

# पेट्रो प्लस

## PETRO PLUS



Energising Employees

VOL-V / 3 Oct - Dec 2015

# Ideas Sparkle



# Editorial

"The best way to get a good idea is to get a lot of ideas," averred Linus Pauling, two-time Nobel Prize winner. Edward W. Smith, author of 'Sixty Seconds To Success' has sage advice for all our ideators. He suggests, "Be a magnet for ideas. Set aside 5 minutes each day, at the same time, and if possible in the same place, to think about new ideas. Ideas are the key to success and it only takes one to make you rich. Just a few good ideas will set you apart from your competition and propel you towards your goals." With the original theme of combining the logical left brain and the creative right brain to emerge with a spectacular idea, the Ideas Contest continued on its momentous journey. This year, there were a phenomenal 2375 entries, which meant that BPCL was ideating like never before ! Kudos to all our participants ! Read about their superb ideas in our feature.

The #GiveItUp movement has attained gigantic proportions, with the entire country reverberating to the strains of 'Feel the Joy of Giving'. We bring you a glimpse in this issue.

Vigilance Awareness Week was observed with verve and enthusiasm at locations throughout the country, all actively propagating the theme of 'Preventive Vigilance as a tool of Good Governance'. BPCL has continually devised new methods of spreading awareness on Vigilance to all members of society, with special focus on youngsters, so that they build a strong foundation of integrity, which will stand them in good stead throughout life.

A Petro Plus Readership Survey is on the back cover. We welcome your feedback, so that we can give you the magazine you want.

## PETRO PLUS

VOL-V / 3 October - December 2015

### Editor :

Ms. Marianne Karmarkar

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### Editorial Correspondence :

[karmarkarmc@bharatpetroleum.in](mailto:karmarkarmc@bharatpetroleum.in)

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## PAHAL in Guinness Book of World Records

The "PAHAL" scheme has been acknowledged by the Guinness Book of World Records for being the largest cash transfer program (households) with 12.57 crore households receiving cash transfer as of 30 June, 2015.

Upon receiving the certificate, Hon'ble Petroleum Minister, Mr. Dharmendra Pradhan presented it to Hon'ble Prime Minister, Mr. Narendra Modi in New Delhi. Government of India had launched the 'PAHAL' Scheme in 54 districts of the country on 15 November, 2015 and in remaining districts of the country on 1 January, 2015.

LPG consumers who join the PAHAL scheme get the LPG cylinders at market price and receive LPG subsidy (as per their entitlement) directly into their bank accounts. Close to 14.62 crore LPG consumers have joined the PAHAL scheme and are receiving the subsidy directly into their Bank Accounts, the statement said.

Till April 2015, there were 18.19 crore registered LPG Consumers and 14.85 crore active consumers implying a gap of 3.34 crore consumers which are duplicate / fake / inactive accounts blocked under PAHAL Scheme and related initiatives.

If the quota of 12 cylinders per consumer and the average LPG subsidy of Rs.366 per cylinder for the year 2014-15 is taken into account, estimated savings in LPG subsidy due to the blocking of 3.34 crore accounts work out to Rs.14,672 crore, during that year, the statement



*Hon'ble MoS (I/C), MoP&NG presents PAHAL's Guinness World Record certificate to Hon'ble Prime Minister.*

said. The statement also said that out of a total of 16.27 crore active consumers, 14.62 crore consumers are availing subsidy - resulting in further subsidy saving for 1.65 crore consumers.

## SAHAJ Online Release of New LPG Connections

In line with Digital India Vision envisaged by Hon'ble Prime Minister, Mr. Narendra Modi, Hon'ble Minister of State (I/C) for Petroleum and Natural Gas, Mr. Dharmendra Pradhan launched Sahaj - the online release of new LPG connections, through the portal [www.mylpg.in](http://www.mylpg.in) to enable customers to register for new LPG connections online, as well as make online



*Mr. Dharmendra Pradhan, Hon'ble Minister of State (I/C) for Petroleum and Natural Gas at the launch with Mr. K. D. Tripathi, Petroleum Secretary.*

payments for the same. While launching the facility, Mr. Pradhan congratulated the OMCs for implementing the Sahaj initiative. He said, "The vision of Digital India is to transform the country into a digitally empowered society and knowledge economy and ensure that government services are available to citizens electronically. I compliment the PSU OMCs for aligning their business processes with the Digital India Vision." Mr. Pradhan said that the initiatives taken by the Petroleum Ministry have enhanced coverage of LPG and extended better services to customers. The ever-growing expansion of PAHAL, a scheme aimed to improve the subsidy administration of LPG across the country, has ensured smooth transfer of subsidy on LPG cylinders directly to the customers' bank accounts. He also thanked the lakhs of caring Indians for having given up their LPG subsidy to help BPL families enjoy freedom from smoke-filled kitchens, following the appeal from Hon'ble Prime Minister. Mr. Pradhan also interacted with the customers and distributors through video conferencing in 12 cities where the initiative was launched simultaneously alongwith Delhi i.e. Ahmedabad, Bengaluru, Bhopal, Bhubaneswar, Chandigarh, Chennai, Hyderabad, Kolkata, Lucknow, Mumbai, Patna and Pune.

## A New Wave of Understanding

The first day of last year marked the nationwide roll-out of the modified Direct Benefit Transfer for LPG (DBTL) scheme (also known as PAHAL). The scheme was launched with the objective to prevent diversion of subsidised LPG, by transferring the subsidy amount directly in the bank accounts of the consumers. With more than 14.74 crore LPG consumers enrolled under the scheme (90 per cent of the active number base), it has become the world's largest cash transfer scheme and has significantly reduced subsidy leakage towards non-domestic uses.

