

जनीज़

Issue No. 25 / Oct-Dec 2025



JOURNEYS

Connect: | Energising Dealers and Distributors

1G-Bioethanol Plant
Commissioned at Our
First Bioethanol Refinery

Golden Bonds Conclave —
Honouring 50 Years
of Excellence

CRDC among Top 50
Innovators at CII IP
Awards 2025

The Silent Epidemic
of Loneliness

**RURAL
ROOTS.
Plural
Achievements.**

▶ **Prasanna Gas Agencies**

Sathyamangalam, District Erode,
Tamil Nadu

EDITORIAL

In this latest issue of Journeys, we bring together a diverse selection of insightful stories for our readers. Presented here is an eclectic mix of informative content, ranging from a four-decade voyage of an enterprising duo to how our first biorefinery is strengthening the efforts of the nation on the path towards a sustainable future, along with highlights from recent corporate events and several inspiring business initiatives.

Inspiring stories have the amazing power to elevate us. This is exemplified in our cover story, which describes the resilient journey of a determined couple hailing from a rural region, and how the duo defied all odds to achieve exemplary success in LPG distribution. Also remarkable is the fact that they willingly chose to operate in an area that posed a serious risk that was 'unique' to their location. This is a story of clear foresight, indomitable resolve, and close ties with local communities – to reach the pinnacle of success.

Speaking of success, we felicitated our top-performing distributor channel partners at Distributors' Award Nights, honouring them for scaling new peaks in business excellence in various categories in the previous year. We cover this in a special feature in this issue.

On the clean energy front, Shri Sanjay Khanna, our Director (Refineries) with addl. Charge of Chairman & Managing Director, delivered the keynote address at the 12th International Hydrogen & Fuel Cell Conference (IHFC-2025), reaffirming our leadership in green hydrogen production — one of our many initiatives to create and support sustainable ecosystems in the country.

The production of biofuels in the nation has been boosted with the commissioning of the 1G bioethanol plant at our first biorefinery at Barghar in Odisha, while the 2G plant at this site is approaching commissioning. We are also forging alliances to boost the share of biofuels in the nation's energy mix. A recent example of this endeavor is the launch of biodiesel supply for defence operations, partnering with the Indian Army. Meanwhile, the BPCL-ARAI Leadership Meet on Green Mobility was yet another initiative to foster clean energy for transportation.

Our MAK Lubricants is consistently expanding its footprint in overseas markets. Bolstering our presence in Nepal, we launched the MAK-Kia Motors co-branded range there, strengthening the service value chain in this important market. We also organised a dealers' meet, honouring the contributions of our channel partners in Nepal.

Our sterling growth in Retail business is rooted in our enduring relationships with our dealer channel partners. As part of our Golden Jubilee celebrations, we honoured the invaluable contributions of the dealers who have been with us for over 50 years in this marvelous journey of excellence, trust, and growth, by organising a special commemorative event – 'Golden Bonds Conclave' – at various locations across the nation.

BPCL's sincere efforts in its untiring journey of excellence were recognised at several prestigious award platforms, with our superlative performances winning top honours in various categories. These include prestigious accolades such as Global Top 100 Corporate Startup Stars, the CII SCALE Award for our SCO team, the CII IP Top 50 Innovative Companies Award for our Corporate Research and Development Centre (CRDC), the CII Industry Excellence Award for our Pipelines Entity, the National Project Excellence Award for Barghar Bioethanol Refinery, and three NPEA awards for Bina Refinery, among several others.

Leading sociologists and psychiatrists say that presently the world is witnessing the 'loneliest' generation in human history. Discover the adverse effects of this silent epidemic of loneliness (and some solutions) in our Health section. It is a harsh predicament, but it is a reality.

On a cheerful note, we are sharing a recipe for the delectable sweet dish of Caramel Custard for you to enjoy it with family and friends.

Participate in our journey. Write to us, share your suggestions, and help us enhance this publication further.

Happy Reading!

Sheilagh Nair

General Manager
(Public Relations & Brand)

Journeys

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संपादक

शीला नायर

सलाहकार परिषद

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हिंदी कक्ष (पश्चिम क्षेत्र)

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किसी भी रूप में पुनर्मुद्रण संपादक की लिखित अनुमति पर निर्भर है।

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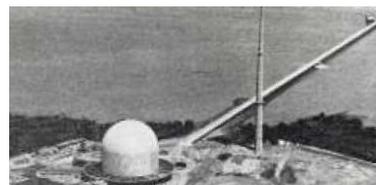
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बनाइये खाना, परोसिये प्यार: कैरामल कस्टर्ड

Rural Roots, Plural Achievements

An LPG distributorship that was established in a rural area cherishes its roots, and stands proudly as a shining example of how perseverance, personal touch, and prioritising customer care built a business that blends growth with a culture of service deeply ingrained in the ethos of the organisation.

A young woman, after her marriage, was searching for a meaningful vocation and a purpose in her life. Then she came across an opportunity she was seeking. And it not only transformed her life but also the community she was part of.

More than four decades ago, Ms. Radhiga Suresh saw a newspaper advertisement by Bharat Petroleum for appointing distributors in her town. A well-educated woman, Ms. Radhiga saw a big opportunity in this proposition. Her husband and her father stood by her in her decision to apply for the distributorship. Based on her strong determination, educational background, and infrastructural support she received from her family, she was able to convince Bharat Petroleum of her suitability and viability for the distributorship.

And thus began the journey of **Prasanna Gas Agencies** as a BPCL distributor in Sathyamangalam, District Erode, Tamil Nadu on December 14, 1984 under Cochin LPG Territory, which continued later under Coimbatore LPG Territory.

Both Radhiga and her husband, Suresh Kumar, came from families of professionals, with no business background. So, this was an enterprise that was started from scratch by a determined woman who wanted to do something really worthwhile. Later, her husband joined Radhiga as partner in the business.

Back then, Sathyamangalam was a small town with a predominantly agro-based economy. The area was geographically a terrain comprising plains and surrounding hills.

"In my first month of operation, December 1984, I was able to enroll about a hundred customers, and nearly 200 in the second month. And then that was it. Roping in further customers in the third month was proving very difficult. Unsurprisingly, the reason was an endless availability of free firewood from the forest. And therefore, people had no interest in buying LPG fuel for cooking. Lack of awareness about LPG was another factor," shares Radhiga, remembering the ground realities of those days.

Not many businesses find this kind of a challenge at the very beginning of their enterprise. But the husband-wife duo was determined to make it a success, and obstacles of any kind did not matter to them. They were prepared to put all the effort needed to make their dreams come true.

Radhiga's father was a doctor, who was highly respected in the area. Practically everyone in Sathyamangalam and the surrounding areas knew them. Leveraging this fact, she chalked out a strategy. She started going house to house, meeting families personally and sharing with them

the many benefits of using LPG for cooking. Initially, she visited educated folks who could relate to what she was explaining about LPG. These pragmatic families took her advice and opted to switch from firewood to LPG. This provided a small trickle of new connections, but it was not enough. The conversion rates were small and slow in coming, so the next step in her strategy was to go from hamlet to hamlet, promoting LPG as a safe and efficient cooking gas.

Nonetheless, Radhiga did not give up. Her team



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continued the efforts to convince the locals of the unique benefits of LPG, while also assuring them of LPG safety by periodically organising awareness drives and customer education camps.



An example of the perseverance of the duo is seen when the distributorship was granted permission to supply LPG in the unserved nearby forest hills in the year 2000 on the request of District Collector. A distributor team was stationed there for about a month to release LPG connections. They literally stayed there for this entire period, as travelling up and down from the plains to the hills and back every single day was neither practical nor safe.

"Where Nobody Dared to Enter, We Decided to cater"

The Talavadi hills in Sathyamangalam was the forest area from where the infamous bandit Veerappan and his gang once operated. The local community residing in this forest had no access to LPG, as nobody dared to go deep into these hills. But the enterprising duo was not like others.

"After some initial hesitation, we bravely decided to serve this left-out community," says Radhiga proudly.

In this context, Radhiga shares an amusing and surprising incident.

"After a lot of persuasion, several village families residing in the hills opted for LPG connections, but we soon realised that there were no subsequent orders being placed by them for refills. Perplexed, we visited these families, and what we found was shocking. We discovered that the hilly residents had either not used their 5kg domestic cylinders at all or stored the empty ones in the attic! The reality was staring us in our face, that given the abundant availability of cheap or free firewood in the hills, it was an 'uphill' task (pun intended) to sell them LPG refills. The story was mostly the same with those living in the plains as well. They could also get firewood pretty cheaply (almost free of cost), and easily too."

It was after the year 2000, i.e., following the announcement of 'across-the-counter release policy' by the Indian Government that the business picked up momentum.

Perseverance Pays



Although it took a long time to penetrate this rural market, the untiring efforts have yielded spectacular results. Over the four decades of its operation, the

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distributorship has grown by leaps and bounds, and presently has well over 40,000 household customers, with average domestic refill sales of about 25,000 cylinders, commercial sales of about 6,000 cylinders and 300+ 5kg FTL cylinders per month. At the last count, the agency employed 43 deliverymen, 10 mechanics, 11 counter staff at the office-cum-showroom and one godown-keeper, as well as 14 four-wheeler delivery vehicles, in line with BPCL's requirements.

Delivery Discipline

They are an EOI distributor, which means that they have their own trucks for procuring LPG loads from BPCL bottling plants. The distributorship owns four trucks. Thus, they do not need to depend on any external means for transporting LPG cylinders from the nearest BPCL LPG bottling plant, which is located in Coimbatore.



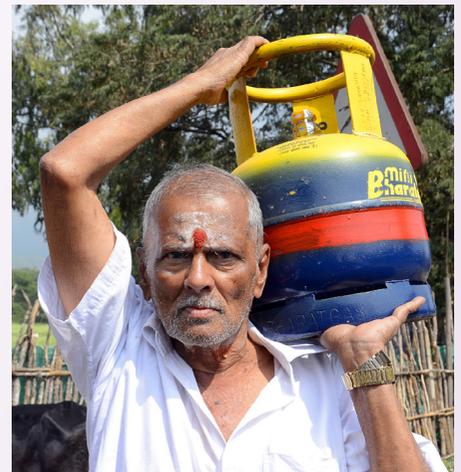
"With our own fleet of trucks, we are able to ensure seamless availability of LPG refills for our customers. We also maintain an ample stock, and my delivery vehicles are kept loaded and ready

the previous evening itself for the next morning delivery," shares Suresh Kumar.



Deliveries begin early in the morning, and those for the hills commence at 5 a.m. Elephants are a common sight along the forest roads in this declared tiger reserve, and one can also occasionally spot leopards and other wild animals.

Another notable feature of the distributorship is proactive deliveries. The delivery vans carry a few extra refills, so that customers can book their refill orders right then and there, and get instant delivery of cylinders.



The distributorship also undertook the responsibility to supply to Thengumarahada – a village in the Nilgiris biosphere, where river Mayar had to be crossed to reach the community there. However, there were no bridges across the river, nor proper roads, so they would load LPG cylinders in a coracle (small round boat) to cross the river. When the river

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distributor is also providing “same-day deliveries” under the Express Delivery Scheme to supply cylinders on the same day to customers in declared areas who book & pay before 10 a.m., from Monday to Saturday. Upon failure to do this, the distributor gives a free gift to the customer.

It is thus no wonder that BPCL has rated the distributorship in the “5-star” category for its exemplary agility in delivery.

was shallow, they could cross it using a delivery truck. They even carried cylinders in a Mahindra jeep to cross the river, which became a prominent news.

When BPCL launched the 5kg FTL cylinder in Tamil Nadu, it was done here in this territory. Even prior to that, the distributorship had begun supplying 5-kg domestic cylinders to interior hilly regions. Small in size and light in weight, these diminutive cylinders have proved popular for the convenience and ease of carrying them.



A '5-Star' Rating



Truly amazing is the alacrity with which the dealership serves its customers by maintaining a seamless, on-time delivery schedule across the entire service area, including the plains and the hills, while adequate stocks are maintained to avoid any supply bottlenecks. The

Consumer Retailing

During the days of the 'Beyond LPG' initiative, the distributorship provided a variety of kitchen appliances like pressure cookers, mixer-grinders, etc., and FMCG items to the community. Presently, under the initiative of Consumer Retailing, they make available high-quality products of daily use, including branded *atta* (flour), cooking oil, soaps, detergents, *agarbattis* (incense sticks), etc. from reputed manufacturers, thus ensuring the availability of quality products at reasonable prices for the rural and remote communities they serve.

A Remarkable Journey

Reflecting on her life’s journey, Radhiga explains her rise as an entrepreneur based on deeply influential early experiences in her life.

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"In my school and college days, I was very active, and I played various leadership roles, such as school pupil leader, college union chairperson, hostel secretary, etc. I was also a good debater and a fluent writer. I also had the opportunity to welcome a few dignitaries during their visit to the region, including former Prime Minister Mrs. Indira Gandhi.

In 1976, when I was school pupil leader, I had the greatest blessing of my life when I met Mother Teresa. It was a divine experience that I cannot describe in words. This was a life-changing event in my life that laid the seeds of community service in my heart," reminisces Radhiga.

These experiences from her formative years instilled confidence in her, as well as moulded her character and value system – qualities that have served well not only in shaping her as an entrepreneur but also as a conscientious person who is driven to helping others and contributing meaningfully to society.

"We were lucky to be able to devote our total attention to the business, as our families helped us a lot. In the early years of our venture, the elders in the family took care of the children, so we could focus on the business," Radhiga says thankfully.

"Also, I was fortunate to attend an entrepreneurship training course at IIM Bangalore, which was sponsored by BPCL," she adds.

Suresh Kumar looks after all aspects related to delivery, inventory, as well as fleet and manpower management. All their vehicles, uniforms, and showroom display BPCL's visual identity.

Radhiga manages the showroom, customer connect, and communication with BPCL. The showroom was

inaugurated in March 1985, and it has been renovated thrice during the journey of the distributorship. Notably, it runs on renewable energy. The distributorship has obtained the ISO 9001-2000 certification, and all its deliverymen use the BPCL Mobe connect app, whereas consumers can either use Bharatgas booking phone number, toll-free number, WhatsApp booking, or the HelloBPCL mobile app for booking a refill.

Personal involvement by the partners in day-to-day activities ensure the best possible service to customers.

All queries/complaints to the LPG helpline number '1906' are sent to the personal phone numbers of Radhiga and Suresh Kumar, making it possible for them to monitor complaints and take action swiftly. Moreover, customers can directly approach the partners anytime. This assurance takes customer confidence to the next level.



Suresh Kumar, based on his ample experience and calm nature, is a great people person. He loves to interact with his staff, who are treated as family. He motivates and drives the workforce in an efficient manner, encouraging them to execute their duties with utmost regard for safety. The entire delivery team takes the safety oath each morning, every day. Apart from this, there are three meetings held

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for the delivery staff each week, where they provide extensive feedback. They are also encouraged to share their suggestions and help each other in the team. The congenial relationship of the partners with the staff inspires loyalty. This is reflected in the fact that some of the long-serving staff members have been with the distributorship for 25 years or more.

The distributorship works synergistically with BPCL, and is first in implementing any new initiative of the corporation.

The couple is blessed with a daughter, Madhurupa, 39, who pursues a career in the United States, and a son, Prassana, 43, who runs his own businesses.

Sharing the Fruits of Success

Radhiga and Suresh Kumar firmly believe that life has a higher purpose beyond business, and that giving back to society is a solemn duty. They support meritorious village pupils and staff children in their education, who are now well-settled in their jobs.



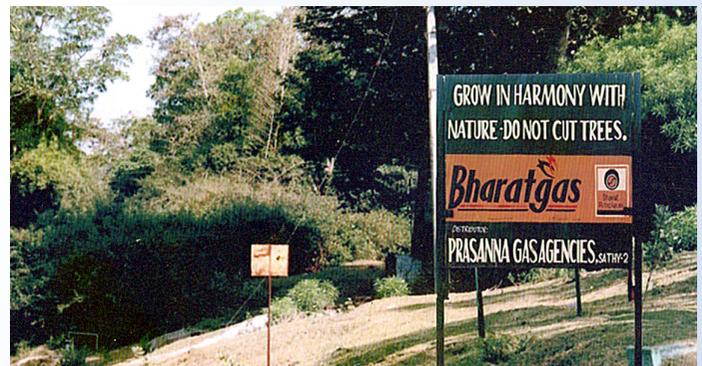
There are events like drawing and essay competitions organised for children, and certificates of participation are presented to make them feel proud and boost their enthusiasm.

Radhiga organises guidance classes on health and hygiene for adolescent tribal girls. Other impactful social welfare initiatives by the distributorship include alcohol de-addiction workshops, periodic medical checkups for all delivery men and staff, community health check-ups,

eye camps, cancer screening camps, etc. Quite a few lives have been saved through these initiatives.

Cooking competitions, *rangoli* competitions, and making Christmas cribs are some of the other activities organised for women.

Other social initiatives include electrification of community centres, setting up of drinking water tanks, erecting hoardings along forest roads carrying conservation messages, as well as donating name boards for prominent streets in the town, to name a few.



Yoga training camps, as well as celebrations of Independence Day, Teachers' Day, and International Women's Day are some of activities that bring smiles on people's faces.

What's more, two customer-oriented initiatives are organised every month, such as safety clinics, mobile stove-service camps, and more.

Commercial customers who cannot pay for cylinders in one go are provided the facility of paying in small daily installments. Also, to encourage them, the distributorship presents gifts such as TVs, pedestal fans, clocks, etc.

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Awards & Accolades



The distributorship has been conferred several top awards for excellence in business performance, and extensive community initiatives. Some of these awards include the 'Energising Lives' award for 2014, which recognised the distributorship's exemplary efforts in healthcare and spreading awareness, as well as other prominent awards, such as Highest Sales Volume awards in 'Beyond LPG' for five consecutive years, Best LPG Distributor in

Coimbatore Territory for three consecutive years, Star Performer in Coimbatore LPG Territory, Star Performer and Best Distributor in Coimbatore LPG Territory/Sales Area for Commercial Sales, and Coimbatore Urban Sales Area, Best in Domestic Sales, Best Distributor (Territory), Best Customer Service, Highest 5kg FTL Sales, State award for eKYC, and Bharatgas Pinnacle Performer, among others.



A Distributorship with a Difference

Upon asking how satisfied the couple is in the context of the work they do, Radhiga says:

"Within the confines of operating in an agro-based community, we try our best to serve people in various ways, including going beyond business. To make people believe in you is very difficult. Our sincere effort and high standards of service have not only set us apart but also enabled us to make a difference to the community. And this is what matters most to us."

Advisor to Hon'ble PM Reviews BPCL Projects in Kerala

Shri Tarun Kapoor IAS, Advisor to Hon'ble Prime Minister, Ministry of Finance, Govt. of India, was given a warm welcome to Kochi Refinery on December 16, 2025 on his visit to review the ongoing projects of BPCL in Kerala. Mr. Sankar M., ED, Kochi Refinery, welcomed him along with Chief General Managers, Mr. George Thomas (HR), Mr. Mahendiran A. (Operations), Mr. Venugopal T. (E&C), Mr. Sibi Ignatius (Inspection) and Mr. Johnson K, GM (Admin).

new demands, since old refineries across the world are closing down," he added.

Refinery Council members convened for a review, which began with the "Kochinoor" AV briefly encapsulating the six decades of Kochi Refinery – the largest PSU Refinery in the nation – setting the context and presenting BPCL's transformational projects shaping the exciting journey ahead.

The team leads of the ongoing BPCL projects shared details about the progress of the respective projects. Mr. Vishwas Khobragade, GM (Mfg.), presented an



ED, Kochi Refinery expressed that Shri. Kapoor's visit marks a special milestone moment as BPCL and Kochi Refinery celebrate Golden Jubilee and Diamond Jubilee, respectively.

"I'm very happy to visit the refinery after several years. Glad to learn about the new projects that are coming up, particularly in new areas like biofuels, petrochemicals and hydrogen," expressed Shri Kapoor, who had earlier visited Kochi Refinery during his tenure as Secretary, Ministry of Petroleum & Natural Gas. Appreciating BPCL for the strategic innovations and stellar performances over the years, he shared that BPCL employees are highly focused and the progressive mode that BPCL is currently in is highly commendable. "Ensure continuous R&D," he urged, as fossil fuels will be relevant for another 15-20 years and people are shifting to renewable energy gradually. "It is important to be ready for the

overview of BPCL projects and also the strategic way forward of the organisation guided by the key pillars of Project Aspire. Mr. Jaikishen C. Nath, CGM (Projects-PP), made a brief presentation on the fast-paced progress of the Polypropylene Project at Kochi.

This was followed by the presentation of a short AV on the Compressed Biogas project at Kochi, and Shri Kapoor reviewed the plan of action drawn up for evacuation of the wet and solid products for the benefit of agro-industry and affordable-reach-direct-to-farmers. Mr. Santosh Kumar Varshney, DGM (Environment), explained in detail about the BPCL Hydrogen Refuelling Station at the Cochin International Airport. Business Units State Heads of Kerala, Mr. Harikishen V.R. (Retail), Mr. Priyadarshree Panda (I&C), Mr. Tharian Peter (LPG), and Mr. Premkumar S., TM (Lubes), also updated Shri Kapoor about specific BPCL projects in Kerala.

Shri Sanjay Khanna Highlights BPCL's Green Hydrogen Roadmap at IHFC-2025; BPCL Honoured as Leading Producer



Shri Sanjay Khanna, Director (Refineries) with additional charge of Chairman & Managing Director, delivered the keynote address at the 12th International Hydrogen & Fuel Cell Conference (IHFC-2025) held in Kovalam, Kerala, where BPCL was recognised as a leading green hydrogen producer. The recognition was received by Dr. Bharat L. Newalkar, CGM (R&D), and Mr. Rahul Garg, Manager (R&D).

