उन्हें जितना हो सके फैला दें और हल्के हाथों से भूनें। इसे बीच-बीच में चलाते हुए 3-4 मिनट तक पकाइये।
- बचा हुआ मसाला भी बैंगन के ऊपर डालकर अच्छी तरह भून लें। साथ ही, इमली का अर्क और स्वादानुसार नमक डालकर अच्छी तरह मिला लीजिए। इसमें जरूरत के हिसाब से पानी डालकर गाढ़ापन सेट कर लीजिए।
- कढ़ाई को ढक दें और मध्यम-धीमी आंच पर 25-30 मिनट तक, या बैंगन के पक जाने तक पकाएं।
- पूरी तरह पक जाने पर, मसाले से तेल बाहर निकलने लगेगा।
- हमारी भरवां बैंगन की करी अब तैयार है। करी को भाप में पके चावल के साथ गरमागरम परोसें। अतिरिक्त स्वाद के लिए ऊपर से ताज़ा हरा धनिया डालकर सजाएँ।

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