Subsequent to the implementation of DBTL, which allowed domestic LPG cylinders to be sold at market price, the government launched the 'Give It Up' scheme in March 2015. The scheme was aimed at urging well-to-do households, who can easily afford LPG at market price, to give up LPG subsidy, in order to extend the subsidy benefits to poorer households, without increasing the fiscal burden. As a result of an intensive awareness campaign, nearly 57 lakh beneficiaries have voluntarily given up their LPG subsidy. This translates to an annual subsidy saving of Rs. 940 crore for the government, at prevailing prices and consumption trends. Even though this is a significant achievement, it represents a mere 3.6 per cent of the active consumer base.

In comparison, a study conducted by the Council on Energy, Environment and Water (CEEW) in 2014 establishes that the richest 15 per cent of Indian households can easily be weaned of the subsidy, as the full market price (then Rs. 950 per cylinder) is well within their affordability limits. At present, these households account for 25 per cent of the active consumer base. The study also highlights that the richest 10 per cent households in India corner 22 per cent of LPG subsidy, while the bottom 50 per cent households together



*Padma Bhushan Saina Nehwal champions the mission.*

receive only 30 per cent of LPG subsidy. Thus, the government's move to target beneficiaries by excluding well-to-do households from the subsidy net is well-founded and timely. The government has planned to use taxable income (greater than Rs. 10 lakh per annum) as the basis for exclusion and self-declaration of income as the means for identification. While this is a step in the right direction, the modalities of such an exclusion approach need further consideration. For instance, even though the LPG subsidy is given on a household basis, the announcement suggests that the income threshold is applicable to individual incomes and not that of the entire household. Additionally, though self-declaration is a useful form of policy 'nudge', the success relies entirely





Ms. Jwala Gutta, Arjuna awardee leads the campaign.

on the integrity of the respondent. To overcome this challenge, should the government consider enforcing the scheme by linking LPG consumer data with the PAN number? Moreover, less than 3 per cent of India's population pays income tax and a significant proportion under-reports taxable income. Thus, exclusion based on reported income alone would not be as expansive a criterion as is needed indirectly benefiting the tax evaders.

### Using multiple criteria

CEEW's research suggests that it would be more practical and efficient to exclude households based on multiple criteria, simultaneously. One such criterion could be asset-ownership of high-end consumer durables. This could be an important way to capture the material status (wealth) of households than only relying on reported income, particularly in a country where the informal economy is as big as or larger than the formal economy.

Less than 5 per cent of Indian households own passenger four-wheelers, and ownership of this high-end asset is heavily concentrated amongst the richest households. This makes 'car ownership' an effective criterion for identifying well-to-do households. Moreover, identification based on car ownership could be achieved by using the national vehicle registration database maintained by Ministry of Road Transport and Highways. However, this database would need streamlining to enable a direct mapping with the LPG consumer database. Similarly, simultaneous ownership of a refrigerator and an air conditioner, or ownership of

multiple air conditioners, could serve as another criterion to identify well-to-do households. Information about the ownership of such assets could be obtained either through self-declaration or by using the Socio Economic and Caste Census (SECC) database. Concerns about the authenticity of this database persist, as this is also self-declared.

Each criterion has its limitation when applied standalone. However, a combination of criteria such as taxable income and ownership of high-end assets, along with a robust database and stringent enforcement mechanism, would help identify and exclude well-to-do households from LPG subsidy effectively. With the dawn of the New Year, we are hopeful that the political will and leadership, as evinced in the roll-out of the DBTL scheme and Give It Up campaign, would further ensure that millions of households, which continue to rely on traditional fuels, transition towards a cleaner cooking fuel: LPG.

*Excerpts from the article authored by Abhishek Jain & Shalu Agrawal published in The Hindu.*

## A National Movement With A Difference

#GiveItUp is a national movement urging those who can afford to buy LPG at market price to give up their subsidy which help light the flame in a poor man's kitchen so that they can move from smoky to clean fuel kitchens. We at BPCL support the cause of bringing good health. #Giveitup enables you to contribute to gift good health particularly to the women and children who are exposed to high indoor pollution caused by polluting fuels. "Do your bit and contribute hand in hand with BPCL towards the development of the nation and give up your LPG subsidy here. Take a small step for a big change."

## #WeCareWeShare



**LPG,  
A CLEAN  
BURNING FUEL  
WITH LOWEST  
CARBON  
EMISSIONS.**

## Mumbai Refinery's New Crude Distillation Unit Commissioned



The new state-of-the-art Crude Distillation Unit (CDU 4) of Mumbai Refinery was dedicated to the nation on 28th December 2015 at a glittering ceremony by Shri Devendra Fadnavis, Hon'ble Chief Minister of Maharashtra and Shri Dharmendra Pradhan, Hon'ble Minister of State (I/C) for Petroleum and Natural Gas. Also present on the occasion were Hon'ble Members of Parliament Shri Arvind Sawant, Shri Rahul Shewale, Shri Gopal Shetty and Shri Prakash Phaterpekar, Hon'ble MLA from Chembur and Shri K.D. Tripathi, Secretary, and Shri Sandeep Poundrik, Joint Secretary, MOP&NG.