From commissioning BPCL's first 5 MW Green Hydrogen Plant at Bina Refinery to advancing hydrogen mobility in Kochi, his address outlined BPCL's decisive strides in accelerating India's clean energy transition.

With breakthroughs in green hydrogen pricing, innovative technology deployments, and a strong decarbonisation roadmap, BPCL continues to support India's emergence as a global green hydrogen hub.

Indian Army Partners with BPCL to Launch Biodiesel Supply for Defence Operations on 265th Corps Day

Indian Army goes green with BPCL as biodiesel supply is launched for Defence Operations on 265th Corps day of the Army Service Corps.

The green milestone marked a significant leap towards sustainable defence logistics with the flag-in ceremony of B5 Biodiesel supply held at India Gate in New Delhi on December 8, 2025.

The event was led by Lt. Gen. Pushpendra Singh, AVSM, SM**, Vice Chief of Army Staff, in the esteemed presence of Lt. Gen. V. M. Bhuvana



Krishnan, PVSM, AVSM, YSM, Quartermaster General, Lt. Gen. Mukesh Chaddha, AVSM, SM, VSM, Director General Supplies & Transport (DGST), Shri Subhankar

IN SPOTLIGHT

Sen, Director (Marketing), BPCL and Mr. Manoj Menon, Business Head (I&C), BPCL.

This milestone followed the successful flag-off of the first Biodiesel BPL from BPCL Bijwasan Depot on December 7, 2025 by Maj. Gen. S. Sooraj, ADGST (FT) and Mr. Manoj Menon, graced by senior army officials and BPCL officials.

Director (Marketing) appreciated this partnership and reaffirmed BPCL's commitment to supporting India's transition to green fuels and contributing to a more resilient, self-reliant nation.

This joint effort stands as a testament to the shared vision of the Indian Army and BPCL – to advance sustainable growth, enhance operational readiness, and build a greener energy future for India."

Shri Sanjay Khanna Observes Safety and Automation Systems during His Visit to Bangalore LPG Plant



Bangalore LPG Plant had the honour of hosting Shri Sanjay Khanna, Director (Refineries) with adtl. charge of Chairman & Managing Director, along with Mr. T. V. Pandiyan, Business Head (LPG), and Mr. Dinabandhu Mandal, ED (E&P) on December 20, 2025. The visit highlighted leadership's strong focus on safety, automation, and operational excellence.

The visit began with a presentation on plant automation,

the "Zero Ka Dum" initiative, and key equipment performance improvements implemented across BPCL LPG plants, reflecting the organisation's drive towards innovation and efficiency. During the tour of the plant and control room, dignitaries observed the functioning of Terminal Automation System, Safety Systems, Energy Management System, and various automated bottling processes.

He also visited the filling, pressure transmitter machine, and loading sheds, witnessing advanced systems such as Cylinder Bottom Profile Scanning, De-capping Machine, Robotic Loading Arm, Auto SQC, and Ball Drop Machine.

Dignitaries appreciated the team's efforts in successfully implementing these automation initiatives, noting their positive impact on quality, safety, and efficiency, and encouraged Bangalore LPG Plant to strive towards becoming the best bottling plant in the world.

Director (Marketing) Presides Over Regional Council Meeting during His Visit to Southern Regional Office, Chennai

On December 23, 2025 Southern Regional Office, Chennai, had the privilege of hosting Shri Subhankar Sen, Director (Marketing). The visit commenced with a welcome by Mr. Ravi R. Sahay, Head (Retail), South, and Mr. Peeyush Gupta, Head (LPG), South, in the presence of Southern Regional Council members.

The day commenced with an interactive session with all the newly joined officers posted in Chennai city across different Business Units over breakfast. The discussions were very insightful, with the officers sharing their business experiences and expectations. Director (Marketing) shared valuable lessons with the participants – in both professional and personal spheres.

This was followed by a Regional Council Meeting wherein all the Southern Regional Council members presented

IN SPOTLIGHT

their business updates, highlighting key achievements in the current financial year and their future plans. Director



(Marketing) appreciated the efforts and performance of Southern Regional team, acknowledging its contribution to organisational growth.

This visit has further reinforced the spirit of collaboration and excellence, inspiring the team to continue striving for greater success.

Business Head (LPG) Reviews Safety, Operational Practices, and Facilities at Raipur LPG Bottling Plant

Raipur LPG Bottling Plant had the privilege of hosting a visit by senior leadership on October 4, 2025. The plant warmly welcomed Mr. Pandiyan T. V., Business Head (LPG), along with Mr. Ashutosh Gupta, CGM (Marketing), LPG, HQ, and Mr. Sanjay Choubey, Head (LPG), West.

The dignitaries carried out a review of the safety standards, operational practices, and infrastructure facilities. The inspection included LPG storage vessels, filling shed operations, utility buildings, and testing units, along with

a focus on maintenance and compliance with corporate and statutory guidelines. They also inaugurated the open gym and volleyball court, encouraging wellness, fitness, and camaraderie among employees.

Their interactions with the workforce and a subsequent meeting with the plant team centered on strengthening safety discipline, preventive maintenance, and operational efficiency. The guidance shared was constructive and inspiring, offering clear direction for the way forward. The feedback, coupled with words of encouragement, was highly motivating for Team Raipur, and reinforced the drive to achieve higher benchmarks of excellence.

The visit concluded with an interactive session with LPG distributors of the territory. Leadership shared their vision for the future of the LPG business, discussed upcoming initiatives, and addressed challenges faced in the field. The session not only provided distributors with an opportunity to engage directly with senior officials, but also reinforced BPCL's commitment to safe, reliable, and customer-centric service delivery.



The visit of the Business Head and senior officials to Raipur was both an assessment and an inspiration—reminding Team Raipur that operational excellence is built on continuous improvement, collaboration, and a shared vision for the future.

Business Head (Retail) Flags Off 'Speed Rally' during His Visits to Chandigarh

Punjab State Office was enthused by the visit of Mr. Pardeep Goyal, Business Head (Retail), accompanied by Mr. Achman Trehan, Head (Retail), North at Chandigarh on November 12, 2025. The visit showcased BPCL's commitment to excellence in retail operations, customer engagement, and performance-driven brand initiatives.



Business Head (Retail), along with Head (Retail), North, reinforcing BPCL's brand connect with the biking and motoring community.

Thereafter, the senior leadership visited National Service Centre, one of Chandigarh's oldest retail outlets. The outlet, transformed under KNR, now boasts upgraded facilities, modern branding, and an enhanced customer experience. The visit at the site also saw interaction with the dealer partners, during which the leadership team was engaged in insightful discussions on operational discipline, customer service standards, and future growth opportunities.

The visit concluded at the Company-owned Company-operated (COCO) outlet 'BP-21,' commemorating the achievement of the milestone of 1,000 KL of MS sales for the first time in six years — a significant accomplishment for the team. The Business Head (Retail) and the Head (Retail), North, felicitated the Driveway Sales Men (DSM) and Driveway Sales Women (DSW) for their exemplary performance, dedication, and contributions toward this achievement.



The day commenced with a high-octane Speed Rally organised at M/s. Chandigarh Fuel Station, SAS Nagar, celebrating the spirit and performance of BPCL's high-performance petrol – Speed. The event witnessed spirited participation from two prominent biker clubs and an off-roading car group, creating an electrifying atmosphere at the outlet. The rally was flagged off by

Their presence provided significant motivation to the field teams and highlighted our recognition of frontline excellence.

Business Head (LPG) Visit Elevates Tamil Nadu LPG Distributors Network

A strong network grows stronger when leadership and field teams unite with a shared purpose of delivering excellence."

Tamil Nadu LPG team had the privilege of hosting the Mr. T. V. Pandiyan, Business Head (LPG) and Mr. Peeyush Gupta, Head (LPG), South on November 28, 2025 at Trichy for the Tamil Nadu LPG Distributors Interaction Meeting. Mr. Narayanaswamy N., State Head (LPG), Tamil Nadu & Puducherry, Mr. Deepala Ramana Kumar, DGM Marketing (LPG), along with Territory Managers and Sales Officers, were also present during the programme.

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The leadership visit infused the team with renewed energy and strategic direction. More than 400 distributors from across Tamil Nadu and Puducherry actively participated in this mega state-level gathering.

In his address, the Business Head (LPG) shared key updates on LPG Business Unit initiatives, state performance, Zero Ka Dum standards, customer service expectations, and upcoming investments aimed at strengthening operational efficiency. Distributors were also briefed on emerging growth opportunities, including non-fuel business expansion, composite cylinders, and digital transformation initiatives designed to enhance customer convenience and modernise service delivery.

The major highlight of the event was the direct interaction between Business Head and distributors, which encouraged open dialogue, mutual learning, and constructive feedback. This engagement reinforced the organisation's commitment to strengthening field-level operations and improving customer experience. Distributors were also presented glimpses of initiatives implemented in the field, i.e., digital, Free Trade LPG (FTL), commercial, safety & customer service standards to strengthen "Safety, Trust, and Convenience".

The meet also featured the presentation of Long Service Awards to distributors who have completed 30, 35, and 40 years of service, as well as State-level Distributor

Performance Awards. These recognitions, presented by the Business Head (LPG), honoured outstanding performance fostering long-standing reaffirming BPCL's continued commitment towards excellence.

Overall, the meeting successfully combined leadership guidance, meaningful engagement, and collaborative discussions, motivating the distributors and aligning them towards delivering safe, efficient, and customer-centric LPG

services across Tamil Nadu.

MAK Synergy Meet – Launch of MAK-Kia Motors Co-branded Range in Nepal

The MAK Synergy Meet held in Nepal marked a significant milestone for MAK Lubricants with the formal launch of the MAK-Kia Motors co-branded range of products for the Nepal market. This initiative represents the first-ever export of MAK Kia grades to Nepal, reinforcing the brand's growing international footprint and its commitment to serving evolving global automotive needs.

The newly launched MAK Kia products will be imported by M/s. Sipradi Trading Pvt. Ltd., our exclusive distributor in Nepal, and supplied to Continental Group, the exclusive importer of Kia vehicles in the country. This collaboration strengthens the service value chain for Kia customers in Nepal and ensures enhanced product reliability backed by OEM-approved formulations.

The MAK Synergy Meet stands as the culmination of coordinated efforts by the MAK OEM team, Lubes Headquarters, and the Nepal team, whose seamless collaboration made this partnership a reality. Their

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combined expertise and dedication have paved the way for a strategic association that promises long-term value for all stakeholders.



The gathering was also addressed by Mr. Suhrid Ghimire, Managing Director, Continental Group, who highlighted the significance of this partnership in elevating customer service standards and strengthening the aftersales network for Kia vehicles across Nepal. Country Manager (Lubes) highlighted the USPs of brand MAK to gain confidence of the channel partners of Kia Motors, Nepal.

The MAK Synergy Meet concluded on an optimistic note, symbolising a forward-looking alliance and setting the stage for a new era of OEM collaboration in the Nepal market.

The event was graced by Mr. S. Kannan, Business Head (Lubes), who addressed an audience comprising channel partners and the Service Heads of Kia Nepal. He emphasised the importance of OEM partnerships, the growing potential of the Nepal automotive ecosystem, and MAK's commitment to delivering high-performance, technologically-advanced lubricants tailored to OEM standards. Other key guests in the event were

Transforming Forecourts into Destinations: Director (Marketing) Inaugurates Kolkata's Newest BeCafé

Kolkata, the City of Joy and the cultural capital of Eastern India, marked an important milestone



Mr. H. Gireesh, Head International Business (Lubes), HQ, and Mr. Ravikanth Govindu, Head (Lubes) East, whose presence bolstered the confidence of the channel partners.

on December 12, 2025 with the inauguration of a full-scale BeCafé at M/s. Auto Life, Dhakuria. The launch of this café, the third BeCafé in Kolkata Retail Territory, reflects the corporation's continued focus on

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enhancing customer experience through innovative and value-added retail offerings.

The inauguration ceremony was graced by Shri Subhankar Sen, Director (Marketing), Mr. Sudipto Mukerjee, Head (Retail), East, Mr. Nirmal Kumar Sinha, GM (Marketing), Retail (East), and Mr. Biswarup Roy, Territory Manager (Retail), Kolkata, along with all BPCL officials of the Eastern Region, West Bengal & Sikkim State, and our channel partners from Kolkata. The rhythmic beats of dhakis during the traditional welcome added a festive touch and made the atmosphere enchanting.

Addressing the gathering, Shri Subhankar Sen highlighted the strategic importance of BeCafé in transforming fuel retail outlets into vibrant and engaging destinations. He emphasised that such initiatives play a vital role in boosting forecourt sales, enhancing customer dwell time, and positioning our retail outlets as “happening places.” He appreciated the team at M/s. Auto Life for their vision and commitment to offering customers a premium café experience alongside quality fuel services.

The newly-inaugurated BeCafé features a contemporary design and a lively ambience, offering a diverse menu. As the ribbon was cut and operations commenced, customers enthusiastically queued up to experience the café’s offerings.

Located near Jadavpur University and adjoining a vibrant residential catchment, the BeCafé is not only poised to become a preferred hub for students, corporate officials, and residents, but will also contribute positively to the Allied Retail Business (ARB) performance of the corporation. The event concluded with the distribution of discount coupons linked to Speed purchases and the felicitation of Driveway Salesmen and Driveway Sales Women.

Brewing New Beginnings: Director (HR) Dedicates First BeCafé in Bihar to the Public

It was a matter of great pride for the entire Bihar & Jharkhand State Office team to host Shri Raj Kumar Dubey, Director (HR), at M/s. Jaya Fuels located in the heart of the bustling city of Patna. He was accompanied



by Mr. Ajay Kumar Mishra, State Head (Retail), Bihar & Jharkhand, Mr. Manish Kumar, DGM Marketing (Retail), Bihar & Jharkhand, Mr. Ramesh Meena, TM (Retail), Patna, and other team members of Team Patna.

Patna, a city known for its rich heritage, witnessed a historic and exciting moment as a modern, one-of-its-kind offering from BPCL – BeCafé – was dedicated to the public as the first one in the State of Bihar. Despite the limited space at the retail outlet, the well-planned layout and placement of all facilities have ensured optimum usage of every square foot of space and embellished the look and feel of the outlet.

BeCafé was inaugurated by Director (HR) in the presence of the dealer community of Patna and enthusiastic customers, symbolising the development and modernisation that the city is experiencing.

BeCafé introduces a range of delicious and pocket-friendly products, promising to become a major attraction for nearby residents, college students, and

daily commuters. The delightful offerings prepared by the barista captivated everyone present, and the aroma of freshly made food filled the air, making it irresistible.

Director (HR) appreciated the efforts of the Patna team in transforming this retail outlet into a vibrant outlet and conveyed his best wishes for continued excellence. The Patna Territory and Bihar & Jharkhand State Office will cherish this moment for a long time and remain committed to supporting the corporation's new initiatives to create a meaningful impact at the ground level.

Inauguration of Packed Bitumen COD Facility in Bokaro, Jharkhand

I&C Business Unit marked a significant milestone with the inauguration of its first packed bitumen Contractor Operated Depot (COD) facility in Bokaro, Jharkhand, on December 16, 2025.



The facility was inaugurated by Mr. Dinabandhu Mandal, ED (E&P) and Mr. Puneet Gupta, GM (Logistics), I&C, in the presence of Mr. Deep Arora, State Head, I&C, West Bengal State Office, and Mr. Dilip Kumar Mandal, Head (E&P), East, and other team members of Retail, E&P and I&C. Synergy within the teams of E&P, Retail and I&C ensured that construction of the COD and appointment of the COD Operator happened seamlessly surmounting various challenges.

Spread across approximately three acres, this is the first BPCL COD facility established in Jharkhand under the new I&C COD Guidelines. The Bokaro packed bitumen COD has a storage capacity of 30,000 drums in the open yard, along with a dedicated covered shed for storing emulsion and other products.

Strategically located at Bokaro, the heart of Jharkhand, and near to the end customers, the new COD will serve as a major supply point for packed bitumen in the state of Jharkhand. It will significantly enhance logistical efficiency and product availability for road contractors, who were earlier dependent on supplies from neighbouring COD locations in Bihar. The launch of the COD also allows BPCL to meet Road Construction Department Jharkhand's persistent requirement for local intrastate billing of product.

The inauguration of the COD marks yet another important step in BPCL's journey towards expanding its market reach and strengthening existing and future business potential for packed bitumen in Jharkhand.

Business Head (Lubes) Inaugurates Barrel Filling Shed at C-Lubes Installation

Facility augmentation and upgradation remains central to our pursuit of operational excellence. The C-Lubes Installation, which caters to the Transformer Oil and MAK HIVOLTOL requirements of major power distribution companies nationwide, has taken another significant step forward. Reinforcing our commitment to superior customer service, enhanced workplace aesthetics, and robust safety measures, a new movable metallic-structure shed for the barrel-filling area has been designed and commissioned at the C-Lubes Installation. The project was completed successfully ahead of the planned schedule.

On November 19, 2025, Mr. S. Kannan, Business Head (Lubes), inaugurated the new facility in the presence of Mr. R.D.S. Dhillon, CGM SCM (Lubes), Lube Council Members, representatives from P&AD, Wadilube, and C-Lubes teams, marking a notable milestone. On this occasion, Mr. S. Kannan lauded the efforts of SCM Lubes and Wadilube Plant teams for their unwavering

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commitment to upgrading facilities and infrastructure, which plays a pivotal role in enhancing customer service standards.



The inauguration of the Barrel Filling Shed stands as a testament to our continued focus on modernisation and operational excellence as this facility brings improved productivity and reliability to our operations.

BPCL Boosts Natural Gas Eco-System in North Bengal – Inaugurates its City Gate Station in Cooch Behar GA

Gas Business Unit (BU) crossed a significant milestone towards expanding its City Gas Distribution (CGD) network in the Alipurduar–Cooch Behar Geographical Area (GA) with the inauguration of its City Gate Station (CGS) at Ambari, Cooch Behar on December 15, 2025, thereby gas-charging the CGD network with its own CGS.

The CGS was inaugurated by Mr. Rahul Tandon,

Business Head (Gas), in the presence of Mr. Pramit Kumar Ghosh, Head (Gas), East, Mr. Maneesh Patney, GM Marketing (Gas), East, and Mr. Varun Dev, Chief Manager Projects (Gas), East, along with Alipurduar–Cooch Behar territory team. A traditional Bhawaiya music performance by the local residents of Ambari and nearby areas further enriched the occasion.

With the commissioning of the CGS, the natural gas ecosystem in North Bengal has received a major boost, ensuring uninterrupted supply of natural gas, thereby enabling phased rollout of PNG for domestic and commercial consumers and CNG for the transport sector all across the GA. The City Gate Station along with a robust pipeline network laid across the GA will eliminate our dependency on the neighbouring HPCL GA for taking compression assistance for supply of CNG cascades to our Retail Outlets. It will also kick-start PNG supplies to our domestic Last Mile Customers (LMCs) and commercial customers. Besides strengthening the natural gas supplies, this will further result in significant savings in logistics and transportation costs.

Also, seamless CNG supplies will now be ensured for our key customers in the GA, including NBSTC (North Bengal State Transport Corporation).



The successful execution of the CGS construction was made possible by dedicated efforts of the GA team with timely support from Region and HQ. The synergy

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among all, leading to this commissioning, once again reaffirms BPCL's role as a trusted energy partner of all stakeholders committed to driving a greener, cleaner and a more sustainable future for transitioning the nation to a gas-based economy.

Gas Eastern Region Kick-Starts CBG Sales in Angul-Dhenkanal GA



Gas Eastern Region (ER) took a big leap towards boosting bio-gas inclusivity by commencing Compressed Bio-Gas (CBG) offtake from Reliance Industries Limited (RIL) in Angul & Dhenkanal GA of Odisha. In this direction, the first Tri-Partite Agreement (TPA) under the CBG-CGD Synchronisation Scheme in the Eastern Region (between BPCL, RIL and GAIL) was signed during FY 2024-25 for offtake of Bio-Gas/CBG from Reliance's upcoming plant at Dhenkanal, Odisha.

Reliance is setting up two Bio-Gas plants, each of 20 TPD capacity in Dhenkanal district of Odisha. The first shipment of CBG was flagged off on December 24, 2025 by Mr. Praween Kumar, Manager Sales (Gas), Odisha-2 territory and Mr. Poornesh Khadanga, Manager, Business Development (Gaseous Fuel), RIL, marking a key milestone in the implementation of the scheme in ER. With CBG blending of approximately 8.7% of total CNG-T and D-PNG sales, Angul &

Dhenkanal GA has surpassed the Government of India's mandated CBG blending targets for CGD networks, which stipulate blending levels of 1%, 3%, 4%, and 5% for FY 2025-26, FY 2026-27, FY 2027-28, and FY 2028-29, respectively.

CBG-CGD Synchronisation Scheme is in line with MoPNG policy for synchronisation of Bio-Gas produced by Bio-Gas plants with the CGD networks. Its production enables efficient utilisation of agricultural residue, cattle dung, and municipal solid waste (MSW), mitigates urban air pollution caused by stubble burning, and also reduces carbon emissions. The initiative is also expected to boost rural entrepreneurship, generate employment, provide additional income streams to farmers, reduce dependence on natural gas and crude oil imports, and act as a buffer against fuel price volatility — thereby contributing meaningfully to India's climate change and energy security goals.