The new Crude & Vacuum Distillation unit of capacity 6 MMTPA has been installed at a cost of Rs. 1419 Crores as a replacement of the old Crude and Vacuum units. The commissioning of this CDU 4 would ensure a cleaner environment and efficient use of energy with lower emissions and reduction in energy consumption. The Sulphur Dioxide emission from the Refinery would be less than 10.5 mt/d – the lowest in the country amongst all the Refineries. Tightly heat integrated with furnaces of higher efficiency, the reduction in energy consumption in terms of Liquid Fuel Equivalent [LFE] is expected to be about 30% which results into estimated savings of Rs. 128 Crores per annum on fuel consumption. After a traditional welcome followed by guard of honour by

CISF, the dignitaries were taken to the CDU 4 Control Room wherein Mr. S.S. Sunderajan, ED (MR) made a brief presentation on the CDU 4 Project and the plant operation through advance control systems.

Shri K.D. Tripathi appreciated the efforts and team work of Bharat Petroleum in completing the CDU 4 project. Shri Dharmendra Pradhan, lauded the BPCL team on its role in reducing emissions, reduction in energy consumption and completing the CDU 4 project without cost & time overruns. He also acknowledged the contribution of our Director (Refineries), Shri BK Datta in pioneering BPCL Refineries. Shri Devendra Fadnavis praised the BPCL team on successful completion and commissioning of CDU 4.



This was a grand mega event graced by officials from Govt. of Maharashtra, statutory authorities, C&MD & Directors of HPCL, IOC, EIL, Directors of ONGC, and BPCL stakeholders. It was a magnificent & memorable moment in the history of Mumbai Refinery with impeccable arrangements impressing all those who were witness to this grand event.

## BPCL in Economic Times Top 10 Companies for CSR

Based on a study conducted in 2014 of the ET-500 companies by Futurescape and IIM – Udaipur, BPCL has been ranked 8th in the 'Best Companies for CSR' list.

The study was based on the scrutiny of CSR reports such as the Global Reporting Initiative (GRI), Business Responsibility Reports (BRR) as

well as information available online and in annual reports. It ranked companies on the basis of four criteria: governance (20%), disclosures (10%), stakeholders (35%) and sustainability (35%). The sample consisted of 165 private companies and 49 public sector companies. It is pertinent to note that BPCL did not apply for this study but was chosen from the ET-500 list.

## World-Class Pipeline & Terminal at Jobner Inaugurated



Hon'ble Chief Minister of Rajasthan & MoS (I&B) Smt Vasundhara Raje and Hon'ble MoS(I/C) MoP&NG Shri Dharmendra Pradhan dedicated the Kota Jobner Petroleum Products Pipeline & Terminal to the nation in Jobner on 4th December 2015. Shri Rajyavardhan Singh Rathod, Hon'ble Minister of State for Information and Broadcasting, Govt. of India, Shri Rajpal Singh Shekhawat, Hon'ble Minister for Urban Development, Housing & Autonomous Bodies, Govt of Rajasthan and Dr. Premchand Bairwa, Hon'ble MLA, Dudu also graced the occasion.

Shri S. Varadarajan, our C&MD, thanked the State and Central Governments for making it easier to acquire land and obtain various consents. Smt. Vasundhara Raje, Shri Dharmendra Pradhan and other dignitaries applauded the efforts of BPCL to construct an ultra modern facility in rural Rajasthan.

Jobner Installation is the ultra-modern petroleum product storage & distribution Installation located in village Asalpur, Jaipur, Rajasthan. This is Bharat Petroleum's 84th supply location in the country and 29th in Northern India. The Installation is the first fully complied OISD-244 petroleum installation in India. It uses state-of-the-art technology for process excellence with integrated terminal automation and is built in an area of 95.75 acres at an investment of Rs. 145 Crore. The combined storage capacity at Jobner is 91,580 KL consisting of fixed roof storage tanks for diesel & kerosene and environment friendly floating roof tanks for highly volatile petrol. The installation has a tank lorry loading facility with 10 bays and can fill 3000 KL of petroleum products per shift. It is equipped with bottom loading facility combined with vapour recovery system and also with state-of-the-art automated emergency handling facilities. BPCL has developed an integrated drainage network that passes through an effluent treatment plant, which operates on the philosophy of zero discharge

of petroleum products into the soil and water. A water harvester has been constructed to harness rainwater to reduce underground water depletion in the area.

Strategically located along the stretch of busy NH-8 at Jaipur, Jobner installation would meet the demand of petroleum products of six districts viz. Jaipur, Ajmer, Sikar, Jhunjhunu, Churu & Sawai Madhopur. Receipt of products would be through the 211 km 14" underground Kota – Jobner multiproduct pipeline, which has the unique distinction of being connected with two refineries at Mumbai and Bina, as well as a hook up to the 1389 km MMBPL (Mumbai Manmad Bijwasan pipeline) at Kota. The pipeline has been designed for 1.7 MMTPA throughput and passes through four districts, railway lines, two major rivers, national highways and forests. At an investment of Rs. 276 crores, this Kota-Jobner Pipeline would ensure uninterrupted supply of petroleum products at Jaipur and the nearby markets.



The pipeline has six Sectionalizing Valves (SV) enroute to handle emergencies. SV stations are fully operated on the green energy of solar power and remotely monitored from the control room through CCTV. Surveillance of the pipeline route is ensured physically by route monitoring personnel on a daily basis through GPS. Apart from the above, the leak detection system is fully functional to identify any kind of leakage in the pipeline and take corrective action. The pipeline control room is manned round the clock by officers who monitor pipeline parameters through Supervisory Control And Data Acquisition (SCADA) to ensure safe and smooth running.

Jobner Installation and the Kota-Jobner Pipeline are instrumental in building a strong foundation for inclusive and sustainable socio-economic development and transformation of the state of Rajasthan. Agriculture and rural development will receive a fillip with the enhanced availability of petroleum products, signaling a glorious future of economic growth and progress. This marks a major milestone on Rajasthan's journey towards self sufficiency.