BPCL-ARAI Leadership Meet on Green Mobility for Sustainable Future and Energy Security

With the advent of energy transition and the corporation's net-zero 2040 commitment, BPCL's Corporate R&D Centre (CRDC) has taken major initiative under the Aatmanirbhar Bharat initiative of Govt. of India to establish suitable blend stock for diesel. In this regard, successful preliminary engine performance evaluation studies in stationary engines and heavy-duty trucks and bus segment have been performed in collaboration with major OEMs (M/s. Cummins and Ashok Leyland). To strengthen this aspect further, CRDC is actively working with stakeholders, viz., Automotive Research Association of India (ARAI), Pune and Society of Indian Automobile Manufacturers (SIAM).

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ARAI is an authorised certification body that undertakes R&D programs in automotive engineering for industry, product design and development, evaluation of automotive equipment and ancillaries, standardisation, technical information services, execution of advanced courses on the application of modern technology and conduct of specific tests.



Shri Sanjay Khanna, Director (Refineries) with addl. charge of C&MD, along with Mr. N. Chandrasekhar, Head (R&D) and Dr. Bharat Newalkar, CGM (R&D), had deliberations with Dr. Reji Mathai, Director, ARAI and his team on potential collaborations in advanced automotive technologies, sustainable mobility solutions, alternative fuels and energy-efficient systems – areas aligning with cooperative mission to create and facilitate “Safe, Sustainable and Green Mobility”.

MAK She-Rides Rally – Empowering Engines, Empowering Women

MAK Lubricants' Eastern Region team successfully hosted the MAK She-Rides Rally in Kolkata on December 11, 2025, celebrating women riders and showcasing the trusted performance of MAK Lubricants. Building on the success of the earlier MAK Moto Rally in Guwahati, the event further strengthened MAK's engagement footprint across the East and Northeast.

The rally was flagged off by Shri Subhankar Sen, Director (Marketing), from BP COCO Rajarhat, with 29 women riders. The convoy's journey through key city routes created strong on-road visibility while reinforcing MAK's brand presence across major Kolkata markets. The route covered key retailer and workshop clusters, with pit stops at select outlets that enabled meaningful interactions with customers, mechanics, and trade partners, further strengthening MAK's connect with the two-wheeler ecosystem.

The rally concluded at the BPCL Regional Office, Kolkata, reinforced the organisation's commitment to safe, reliable, and inclusive mobility, and was attended by senior leaders, including Mr. Ravikanth Govindu, Head (Lubes), East; Mr. Vilas P. Pathrabe, Head (LPG), East; Mr. Supratim Bhattacharjee, State Head (LPG), WB & NE; along with officers from the Lubes and Retail business units.



The MAK She-Rides Rally exemplifies BPCL's ongoing commitment to building community connections, boosting brand visibility, and reinforcing MAK's role in India's dynamic mobility landscape.

Director (HR) Applauds Frontline Heroes and ‘Khushiyon Ki Passbook’ Achievers



It was a privilege for Patna, Bihar & Jharkhand State Office to host Shri Raj Kumar Dubey, Director (HR) during his visit. Director (HR), in spite of his busy schedule, took time out to visit one of the oldest dealerships of undivided Bihar and the Eastern Region — M/s. S.L. Misser. Established in 1911 and proudly serving the citizens of Patna for over 114 years, the retail outlet is currently managed by the fourth generation of the dealership.

The infectious energy and enthusiasm of Director (HR) was truly inspirational. He spent more than an hour at the forecourt of the dealership, actively engaging with the staff, discussing operations, traffic management, and the importance of the DriveFresh initiative as a differentiator.

The opportunity was appropriately utilised to reward the best-performing Driveway Salesmen (DSMs) at the dealership under the “Khushiyon Ki Passbook” scheme. The continued success of Khushiyon Ki Passbook in the Eastern Region (Retail) for the incentivisation of Retail DSMs and Driveway Sales Women (DSWs) for lubricant and Speed sales off the forecourt has brought genuine smiles to the faces of DSMs and DSWs, who are our last-mile brand ambassadors.

Director (HR) took keen interest in the details of the Khushiyon Ki Passbook scheme and applauded the team for ensuring effective implementation at the ground level. Mr. Raju Kumar, DSM at the outlet, earned one of the highest incentives in Eastern Region and proudly received his aspirational reward – an LED

TV – for his exceptional efforts in lubricant sales along with others who were appreciated for their contribution under this scheme launched in the recent past in Eastern Region.

Patna Retail Territory and Bihar & Jharkhand State Office will cherish these moments and continue to move forward with renewed motivation and the invaluable guidance received from one of the top leaders of our corporation.

Biofuels HQ Organises CBG Workshop at Thiruvananthapuram, Kerala

The thrust on biofuels continues to grow worldwide. Compressed Bio-Gas (CBG) is a vital part of biofuels, and hence its wide proliferation is imperative for achieving the target of net zero by 2070 for the country.

To apprise and sensitise stakeholders on SATAT (Sustainable Alternative Towards Affordable Transportation) support schemes and for the promotion of the CBG ecosystem, BPCL under the guidance of Ministry of Petroleum & Natural Gas (MoP&NG), organised a workshop on CBG at Thiruvananthapuram (previously Trivandrum) on October 11, 2025.

Shri Asheesh Joshi, Joint Secretary (Gas Projects), MoPNG, chaired the workshop and delivered the keynote address. Shri Vikas Singh, Director (Gas Projects), MoPNG, emphasised the need for fostering knowledge exchange, promoting sustainable energy solutions, and encouraging collaboration across relevant stakeholders. Mr. Anilkumar P., ED (I/C), Biofuels HQ, welcomed the gathering and invited all the participants for a wholehearted discussion.



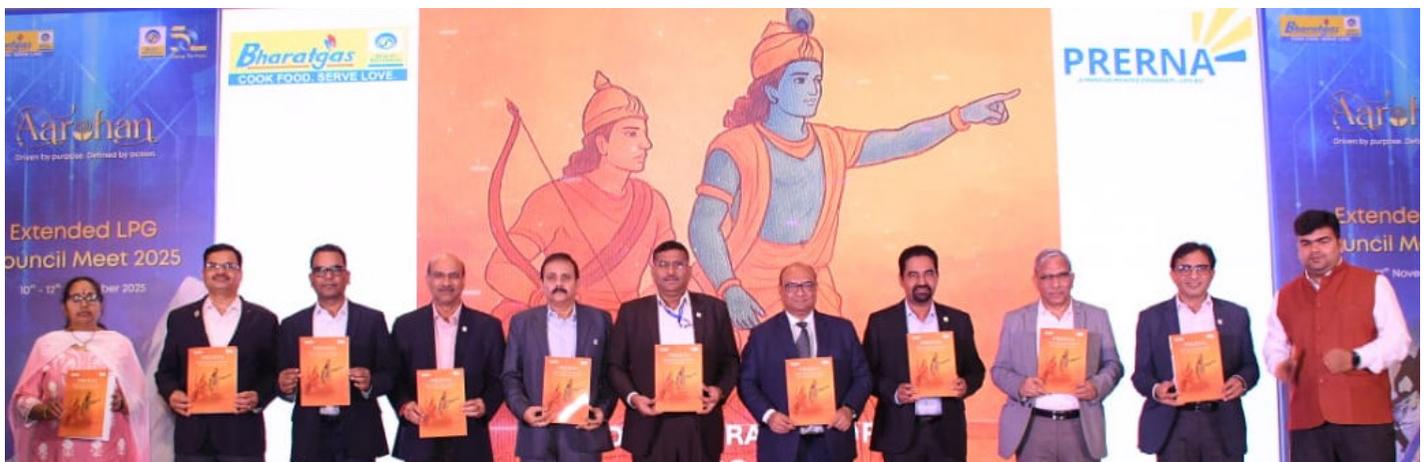
The workshop featured insightful presentations and technical sessions covering various aspects of the CBG value chain — ranging from feedstock aggregation, technology pathways, carbon credits, bio-manure marketing and new technology advancements. Mr. Sanjay Thakur, DGM (CBG), Biofuels HQ, and Dr. Pravin Chendge, Sr. Manager (Operations), Bargarh

officials, College of Agriculture-Vellayini, research associates and BPCL officials. The workshop served as a valuable platform for participants to gain deeper insights, share practical experiences, and discuss implementation challenges and opportunities in the CBG space. Mr. Harikishen V. R., State Head (Retail), Kerala, proposed a vote of thanks to all dignitaries, presenters, and attendees for making the workshop a meaningful and impactful event.

PRERNA – The LPG Mentor-Mentee Framework Launched

PRERNA – The LPG Mentor-Mentee Framework was launched by Shri Subhankar Sen, Director (Marketing) in the presence of Mr. T. V. Pandiyan, Business Head (LPG) and members of the LPG Extended Council.

Director (Marketing) interacted with mentors and mentees who joined virtually, and said, “Mentoring is a powerful tool which goes beyond transactional issues, touches feeling level and brings new insights into intangibles. When actively involved, both mentor and mentee make a meaningful journey.”



Biorefinery, delivered technical presentations on CBG and Biomass aggregation, respectively. Centre for High Technology (CHT) made presentations on the enabling schemes on CBG.

The workshop was attended by participants including officials from Oil and Gas marketing companies, technology providers, Local Self-Government Department (LSGD), Govt. of Kerala, LOI holders, bank

PRERNA is a strategic initiative – a people-first leap for BPCL’s LPG Business, which is grounded in BPCL’s values, it develops a culture where experience fuels aspiration and every employee is empowered to thrive. PRERNA drives long-term engagement and self-directed development, as it aims to enhance professional capabilities, strengthen leadership pipelines, and promote a more agile, inclusive, and future-ready LPG business.

Sahayatra – Acknowledging the Dedication of Frontline Soldiers of Pipelines

He also applauded the entire team for completing the remarkable Mej River Pipeline restoration job in just two months, thereby ensuring business continuity and reflecting resilience, determination, teamwork, and belief



In the rhythm of collective effort, every heartbeat powers the momentum of success. This spirit came alive on November 27, 2025 when the Central Region Pipelines Team (Kota) conducted Sahayatra-2025, honouring the dedication and resilience of frontline workforce deployed along Mumbai-Manmad-Bijwasan Pipeline (MMBPL), Bina-Kota Pipeline (BKPL), and Kota-Jobner Pipeline (KJPL) sections.

Living the conviction of “Caring for People” in action, Mr. Biju Gopinath, ED (Pipelines), conceptualised “Sahayatra – A Contract Workmen Engagement Program.”

This initiative is aligned with BPCL’s philosophy of “People First,” where the well-being, recognition, and inclusion of every individual, especially the contractual and field workforce form the cornerstone of our operational excellence. Sahayatra is a testimony to our belief that strong pipelines are not just built with steel, but with trust, teamwork, and care for the people who protect them.

ED (Pipelines), in his keynote address, lauded the frontline teams, stating that their unwavering presence and silent contribution form the very backbone of BPCL’s pipeline operations. He opened genuine dialogue with the field team, hearing their concerns not just as issues, but as stories of lived experience.

in collective ability. He also took a moment to honour the farmers, recognising the steady support provided by them in maintaining the health and integrity of pipelines.

A health check-up camp and an engaging health talk were organised for our contract staff, giving them a rare moment to pause, understand their well-being, and receive guidance that could shape healthier choices.

Behind the scenes, the success of Sahayatra-2025 was made possible by the dedicated efforts of Pipelines Kota team led by Mr. Kailash C. Kushwaha, Head (Pipelines), Central. The commitment and teamwork of Pipelines Kota team turned the vision of Sahayatra-2025 into a meaningful and memorable celebration for all.

Gas BU Leverages Kalinga Baliyatra 2025 for Creating Massive Awareness on Natural Gas

Kalinga Baliyatra Mahotsav–2025, a week-long cultural festival held in November 2025 at Paradeep in Jagatsinghpur district, stands as one of Odisha’s most vibrant cultural festivals, celebrating the state’s maritime heritage and the historic trade links of ancient Kalinga with South and Southeast Asia.



As the authorised City Gas Distribution (CGD) entity for the Geographical Area (GA) of Jagatsinghpur & Kendrapara, BPCL has been expanding the green energy footprint by building an extensive CNG and PNG network in this GA. To leverage the festival, the GA team unleashed its innovative streak by setting up a first-of-its-kind demo CNG Retail Outlet, along with a complete domestic PNG connection setup at the venue. The “CNG RO” stall generated massive curiosity and enthusiasm amongst the public, making an indelible impact on visitors.



Visitors were thrilled to experience a realistic model of a CNG Retail Outlet, complete with branding, dispenser, and accessories. Many even approached the stall believing it to be a functional CNG station — a testament to the authenticity and effectiveness of the demonstration.

On the PNG front, the domestic pipeline and kitchen model received exceptional appreciation, especially from women visitors, turning it into one of the most popular selfie points of the festival.

The exhibition stall was widely appreciated by dignitaries, including Mr. Basant Biswal, Chairman, Paradeep Port Municipality, Mr. Niranjana Behera, OAS(S), Addl. District Magistrate, Paradeep, Mr. Abhishek Panda, OAS, Executive Officer, Paradeep Port Municipality. The

officials acknowledged BPCL’s efforts in promoting clean and sustainable energy solutions in the district.

With the overwhelming success of the demo CNG Retail Outlet and domestic PNG setup, BPCL has strengthened its presence and built deeper public connect in the district. The campaign not only increased awareness but also reinforced BPCL’s mission of driving a greener, cleaner and sustainable future of the nation and partnering in prosperity and progress for the community.

BPCL Celebrates 30 Years of Partnership with Jayaswal Neco Group

A high-level interaction was held on December 17, 2025 between BPCL (I&C) and Jayaswal Neco Group at their Integrated Steel Plant in Raipur. The meeting formed a significant part of BPCL’s 50-year milestone celebrations, while also marking three decades of a strong, trusted, and emotionally deep partnership with the group.

Over the last 30 years, BPCL and Neco have grown together, supporting each other through industry shifts, operational challenges, and expansion phases. This relationship — built on reliability, responsiveness, and mutual respect — has become one of the most valued partnerships in the Raipur Industrial & Commercial landscape.

The event was graced by senior BPCL leadership — Mr. Manoj Menon, BU Head (I&C) and Mr. Sanjay Kargaonkar, CGM (Sales), I&C — along with the Raipur State team led by Mr. Prakash Singh, State Head (I&C), Chhattisgarh, who coordinated and facilitated the interaction.

A distinguished delegation from Jayaswal Neco, including Mr. Sangram Swain, ED, Mr. Himanshu Jha, President (Works), Mr. Ravi Gudi, President (Material Management), Mr. Alok Pandey, President (HRM), Dr. Shivdeo Upadhyaya, Vice President, Mr. Akhsaya

Misra, Vice President were present on the occasion.

The Neco leadership spoke at length about their immense emotional connect with BPCL, recalling the long journey of partnership that began three decades ago. They highlighted how BPCL's consistent support has been instrumental in their growth journey across steel, mining, and integrated production operations.



Key discussion themes included a detailed overview of current Neco mining operations, planned future expansion of Neco's industrial and mining footprint, BPCL's expanding portfolio across fuels and Gas, and BPCL's focused initiatives on digitalisation and operational modernisation.

BPCL reaffirmed its commitment to strengthening and deepening this long-standing association while exploring new avenues of collaboration for the next decade and beyond.

The interaction concluded with BPCL presenting a special commemorative memento to Jayaswal Neco, celebrating 30 years of partnership and symbolising our shared vision for the future.

BPCL Executes Strategic RLNG Supply Contract with OPaL

BPCL Gas-LNG team has successfully executed a term supply agreement with ONGC Petro Additions Limited (OPaL) for supply of Regasified Liquefied Natural Gas (RLNG) to their Dahej unit.

ONGC Petro Additions Limited, operates as a joint venture Petrochemical Company, promoted by Oil and Natural Gas Corporation Limited (ONGC) and co-promoted by GAIL (India) Limited and Gujarat State Petroleum Corporation (GSPC).

The agreement was signed by Mr. Rakesh Kumar Sinha, CGM (Sourcing, Logistics & Marketing), Gas HQ, and Mr. Vijay Iyah, Head (Material Management), OPaL.

The event was graced by the presence of Mr. Rahul Tandon, Business Head (Gas), and Mr. Gurinder Singh, Managing Director, OPaL, along with Mr. C. M. Jose, GM (LNG Sourcing & Sales), Gas, Mr. Ashwin Rao, GM (Finance), Gas, and Mr. Deepak Gusain, DGM Marketing (LNG), and other team members form Gas HQ and I&C.

The agreement stipulates the supply of 42 million metric standaed cubic metres (MMSCM) of RLNG by BPCL to OPaL over the period of one year. This arrangement reinforces the strategic collaboration between BPCL and OPaL, underscoring mutual trust for reliable and sustainable energy solutions.



Mr. Rahul Tandon, Business Head (Gas) in his detailed discussions with Managing Director of OPaL, briefed about global gas trends and, more particularly, in India. He also advocated for further strengthening this relationship in the future.

IN SPOTLIGHT

This partnership constitutes a pivotal milestone in BPCL's endeavours to enhance its Gas "Goodprint" initiative, driving sustainability and cleaner fuel adoption.

MAK Utkarsh 2025

Dealers Meet – Nepal

The Nepal market, one of the oldest and most significant in MAK Lubricants' export portfolio, recently marked a milestone as the brand completes nearly 24 years in the country.

The event was anchored around the MAK Utkarsh theme – Utsav, Urja, Unchai – which perfectly reflected the spirit of the meet. The event symbolised celebration of strong partnerships and shared achievements, driven by the passion of the dealer fraternity, which will catapult brand MAK to even greater heights in the country.

A key highlight of the meet was the launch of the all-new MAK 4T NXT series in Nepal. The advanced product range underscores MAK Lubricants' commitment to cutting-edge technology, superior engine protection, and



To honour the contributions of our channel partners in elevating MAK to new heights, the MAK Utkarsh Dealer Meet was held on December 7, 2025. The event served as a vibrant platform to strengthen partnerships, celebrate performance, and unveil new milestones in the MAK Lubricants' journey. The event saw enthusiastic participation from the dealer community and was graced by MAK Lubricants' senior leadership, including Mr. S. Kannan, Business Head (Lubes), Mr. H. Gireesh, Head International Business (Lubes), HQ, and Mr. Ravikanth Govindu, Head (Lubes), ER.

The host and local partner, Sivradi Trading, was represented by CEO Mr. Rajen Shrestha, reflecting the strong and enduring collaboration between the two organisations in the Nepal market.

meeting the evolving needs of two-wheeler customers in the country. The launch generated strong interest among dealers and reinforced confidence in MAK's growth roadmap for the Nepal market.

Adding to the celebratory spirit was a Dealer Award Night, where high-performing dealers were recognised and honoured for their outstanding contribution to business growth, market development, and brand building. The awards acknowledged excellence, dedication, and consistent performance, energising the entire dealer fraternity. Overall, MAK Utkarsh Dealer Meet strengthened relationships, aligned stakeholders on future goals, and reaffirmed MAK Lubricants' commitment to shared success and continued growth in Nepal.

Forging Future-Ready Partnerships

MAK Lubricants' Western Region High Impact Induction



The strongest foundations are laid at the beginning, where the seeds of transformation are sown and future achievements find their roots.

Team Western Region of MAK Lubricants successfully conducted a two-day "Induction Training Program" for newly enrolled channel partners in collaboration with the Centre of Excellence (COE). The program was thoughtfully designed with inputs from COE to provide a comprehensive orientation. Special thanks to Mr. P. C. Prabhakar, Chief Manager, COE (Marketing), for crafting engaging and effective sessions that equip our partners to drive MAK brand, processes, and product excellence.

Key sessions covered BPCL's corporate profile, MAK Lubricants orientation, awareness of the potential, roles of channel partner and responsibilities, DSR/people management, BPCL digital initiatives, MAK products with a techno-commercial sales approach, and the MAK Lubricant Solutions initiative. Existing channel partners

also led sessions to reinforce key processes and share practical solutions to real-world challenges. The sessions were highly interactive and received very positive feedback from all new channel partners.

The program concluded with the visit to R&D Centre and distribution of Certificates, Scheme Kits, Base Oil Kits, and Coolant Management Kits, enabling channel partners to enhance their market engagement effectively.

This Induction is a transformative leap for fuelling new channel partners, who will lead MAK's journey of excellence for years to come. Armed with knowledge, clarity, and purpose, our channel partners are now strongly poised to unlock new markets and elevate Brand MAK to unprecedented heights.

Together We Deliver

Distributor and Staff Engagement Program



Patna LPG Territory successfully organised a Distributor Engagement Programme on December 15, 2025 bringing together distributors, managers, staff and deliverymen from all three Sales Areas of the territory. The programme was aimed at strengthening teamwork, promoting well-being and reinforcing collaboration across stakeholders.

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The event commenced with the launch of Composite LPG Cylinders by Mr. Amit Mittal, State Head Bihar & Jharkhand, marking an innovative step towards safer, lighter and more customer-friendly LPG solutions. As part of the launch, SVs were distributed to customers, further enhancing customer connect and outreach.

A special moment of the programme was the recognition of deliverymen of Dhanarua Bharatgas under the “Khushiyan Ki Passbook” initiative, acknowledging their dedication and consistent performance in customer service and field operations.

Health and well-being were given due importance through an interactive pep talk by the Territory Manager, highlighting that in today’s time, talking about health is one of the strongest ways to connect with people, as it reflects care, empathy and responsibility. Participants

served as a strong team-building and motivational platform, fostering unity, positivity and renewed enthusiasm among the Bharatgas family of Patna LPG Territory.