*Mr. S. Varadarajan enlightens and inspires.*

"If your actions inspire others to dream more, learn more, do more and become more, you are a leader," averred John Quincy Adams. Taking a leaf from his book, our C&MD, Mr. S. Varadarajan, has spearheaded 'Project Sankalp,' the strategic blueprint for our Organization for the period 2016-2021, confident of inspiring all of us to achieve even the impossible.

Consonant with his leadership style of personally interacting with people, Mr. S. Varadarajan kickstarted the first 'Project Sankalp' information sharing workshop with the management staff and Trade Union representatives at Chennai on 12th October, 2015. This was the first

## Leaders Speak

of a series of workshops which were held at all major locations in the country. Supporting him on this mission were Mr. S.P. Gathoo, our Director (HR) and Mr. Pramod Sharma, ED (New Initiatives).

Mr. Pramod Sharma made a detailed presentation on the strategy document Sankalp, followed by the address of our C&MD, who articulated the opportunities, aspirations and challenges associated with the project. Later, he shared the need for venturing into international markets, focus on rural markets in India, need for enhancing customer service, moving beyond the realms of industry and entering into new business opportunities including non-fuel, renewable energy and much more, to be a one-stop-shop for customized needs of our customer leading to customer delight, loyalty and retention.

Next on the anvil, our C&MD led the communication workshop with the Trade Union leaders on Project Sankalp. Mr. S.P. Gathoo set the context to the workshop and along with C&MD, provided suitable explanations to the issues raised by the Trade Union representatives and urged them to fully support this strategic initiative and ensure its success.

Encapsulating the co-created vision of all of us for our company, Project Sankalp has been launched with great expectations, great hopes and great aspirations. It is up to each one of us to carry the flaming torch of achievement with passion and enthusiasm, and deliver on our promise.

## BPCL Reaches Lofty Heights



On 30th October 2015, the BPCL facilities were proudly commissioned at 11500 feet at Karu, Leh. 'BPCL First' created history by putting up these facilities in a record time of 30 days. Mr. R.P. Natekar, ED (I&C) and Brig. Chibber jointly inaugurated the KSPs at Karu, Leh. In all 20 TOKs and 6 KSPs were operationalised, thus ending the hardships being faced by the Army who were so far decanting HSD in Barrels.

To streamline the usage of bulk fuels, Army HQ had requested us to install HSD and SKO consumer pumps at two locations in Karu & Sheserthang during the working season of Jun-Nov 2015. The Indian Army is doing a fantastic job of defending our borders in this inhospitable region, which undoubtedly presents some of the toughest conditions found anywhere in the world. We are, therefore, proud of our contribution as a dependable supplier of Petroleum Products to Army units in this area.

## Launch of '1906' 24x7 LPG Emergency Helpline



Hon'ble Minister of State (I/C) Petroleum & Natural Gas, Mr. Dharmendra Pradhan in a programme held in New Delhi, launched '1906' - round-the-clock LPG Emergency Helpline for enhanced customer safety and convenience.

The number - '1906' is a call-centre based service, available pan-India to all LPG customers of the three public sector Oil Marketing Companies (OMCs).

The helpline offers services in nine vernacular languages - Marathi; Gujarati; Bengali; Oriya; Assamese; Tamil; Telugu; Kannada; and Malayalam - apart from Hindi and English, to ensure that the callers are comfortable in registering their grievances. The Call Center is also equipped with a setup for outbound calls for contacting mechanics/distributors and oil company officials.

Though customers can access the ESC only through voice calls, the call centre is equipped with a web-based application for logging and viewing complaints. The portal houses exhaustive data on the contact details of all LPG distributors, emergency service mechanics, and field officers, across the OMCs.

The LPG area in-charges of the three OMCs have been provided access to the portal to constantly monitor call logs, and update contact details of the mechanic and field officers on a regular basis. He also urged oil marketing companies to make the helpline number 1906 toll-free. He also mentioned that a host of other such initiatives for customer convenience would be offered and that the year 2016 would be celebrated as the 'Year of the LPG consumer.'



## Energizing Lives with Honda

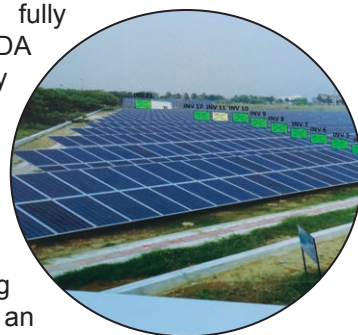
Taking forward the initiative of supplying LNG by road to the customers' doorstep, Gas BU has taken one more leap by signing a LNG Sale Agreement with Honda Motorcycles, the world famous manufacturer of Honda bikes. On 20th October 2015, BPCL dispatched the first truck load of LNG supplies to Honda Motorcycles Plant at Mehsana and the plant was successfully commissioned. The LNG Sale Agreement was signed for supply of 2100 MT of LNG per year for 5 years.

## Solar Energy Powers CRDC



Corporate Research and Development Centre (CRDC) put on load state-of-the-art 1.05 MWp ground mounted grid interactive Solar Power Plant in Oct.'15 to meet its entire energy needs. The plant was inaugurated by Mr. S. Varadarajan, C&MD on 9.12.2015 in the presence of Mr. B.K. Datta, Director (Refineries) and Mr. M.M. Chawla, ED (E&P). C&MD applauded the multidisciplinary team comprising Mr. Maneesh David Singh, Mr. Aniruddha Kulkarni, Mr. Mel George, Dr. Bharat Newalkar and Mr. Vijeshwar Partap & Mr. Ajoy Singh from CRDC and E&P-North respectively.