AAROHAN: A New Ascent – Powered by Resilience

Bharat Petroleum’s Consumer Retailing Team, in collaboration with Retail and LPG teams, successfully hosted AAROHAN, a landmark channel partner engagement initiative across two states - Lucknow on December 11, 2025 and Bhopal on December 18, 2025. The program brought together In&Out channel partners along with their families for a day of learning, recognition and cultural celebration, reinforcing the spirit of resilience and shared ambition.



were encouraged to adopt regular exercise and fitness routines and good eating habits. This was followed by a collective warm-up exercise session ahead of the sports activities.

The engagement programme also featured an exciting cricket match, with active participation from distributors, managers and staff of all three Sales Areas. The match witnessed high energy and enthusiasm, culminating in a thrilling finish that went down to the last ball, with six runs required for victory. The sporting spirit added to the camaraderie and bonding among participants. Best Batsman, Best Bowler and Winning Team trophies were presented to recognise outstanding performances.

The programme witnessed the participation of 152 attendees, making it a grand success. Overall, the event

The events at Lucknow was graced by Mr. Akash Tiwari, Business Head, Consumer Retailing, Mr. Pankaj Motiramani, State Head (Retail) UP East, Mr. Aneet Mohan, GM (Strategy), LPG HQ, and Mr. Rajesh Kumar, State Head (LPG), UP-I. In Bhopal, the dignitaries were Mr. Akash Tiwari, Business Head Consumer Retailing, Mr. Sanjay Choubey, Head (LPG), West, Mr. Neeraj Jaria, State Head (Retail), Madhya Pradesh & Chhattisgarh, and Mr. Bivash Mondal, State Head (LPG), Madhya Pradesh & Chhattisgarh. The tone and strategic vision for both events were set by Mr. Vivek Singhal, Head (Sales), Consumer Retailing, who reinforced the purpose and direction of AAROHAN.

A key highlight was an insightful training session by Dr. Rajagopalan Purushothaman, a renowned Leadership Architect, Assessment Specialist, Author, and Coach. His session blended strategic thinking with practical application, offering channel partners fresh perspectives

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on leadership, resilience, and ways to succeed in today's competitive environment. Partners also deliberated on business challenges and explored collaborative solutions.

As the day transitioned into evening, celebrations took centre stage with the Dealers Award Night, recognising outstanding performers and dealerships that demonstrated exceptional growth, innovation, customer focus, and brand commitment. Adding warmth and vibrancy was a delightful Hasya Kavi Sammelan, which brought moments of laughter and cultural connection, making the occasion memorable for partners and their families. The events concluded with gala dinners, fostering camaraderie and strengthening bonds beyond business.

AAROHAN was more than an event—it was a reaffirmation of Bharat Petroleum's commitment to collaborative growth bringing Consumer Retailing, LPG and Retail BU's together to showcase combined effort in promoting this initiative amongst channel partners. By integrating learning, recognition, and cultural celebration, the initiative reflected the organisation's belief that true progress is achieved when business success and human connection go hand in hand.

We thank COE team comprising Ms. Ritu Mathur, Head COE, along with Mr. Ashish Singh, Chief Manager, COE, who helped, guided and facilitated a good training faculty with relevant experience to train our dealers.

"Miles To Go" 3.0

I&C Bitumen Customers' & Transporters' Meets at Hyderabad and Nashik

As part of the Miles to Go 3.0 initiative, Bitumen Customers' & Transporters' Meets were organised at Hyderabad and Nashik, connecting closely with the stakeholders.

Hyderabad

I&C Telangana State Office successfully organised the "Miles To Go" Bitumen Customers' & Transporters' Meet at Hyderabad on October 15, 2025. The event brought together infrastructure customers and contractors from across Telangana and beyond.



I&C Telangana State Office hosted 80 participants, including President, Vice President, and Secretary of Telangana Contractors' Association, as well as President of the All-India Builders' Association from Mumbai.

The meeting began with an impactful address by Mr. Vikram Gupta, State Head (I&C), Telangana, who set the tone for the day with his inspiring theme on building "RRR" — Relationship, Resources, and Revenue. Mr. Puneet Gupta, GM (Logistics), I&C, delivered an enlightening presentation on transportation and safety, while Mr. Sumesh Nair, Manager (Business Development), shared valuable insights on the bitumen market and its future potential. Mr. Neeraj Kayasthi, Manager (Business Development), shared a perspective on the High-Speed Diesel business and opportunities.

The sessions were highly interactive, with valuable suggestions and actionable ideas emerging during the discussions.

Lubes team also collaborated effectively, presenting BPCL lubricants for the infrastructure sector, which generated encouraging leads and customer interest.

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A special highlight of the event was a fun-filled online quiz based on general topics related to Telangana, which delighted the participants.

The evening concluded with a vote of thanks by Mr. B. Raghunatha Rao, Chief Manager (Marketing), I&C, Telangana, followed by a cake-cutting ceremony celebrating 50 glorious years of BPCL's formation.

The event was truly memorable, reinforcing BPCL's strong connect with its customers, partners, and stakeholders across the infrastructure fraternity.

Nashik

I&C Maharashtra-1 State Office organised a highly engaging Bitumen Customer and Transporter Meet at Nashik, which witnessed an overwhelming response with the participation of 102 key stakeholders.

The event was graced by the presence of Mr. Puneet Gupta, GM (Logistics), I&C HQ, whose presence added immense value and encouragement to the gathering. Customers and transporters from across Nashik and adjoining districts, including Nandurbar, Jalgaon, Dhule, and Ahmednagar, attended the event, reflecting the strong connect and trust BPCL enjoys across the region. The session commenced with a welcome address by Mr. Abhishek Badgolia, Area Manager, Nashik, followed by an address by Mr. Parivesh Batham, State Head, I&C MSO-1, who emphasised



BPCL's continued commitment to customer-centric growth, innovation, and operational excellence. This was followed by an insightful presentation on the Indian Bitumen Industry Outlook by Mr. Sumesh Nair, Sr. Mgr. (Business Development), I&C HQ, which highlighted market trends, opportunities, and BPCL's strategic initiatives in the infrastructure segment.



An engaging technical session by Mr. V. Girish, Ch. Mgr. (Technical Services), I&C HQ followed, focusing on product performance, quality assurance, and best practices in handling and application.



The participants displayed keen interest, actively engaging with questions and discussions, making the session both interactive and enriching. The event concluded with a vote of thanks by Ms. Suparna Garg, Ch. Mgr. (Marketing), MSO-1, who expressed heartfelt gratitude to all customers, transporters, and the BPCL team for their enthusiastic participation and continued partnership.

The overwhelming response and positive feedback from stakeholders at the meets reaffirmed BPCL's strong relationship with its bitumen customers and transport partners — truly symbolising the collaborative spirit and forward momentum of Miles to Go 3.0.

Project Swavalamban 2.0 Empowering Youth with Industry-Ready Skills

Project 'Swavalamban,' initiated by Bina Refinery in the year 2024-25, is a major step towards coming up with all-round skill development of the local youth in the region. In its first phase, massive infrastructure reinforcement and facelift jobs at



Govt. Industrial Training Institutes (ITIs) in Bina and Sagar were carried out, and a total of 113 trainees completed the upskilling programs in various technical trades.

In continuation of the same, Project Swavalamban 2.0 was inaugurated by Bina Refinery (BR) under the CSR program FY 2025-26 at Govt. Industrial Training Institutes in Bina and Sagar. The program kicked off with an inauguration ceremony on December 4, 2025 in the presence of Mr. Praveen Kumar, CGM (Instrumentation), Bina Petrochemical & Refinery Expansion Project (BPREP), Mr. Shirish Chandekar, GM (HR), BR, and Mr. R. B. Hajare, GM (Site Enabling), BPREP. The Skill Development Dept. of Madhya Pradesh Govt. was represented by Mr. Prateek Rai, Dy. Director, Skill Development, Sagar, Mr. Pramendra Sharma, Asst. Director, Skill Development, Sagar, Mr. Gajendra Singh, Principal, ITI Bina, Mr. Amarnath Saketh, Principal, ITI Sagar, ITI officials, trainees, and BR CSR and Centre for Research & Industrial Staff Performance (CRISP) teams were also present.

Dy. Director and Asst. Director, Skill Development, Sagar, applauded the intervention of BR and wished for success in the initiative with the enrollment of maximum number of local youth participating in the upskilling certification program. They congratulated BPCL for continuing such a noble initiative and exhorted the trainees to leverage the program for their career development.

The program aims at upskilling local youth by 'Short-Term Upskilling Certification' in the domains of Industrial

Welder (Oil & Gas), and Rigger (Precast Erection) at Govt. ITI, Bina and Assistant Shuttering Carpentry & Mason (Advanced Tiling) at Govt. ITI, Sagar.

The Skill Development Department of Govt. of Madhya Pradesh supported the initiative by extending the premises for this program. Centre for Research and Industrial Staff Performance, (CRISP), an autonomous organisation of the Department of Technical Education, Skill Development & Employment, Govt. of Madhya Pradesh, is the implementation partner.

BPCL Renovates Sevadaan Special School for Differently-Abled Children



BPCL is proud to support the renovation of Sevadaan Special School for differently-abled children in Chembur, Mumbai. The school currently educates 50 children aged 4 to 18 with autism, intellectual disabilities, and developmental challenges, supported by a committed team of teachers, non-teaching staff, and specialised therapists.

This initiative strengthens the school's learning environment and reinforces BPCL's belief in accessibility, dignity, and inclusive growth for every child.

A Fillip to Bioethanol Revolution

BPCL Commissions 1G-Bioethanol Plant at Its First Bioethanol Refinery at Bargarh, Odisha



With a rapidly growing economy and ever-rising energy demand, India is at the crossroads of development, energy security, and sustainability. Biofuels provide a viable pathway to augment sustainable energy generation. They address the issues of utilisation of surplus and lower-grade or non-food grade grains (feedstock for 1G bioethanol), ensuring prevention of wastage, as well as safe disposal of agricultural biomass waste (feedstock for 2G bioethanol). And while achieving this, biofuels boost farm incomes and help rural economy grow faster.

This milestone was made possible by the able and dedicated leadership of Mr. Sanjeev Pol, Project Leader (E&P), Bargarh, and Mr. Muralidhar Rao, Project Manager Biofuels (E&P) HQ, who along with their teams, worked in close coordination with the dedicated Operations team led by Mr. Dipesh Kamdar, Plant Head, Bargarh Bio-Refinery.



Aligned with the Ethanol Blended Petrol (EBP) Programme of the Ministry of Petroleum & Natural Gas, E&P-Biofuels and Bargarh Bio-Refinery (BBR) teams successfully commissioned the 100 kilolitres per day (KLPD) rice grain-based 1G Bioethanol plant at Baulsingha village of Bargarh district in Odisha on October 6, 2025. This marks a major milestone, transitioning the project from construction to operations — a testament to the dedication, innovation, and teamwork of everyone involved from concept to completion.



This is the first E&P-executed process plant project involving multiple integrated systems, including Water Treatment, Effluent Treatment Plant (ETP)/Process Condensate Treatment Plant (PCTP), biomass-fired boilers, cooling towers, chimneys, and solid material handling systems.

Meanwhile, pre-commissioning of the 2G Bioethanol plant is underway, with its commissioning expected soon.

The Bargarh team extends sincere gratitude

BARGARH BIOREFINERY



to the C&MD, Functional Directors, ED I/C (Biofuels), ED (E&P), ED (Biofuels), CGM (Biofuels & Major Projects) for their invaluable support and guidance.

This achievement represents a significant step in India's clean energy journey and reinforces BPCL's commitment to innovation, collaboration, sustainability, and bioenergy leadership.

Congratulations to all teams and partners on this remarkable milestone!

BPCL Recognised Among Global Top 100 Corporate Startup Stars

It is a proud distinction for Bharat Petroleum Corporation Limited (BPCL) to have been recognised by the International Chamber of Commerce (ICC) and Mind the Bridge as one of the Top 100 Corporate Startup Stars (CSS) worldwide. Remarkably, BPCL is the only Indian organisation featured in this prestigious global list of CSS, which is a celebration of the world's most exemplary corporate champions of startup collaboration.



The announcement was made at a ceremony held at the International Chamber of Commerce headquarters in Paris. The Corporate Startup Stars Awards 2025 recognised 100 top companies from the Forbes Global 2000 and Fortune Global 500 that demonstrate outstanding commitment to open innovation, startup engagement, and ecosystem development.

Commenting on the recognition, Shri Sanjay Khanna, Director (Refineries) with addl. charge of Chairman & Managing Director, said, "We are honoured to be recognised among the 2025 Top 100 Corporate Startup Stars. This global accolade is a testament to Bharat Petroleum's commitment to building an open innovation ecosystem that fosters entrepreneurship in the country. Through our startup initiative 'Ankur', we are catalysing breakthrough solutions that will make energy cleaner, smarter, and more sustainable. As BPCL marks its 50th year of shaping the future of energy, we remain

committed to partnering with startups to advance technologies that will accelerate India's energy transition and strengthen BPCL's position as an integrated energy company of the future."

Since its launch in 2016, 'Ankur' has supported 30 startups offering innovative solutions in Robotics, Artificial Intelligence, Machine Learning, Asset Integrity, Industrial IoT, Inspection, Predictive Maintenance, Safety Technologies and other emerging domains. The 'BPCL Ankur Fund' has been established to invest in promising early-stage startups aligned with BPCL's strategic priorities and future roadmap.

Congratulating the winners, Alberto Onetti, Chairman, Mind the Bridge, said, "BPCL is a strong case of how a large corporation can strategically drive innovation by partnering with startups and investing in them. Through Project Ankur, BPCL has developed a platform

that accelerates the adoption of new technologies, while nurturing early-stage entrepreneurs in India's evolving energy sector through initial grants. To further this goal, BPCL launched the BPCL Ankur Fund, which enables strategic investments in startups by providing equity funding. This approach allows startups to scale their solutions within the BPCL ecosystem."

Some of the other 2025 Top 100 CSS winners include 3M, ABB, Air France-KLM, Airbus, Allianz, ArcelorMittal, Aviva, Barclays, Bayer, BMW, BNP Paribas, Bosch, Coca-Cola, Emirates, Enel, Engie, ENI, Google, Henkel, Honda Motor, Honeywell, Huawei, Hyundai Motor, Japan Airlines, Johnson & Johnson, L'Oreal, LG Electronics, Lufthansa, LVMH, Maersk, Mercedes-Benz, Mitsubishi, Mitsui, Nestlé, Panasonic, PepsiCo, Procter & Gamble, Repsol, Saint-Gobain, Schneider Electric, Shell, Sodexo, Standard Chartered, Suzuki Motor, ThyssenKrupp, TotalEnergies, Unilever, Visa, Volkswagen, Volvo and Xiaomi.

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BPCL SCO Team Triumphs at CII SCALE Awards 2025



Excellence remains the core of our commitment

BPCL's Supply Chain Optimisation (SCO) team has secured a remarkable win at the 12th Edition of the CII Supply Chain and Logistics Excellence (SCALE) Awards 2025, triumphing in the "Oil, Gas & Petroleum" category. Following a stringent multi-stage evaluation by an eminent jury panel, BPCL was recognised for its groundbreaking initiatives and strong performance in supply chain optimisation—an honour that reflects its consistent dedication to elevating logistics and operational efficiency.

The ceremony, held on December 5, 2025, marked a significant milestone as BPCL bagged this prestigious recognition for the second consecutive year. The award was received by Mr. Shelly Abraham, Executive Director (SCO), who was joined by his enthusiastic team.

The jury commended BPCL for its adherence to industry best practices and its innovative, future-centric approach. This achievement reinforces BPCL's position as a leader in the Oil & Gas sector, setting new standards in supply chain excellence and celebrating a proud moment on the national stage.

CRDC Earns a Place Among top 50 Innovative Companies at CII IP Awards 2025

BPCL's Corporate Research & Development Centre (CRDC) has earned prestigious recognition at the CII Industrial Intellectual Property (IP) Awards 2025. This accolade highlights CRDC's leadership among India's Top 50 Innovative Companies for outstanding IP generation and protection.

As part of the award evaluation, CRDC presented comprehensive data covering the last three years, highlighting its strong performance in patents filed and granted, as well as design applications and trademark



registrations, reflecting a robust and systematic IP ecosystem aligned with business and national innovation goals.

At an Award ceremony held on December 17, 2025, the honour was received by Dr. Ravi Kumar V., CGM (R&D) along with the CRDC team.

The CII Industrial Intellectual Property Awards aim to recognise and celebrate enterprises that have championed IP generation and protection as a strategic tool to drive business growth and economic development. The awards encourage organisations to foster a strong

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culture of IP creation and commercialisation, promote collaboration with academic and research institutions in India & abroad and facilitate engagement between IP-driven enterprises and policymakers.

The recognition underscores CRDC's continued commitment to innovation, technology leadership, and strengthening India's intellectual property landscape, supporting BPCL's journey towards sustainable growth and global competitiveness.

BPCL Pipelines Honoured with CII Industry Excellence Award 2025

BPCL Pipelines has been awarded the CII (Confederation of Indian Industry) Best Practices Award 2025 for Emergency Preparedness & Response, in the category Large Enterprises—Construction / Infrastructure / Projects, under the leadership of Mr. Biju Gopinath, Executive Director (Pipelines).



The award was earned through a rigorous three-stage evaluation process, comprising application screening, detailed presentation assessment, and final jury evaluation through site visits.

The award competition witnessed participation from hundreds of leading organisations across India, including major PSUs as well as corporates such as L&T, Godrej, Cummins, Cipla, GSFC, MGL, Bosch, and Grasim, among many others, representing diverse sectors.

BPCL is steadfast in its commitment to safety as an

integral component of all operations and strategic planning. Reflecting this ethos, BPCL Pipelines adheres to the principle of “सुरक्षा परमो धर्मः”—safety is paramount—ensuring it is incorporated in every aspect of pipeline planning, operations, and emergency preparedness.

The award was presented to the BPCL Pipelines Team on December 9, 2025 at the Godrej Enterprise premises, Mumbai, by Shri Mahesh Lala Narvekar, Appellate Authority / Director, MCGM, and Shri Anil G. Verma, CEO, Godrej & Boyce.

This recognition reaffirms BPCL Pipelines' sustained commitment to safety excellence and robust emergency preparedness.

First-of-its-Kind 2G–1G Bio-Ethanol Refinery Project Bags National Project Excellence Award

Our E&P Biofuel team has been honored with the prestigious National Project Excellence Award (NPEA) 2025 under the category “One of Its Kind” for its pioneering 2G–1G Integrated Bio-Ethanol Refinery Project at Bargarh, Odisha. This landmark project has a capital outlay of ₹1,775 crore.

The award was presented at a ceremony during the 33rd Global Symposium and 7th World Project Management Forum Meet 2025, held in New Delhi, following a nationwide competition featuring projects across sectors and regions. The trophy was presented by Dr. Deepak Vohra, former Ambassador and Special Adviser to Ladakh Autonomous Hill Development Councils of Leh and Kargil in the presence of eminent dignitaries and stalwarts of the project management fraternity.

This recognition followed a rigorous evaluation of innovation, execution excellence, sustainability impact, and technological advancement. The Bargarh project stands out for its unique integration of conventional grain-based ethanol production (1G) with agricultural residue-based ethanol (2G) technology, optimising resource utilisation, strengthening rural value chains, and supporting India's transition toward cleaner energy.

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As the project moves toward the commissioning of the 2G plant, this achievement marks a significant milestone and reinforces BPCL's commitment to advancing integrated bio-ethanol technology for a sustainable energy future.

Bina Refinery Wins Three Prestigious Accolades at NPEA 2025



BPCL recorded a proud milestone as Bina Refinery secured three prestigious accolades at National Project Excellence Awards (NPEA) 2025 for excellence across sustainability, innovation, and project execution.



The Refinery-integrated 2.15 TPD / 5 MW Green Hydrogen Plant was honoured under the 'Exemplary Project Awards' and 'One of its Kind' categories, while the Integrated Operator Insight (IOI) App received recognition for Innovation.

From advancing green hydrogen adoption to deploying AI-enabled digital solutions for safer and smarter operations, these achievements reflect BPCL's focussed progress towards achieving net zero emissions in Scope 1 & Scope 2 by 2040. Bina Refinery continues to play a pivotal role in strengthening India's clean energy ecosystem and driving the nation's energy transition forward with purpose and impact.

Financial Express Green Sarathi Gold, Silver and Bronze Awards in Sustainability Excellence

BPCL's sustainability excellence was recognised with Gold, Silver and Bronze at Financial Express Awards. It was a momentous occasion for BPCL to receive the Gold award in the category of "Best PSU Sustainability Initiative", Silver in the category of "Sustainable Business of the Year," and Bronze for "Water Stewardship" at Green Sarathi Summit and Awards 2025 held in Delhi on December 19, 2025.

These prestigious awards underscore

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BPCL's commitment to aligning with global Environmental, Social, and Governance (ESG) standards and contributing to India's sustainable development goals. It also serves as a powerful affirmation of BPCL's role in integrating sustainability in all its business decisions.

FE Green Sarathi Summit and Awards 2025 is an initiative of FE Connect, the experiences division of FinancialExpress.com, designed to bring India's most influential voices in business, policy, and innovation together. It is a leading platform for high-impact industry events in India.

On behalf of Corporate HSSE, awards were received by our CRDC Team, Noida, comprising Mr. Dharmendra Pandey, Sr. Manager (R&D), and Ms. Tithi Biswas, Sr. Manager, Sales (LPG), Piyala LPG Territory.