The Solar Power Plant consists of 1MWp fixed tilt and 0.05 MWp dual axis system comprising 3440 solar panels laid across 5.59 acres of land. The estimated annual power generation would be in excess of 1600000 kWh, which roughly averages 4500 units per day to be consumed for all its operational requirements which is expected to make it absolutely power neutral. This plant is a trendsetter for BPCL in terms of technology selection, structure & space optimization and power maximization. The plant is fully automated and equipped with a SCADA system which monitors the electricity generated by the plant and electricity consumed.



This is the first ever Megawatt scale installation in BPCL which is grid interactive and without any battery storage and power banking mechanism. BPCL has inked an agreement with the DISCOM NPCL under the net metering scheme which allows the excess power net of consumption to be exported to the grid and allows importing electricity from the grid during shortfall. BPCL will help the grid by shaving off its requirement during peak hours and drawing power during nonpeak hours.

## BPCL Ties up with BORL

I&C signed an agreement with BORL for taking over the marketing activities of petcoke and sulphur currently being produced in Bina Refinery. This will create an additional business opportunity of 0.6 MMT per annum for BPCL. The agreement was signed by Mr. S. Prakash, Sr. Vice President, BORL and Mr. S.K. Malik, GM (Sales), I&C in the presence of Mr. R.P. Natekar, ED (I&C). With its better market penetration, I&C would be able to increase the customer basket and provide I&C officers an experience on petcoke marketing before Kochi Refinery starts petcoke production.



## MOU with SI Group



Mumbai Territory, I&C has further enhanced their sales prospects by signing an MOU with M/s. S I Group India Ltd. for the supply of Petroleum Products from Mumbai & Kochi Refineries. SI Group is a leading global developer and manufacturer of chemical intermediates, specialty resins, and solutions that are critical to the quality and performance of countless industrial and consumer goods. BPCL has gained annual volume of approx 42000 MT of high value special petroleum products from Mumbai & Kochi Refineries.

## Power Purchase Agreement

Pipelines spend nearly 60% of their total expenditure on energy bills. The challenge, therefore, is to secure adequate energy supplies at the least possible cost. To reduce operating cost, the pipeline team took nimble steps to implement power purchase under open access through power exchange and thus became the first in BPCL to implement power purchase under open access. This project is being implemented as a pilot project at Malarna Intermediate Pumping station of MMBPL in Rajasthan. 15 to 20 % reduction in energy bill is estimated. The agreement between BPCL and Power Trading Corporation was signed by Mr. Arun Singh, GM (I/C), Pipelines and Mr. R. K. Mishra, Director, PTC in the presence of Mr. B.K. Datta, Director (R) and Mr. S.N. Jalali, GM (Maint.), Pipelines.



## Aviation Soars to the Skies

**Shandong Airlines**, a full service carrier and a subsidiary of Air China has chosen Bharat Aviation as its fuel supplier. The airline will be operating four flights a week from Delhi to Qingdao.

The world's largest package delivery company and provider of supply chain management solutions, **M/s United Parcel Service, Inc. (UPS)** has chosen Bharat Aviation as its Jet fuel supplier at Mumbai Airport. Officials from UPS carried out mandatory inspections and witnessed the trademark smooth and efficient refueling delivery of 115 TKLs by BSSPL, our JV Company and Into Plane Service provider at CSIA.

**Vistara**, the TATA-SIA JV airline is on an expansion spree in India. It is currently operating at 12 estinations with Varanasi and Bhubaneswar as the latest touchdown points. Bharat Aviation has landed the ATF fuel supply and Into Plane business at Bhubaneswar. We are also fuelling their flights at Guwahati and Bagdogra.

The newly constructed International Airport at **Mohali (CHIAL)** was inaugurated by our Hon'ble Prime Minister, Mr. Narendra Modi on 11th September 2015. The Greenfield airport is a JV of Airport Authority of India, Governments of Punjab and Haryana and will cater to the business and travel volumes of Punjab, Haryana, Himachal Pradesh and Chandigarh.

Bharat Aviation has been the first to commission its Aviation Station at Mohali in a record time of 30 days, after receiving the award of land. A containerized unit along with refuellers, jeep and porta cabin have been positioned. Thus Bharat Aviation has set a new record in rapid network expansion – a feat that will be replicated at other upcoming airports too. The fast commissioning

of the AFS has placed us ahead of our competitors and has also earned us appreciation and accolades from DGCA, AAI and SpiceJet.

Bharat Aviation fuelled the first flight of **SpiceJet** that was operated from new Chandigarh International Airport on 19.10.2015. Domestic operations have now commenced in full swing and many International flights are also likely to start flying soon to various destinations in India and abroad.

Bharat Aviation has been successful in capturing the **Qatar Airlines** biz at Nagpur AFS and the British Airways biz at Chennai AFS and Hyderabad.

**Air Canada** has introduced a non-stop, 14 hours service, from Toronto to New Delhi, from 2.11.2015. The latest Boeing 787-9 Dreamliner aircrafts have been deployed for these flights which will fly 4 times a week. Air Canada have awarded the business of Jet A1 supplies to Bharat Aviation.

*This is an affirmation of our standing in the aviation industry and the faith international and domestic customers have in our products and services.*



## Awards

### EFI National Award for Excellence in Employee Relations

BPCL was conferred the EFI National Award for Excellence in Employee Relations - 2015 for Significant Achievement in Employee Relations. In the past also we have been awarded for accomplishments in the field of Employee Relations by Employers Federation of India (EFI), but this is the first time that BPCL has received the highest honour, i.e. "Significant Achievement in Employee Relations." Employers' Federation of India (EFI) is a leading apex national organization of Employers recognized by the Ministry of Labour and Employment, the State Governments and the ILO.

The award was conferred in the EFI National HRM Summit 2015 held in Mumbai recently. The evaluation for the awards was done in a two step process, initially by the jury support team and finally by a jury of esteemed members chaired by Shri Arun Maira (former Member, Planning Commission, GOI). This prestigious award was handed over by Shri Arun Maira to the BPCL team represented by Shri R.R. Nair (GM- HRS), Shri



K. Padmakar (GM- HRD) and Smt. Sujata Chogle (GM-HR, Mumbai Refinery). The award is reflective of BPCL's strong commitment to excel in Employee Relations and recognises the positive initiatives that have been taken in the workplace to the benefit of both the organisation and its workforce.

### NIPM Award for HRD



BPCL added another feather to its cap by bagging the prestigious NIPM National Award for Best HR practices - 2015. We were adjudged winners of the Gold Award in Category A (the highest category for large organizations) at the National Conference held recently at Coimbatore by NIPM (National Institute of Personnel Management). NIPM is the oldest All-India body of professional HR managers which engages in the domains of personnel management, industrial relations, labour welfare, training and HRD in the country.

Every organization acknowledges that their Human Resource is the key to achieve Organisational goals. To identify organizations with robust HR practices and publicly acknowledge their HR endeavours, NIPM has instituted this prestigious National Award. Director (HR), Mr. S.P. Gathoo received the award from Mr. Partha Chatterjee, Hon'ble Minister for Education, West Bengal.

### Sewree Wins Safety Innovation Award

BPCL Sewree Installation was conferred with the 'Safety Innovation Award' for the initiatives undertaken for introducing concepts of awareness and culture in operations in the fields of Occupational Safety, Health & Environment at "The International Safety Convention & Exhibition, 2015. This award is an initiative of The Institution of Engineers since 2005 to encourage industries across the nation to contribute towards emerging technologies and engineering practices for safe and secure habitat creation.



# Ideas Sparkle !

## Feature

When the left brain and right brain come together, miracles happen ! That was the underlying thought behind the innovative theme for Ideas 2015 - left brain (record makers : rational, intellectual and logical) and right brain (ideators : intuitive, emotional and holistic) - combining effectively to emerge with miraculous ideas. Altogether, a record 2375 entries were received and on 11th December 2015, the star-studded Ideas Nite celebrated the victorious meeting of 'minds' on a dazzling platform.

As the comperes for the evening, Pallavi Venkatesan and Nikhil Mahindroo, astutely noted, "The intuitive mind is a sacred gift while the rational mind is a faithful servant. Bring these two together, and there is magic ! This is why Ideas is so special. Ideas as a platform does not recognize those who have great brains. It recognizes those who make the most of it. It acknowledges the real heroes for being committed to making a difference to this legendary organization. The doing and being of the ideators is the real Kohinoor for BPCL!"

The eminent panel of judges comprised Prof. Arvind Khedker, Prof. V G Gaikar, Mr. S.S. Sunderajan, ED(Mumbai Refinery), Mr. K.P. Chandy, ED (Lubes), Ms. Dipti Sanzgiri, ED (International Trade), Mr. K.B. Narayanan, ED (Information Systems), Mr. P.C. Srivastava, ED (HSSE) and Mr. E. A. Vimalanathan, GM (Marketing Corporate). They ended on an innovative note, stating that they have finally understood the theory of relativity,  $e=mc^2$  because of the Ideas Platform. When an idea is born, it's M (Mind's Eye). Once implemented it becomes a C (Creative Stroke). Eventually, when replicated, it becomes  $C^2$  (Echo – that's e). So  $e=mc^2$  encapsulated the very essence of the Ideas platform. It even included the theory of relativity! The winning ideas over the years have ensured that BPCL always stands tall 'relative' to its competitors. So they urged the ideators to contribute thru M, C or E (ME, CS or Echo) by combining the power of their left and right brains to catapult our organization into an exclusive league.

## Chairman's Award

*Use of Reformat Splitter Unit (RSU) in Catalytic Reformer Unit (CRU) to Split Stabilized Naphtha, Thereby Increasing MS/HSD Production and Reducing Low Value Export Naphtha Generation*

The CCR unit was commissioned in March 2014, with feed of heavy naphtha/70-90 cut naphtha, to maximize MS production at Mumbai Refinery. To maximize CCR feed to 3800 T/d, additional heavy naphtha was required, which was available only at the cost of making diesel with flash giveaway. A total of 4500-5000 T/d of stabilized naphtha is generated everyday from 3 crude units. With available capacity of the RFU at 3200 T/d, 1800 Tons of additional naphtha can be split.

The Reformat Splitter was commissioned in February 2015 with stabilized naphtha ex. CDU3/CDU2. Necessary hardware routing modifications were done in the field. The Unit was started at a feed of 1800 T/d,

with the Column operated in three cuts. The top cut (200 T/d) was diverted to the MS pool during medium sulphur crude processing when the sulphur of cut was less than 150 ppm. The middle cut (550 T/d) was also diverted to the MS pool based on sulphur values. The splitter bottom cut (650 T/d) was diverted to the CCR as feed via NHT. Thus, additional heavy naphtha was generated as feed and SCN from CDU2/3 was used to saturate the HSD flash. By this operation, 25 TMT of additional MS was produced and 27 TMT of export naphtha was reduced every month. It was decided to freshly procure equipments, so that the reformat splitter would be available till ISOM commissioning.