QA Laboratories Shine at NSCI Safety Awards 2025

The National Safety Council of India (NSCI) is a premier non-profit organisation committed to advancing Occupational Safety and Health (OSH) nationwide.

Every year, NSCI conducts its Safety Awards Contest to honour organisations that demonstrate genuine effort, steadfast commitment, and continuous improvement in workplace safety.

Eight QA laboratories from BPCL participated in the NSCI Safety Awards 2025. Among these, Piyala, Paradeep, & Tondiarpet QA labs received the prestigious "4th Level Safety Award — Prasansa Patra" under the Service Sector category. The remaining five labs — Kanpur, Budge Budge, Cherlapally, Borkhedi, and Sewree — were honoured with the 'Certificate of Merit.' These recognitions highlight the consistent efforts, disciplined approach, and unwavering focus of QA on improving occupational safety and health standards, reflecting a strong dedication to safe practices, robust safety systems, and a workplace culture that genuinely prioritises Health, Safety, Security, and Environment (HSSE).

The award ceremony was held at the Asia Pacific Occupational Safety and Health Organisation's international conference, APOSHO 39, organised by NSCI at Yashobhoomi, Delhi. The awards were presented to recipients in the presence of Mr. S. Kannan, Business Head (Lubes), and the ceremony was attended by Mr. Sarvesh Singh Tomar, Gen. Manager I/CP&AD (Lubes), and Mr. Shanmuganathan C., Ch. Manager QA (Lubes), HQ.



These achievements clearly reflect the dedication, teamwork, and sustained efforts across all QA laboratories in fostering a strong and sustainable safety culture. The recognitions also reaffirm BPCL's collective commitment to following best practices, ensuring safe working conditions, and continuously improving safety performance.

This accomplishment stands as a proud moment for the QA fraternity as well as the organisation, reinforcing BPCL's continued pursuit of excellence in workplace safety.

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Quality Assurance (Marketing) Clinches Platinum Award at CII-Kaizen Circle Competition



Every improvement in quality strengthens trust, reliability, and business excellence

The QA Department (Marketing) has been honoured with a Platinum Award for 'Best Innovative Kaizen in Quality Project' at the 11th Kaizen Circle Competition 2025, organised by the Confederation of Indian Industry (CII). This prestigious national-level event was conducted virtually on December 17, 2025 and witnessed the submission of 382 Kaizen project presentations by reputed organisations from across India. Despite such intense and healthy competition, our QA team emerged as the top-ranked winner in the 'Kaizen for Quality' category, earning the Platinum award.

The CII is one of India's most respected industry bodies, playing a key role in driving quality, innovation, and best practices across Indian industries. CII's Kaizen Circle competitions are highly regarded platforms that recognise organisations demonstrating excellence in continuous improvement, problem-solving, and operational efficiency. Winning a Platinum award at this

forum reflects national recognition and benchmarking against the best in the industry.

This achievement highlights the innovative and practical solutions developed by the QA team, such as the BX Solution, Mobile Laboratory-enabled customer visits, and BIODET. These initiatives have successfully applied quality principles at BPCL to solve real business challenges, enhance customer confidence, and deliver measurable business benefits. Overall, this recognition reinforces BPCL's strong commitment to innovation, customer focus, and operational excellence, while showcasing the QA team's dedication to driving continuous improvement.

Gold Medal at the 11th Edition of IGMC & Safety-First Factory Program – 2025 (Preventive Level)

We are pleased to announce that BPCL Mumbai Refinery has been bestowed with the Gold Medal in the 11th edition of the India Green Manufacturing Challenge (IGMC) and the Safety-First Factory Program-2025 (Preventive Level), organised by International Institute for Manufacturing (IRIM), Mumbai on December 13, 2025.

On behalf of BPCL Mumbai Refinery, the prestigious awards were received by Mr. Ashok Chaudhary, Ch. Gen. Manager (Technology), Mr. Naizu A. V. (Gen. Manager (HSSE), Mr. Atul Vyawahare, Gen. Manager (Environment/PSM/QMS), Mr. Salvin Babu Joseph, Mr. Mahaveer Jadhav, Manager (Environment), and Mr. Nitin Sawant, Manager (PSM) at the hands of Mr. Rajeev Budhiraja, Strategist, Innovator & Global Governance Thinker, Mr. Anand Louie, Director, IRIM, and Mr. Sundaresan Narayanan, MD, Carrier India Air Conditioning & Refrigeration.

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Ratings report of September 2025 in Oil & Gas Refining and Marketing sector. M/s. Crisil ESG Ratings & Analytics Limited (Crisil ESG Ratings) is registered with SEBI as a Category-1 ESG rating provider. Crisil ratings are an opinion on company's performance arrived at by assessing its exposure to ESG risks, impact of environment and society, its internal governance, and its ability to manage such ESG

This significant recognition reflects BPCL Mumbai Refinery's unwavering commitment to green manufacturing, preventive safety practices, and operational excellence.

The awards were conferred during the Manufacturing Thought Leaders' Summit 2025, a congregation of manufacturing leaders, innovators, and changemakers. Designed as a unique learning program, the summit serves as a transformative platform, bringing together visionaries, authors, policymakers, and industry leaders to deliberate on leadership, technology, strategy, and ethics.

The summit featured inspiring keynote addresses by eminent leaders, including Dr. Srinath Sreedharan, public policy thought leader, Dr. Budhiraja, Dr. Ram Madhav from President of India Foundation and expert on political matters, Dr. Anil K. Khandelwal, former C&MD, Bank of Baroda, and Mr. R. Gopalkrishnan, former director of Tata Sons.



risks and opportunities over a period.

BPCL scored over IOCL, HPCL, MRPL, and CPCL. The performance of RIL is found to be on par with BPCL. The key parameters where BPCL has performed better than

Top ESG Ratings for BPCL

The exceptional Environmental, Social, and Governance (ESG) performance of BPCL is evident in the top ratings given by leading rating agencies. It is also a reflection of our unflinching commitment to responsible growth, transparency, and a greener future for all.

Crisil Rates BPCL No.1 in ESG Rating

It is a proud moment for BPCL and Team Sustainability, CHSSE for securing the No.1 position in Crisil ESG

peers are: better reporting on Scope 3 emissions, superior performance on training coverages; no fatalities reported for employees for the last four years; and adequate size of board with independent director being the chairperson of each statutory committee. Key Areas of improvement highlighted in the report are: low representation of women directors and no lead independent director on the board; lack of share of renewable energy in the total energy mix and inadequate disclosure of certain pollutants.

The overall achievement is a direct outcome of BPCL's integrated sustainability strategy, responsible operations, strong governance, improved and transparent disclosures, and the company's continuous efforts to align with global ESG expectations. The rating further reinforces stakeholder trust, especially investors

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and global partners while strengthening BPCL's long-term competitiveness.

This exceptional achievement was celebrated by Corporate HSSE team, including Mr. Amol Bankar, Mr. Srinivas Lavuri, Mr. Satish Sudhir, Mr. Sohail Akhtar, CGM (Net Zero Initiatives) and Mr. Sanjeev Raina, ED (I/c), HSSE.

NSE Sustainability Rates BPCL No.1 among OMCs in ESG Ratings



It is a proud moment for BPCL and Team CHSSE for securing No.1 position among OMCs in the ESG Rating report by M/s. NSE Sustainability Ratings & Analytics Ltd.

NSE Sustainability Ratings & Analytics Ltd. (NSE Sustainability), a subsidiary of NSE Indices Limited (NSEI), is a registered Category-1 ESG rating provider as per SEBI (Credit Rating Agencies) Regulations, 1999. NSE Sustainability believes that ESG ratings are not just a measure of compliance but a reflection of a company's strategy, culture, and values.

BPCL has scored ESG Rating of 63, whereas IOC and HPCL scored 59 and 61, respectively. This achievement is a direct outcome of our integrated sustainability strategy, responsible operations, strong governance, improved and transparent disclosures in Business Responsibility and Sustainability Report (BRSR) and Sustainability Report and our continuous efforts to align with global ESG expectations.

This proud achievement was celebrated by the Corporate

HSSE team, including Mr. Amol Bankar, Mr. Srinivas Lavuri, Mr. Satish Sudhir, Mr. Mohammad Sohail Akhtar, CGM (Net Zero Initiatives), Mr. Arul Muthunathan, ED, HSSE and Mr. Sanjeev Raina, ED (I/c), HSSE.

BPCL Secures CDP B Rating for Climate Management

BPCL has secured a CDP Climate Change 'B' rating (Management Level) in FY 2024–25, reflecting its advancement to the 'Management' level from last year's 'C' level (Awareness Level) in addressing climate-related risks and opportunities since commencing CDP disclosures in 2019. This progression from 'awareness' to 'active management' of climate-related risks and opportunities, is an affirmation of growing maturity in BPCL's climate governance, risk management practices, disclosure quality and actively embedding climate considerations into business and operational decision-making.

In addition, FY 2024–25 represents BPCL's first-ever disclosure under CDP Water Security, for which the company received a 'B' score, signalling early but credible progress in understanding and managing water-related



impacts and risks.

CDP (formerly the Carbon Disclosure Project) is an international non-profit organisation based in the United Kingdom, Japan, China, Germany, Brazil and the United States that helps companies, cities, states, regions and public authorities disclose their environmental

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impact. Its reports are used extensively by investors, lenders, customers, and policymakers to assess corporate performance across key environmental themes. The CDP Score also measures how well organisations understand, manage, and act on their environmental impacts. These outcomes complement BPCL's overall ESG performance and reflect a more integrated approach to sustainability, governance, and long-term value creation.

The achievement was celebrated at Corporate HSSE HQ in the presence of Mr. Arul Muthunathan, ED, HSSE, Mr. Sohail Akhtar, CGM (Net Zero Initiatives), along with Mr. Srinivas Lavuri, Mr. Satish Sudhir, Mr. Amol Bankar and other team members.

अहमदाबाद राज्य कार्यालय ने जीता श्रेष्ठ राजभाषा कार्यान्वयन हेतु प्रथम पुरस्कार



भारत पेट्रोलियम कार्पोरेशन लिमिटेड, राज्य कार्यालय अहमदाबाद को दिनांक 19 दिसंबर, 2025 को इसरो सभागार, बोपल परिसर, अहमदाबाद में नराकास-अहमदाबाद द्वारा वर्ष 2024-25 के लिए राजभाषा के श्रेष्ठ कार्यान्वयन हेतु 100 से कम कार्मिक संख्या वाले उपक्रम की श्रेणी में प्रथम पुरस्कार से सम्मानित किया गया। अहमदाबाद राज्य कार्यालय की ओर से श्री अचिंत भावसार, कार्यालयाध्यक्ष एवं राज्य प्रमुख (रिटेल) गुजरात को श्री सतीश शर्मा, अध्यक्ष तथा प्रधान मुख्य आयुक्त, गुजरात द्वारा पुरस्कार प्रदान किया गया। साथ ही



अहमदाबाद राज्य कार्यालय के श्री प्रकाश जोशी, हिंदी समन्वयक एवं उप-महाप्रबंधक विपणन (रिटेल), गुजरात को भी श्री सतीश शर्मा, अध्यक्ष तथा प्रधान मुख्य आयुक्त, गुजरात द्वारा पुरस्कार प्रदान किया गया। यह पुरस्कार अहमदाबाद राज्य कार्यालय के सभी अधिकारियों/कर्मचारियों की राजभाषा के प्रति लगाव एवं प्रयास को दर्शाता है। इसके लिए श्री अचिंत भावसार, राज्य प्रमुख (रिटेल), श्री संजय आनंद, राज्य प्रमुख (एलपीजी), श्री क्षितिज मिट्टा, राज्य प्रमुख (आई एंड सी), एवं श्री कपिल वैश्य, प्रादेशिक प्रबन्धक (लूब्स) तथा अन्य सभी वरिष्ठ अधिकारीगण एवं कर्मचारी बधाई के पात्र हैं, जिन्होंने हिंदी कार्यान्वयन में महत्वपूर्ण भूमिका निभाई।

कोयली इंस्टॉलेशन ने पाया श्रेष्ठ राजभाषा कार्यान्वयन हेतु तृतीय पुरस्कार

कोयली इंस्टॉलेशन को वर्ष 2024-25 के दौरान राजभाषा हिंदी के उत्कृष्ट, प्रभावी एवं अनुकरणीय कार्यान्वयन हेतु "20 से कम कर्मचारियों की श्रेणी" में तृतीय पुरस्कार से सम्मानित किया गया। यह प्रतिष्ठित सम्मान भारत सरकार, गृह मंत्रालय के अधीन नगर राजभाषा कार्यान्वयन समिति (उपक्रम), आईओसीएल गुजरात रिफाइनरी द्वारा 15 दिसंबर 2025 को आयोजित नराकास की छमाही बैठक में गृह मंत्रालय के प्रतिनिधि एवं विभिन्न कार्यालयों के वरिष्ठ अधिकारियों की गरिमामय उपस्थिति में प्रदान किया गया। भारत पेट्रोलियम कोयली संस्थापन की ओर से इस पुरस्कार को श्री जितेंद्र तिवारी, वरिष्ठ प्रबन्धक (रिटेल) एवं श्री अंकित सोनी, सहयोगी कार्यपालक (रिटेल) ने ग्रहण किया। इसके अतिरिक्त, कोयली इंस्टॉलेशन के राजभाषा अधिकारी को भी 20 से कम कर्मचारियों की श्रेणी के कार्यालयों में हिंदी भाषा के प्रभावी प्रवर्तन, प्रचार-प्रसार एवं सुदृढ़ कार्यान्वयन हेतु किए गए उनके उत्कृष्ट एवं सराहनीय योगदान के लिए विशेष रूप से सम्मानित एवं प्रशंसित किया गया। यह उपलब्धि कोयली इंस्टॉलेशन की राजभाषा के प्रति अटूट प्रतिबद्धता, सुव्यवस्थित प्रयासों एवं

सकारात्मक कार्यसंस्कृति को प्रतिबिंबित करती है तथा अन्य कार्यालयों के लिए प्रेरणास्रोत का काम भी करती है।

Annual HSSE Summit and Awards 2025

Upholding the highest standards of Health, Safety, Security, and Environment

Corporate HSSE Organised the Annual HSSE Summit in Bengaluru, held at JW Marriott on December 18-19, 2025, reaffirming its commitment to upholding the highest standards of Health, Safety, Security, and Environment (HSSE) across the organisation. The summit – with the theme 'Vada,' meaning "Promise" – aimed to deepen safety consciousness, foster a proactive safety culture, and equip the organisation to effectively address emerging and future challenges with resilience.



The summit was graced by Shri Sanjay Khanna, Director (Refineries) with addl. charge of Chairman & Managing Director, along with other senior dignitaries from various Business Units (BUs). They shared valuable insights on embedding safety as a core organisational value. The event also featured distinguished speakers and experts from premier national institutions and global consulting organisations, who delivered insightful sessions on Health, Safety, Security, Environment, Sustainability, Behavioural Safety, Risk Management, and Digital Transformation in HSSE.

Shri Sanjay Khanna reaffirmed safety as a non-negotiable core business imperative at the HSSE Summit 2025-26, underscoring its central role in BPCL's culture, business continuity, and long-term sustainability. Addressing senior leadership, business heads, and entity heads from across the organisation, he acknowledged the collective presence of leadership and appreciated the sustained efforts of the Corporate HSSE team, along with Business Units (BUs) and Entities, in strengthening safety performance across the organisation. He emphasised that safety underpins operational excellence, organisational credibility, and stakeholder trust.

He highlighted BPCL's strong financial and physical performance over the year, commending teams across the organisation for maintaining leadership positions amid a complex global energy landscape. He emphasised the need to balance rising energy demand with environmental responsibility, noting the coexistence of multiple energy forms during the transition and BPCL's integrated approach to strengthening refining and petrochemical capacities alongside sustainability initiatives.

Emphasising the role of Corporate HSSE, he put emphasis on strong governance, robust ESG compliance, faster cross-pollination of safety best practices, and deeper embedding of safety culture, especially amid workforce expansion. He also highlighted the importance of leveraging digital tools to further enhance safety performance and build a safer, more resilient, and future-ready organisation.

Award Function

The event concluded with a grand award ceremony recognising outstanding contributions across BPCL Business Units (BUs).

Bina Refinery Wins Twin Accolades

Bina Refinery (BR) team, led by Mr. Chacko M. Jose, ED (BR), along with Mr. Anil T. Medhe, GM (HSSE), Dr. Prabhat K. Bag, Manager (F&S-Environment), and Mr. Prateek Raj, Sr. Manager (E&P), represented BR at the HSSE Annual Summit and Award Ceremony 2025.

BR bagged two prestigious awards at the summit.

1 Best Refinery for HSSE Excellence

Bina Refinery was honoured as the '**Best Refinery for HSSE Excellence**' for the second consecutive year, receiving the prestigious Chairman's Award.

2. 'Net Zero Initiator Award

BR was also lauded for its proactive role in BPCL's net zero journey and conferred the 'Net Zero Initiator Award.'

The Chairman's Trophy was presented to BR team by



Shri Sanjay Khanna, underscoring the relentless efforts and commitment of Team BR towards Health, Safety, Security, Environment, and Sustainability.

Mumbai Refinery Clinches Two HSE Awards

Mumbai Refinery clinched two prestigious awards, reflecting its unwavering commitment to excellence in HSE.

1. Excellence in HSE 2024-25 under the category "Refineries"



This award for Mumbai Refinery is an acknowledgement for implementing several innovative HSE initiatives, including:

- First-ever implementation of Ultra-Critical Video Analytics (UCVA) system in BPCL Refineries
- Online Equipment Tagging System
- Real-Time Location Sensing (RTLS) system / Augmented Reality (AR) /

Chemicals & Fertilizers (RCF)

- Installation of a Municipal Wastewater Treatment Plant at Chembur Colony using photo-bioreactor green algae-based technology, implemented for the first time in India on a pilot scale of 0.2 MLD

On behalf of the BPCL Mumbai Refinery HSE team, the award was received by Mr. Naizu A. V., GM (HSSE), and Mr. Atul Vyawahare, GM (Environment, PSM & QMS), from Mr. Sanjeev Raina, Executive Director (In-Charge), Corporate HSE.

2. Excellence in HSE 2024-25 under the category "Refineries Laboratories"

Mumbai Refinery Quality Assurance Laboratory was recognised for its exemplary and proactive safety initiatives, which included:

- Inauguration of an exclusive laboratory for Bitumen testing
- Publication of Standard Operating Procedures (SOPs), Pocket Manuals, Ready Reckoners, and the "Do You Know" series
- 100% compliance with OISD-211
- Achievement of zero non-compliance in Oil Industry Safety Directorate (OISD), internal, and external safety audits. The laboratory's adoption of advanced safe testing techniques and robust electrical safety measures were acknowledged as a set of best practices.



On behalf of Mumbai Refinery QA team, the award was received by Mr. S. Navin Raj, DGM (QA), from Mr. Kani Amudhan N., Chief Procurement Officer, CPO-Marketing.

Virtual Reality (VR) technologies / VR-based immersive safety training for critical safety modules

In the area of environmental sustainability, Mumbai Refinery demonstrated leadership through:

- Utilisation of 8 Million Litres per Day (MLD) of treated water in partnership with Rashtriya

सुरक्षा आपकी

भारतगैस की ओर से आया हूँ।
आप की सुरक्षा का सन्देश लाया हूँ।
पुरानी खराब रबर ट्यूब बदल दीजिये।
जान का जोखिम मत लीजिये।
नयी सुरक्षा लाया हूँ, इसे आप समझ लीजिये।
सुरक्षा के इसमें तीन हैं लेअर।
चूहों से फिर काहेका है डर।
छुरी से भी इसे काट नहीं सकते।
दो हिस्सों में बांट नहीं सकते।
स्टील की कोटिंग इसके अंदर।
दिखने में है बड़ी ही सुंदर।
पकड़ इसकी फेल नहीं होती।
जिंदगी अपनी कोई खेल नहीं होती।
जल, वायु, अग्नि का इससे होता कोई असर नहीं।
सुरक्षा को अपनाकर तुमको करना है जिंदगी बसर नयी।
पांच साल की ग्यारंटी इसकी।
पर चल जाएगी सालों साल।
पांच साल में ही देना बदल।
जिम्मेदारी का है यह एहसास।
माना की इसका दाम है थोड़ा ज्यादा।
पर आपकी अनमोल जिंदगियों से लाख गुना आधा।
नली नहीं है ये सिर्फ गैस की।
परंपरा है ये विश्वास की।



आप मानो या न मानो।
सौगात है ये भारतगैस की।
इसी लिए तो कहता हूँ सबसे, अपनाओगे अगर सुरक्षा।
दोगे अगर हमारा साथ, गर्व से कह सकेंगे तब हम सबको।
सदा रहेगा अब 'निल' अपघात।
सदा रहेगा अब 'निल' अपघात।
सदा रहेगा अब 'निल' अपघात।



जीतेन्द्र काशीनाथ सोनार
हर्षिल गैस, जलगांव (महाराष्ट्र)

Golden Bonds Conclave Honouring 50 Years of Excellence

A unique celebratory event – the 'Golden Bonds Conclave' – was organised to commemorate five decades of enduring partnership, trust, and shared values between BPCL and its long-standing Retail channel partners. The event honoured dealerships that have completed over 50 years of association with BPCL, contributing vitally in the corporation's remarkable journey.



Goyal, Business Head (Retail), and senior leaders from Retail Headquarters and Western Region.

In his address, Shri Sanjay Khanna reiterated the importance of the DriveFresh Initiative, inclusivity and strict adherence of SOPs, to ensure sustained service excellence. Shri Subhankar Sen highlighted the instrumental role of channel partners in implementing several customer-centric and industry-first initiatives.

Mr. Pardeep Goyal acknowledged the steadfast contribution of veteran dealers and reaffirmed that BPCL's golden journey is deeply rooted in their dedication and commitment.

Veteran dealers graced the stage, proudly sharing their enduring journey of more than five decades. Remarkably, some of these associations started well over a century ago – since the days of Burmah-Shell, our former corporate avatar.

Western Region Retail

BPCL's partnerships with these dealerships have been



Western Region Retail hosted a celebratory event at Mumbai on November 24, 2025. The conclave stood as a tribute to the remarkable journey of collaboration that has shaped BPCL's strong, resilient, and trusted retail network over the decades.

The occasion was graced by Shri Sanjay Khanna, Director (Refineries) with additional charge of Chairman & Managing Director, Shri Raj Kumar Dubey, Director (HR), Shri Subhankar Sen, Director (Marketing), and Ms. Meenaxi Rawat, CVO, in the presence of Mr. Pardeep

crucial to the phenomenal success of landmark initiatives such as Pure for Sure, PetroCard, In&Out, SmartFleet, and UFill, significantly enhancing customer experience nationwide.

Commemorating these 'golden bonds,' all honoured dealers were felicitated with commemorative plaques in recognition of their exemplary association.

A dealer remarked, "BPCL is not just our business partner — it is our legacy." Another dealer shared: "Our 50-

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year journey reflects the strength of trust that binds us together."

The conclave reaffirmed our commitment to honouring our legacy of trusted partnerships and shared growth, propelling our journey forward.

Northern Region Retail

On November 27, 2025, the Delhi Territory (Retail) proudly hosted the Golden Bonds Conclave, a landmark celebration honoring the deep-rooted relationship between the corporation and its veteran dealer fraternity. The event served as a nostalgic reflection of partnerships that have shaped the organisation's growth story, and strengthened its footprint across the nation. It was a nostalgic moment to acknowledge, cherish, and felicitate the unwavering contribution of channel partners who have been associated steadfastly for over 50 years through the company's transformative journey.

milestones achieved by the vertical and outlined strategic priorities for the future. He emphasised that customer-centricity, digital transformation, and innovation would be the primary drivers for the next phase of growth.

Mr. Gorav delivered a comprehensive presentation showcasing key achievements in operations, loyalty initiatives, network expansion, and non-fuel offerings. He highlighted the Retail Business Unit's consistent leadership across both urban and rural while underscoring the imperative to adapt fuel retailing practices to meet evolving market dynamics.

A special highlight of the event was the presentation of the Foundation Day Anthem, accompanied by a curated film chronicling the 50-year evolution of the Retail business. The atmosphere was further enriched by veteran dealers sharing inspiring accounts of their multi-decade association with BPCL, reflecting a legacy



The conclave was graced by the distinguished presence of senior leadership, including Shri Subhankar Sen, Director (Marketing), Mr. Pardeep Goyal, Business Head (Retail), Mr. Gorav, CGM Marketing (Retail), and Mr. Achman Trehan, Head (Retail), North.

Delivering the keynote address, Shri Subhankar Sen expressed his profound admiration for the long-standing relationships shared across the corporate family. He reflected on how this bond has evolved since the Burmah-Shell era, playing a pivotal role in the company's heritage. He also shared insights on India's rapidly evolving energy landscape, delineating the promising opportunities that lie ahead and inspiring confidence among all stakeholders.

Mr. Pardeep Goyal acknowledged the significant

built on trust, excellence, and service to the nation. To honour this dedication, the leadership team felicitated select partners from across Northern Region for their exemplary and uninterrupted contributions for over half a century.

The conclave concluded with a heartfelt vote of thanks by Mr Achman Trehan.

Southern Region Retail

The Golden Bonds Conclave for the Southern Region Retail was held in Bangalore on December 1, 2025, commemorating enduring partnerships between the Corporation and its trusted dealer community. The gathering served as a warm reflection of a relationship

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that has grown stronger through every milestone of BPCL's evolution.

The conclave was graced by the esteemed presence of Shri Shubhankar Sen, Director (Marketing), Mr. Pardeep Goyal, Business Head (Retail), Mr. Ravi R. Sahay, Head (Retail), South, and Mr. Gorav, CGM Marketing (Retail), whose participation underscored the organisation's deep appreciation for the contributions of its channel partners.

Shri Pardeep Goyal, in his welcome address, provided a compelling overview of the Retail Business Unit's achievements across network expansion, customer initiatives, and digital efforts. He further articulated the strategic priorities that will guide the vertical in the coming years, focused on customer-centricity, innovation, and a future-ready transformation agenda.

Two concise yet impactful presentations followed: Deloitte's "Winning with Service" and Illumine's "Network in Transition". Together, they highlighted the evolving

partnerships dating back to the Burmah Shell era and traced the remarkable journey the Retail business has undertaken in recent years. He acknowledged the invaluable contributions of legacy dealers whose unwavering support has shaped the Corporation's identity across generations. Director (Marketing) also spoke about India's rapidly evolving energy environment and reaffirmed the Corporation's commitment to navigating this transition with clarity, shared purpose, and collaboration with its channel partners.

A memorable highlight of the conclave was the unveiling of the Foundation Day Anthem, accompanied by a specially curated film retracing the 50-year journey of the Retail business. This was followed by heartfelt accounts from senior dealers whose long association stands as a testament to a legacy built on trust, service, and shared growth. To honour this enduring commitment, select partners from across the Southern Region were felicitated by the leadership team for their decades of remarkable and uninterrupted service. The evening concluded with a



expectations of customers, the shifts underway in the fuel retail landscape, and the readiness required for a dynamic, modern network.

In his keynote address, Director (Marketing) Shri Shubhankar Sen reflected on the rich heritage of dealer

warm Vote of Thanks by Shri Ravi R Sahay, who expressed heartfelt appreciation to all dignitaries and participants.

This conclave was as much about honouring legacy as it was about the reaffirmation of the organisation's shared vision for a dynamic and collaborative future.

Aarohan — Distributors' Awards Night

Honouring Top Performers Who Pushed the Envelope of Business Excellence

Our distributors across territories strove to achieve higher performances, driven by a growth mindset and exemplary customer-centric service culture.

We honoured the top-performers among them at the annual Distributors' Award Night, recognizing their amazing passion, dedication and agility in serving the customers and driving growth.

Mr. Vilas Pathrabe, Head (LPG), East and Mr. Supratim Bhattacharjee, State Head (LPG), West Bengal & North-East (WB & NE). Their addresses underscored the critical role played by distributors in ensuring uninterrupted LPG supply, maintaining high safety standards and strengthening customer trust across the region.

The award ceremony commenced with a graceful



They were recognised across a wide range of performance-driven segments, and business parameters, reflecting their excellence in both core business and key enablers.

Awards included Best Distributorship, Best Emerging Distributor, and for "excellence" in a wide spectrum of categories, such as Domestic, Commercial, FTL, NC, DBC, Safety Checks, Hot Plate Sales, Suraksha Replacement, VM Standards, OTP Delivery, as well as for several other operational, safety, and customer-centric initiatives.

Here are some glimpses of the celebrations at various BPCL locations.

Raiganj LPG Plant

On the evening of December 18, 2025, Raiganj LPG Territory hosted Aarohan – Distributors Award Night. The ceremony was graced by the presence of

cultural dance performance, setting an energetic and celebratory tone for the evening. Each award celebrated consistency, discipline, and the spirit of partnership that drives collective success across the LPG value chain.

The program concluded with a vote of thanks by Mr. Tamoghna Tripathi, Plant Manager, Raiganj LPG Plant.

Kolkata LPG Territory

On the evening of December 10, 2025 the ever-energetic city of Kolkata hosted a powerful celebration of achievement — Aarohan 2.0 – Distributors' Award Night. The event saw our distributor partners felicitated for their relentless effort, consistency, and contribution that keeps our business accelerating year after year.

The ceremony was elevated by the presence of Mr. Vilas Pathrabe, Head (LPG), East, and Mr. Supratim Bhattacharjee, State Head, WB & NE. They sharply

SPECIAL STORY

highlighted the crucial role of distributors in delivering uninterrupted service and building customer trust.

The event commenced with a warm traditional welcome, followed by a vibrant cultural presentation. Senior leaders shared performance insights, new directions, and the strategic vision for the LPG vertical.

Head, WB & NE, whose leadership and encouragement added great value to the occasion.

Senior leaders shared insights on the unique challenges and immense potential of the North-East, and wholeheartedly appreciated distributors for their dedication in navigating difficult terrains and diverse



The award ceremony honoured top performers across categories ranging from BP parameters, initiatives to governance-related indicators.

The celebration was wrapped up with a sumptuous dinner, delightful music, and engaging conversations — leaving the entire partner community motivated for the next leap. The event reaffirmed that passion and commitment are the real catalysts for collective success, and the path ahead becomes unstoppable when partners share common goals and a focused vision.

North-East LPG Territory

On December 12, 2025, the North-East LPG Territory hosted a memorable Distributors' Award Night — an evening dedicated to celebrating the passion, perseverance, and performance of its distributor partners.

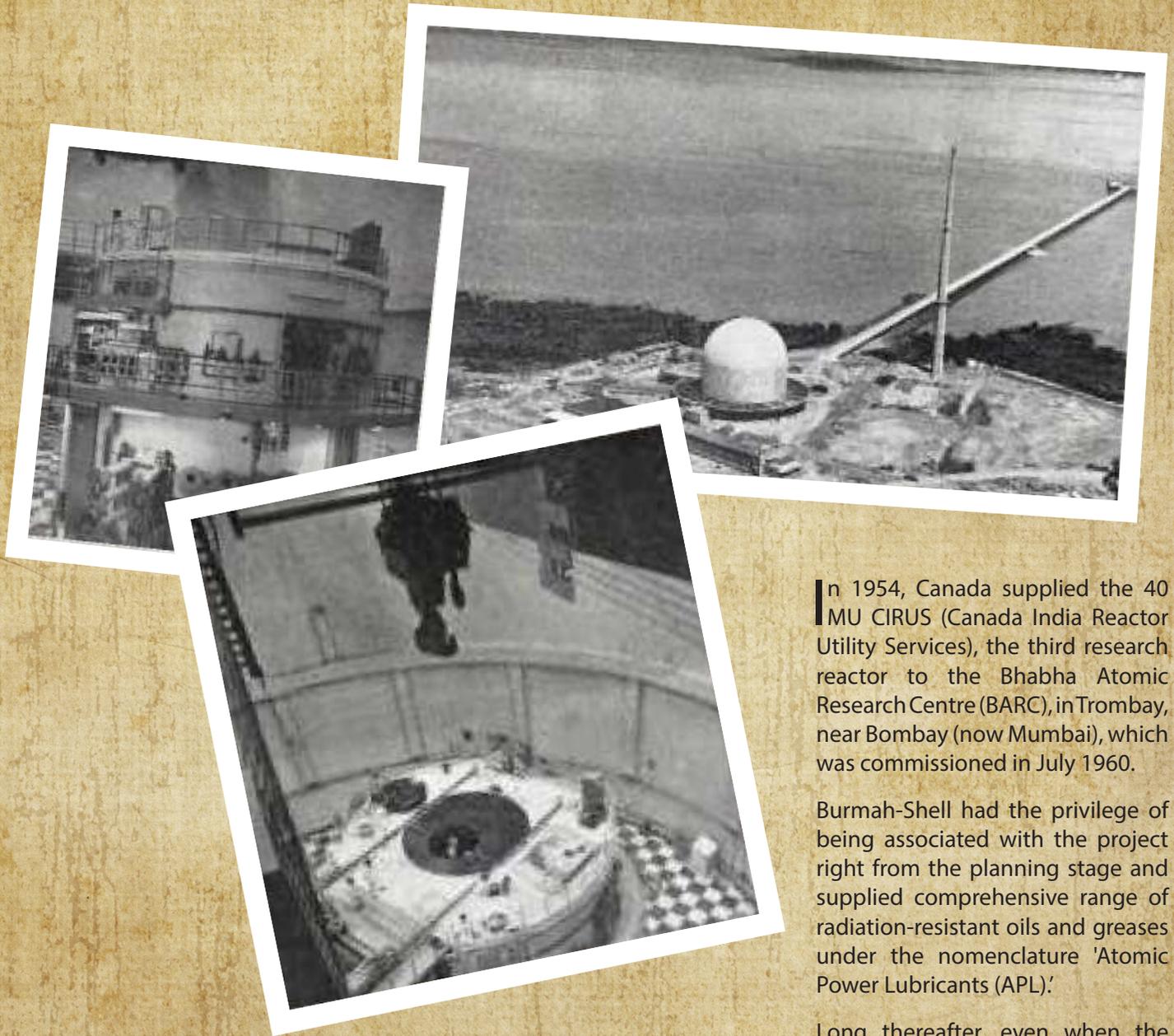
The event was graced by the presence of Mr. Vilas Pathrabe, Head (LPG), East, Mr. Javed Aslam, State Head (Retail), North-East, and Mr. Supratim Bhattacharjee, State

markets. Distributors were applauded for their vital role in expanding LPG reach, strengthening last-mile connectivity, and ensuring safe, reliable, and uninterrupted supply. The evening's highlight was the felicitation of top-performing distributors for their operational excellence and customer-centric approach.



The celebration strongly reaffirmed the strategic importance of the North-East in the organisation's growth journey and concluded on an uplifting note — filled with motivation, pride, and a shared vision for continued success.

Burmah-Shell Supplies Lubricants for Canadian Reactor



In 1954, Canada supplied the 40 MW CIRUS (Canada India Reactor Utility Services), the third research reactor to the Bhabha Atomic Research Centre (BARC), in Trombay, near Bombay (now Mumbai), which was commissioned in July 1960.

Burmah-Shell had the privilege of being associated with the project right from the planning stage and supplied comprehensive range of radiation-resistant oils and greases under the nomenclature 'Atomic Power Lubricants (APL).'

Long thereafter, even when the reactor had not reached the end its service life, India shut it down on December 31, 2010, in accordance with the Indo-U.S. nuclear accord.

A Twin Win: BPCL Emerges Victorious at the PSPB Billiards & Snooker Tournament



Tournament, making it a special milestone for the BPCL family, with warm compliments also to Pankaj Advani of ONGC for winning both individual titles.

BPCL's Sports Star Shines on the Global Stage

BPCL Sports Scholarship athlete Anupama Ramachandran has made the nation proud with her remarkable triumph at the International Billiards and Snooker Federation (IBSF) held from November 3 to 13, 2025 at Doha.

Anupama edged past Hong Kong China's Ng On Yee 3–2 in a tactical thriller.

The 21st PSPB Inter-Unit Billiards & Snooker Tournament 2025–26, held at the iconic Sports Club of Gujarat, Ahmedabad, from December 19 to 23, 2025, celebrated five days of world-class cue sports action.

BPCL emerged victorious at the 21st PSPB Billiards & Snooker Tournament with a disciplined and team-focused performance.

Led by Devendra Joshi, G.M. (Admin Services), Team BPCL comprising Manan Chandra, Sr. Manager, Ben. Admin (Sports); Shahbaaz Khan, Manager (Sports); S. Shrikrishna, Executive (Sports); along with Rayan Razmi, Ishpreet Chadda and Anupama Ramchandran got past ONGC in the Billiards final and IOCL in the Snooker final.

S. Shrikrishna's composed display in the Billiards final earned him the Player of the Tournament honour, along with a runner-up finish in the Snooker Individual event, while Ishpreet Chadda secured the second runner-up position.

This is the first time BPCL has secured both the Billiards and Snooker team championships at the PSPB



Her victory marked a historic first, as no Indian woman had ever won the World Women's Snooker title before.

A win that inspires, uplifts, and elevates the spirit of Indian sports.

ग्रामीण जड़ें, उपलब्धियाँ अनेक

ग्रामीण क्षेत्र में स्थापित यह एलपीजी डिस्ट्रीब्यूटर्शिप अपनी जड़ों को सहेजते हुए आज गर्व से एक उज्ज्वल उदाहरण के रूप में खड़ी है। यह दिखाती है कि कैसे निरंतर परिश्रम, व्यक्तिगत जुड़ाव और ग्राहक सेवा को सर्वोच्च प्राथमिकता देने से ऐसा व्यवसाय खड़ा किया जा सकता है, जिसमें विकास के साथ-साथ सेवा की संस्कृति संगठन के मूल स्वभाव में रची-बसी हो।

एक युवा महिला विवाह के बाद अपने जीवन में एक सार्थक कार्य और उद्देश्य की तलाश में थीं। तभी उन्हें वह अवसर मिला जिसकी उन्हें खोज थी। इस अवसर ने न केवल उनके जीवन को बदला, बल्कि उस पूरे समुदाय को भी प्रभावित किया जिसका वे हिस्सा थीं।

चार दशक से अधिक पहले, सुश्री राधिका सुरेश ने समाचार-पत्र में भारत पेट्रोलियम द्वारा जारी एक विज्ञापन देखा, जो उनके शहर में एलपीजी वितरक की नियुक्ति के बारे में था। शिक्षित और दूरदर्शी राधिका ने इसमें एक बड़ा अवसर पहचाना। उनके पति और पिता ने डिस्ट्रीब्यूटर्शिप के लिए आवेदन करने के उनके निर्णय का पूरा समर्थन किया। अपने दृढ़ संकल्प, शैक्षणिक पृष्ठभूमि और परिवार से मिले आधारभूत सहयोग के बल पर उन्होंने भारत पेट्रोलियम को अपनी उपयुक्तता और व्यवहार्यता का विश्वास दिलाया।

इस तरह 14 दिसंबर 1984 को कोचीन एलपीजी टेरिटरी के तहत सत्यमंगलम, जिला इरोड, तमिलनाडु में बीपीसीएल डिस्ट्रीब्यूटर के तौर पर प्रसन्ना गैस एजेंसीज़ का सफ़र शुरू हुआ, जो बाद में कोयंबटूर एलपीजी टेरिटरी के तहत जारी रहा।

राधिका और उनके पति सुरेश कुमार, दोनों ही पेशेवर परिवारों से थे, जिनका व्यापार से कोई अनुभव नहीं था। अतः यह एक ऐसा उद्यम था जिसे एक दृढ़ निश्चयी महिला ने शून्य से प्रारंभ किया, जो वास्तव में कुछ सार्थक करना चाहती थीं। बाद में उनके पति भी इस व्यवसाय में साझेदार के रूप में जुड़े।

उस समय सत्यमंगलम एक छोटा-सा नगर था, जिसकी अर्थव्यवस्था मुख्यतः कृषि-आधारित थी। भौगोलिक रूप से यह क्षेत्र मैदानी इलाकों और आसपास की पहाड़ियों से घिरा हुआ था।

“दिसंबर 1984 में संचालन के पहले ही महीने में मैं लगभग सौ ग्राहकों को जोड़ने में सफल रही, और दूसरे महीने में यह संख्या लगभग 200 हो गई। लेकिन उसके बाद स्थिति ठहर-सी गई। तीसरे महीने में नए ग्राहकों को जोड़ना अत्यंत कठिन साबित हो रहा था। यह स्वाभाविक ही था कि इसका मुख्य कारण जंगल से मुफ्त में अनंत मात्रा में उपलब्ध जलाऊ लकड़ी थी। इसलिए लोगों की रसोई गैस (एलपीजी) खरीदने में कोई रुचि नहीं थी। एलपीजी के प्रति जागरूकता की कमी भी एक बड़ा कारण थी,” उन दिनों की ज़मीनी हकीकत को याद करते हुए राधिका बताती हैं।

बहुत कम व्यवसायों को अपने आरंभिक चरण में ऐसी चुनौती का सामना करना पड़ता है। लेकिन यह पति-पत्नी की जोड़ी इसे सफल बनाने के लिए दृढ़ संकल्पित थी। किसी भी प्रकार की बाधा उनके इरादों को डिगा नहीं सकती थी। अपने सपनों को साकार करने के लिए वे हर संभव प्रयास करने को तैयार थे।

राधिका के पिता एक प्रतिष्ठित चिकित्सक थे, जिन्हें इस क्षेत्र में अत्यधिक सम्मान प्राप्त था। सत्यमंगलम और आसपास के लगभग सभी लोग उन्हें जानते थे। इसी विश्वास और पहचान को आधार बनाकर राधिका ने अपनी रणनीति तैयार की। उन्होंने घर-घर जाकर परिवारों से व्यक्तिगत रूप से मिलना शुरू किया और उन्हें

एलपीजी के उपयोग के अनेक लाभ समझाने लगीं। प्रारंभ में उन्होंने शिक्षित परिवारों से संपर्क किया, जो एलपीजी के बारे में उनकी बातों को समझ सकते थे। इन व्यावहारिक परिवारों ने उनकी सलाह मानी और जलाऊ लकड़ी से एलपीजी की ओर मुड़े। इससे नए कनेक्शनों की एक छोटा सा प्रवाह जारी तो रहा, परंतु यह पर्याप्त नहीं था। परिवर्तन की गति धीमी थी, इसलिए उन्होंने अगला कदम उठाया — एक-एक बस्ती में जाकर एलपीजी को सुरक्षित और प्रभावी ईंधन के रूप में प्रचारित करना।



मुख्य कहानी

राधिका ने कभी हार नहीं मानी। उनकी टीम स्थानीय लोगों को एलपीजी के विशिष्ट लाभ समझाने में जुटी रही और साथ ही समय-समय पर जागरूकता अभियान, और ग्राहक शिक्षा शिविर आयोजित कर एलपीजी की सुरक्षा के प्रति लोगों का विश्वास भी मजबूत किया।