*Team : Rengarajan S, Ravitej PV, Kamble RJ, Raut Radhika K, Muralidharan J, Ram Nivas Kushvaha, Shanware P A, Khanna S, Lakshminarasimhan R, and Gupta A K (Mumbai Refinery)*



## Creative Stroke (Refinery) - Technical

### **Winner : Insitu Sulfolane Regeneration Using Ion Exchange Technology**

Solvents used in any Aromatic complex will tend to degrade over a period of time due to continuous reboiling effect, O<sub>2</sub> Ingress or due to chlorides in feed from NHT/CCR units. Due to degradation effect, Solvents tends to become acidic and Total suspended solids in the circulating solvent tend to increase. Ion exchange technology is the best suitable replacement for the primitive steam regenerator which is not effective in removing the Total Acid Number from the solvent.

*Team : Rajeshwari D, Jose Jacob, Ganesh PG, Simon George M T, Rajeev C, Arunachalam K, Ramanathan S, Sasi I, Shyam George, Saji Babu, Jibu Varghese and Vadakaparambil (Kochi Refinery)*

#### **First Runner Up**

**GRM Increase by Zero Naphtha Make & MS Maximization at BORL**

*Amit Srivastava, Abhairaj Singh Bhandari, Anand Pratap Raghav, Saumyakanta Panda, Amit Kumar Srivastava, Reep Hazarika, Om Prakash Singh and Satyabrata Bandyopadhyay (BORL)*



#### **Second Runner Up**

**Optimization of VGO And Ongrade Bitumen Tank with a Automatic Regression Switch - Over Mode for Both Bitumen Mode at CDU3 Without Manual Intervention and With Zero Investment**

*Prasad V, Kulkarni P K, Kubade RK, Bhagwat Priya M, Rahul Babanrao Pawar, R Saravanakumar, Gaur Rahul, Rajiv Barve, Sachin Atmaram Damle and Anoop Kumar Gupta (Mumbai Refinery)*

## Creative Stroke (Refinery) - Process & Systems Improvement

### **Winner : Operational Excellence by Improvement in Process Safety Online Interlock Bypasses Authorization System in Mumbai Refinery**

Improvement in process safety leading indicator by conceptualizing & developing online interlock bypass authorization system in-house by Operations/CS&S/ Process Safety in Mumbai Refinery. This system is an online platform for registering, authorizing, closing process safety interlock bypass authorization & generating reports. This online package has intelligence to escalate authorization to levels as per timeline of authorization period in line with standing instructions. It has increased visibility, transparency & builds a safety culture. This will ensure that proper risk assessments are conducted at various levels to evaluate the pros and cons of the bypass and to derive suitable solutions.

*Team : Rahul Babanrao Pawar, Kubade RK, Kulkarni P K, Vivek Ranjan Gupta, Pushpalatha Ravi, Bhutada Durgesh, Prasad V, Pagare Ajay Suryakant, Mayank Kumar Mahaveer, Ramesh Jadhav (Mumbai Refinery)*



#### **First Runner Up**

**Continuity and Health Testers for Cables**

*Akshita Jain, Tadimeti Venkata Rama Rao, Satyanarayana CH and Pravin Kumar Shah (BORL)*

#### **Second Runner Up**

**Reverse Interlock (Fast Acting Bus Bar Protection) and Standby ABT Using Goose Messaging**

*Suji Paul, Mohanlal A, Sivakumar G S, Shinod Kumar K B, Antony Savio M A and Somen Das (Kochi Refinery)*

## Creative Stroke (Marketing) - Technical

### **Winner : Tilting of CCTV Camera Towards HCD / RSFPS**

1. PTZ cameras continuously rotate 360 degrees as per the predefined tour and zoom the particular area on the predefined spots. Because of this rotation, the required footage of emergency situation may not be captured completely. 2. To capture proper footage the cameras should rotate automatically towards the critical zone without any manual intervention in case of any emergency. 3. These CCTV cameras should be integrated with TAS equipments – HCD (Hydro Carbon detector) and RSFPS (Rim Seal Fire Protection System) so that the cameras rotate automatically towards the critical zone during emergency situations to capture footage.

*Team : Salman Ali Nasir, Ramesh Kumar K V, Sumalatha Chilukuri, Pulluri G S N P Acharyulu, (Retail Cherlapali)*

### **First Runner Up**

**Fool Proof Auto Lock System**

*Hari Annepu, (Trivandrum AFS)*



### **Second Runner Up**

**Glass Flake Polyester Internal Coating For Fire Water Pipelines**

*Saurabh Kumar Singh, Dutta Ashim Kumar, Manivannan S, Rawat Anil Singh, Bhowmik Shiba Prasad, Saurabh Kumar Singh and Bendre Rushikesh V (E&P NR)*

## Creative Stroke (Marketing) - Process & Systems Improvement

### **Winner : Reference Material Production: A True Make In India Initiative By BPCL**

Testing laboratories use reference materials for calibration of equipment. These materials are usually imported from overseas producers as there is no Indian producer. We have taken efforts to build the capability of producing the reference material at our Sewree Lab, Mumbai as per international standard (like international players ASTM, LGC, Paragon etc.) and got accreditation from NABL (DST, GOI) for the same. With this initiative, BPCL become the First organization in India to produce reference material. This initiative shall enhance the brand image of BPCL as a Quality Ambassador and also be a source of revenue generation.