इस दंपती के दृढ़ संकल्प का एक उदाहरण वर्ष 2000 में देखने को मिला, जब जिला कलेक्टर के अनुरोध पर पास के असेवित जंगल की पहाड़ियों में एलपीजी वितरण की अनुमति मिली। वहाँ एलपीजी कनेक्शन जारी करने के लिए वितरक टीम लगभग एक महीने तक तैनात रही। वे पूरे समय वहीं ठहरे रहे, क्योंकि प्रतिदिन मैदानी क्षेत्रों से पहाड़ियों तक आना-जाना न तो व्यावहारिक था और न ही सुरक्षित।

“जहाँ जाने की किसी ने हिम्मत नहीं की, वहाँ सेवा देने का निर्णय हमने लिया”

सत्यमंगलम की तालावाड़ी पहाड़ियाँ वही वन क्षेत्र थीं, जहाँ कभी कुख्यात डकैत वीरप्पन और उसका गिरोह सक्रिय रहा करता था। इस वन क्षेत्र में रहने वाले स्थानीय समुदाय को एलपीजी की कोई सुविधा उपलब्ध नहीं थी, क्योंकि इन गहरी पहाड़ियों में जाने का साहस कोई नहीं करता था। लेकिन यह उद्यमी दंपती दूसरों जैसा नहीं था।

“प्रारंभिक संकोच के बाद हमने साहसपूर्वक इस उपेक्षित समुदाय तक अपनी सेवा पहुँचाने का निर्णय लिया,” राधिका गर्व से कहती हैं।

इस संदर्भ में राधिका एक रोचक और चौंकाने वाली घटना साझा करती हैं:

“काफी समझाने-बुझाने के बाद पहाड़ी क्षेत्रों में रहने वाले कई ग्रामीण

परिवारों ने एलपीजी कनेक्शन तो ले लिए, लेकिन जल्द ही हमने देखा कि वे रिफिल के लिए दोबारा ऑर्डर ही नहीं दे रहे हैं। हैरान होकर जब हम उन परिवारों से मिलने पहुँचे, तो जो देखा वह चौंकाने वाला था। पहाड़ों में रहने वाले लोगों ने या तो अपने 5 किलो के घरेलू सिलेंडर का उपयोग ही नहीं किया था, या खाली सिलेंडर को मचान पर रख दिया था! सच्चाई हमारे सामने थी — पहाड़ियों में सस्ती या मुफ्त में प्रचुर मात्रा में उपलब्ध जलाऊ लकड़ी के कारण उन्हें एलपीजी रिफिल बेचना सचमुच ‘पहाड़ चढ़ने’ जैसा काम था। मैदानी क्षेत्रों में रहने वालों की स्थिति भी लगभग ऐसी ही थी। उन्हें भी जलाऊ लकड़ी बेहद सस्ते (लगभग मुफ्त) में और आसानी से मिल जाती थी।”

वर्ष 2000 के बाद, अर्थात् भारत सरकार द्वारा ‘अक्रॉस-द-काउंटर रिलीज़ नीति’ की घोषणा के पश्चात, व्यवसाय ने गति पकड़नी शुरू की।

दृढ़ता का परिणाम

ग्रामीण बाज़ार में अपनी पैठ बनाने में भले ही लंबा समय लगा, लेकिन अथक प्रयासों ने शानदार परिणाम दिए। चार दशकों की यात्रा में यह डिस्ट्रीब्यूटर्स निरंतर



प्रगति करती रही है, और आज इसके 40,000 से अधिक घरेलू ग्राहक हैं। प्रतिमाह औसतन लगभग 25,000 घरेलू रिफिल सिलेंडर, लगभग 6,000 वाणिज्यिक सिलेंडर और 300 से अधिक 5 किलो के एफटीएल सिलेंडर की बिक्री होती है।

मुख्य कहानी

वर्तमान में एजेंसी में 43 डिलीवरीमैन, 10 मैकेनिक, कार्यालय-सह-शोरूम में 11 काउंटर स्टाफ, एक गोदाम प्रभारी तथा 14 चारपहिया डिलीवरी वाहन कार्यरत हैं, जो बीपीसीएल की आवश्यकताओं के अनुरूप हैं।

डिलीवरी अनुशासन

वे एक EOI वितरक हैं, जिसका मतलब है कि उनके पास बीपीसीएल बॉटलिंग प्लांट से एलपीजी सिलेंडर ले आने के लिए ट्रक्स हैं। उनके पास अपनी मालिकी के कुल चार ट्रक हैं। इसलिए, उन्हें कोयंबटूर में मौजूद सबसे पास के बीपीसीएल एलपीजी बॉटलिंग प्लांट से एलपीजी सिलेंडर ट्रांसपोर्ट करने के लिए किसी बाहरी तरीके पर निर्भर रहने की ज़रूरत नहीं है।



“अपने खुदके ट्रकों के बेड़े के होने से हम ग्राहकों को एलपीजी रिफिल की निर्बाध उपलब्धता सुनिश्चित कर पाते हैं। हम पर्याप्त स्टॉक भी बनाए रखते हैं, और मेरे डिलीवरी वाहन अगले दिन की सुबह की आपूर्ति के लिए पिछली शाम को ही लोड कर तैयार कर दिए जाते हैं,” सुरेश कुमार बताते हैं।

डिलीवरी सुबह जल्दी शुरू हो जाती है, और पहाड़ी क्षेत्रों के लिए आपूर्ति सुबह 5 बजे से आरंभ हो जाती है। यह क्षेत्र घोषित टाइगर

रिज़र्व है, जहाँ वन मार्गों पर हाथियों का दिखना सामान्य बात है, और कभी-कभी तेंदुए तथा अन्य जंगली जीव भी दिखाई दे जाते हैं।



डिस्ट्रीब्यूटर्शिप की एक और उल्लेखनीय विशेषता है — प्रोएक्टिव डिलीवरी प्रणाली। डिलीवरी वैन में कुछ अतिरिक्त रिफिल सिलेंडर साथ रखे जाते हैं, ताकि ग्राहक उसी समय अपना रिफिल बुक कर सकें और तुरंत सिलेंडर प्राप्त कर सकें।

डिस्ट्रीब्यूटर्शिप ने नीलगिरि बायोस्फीयर क्षेत्र के थेंगुमरहडा गाँव तक आपूर्ति की जिम्मेदारी भी उठाई। वहाँ पहुँचने के लिए मायार नदी पार करनी पड़ती थी। नदी पर न तो पुल था और न ही पक्की सड़क। ऐसे में एलपीजी सिलेंडरों को गोल नाव (कोरकल) में रखकर नदी पार की जाती थी। जब नदी का जलस्तर कम होता, तो डिलीवरी ट्रक से पार किया जाता। यहाँ तक कि महिंद्रा जीप में सिलेंडर लादकर भी नदी पार की गई, और यह घटना प्रमुख समाचार बनी।



जब बीपीसीएल ने तमिलनाडु में 5 किलो का एफटीएल सिलेंडर लॉन्च किया था, तो



इसी उत्कृष्ट तत्परता और डिलीवरी दक्षता के कारण बीपीसीएल ने इस डिस्ट्रीब्यूटर्शिप को "5-स्टार" श्रेणी में रेटिंग प्रदान की है।

उपभोक्ता रिटेलिंग

'बियॉन्ड एलपीजी' पहल के दौरान डिस्ट्रीब्यूटर्शिप ने समुदाय को प्रेशर कुकर, मिक्सर-ग्राइंडर जैसे रसोई उपकरणों के साथ-साथ एफएमसीजी उत्पाद भी उपलब्ध कराए। वर्तमान में 'कंज्यूमर रिटेलिंग' पहल के अंतर्गत वे दैनिक उपयोग की उच्च गुणवत्ता वाली वस्तुएँ जैसे ब्रांडेड आटा, खाद्य तेल, साबुन,

इसकी शुरुआत इसी क्षेत्र से हुई थी। इससे पहले भी यह डिस्ट्रीब्यूटर्शिप आंतरिक पहाड़ी क्षेत्रों में 5 किलो के घरेलू सिलेंडर की आपूर्ति शुरू कर चुकी थी। आकार में छोटे और वजन में हल्के ये सिलेंडर सुविधा और आसानी से ले जाने के कारण अत्यंत लोकप्रिय सिद्ध हुए।

'5-स्टार' रेटिंग

डीलरशिप जिस तेज़ी से अपने कस्टमर्स को सर्विस देती है, वह सच में कमाल की बात है। यह मैदानी और पहाड़ी इलाकों सहित पूरे सर्विस एरिया में बिना किसी रुकावट के, समय पर डिलीवरी शेड्यूल बनाए रखती है, और आपूर्ति में किसी भी रुकावट से बचने के लिए काफ़ी स्टॉक भी बनाए रखती है।



डिस्ट्रीब्यूटर "एक्सप्रेस डिलीवरी योजना" के अंतर्गत घोषित क्षेत्रों में सोमवार से शनिवार तक सुबह 10 बजे से पहले बुकिंग और भुगतान करने वाले ग्राहकों को उसी दिन सिलेंडर उपलब्ध कराता है। यदि किसी कारणवश उसी दिन डिलीवरी न हो पाए, तो ग्राहक को एक उपहार निःशुल्क दिया जाता है।

डिटर्जेंट, अगरबत्ती आदि प्रख्यात निर्माताओं से उपलब्ध कराते हैं। इससे ग्रामीण और दूरस्थ समुदायों को उचित मूल्य पर गुणवत्तापूर्ण उत्पाद सहज रूप से मिल पाते हैं।

एक उल्लेखनीय यात्रा

अपने जीवन की यात्रा पर विचार करते हुए राधिका बताती हैं कि एक उद्यमी के रूप में उनकी उन्नति उनके प्रारंभिक जीवन के गहरे प्रभावशाली अनुभवों पर आधारित है।

"स्कूल और कॉलेज के दिनों में मैं बहुत सक्रिय थी। मैंने कई नेतृत्व भूमिकाएँ निभाईं, जैसे स्कूल स्टूडेंट लीडर, कॉलेज यूनियन की अध्यक्ष, हॉस्टल सचिव आदि। मैं अच्छी वाद-विवादकर्ता थी और लेखन में भी निपुण थी। मुझे क्षेत्र में आए कई गणमान्य अतिथियों का स्वागत करने का अवसर मिला, जिनमें पूर्व प्रधानमंत्री श्रीमती इंदिरा गांधी भी शामिल थीं।

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1976 में, जब मैं स्कूल स्टूडेंट लीडर थी, तब मुझे अपने जीवन का सबसे बड़ा आशीर्वाद मिला — जो था मदर टेरेसा से मिलने का एक शानदार अवसर। वह एक दिव्य अनुभव था, जिसे शब्दों में व्यक्त नहीं किया जा सकता। यह मेरे जीवन की एक परिवर्तनकारी घटना थी, जिसने मेरे हृदय में सामुदायिक सेवा के बीज बो दिए," राधिका स्मरण करती हैं।

अपने प्रारंभिक वर्षों के इन अनुभवों ने उनमें आत्मविश्वास पैदा किया, उनके व्यक्तित्व और मूल्य प्रणाली को आकार दिया। यही गुण न केवल उन्हें एक सफल उद्यमी बनाने में सहायक बने, बल्कि एक सजग और समाज के प्रति उत्तरदायी व्यक्ति के रूप में भी स्थापित किया, जो दूसरों की सहायता और समाज में सार्थक योगदान के लिए प्रेरित है।

"हम भाग्यशाली थे कि हम अपना पूरा ध्यान व्यापार पर दे सके, क्योंकि हमारे परिवार ने हमें बहुत सहयोग दिया। शुरुआती वर्षों में परिवार के बुजुर्गों ने बच्चों की देखभाल की, जिससे हम व्यापार पर केंद्रित रह सके," राधिका कृतज्ञता से कहती हैं।

उन्होंने आगे कहा, "इसके अलावा, मुझे IIM बैंगलोर में एक एंटरप्रेन्योरशिप ट्रेनिंग कोर्स में शामिल होने का मौका मिला, जिसे बीपीसीएल ने स्पॉन्सर किया था।"

सुरेश कुमार डिलीवरी, इन्वेंट्री, फ्ल्टिड और मानव संसाधन प्रबंधन से संबंधित सभी कार्यों की देखरेख करते हैं। उनके सभी वाहन, यूनिफॉर्म और शोरूम बीपीसीएल की दृश्य पहचान (विज़ुअल आइडेंटिटी) के अनुरूप हैं।

राधिका शोरूम प्रबंधन, ग्राहक संपर्क और बीपीसीएल के साथ संवाद संभालती हैं। शोरूम का उद्घाटन मार्च 1985 में हुआ था, और डिस्ट्रीब्यूटर्स की यात्रा के दौरान इसे तीन बार नवीनीकृत किया जा चुका है। विशेष बात यह है कि यह नवीकरणीय ऊर्जा पर संचालित है। डिस्ट्रीब्यूटर्स को ISO 9001-2000 प्रमाणन प्राप्त है, और इसके सभी डिलीवरीमैन बीपीसीएल मोब कनेक्ट ऐप का उपयोग करते हैं, जबकि कस्टमर रिफिल बुक करने के लिए भारतगैस बुकिंग फ़ोन नंबर, टोल-फ़्री नंबर, WhatsApp बुकिंग,

या HelloBPCL मोबाइल ऐप का उपयोग कर सकते हैं। दोनों साझेदारों की दैनिक कार्यों में व्यक्तिगत भागीदारी ग्राहकों को सर्वोत्तम सेवा सुनिश्चित करती है।



एलपीजी हेल्पलाइन नंबर '1906' पर आने वाली सभी शिकायतें और प्रश्न सीधे राधिका और सुरेश कुमार के व्यक्तिगत मोबाइल नंबर पर भेजे जाते हैं, जिससे वे शिकायतों की निगरानी कर तुरंत कार्रवाई कर पाते हैं। इसके अतिरिक्त, ग्राहक किसी भी समय सीधे इनसे संपर्क कर सकते हैं। यह भरोसा ग्राहकों के विश्वास को एक नए स्तर तक पहुंचा देता है।

सुरेश कुमार अपने व्यापक अनुभव और शांत स्वभाव के कारण एक उत्कृष्ट 'पीपल्स पर्सन' हैं। वे अपने कर्मचारियों के साथ आत्मीय संवाद करना पसंद करते हैं और उन्हें परिवार की तरह मानते हैं। वे कार्यबल को कुशलतापूर्वक प्रेरित और मार्गदर्शित करते हैं, तथा उन्हें अपने दायित्वों का निर्वहन सर्वोच्च सुरक्षा मानकों के साथ करने के लिए प्रोत्साहित करते हैं। पूरी डिलीवरी टीम प्रतिदिन सुबह सुरक्षा शपथ लेती है।



इसके अतिरिक्त, सप्ताह में तीन बैठकें आयोजित की जाती हैं, जिनमें डिलीवरी स्टाफ विस्तार से फीडबैक देता है। उन्हें अपने सुझाव साझा करने और टीम भावना के साथ एक-दूसरे का सहयोग करने के लिए प्रेरित किया जाता है। साझेदारों और कर्मचारियों के बीच सौहार्दपूर्ण संबंध निष्ठा को प्रोत्साहित

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करते हैं। यही कारण है कि कई कर्मचारी 25 वर्षों या उससे भी अधिक समय से इस डिस्ट्रीब्यूटर्सिप से जुड़े हुए हैं।

यह डिस्ट्रीब्यूटर्सिप बीपीसीएल के साथ समन्वित रूप से कार्य करती है और निगम की किसी भी नई पहल को लागू करने में अग्रणी रहती है।

इस दंपती की एक बेटी, मधुरा (39 वर्ष) हैं, जो यूनाइटेड स्टेट्स में अपना करियर आगे बढ़ा रही हैं, और एक बेटा, प्रसन्ना (43 वर्ष) हैं, जो अपना खुद का व्यवसाय चलाते हैं।

सफलता के फल का साझाकरण

राधिका और सुरेश कुमार का दृढ़ विश्वास है कि जीवन का उद्देश्य केवल व्यवसाय तक सीमित नहीं है; समाज को लौटाना भी एक पवित्र दायित्व है। वे ग्रामीण क्षेत्रों के मेधावी विद्यार्थियों और अपने कर्मचारियों के बच्चों की शिक्षा में सहयोग करते हैं, जिनमें से कई आज अपने करियर में स्थापित हैं।

बच्चों के लिए चित्रकला और निबंध प्रतियोगिताएँ इत्यादि आयोजित की जाती हैं, तथा उन्हें सहभागिता प्रमाणपत्र प्रदान कर उनका उत्साहवर्धन किया जाता है।



राधिका किशोर आदिवासी बालिकाओं के लिए स्वास्थ्य और स्वच्छता संबंधी मार्गदर्शन कक्षाएँ आयोजित करती हैं। अन्य प्रभावशाली सामाजिक पहलों में शराब-मुक्ति कार्यशालाएँ, डिलीवरी कर्मियों और स्टाफ के लिए नियमित स्वास्थ्य परीक्षण, सामुदायिक स्वास्थ्य शिविर, नेत्र शिविर, कैंसर जाँच शिविर आदि शामिल हैं। इन पहलों के माध्यम से अनेक जीवन बचाए गए हैं।

महिलाओं के लिए रसोई प्रतियोगिताएँ, रंगोली प्रतियोगिताएँ तथा क्रिसमस झांकी निर्माण जैसी गतिविधियाँ भी आयोजित की जाती हैं।

अन्य सामाजिक प्रयासों में सामुदायिक केंद्रों का विद्युतीकरण, पेयजल टंकियों की स्थापना, वन मार्गों पर संरक्षण संदेशों वाले होर्डिंग लगाना, तथा नगर की प्रमुख सड़कों के लिए नाम-पट्टिकाएँ दान करना जैसी पहलें शामिल हैं।

योग प्रशिक्षण शिविरों के आयोजन के साथ-साथ स्वतंत्रता दिवस, शिक्षक दिवस और अंतरराष्ट्रीय महिला दिवस जैसे अवसरों के उत्सव भी समुदाय के चेहरों पर मुस्कान लाते हैं।

इसके अतिरिक्त, प्रत्येक माह दो ग्राहक-केंद्रित पहलें आयोजित की जाती हैं, जैसे सुरक्षा क्लिनिक, मोबाइल स्टोव-सर्विस शिविर आदि।



वाणिज्यिक ग्राहकों के लिए, जो तुरंत सिलेंडर का भुगतान नहीं कर पाते, उन्हें प्रतिदिन छोटी-छोटी किस्तों में भुगतान करने की सुविधा दी जाती है। साथ ही उन्हें प्रोत्साहित करने के लिए टीवी, पेडेस्टल पंखे, घड़ियाँ आदि उपहार भी प्रदान किए जाते हैं।

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पुरस्कार एवं सम्मान



डिस्ट्रीब्यूटर्शिप को व्यवसायिक उत्कृष्टता और व्यापक सामुदायिक पहलों के लिए अनेक प्रतिष्ठित पुरस्कार प्राप्त हुए हैं। इनमें वर्ष 2014 का 'एनर्जाइजिंग लाइव्स' पुरस्कार शामिल है, जिसने स्वास्थ्य सेवाओं और जागरूकता फैलाने में उनके अनुकरणीय प्रयासों को मान्यता दी।

इसके अतिरिक्त, लगातार पाँच वर्षों तक 'बियोन्ड एलपीजी' में सर्वाधिक बिक्री मात्रा पुरस्कार, तीन वर्षों तक कोयंबटूर क्षेत्र में सर्वश्रेष्ठ एलपीजी

वितरक, कोयंबटूर एलपीजी क्षेत्र में स्टार परफॉर्मर, वाणिज्यिक बिक्री में स्टार परफॉर्मर एवं सर्वश्रेष्ठ वितरक (क्षेत्र/सेल्स एरिया), कोयंबटूर अर्बन सेल्स एरिया में सर्वश्रेष्ठ, घरेलू बिक्री में सर्वश्रेष्ठ, सर्वश्रेष्ठ वितरक (टेरिटरी), सर्वश्रेष्ठ ग्राहक सेवा, सर्वाधिक 5 किलो के एफटीएल बिक्री, ई-केवाईसी के लिए राज्य पुरस्कार, तथा भारतगैस पिनेकल परफॉर्मर जैसे अनेक सम्मान शामिल हैं।



एक अलग पहचान वाली डिस्ट्रीब्यूटर्शिप

इस दंपती से उनके कार्य के प्रति संतोष के बारे में पूछने पर राधिका कहती हैं:

“कृषि-आधारित समुदाय में कार्य करते हुए हम केवल व्यापार तक सीमित नहीं रहते, बल्कि लोगों की विभिन्न तरीकों से सेवा करने का प्रयास करते हैं। लोगों का विश्वास जीतना अत्यंत कठिन होता है। हमारी ईमानदार कोशिशों और उच्च सेवा मानकों ने न केवल हमें अलग पहचान दी है, बल्कि हमें समुदाय में वास्तविक बदलाव लाने का अवसर भी दिया है। और यही हमारे लिए सबसे अधिक मायने रखता है।”

The Silent Epidemic of Loneliness

There is growing evidence which suggests that loneliness is associated with health consequences — often serious. Let's find out more.

Times change, and so do some characteristics of human society.

One of the major findings derived from analytics related to social well-being and mental health are shocking, to say the least. A Gallup poll conducted in 2024 showed that 1 in 5 people were experiencing loneliness. Another large-scale study at Harvard points out that loneliness is much more serious than just feeling down or experiencing occasional sadness or unhappiness. In 2023, U.S. surgeon general called loneliness an **epidemic**.

In the Harvard study, the most affected age group was 30-44 years, with 29% of people experiencing loneliness on a sustained basis. For the younger age group of 18-29, the rate was 24%. The peak of loneliness appears in the age group of 18-25, with 61% of the young people reporting serious loneliness. Whereas, 20% of people in the age bracket of 45-64 and 10% of seniors above the age of 65 reported loneliness.

Isn't loneliness a 'paradox' in today's interconnected world? The answer is both yes and no, because things are not so simple.

While our social interactions may have skyrocketed (digitally), the actual connection 'felt' may not be adequate. On social media, for example, when we expect a deeper level of support, we often get replies in emojis. And even though we may be flooded with "Likes," what we tend to miss is a palpable emotional connect. Do not underestimate our social and emotional needs for direct personal interaction. Technology may have changed overnight, but our evolutionary roots continue to regulate our moods and feelings. Our experiences are increasingly technology-driven; but we are humans, not machines.

Loneliness can have surprising reasons. The most obvious ones are the usual culprits, like the modern nuclear family

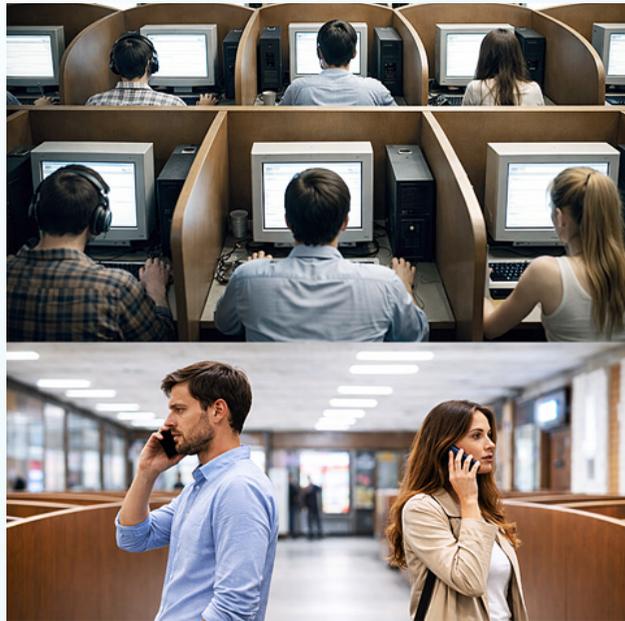
structure, pressures of urban life, and work-life imbalance. But other causes also exist, such as a person not being able to convey thoughts freely due to superficial interest shown by others, or their lack of empathy. Other important aspect to consider is the distinction between isolation and loneliness: a person can feel lonely even without any physical isolation. To put it simply, one may be surrounded by people, or family members, and yet feel lonely in a certain way due to, say, perceived intellectual disparities.

After the arrival of social media, people often avoid travelling even when it matters. Why visit a friend when you can message them instantly? And why travel to your native place this festive season when an enchanting video can be your proxy? Yes, you get the point.

While social media has its benefits, it constantly throws at us images that make us more conscious of similarities as well as differences between us and others. For example, our mind begins to compare our social and economic status with that of others. And this may create a sense of deficiency and disconnect, which can deepen the perception of loneliness.

Whether we accept it or not, widespread loneliness in society has become an 'invisible' public health crisis. Sufferers of loneliness can experience conditions like anxiety, depression, and insomnia, and have an increased risk of stroke, heart disease, cognitive decline, or even premature death. People challenged with loneliness must not take this condition lightly, and should not rely on common advice (like this article), but must seek professional help, including counselling.

An easy antidote to loneliness is living joyfully. Be cheerful, be positive, seek help, help others, travel more, meet people, make a few friends, or even marry! Just be determined to beat the blues, and come out of the rabbit hole of loneliness fast.



Purple Cow

Transform Your Business by Being Remarkable

Entrepreneurship is rewarding when you do it right. And for you to succeed in today's crowded marketplace, you need to have at least one decisive advantage that can make the market notice what you are offering, which then becomes the reason for its popularity and success. In other words, your product, service, or idea should be "remarkable" enough to make it noticeable.

This is the premise of the curiously named book by Seth Godin – "Purple Cow".

Let us decipher this seemingly quirky title by answering three questions.

Have you ever seen a purple cow? What if you saw one? And what would be your reaction thereafter?

In a large herd of cows, no particular one would stand out and grab your attention. Essentially, they are all white, black or brown, or a combination of these colours. In fact, your eyes would stop searching for any difference among them. The culprit is repetitive familiarity.

Now imagine this. If one of those cows is purple-coloured, it would certainly be noticed instantaneously. You would be surprised and amused to see it. And then, most likely, you would want to tell this to your friends, or even take photographs of this "noticeably different" cow and share it with others. The purple cow breaks the cycle of repetition – the mundane, the routine. The author points out that a change from the usual is what catches attention and triggers discussions by becoming a talking point.

The same is true for your enterprise. If you want to survive and flourish amid competition, then just being "good enough" is not enough. You must dare to be "remarkable".

The author uses the word *remarkable* to point out that your product, service, or idea should be worthy of being noticed. Worthy of being talked about. Worthy of initiating a small conversation. This creates a buzz, i.e.,

free and effective publicity for your product, which acts as the primary seed around which you can then develop a scheme of promotion.

Advertising was once a megaphone that could successfully launch a product, but it is not as effective as it used to be. Rather, the overload of audio-visual information bombarded at us is overwhelming, and creates an attention fatigue. We are skeptical of new products. We simply scroll through promotional messages, skip advertisements, and close pop-ups in an instant. Passively served information often goes

unnoticed or underappreciated. The older formula of an 'average' product boosted by promotional efforts no longer works. After all, how often do you stop to look at a hoarding with great interest? On the other hand, if a superior product can grab attention and inspire active participation of a target audience, then that would be priceless. The shift is from predictable invisibility to enthusiastic reception.

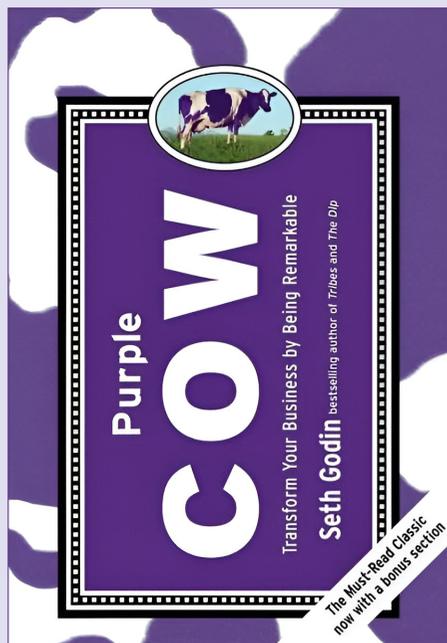
Instead of pouring huge sums into advertising to lift the fortunes of a non-differentiated product, it is far better to prioritise innovation to create an offering that stands out and gets people talking about it. You need to have a product that is not incrementally better,

but significantly better, so that people are genuinely surprised.

Any innovation attracts copycats. Sooner or later your ideas would be stolen in one way or another. Thus, for sustained success, you need sustained innovation. An innovation need not be a frenzied effort. It could be a different user experience, a product with a thoughtful feature included, or catering to an underserved niche segment.

The world has changed. It expects more and better.

The choice is yours: claim your own space in the marketplace by being remarkable or face invisibility.



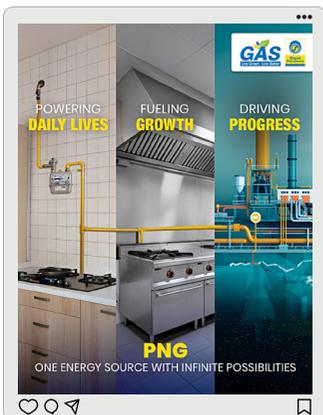
BPCL Goes Viral!



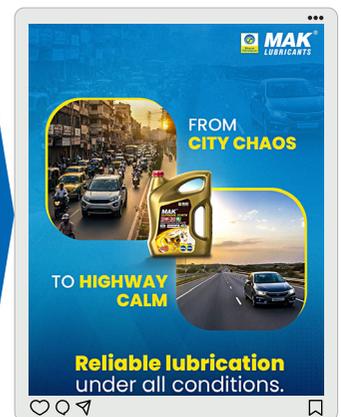
For the place where every meal begins, safety should never wait. The BharatGas Fire Ball activates the moment it senses heat, spreads suppression widely, and works without a single manual step—making kitchen protection simpler than ever. Available at all Bharatgas distributors.



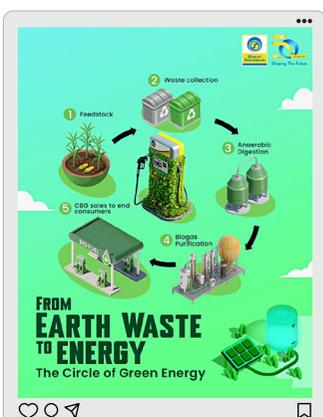
Every second counts in your business, and so does every drop of fuel. With on-time diesel delivery, we ensure your generators never stop powering your operations. No delays, no downtime, just maximised profitability and seamless performance, wherever your industry runs. Because when energy flows efficiently, your profits follow.



Experience energy that adapts to every need with PNG — the clean, efficient, and versatile fuel empowering industries, businesses, and homes alike. Reliable in supply and responsible in impact, PNG drives growth while protecting the planet. Choose PNG and power progress with purpose.



From city congestion to open highways, MAK lubricants are engineered to perform across driving conditions, wherever the road leads. Designed for consistent protection and smooth performance, MAK ensures reliable lubrication through stop-start traffic, long hauls, and changing terrains. Built for everyday mobility and long-term engine care, MAK lubricants support confident journeys, mile after mile.



From Waste to Green Energy. Agricultural residue and organic waste are processed into Compressed Bio-Gas (CBG), a green fuel that reduces landfill burden and cuts carbon emissions. This sustainable cycle powers vehicles and industries while supporting rural economies, ensuring that what comes from the earth returns value to it.

Cook Food, Serve Love: Caramel Custard

Caramel custard, also known as flan or crème caramel, originated in medieval Europe. Popular in France, Spain, Italy, it later spread to in the rest of the world. The deliciously smooth and creamy dessert with a velvety texture needs no special occasion or celebration! And interestingly, this is also one of the favourite dishes of our distributor featured in this edition of Journeys.

Ingredients

For Custard:

- Milk - 1 cup
- Full-fat cream - ½ cup
- Eggs - 3 large
- Sugar - ½ cup
- Vanilla essence - 1 teaspoon
- A pinch of salt

For Caramel:

- Sugar - ½ cup



Preparation

Make the Caramel:

-  In a small saucepan, add ½ cup of sugar and 2-3 tablespoons of water.
-  Heat the pan over medium heat. Do not stir the sugar. Simply allow the sugar to melt undisturbed and caramelize. If at all needed, just swirl the pan gently instead of stirring the sugar. Let the mixture turn golden brown. This should take about 5-8 minutes. Be careful, as the caramel can burn quickly once it turns golden.
-  Once the caramel turns golden-amber in color, immediately turn off the heat.
-  Carefully pour it into a custard dish or individual ramekins. Swirl the dish to evenly coat the bottom with the caramel. Leave it to cool and set.

Make the Custard:

-  Heat 1 cup of milk and ½ cup of full-fat cream in a pan over medium flame till it is warm; but do not boil.
-  In a bowl, whisk together 3 large eggs, ½ cup of sugar, a pinch of salt, and 1 teaspoon of vanilla essence together and mix well till smooth and slightly fluffy.
-  Gradually add the mixture of warm milk and cream to the egg mixture, whisking continuously to prevent the eggs from curdling.
-  Strain the custard mixture through a fine sieve to remove any lumps or cooked egg bits – for a smooth texture.

Bake the Custard:

-  Preheat oven to 180°C (350°F).
-  Pour the custard mixture into the caramel-coated baking dish or ramekins.
-  Prepare a water bath (bain-marie) by placing the custard dish inside a larger baking dish, and then pour hot water into the outer dish so it comes halfway (or about two-thirds) up the sides of the custard dish.
-  Carefully place this whole setup into the oven and bake for 40-50 minutes, or till the custard is set and a knife inserted comes out clean. The custard should still have a slight jiggle in the center.

Cool and Serve:

-  Once baked, remove the custard from the oven and the water bath. Let it cool at room temperature for about 30 minutes.
-  Refrigerate it for at least 4 hours or overnight for the best texture.
-  To serve, run a thin knife around the edges of the custard to loosen it and quickly flip the dish onto a plate. Slowly pour the caramel over the custard. Your delicious dish is now ready. Serve it cold.

Instead of homemade caramel, you can use a readymade caramel sauce of your choice. You may also sprinkle fresh fruit toppings for added delight!

Tip: To make an eggless version of this dish, you can use 1 tablespoon of cornstarch as a substitute for each egg. Alternatively, you can use ¼ cup of cashew milk (made by blending soaked cashews with water) to replace 1 egg.

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 March 31, 2026. Hurry up! You could be the lucky winner!

1

Recently, with which partner company has BPCL announced major oil discovery in Abu Dhabi?



a) IOCL c) HPCL
b) ADNOC d) Roseneft

2

Which BPCL app helps drivers to find charging stations easily?



a) eConnect c) SmartDrive
b) eDrive d) HelloBPCL

3

What is the name of BPCL's Doorstep Diesel Delivery service?



a) Fuel@Call c) FuelBuddy
b) Fuel4U d) FuelKart

4

BPCL launched Speed, India's first branded petrol, in the year _____.



a) 2009 c) 2002
b) 1998 d) 2017

5

What is the name of the project that BPCL has recently launched for enhancing the skills of mechanics?



a) Project Shakti c) Project Utkarsh
b) Project Pragati d) Project Swavalamban

Correct answers for Journeys Issue 24, July-Sep 2025 Quiz

1: b) 23 | 2: b) August 10
3: c) Dehradun | 4: d) 10,343 TKL | 5: a) Kandla

Winner
Bijan Mondal
Manager (R&D), CRDC

ब्रांड सम्बन्धित प्रश्नोत्तरी

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

क्विज़ में भाग लेने के लिए, अपने उत्तर 31 मार्च, 2026 तक सबमिट करें। जल्दी कीजिये! आप भाग्यशाली विजेता हो सकते हैं!

1

हाल ही में, किस पार्टनर कंपनी के साथ बीपीसीएल ने अबू धाबी में बड़ी तेल खोज की घोषणा की है?



(क) आईओसीएल (ग) एचपीसीएल
(ख) एडनोक (घ) रोज़नेफ़्ट

2

कौन सा बीपीसीएल ऐप ड्राइवर्स को आसानी से चार्जिंग स्टेशन खोजने में मदद करता है?



(क) ई-कनेक्ट (ग) स्मार्टड्राइव
(ख) ई-ड्राइव (घ) हैलोबीपीसीएल

3

बीपीसीएल की डोरस्टेप डीज़ल डिलीवरी सर्विस का नाम क्या है?



(क) फ्यूल@कॉल (ग) फ्यूलबडी
(ख) फ्यूल4यू (घ) फ्यूलकार्ट

4

बीपीसीएल ने स्पीड, भारत का पहला ब्रांडेड पेट्रोल, वर्ष _____ में लॉन्च किया।



(क) 2009 (ग) 2002
(ख) 1998 (घ) 2017

5

बीपीसीएल ने हाल ही में मैकेनिकों के कौशल को बेहतर बनाने के लिए कौनसा प्रोजेक्ट लॉन्च किया है?



(क) प्रोजेक्ट शक्ति (ख) प्रोजेक्ट प्रगति (ग) प्रोजेक्ट उत्कर्ष (घ) प्रोजेक्ट स्वावलंबन

पिछली ब्रांड प्रश्नोत्तरी जर्नीज़ अंक 24, जुलाई-सितंबर 2025 के उत्तर

1. (क) 23 | 2. (ख) 10 अगस्त | 3. (ग) देहरादून
4. (घ) 10,343 टीकेएल | 5. क) कांडला

विजेता
बिजन मोंडल
प्रबंधक (अनुसंधान एवं विकास), सीआरडीसी

बनाइये खाना, परोसिये प्यार: कैरामेल कस्टर्ड

कैरामेल कस्टर्ड, जिसे फ्लान या क्रेम कैरामेल भी कहते हैं, की शुरुआत मध्यकालीन यूरोप में हुई थी। यह व्यंजन फ्रांस, स्पेन, इटली में प्रचलित था, और बाद में सारी दुनिया में फैल गया। यह स्वादिष्ट, मखमली और क्रीमी मीठी डिश का लुप्त उठाने के लिए कोई त्यौहार या खास अवसर जरूरी नहीं है! और एक दिलचस्प बात यह है कि जर्नीज़ के इस संस्करण के हमारे डिस्ट्रीब्यूटर की यह एक पसंदीदा डिश है।

सामग्री

कस्टर्ड के लिए:

- दूध - 1 कप
- फुल फैट क्रीम - ½ कप
- अंडे - 3 बड़े
- चीनी - ½ कप
- वेनिला एसेंस - 1 चम्मच
- एक चुटकी नमक

कैरामेल के लिए:

- चीनी - ½ कप



विधि

कैरामेल तैयार करें:

- एक बर्तन में ½ कप चीनी और 2-3 बड़े चम्मच पानी डालें।
- बर्तन को मध्यम आंच पर गरम कर लीजिए। चीनी को हिलाएं नहीं और इसे बिना हिलाए पिघलने और कैरामेलाइज़ होने दें। अगर ज़रूरत हो, तो चीनी को हिलाने के बजाय पैन को धीरे से घुमाएं। मिश्रण को सुनहरा भूरा होने दें। इसमें लगभग 5-8 मिनट लगेंगे। ध्यान रखें क्योंकि सुनहरा होने पर कैरामेल जल्दी जल सकता है। जब कैरामेल सुनहरे-एम्बर रंग का हो जाए, तो तुरंत आंच बंद कर दीजिए।
- इसे सावधानी से कस्टर्ड डिश या अलग-अलग रेमेकिन में डाल दीजिए। डिश को घुमाकर कैरामेल को अच्छी तरह से फैला दीजिए। इसे ठंडा और ठोस होने के लिए एक तरफ रख दीजिए।

कस्टर्ड तैयार करें:

- एक बर्तन में 1 कप दूध और ½ कप फुल फैट क्रीम को मध्यम आंच पर गरम करें, लेकिन उबालें नहीं।
- एक कटोरे में 3 बड़े अंडे, ½ कप चीनी, एक चुटकी नमक और 1 चम्मच वेनिला एसेंस को एक साथ फेंट कर अच्छी तरह मिलाएं जब तक कि यह चिकना और हल्का फूल जाए।
- धीरे-धीरे गरम दूध और मलाई का मिश्रण अंडे के मिश्रण में डालकर, लगातार फेंटते रहिए ताकि अंडे फटें नहीं।
- कस्टर्ड मिश्रण को एक बारीक छलनी से छान लीजिए, ताकि कोई गांठें या पके हुए अंडे के टुकड़े निकल जाएं और मिश्रण मुलायम रहे।

कस्टर्ड बेक करें:

- ओवन को 180°C (350°F) पर पहले से गरम कर लीजिए।
- कस्टर्ड मिश्रण को कैरामेल-कोटेड बेकिंग डिश या रेमेकिन में डाल दीजिए।
- कस्टर्ड डिश को एक बड़े बेकिंग डिश के अंदर रखकर वॉटर बाथ (बेन-मैरी) तैयार करें, और फिर बाहरी डिश में गरम पानी डालें ताकि यह कस्टर्ड डिश के किनारों तक आधा (या लगभग दो-तिहाई) आ जाए।
- इस सारी डिश की जमावट को ध्यान से ओवन में रखें और 40-50 मिनट या जब तक कस्टर्ड सेट हो जाए और चाकू को किनारे के बीच में डालने पर वह साफ बाहर निकले तब तक बेक करें। कस्टर्ड का केंद्र हल्का सा झूलता हुआ लचीला रहना चाहिए।

ठंडा करें और परोसें:

- एक बार बेक हो जाने पर, कस्टर्ड को ओवन और पानी बाथ से निकाल लीजिए।
- इसे कमरे के तापमान पर लगभग 30 मिनट तक ठंडा होने दीजिए।
- इसे कम से कम 4 घंटे या रात भर फ्रिज में रखें ताकि इसका टेक्सचर बेहतर हो।
- परोसने के लिए, कस्टर्ड के किनारों के चारों ओर एक पतला चाकू चलाकर उसे ढीला कीजिये, और फिर जल्दी से डिश को पलट कर एक प्लेट पर रख दीजिये। धीरे से कस्टर्ड के ऊपर कैरामेल फैला दें। आपकी स्वादिष्ट डिश अब तैयार है। इसे ठंडा परोसें।

घर पर बने कैरामेल की जगह, आप अपनी पसंद का कैरामेल सॉस इस्तेमाल कर सकते हैं। आप इस डिश को ज़्यादा जायकेदार बनाने के लिए ताज़े फलों की टॉपिंग से भी सजा सकते हैं!

सुझाव: इस डिश को बिना अंडों के बनाने के लिए, आप हर अंडे की जगह 1 बड़ा चम्मच कॉर्नस्टार्च इस्तेमाल कर सकते हैं। या फिर, आप 1 अंडे की जगह ¼ कप काजू मिल्क (जो भीगे हुए काजूओं को पानी में मिलाकर बनाया जाता है) का भी इस्तेमाल कर सकते हैं।

जांची-परखी सुरक्षा बिलकुल आप की तरह



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