*Team : Susanta Kumar Rout, Ganguli Debashis Debnath, Ashutosh Subramanian Ramaswamy, Tawade D M, Khare Kalpana Vanaji, Rajesh V, Malusare Gajanan Namdeo and Shaikh Mohideen Sultan (Lubes, Sewree QC)*



### **Second Runner Up**

**Knowledge Day**

*Saxena P K, Mathur D N and Brar Sunil Kumar, (LPG, NR.)*

### **First Runner Up**

**PLC Based Dual Detection of Capping Unit in Small Pack Lube Filling Machine**

*Sriramesh Kumar N, Ramakrishnan R, Roy Prabir K and S.K. Manickavasagam, (E&P / Lubes, Ennore COD)*

### **Second Runner Up**

**PAHAL Grand Prix**

*Kavitha Mathew, Ronald Noronha, Patra D C, Nair Suresh K, Devyani Rozario, Tarun Rawat, Kapoor Rajni Madan (PR & Brand / LPG WR.)*

## Creative Stroke (Marketing) - Customer Satisfaction Enhancement

### *Winner : MAK City Branding*

City branding is an initiative, where one city (Nashik was selected) is completely transformed into a “MAK City” through various visible ground level branding activities. The purpose is to make MAK visible in every corner of the city through high impact, innovative, lasting and consistent brand exposure at the point of purchase. This ultimately resulted in generating a pull for MAK through increased visibility and high brand recall thereby resulting in a quantum jump in sales volume on a sustainable basis. This also ensured MAK achieving the No.1 position in Nashik City in terms of volume and brand awareness.

*Team : Ravi K, K P Chandy, Nair Sheilagh, Gargate Vaibhav M, Amey Paranjape, Joydip Majumdar, Mahipal Singh Rathore, Apte Milind M and Prakash Singh, (Lubes, WR).*



### *First Runner Up*

#### **Hello BPC**

*Kumar Rajeev, Rao Peddinti Srinivasa and Malik Raman (Retail, Bangalore)*

### *Second Runner Up*

#### **Process Improvement for Enhanced Customer Satisfaction**

*Vandana D, Karanam Dinesh and Yadwadkar Shrikant (I&C, Pune)*

## Echo Award

219 Ideas have been replicated resulting in a onetime approx. savings of Rs.1.15 crores.

*Team : Irugur TOP*



*The Ideas Winners.*



## Mind's Eye - Marketing

### **Winner : "Magnetism" For Arresting Corrosion**

Standard Configuration of Mesh filters would normally arrest particle size of more than 115 micron, and thus would always allow fine rust particles to pass through to cause damage to equipment. Magnetic Strainers are ring type magnets of suitable size and having capacity of holding 200gm particles installed within a standard filter, resulting in less downtime and increased productivity.

*Team : Naresh Chandani (Sewree Installation)*



### **Winner : Safety Interlock to Ensure Accident Free Working on Auto SC Valve Changing Machine**

In the last few years many accidents had taken place while working on Auto SC valve changing machine where people had lost fingers. Hence this safety interlock is proposed to ensure accident free working on AVCM. Hence the benefits for the organization will be Nil accidents and No LTA on account of AVCM.

*Team : Pavan Kumar (LPG, Coimbatore)*



### **First Runner Up**

**Leveraging Automation In Critical Activities at RO**

*Abdussalam Hossain Khan (Retail, Jaipur)*

### **Second Runner Up**

**SUGAM LPG (Multiple Supply Source Option For LPG Customers)**

*Kailash Nath (LPG, Piyala)*

## Mind's Eye - Refinery

### **Winner : Energy Conservation Recovering Heat from Process Gas that is Being Lost in AFC and Adding-Up the Heat to DM Water Resulting in Heat Gain of 1.5 Gcal/Hr (Saving 2.3 T/D of Fuel) App-4.4 Cr/Annum**

Recovering heat from process gas that is being lost in AFC and adding up the heat to DM water resulting in gain and also in profits. Power saving by stopping the AFC (EA-302); Gaining heat that has been lost to air; Reduced fuel & loss.

*Team : V. Prasad (Mumbai Refinery)*



### **Winner : CPP - HGU Heat Integration To Save Steam Consumption**

This is an idea to save minimum 12 T/Hr of LP steam consumption in captive power plant de-aerator. This can be achieved by preheating the CPP de-aerator inlet water (DM water & turbine condensate) from 45 to 90 °C by utilizing the process gas waste heat (24.6 GCal/Hr) available in the Hydrogen unit thru' heat integration of the CPP & HGU.

*Team : Sanjeev Verma (BORL)*

### **First Runner Up**

**Innovative Approach to Increase Catalyst Space Volume in DHDS Reactor (DDV-02) to Increase Euro IV Diesel Production**

*R. Sivakumar (Kochi Refinery)*

### **Second Runner Up**

**Enhanced LPG Recovery, Increase In Reformate Yield & Improving Purity of Net Gas**

*Amit Kumar Srivastava (BORL)*

## Expressive Learning at BPLC

It's that time of the year when we celebrate learning in a special way at BPLC through the medium of the case study challenge, and the art of storytelling. It's a wonderful learning opportunity for both the participants and the audience that is unique and meaningful and the event is looked forward to by one and all year on year. Writing a winning case, held earlier in the year draws on the skills of our staff to chronicle the landmark initiatives of BPCL

Socratrix - the case study challenge ensured the best brains in Bharat Petroleum were truly challenged. A total of 230 teams participated in 3 stages. Impressive indeed! Only the Top 10 had the opportunity to present their analysis on a contemporary live open ended case set in India --- "TESCO PLC – Strategy for India". Besides preparing their case and presenting it with aplomb, they had to give their best responses to the questions thrown at them by the panel. We are sure even the great Socrates would have been proud of our participants!



Position	Team Members	
Winner	Gyan V Baruah	Sachin S Talhan
1st Runner Up	Aashish Kumar	Ishan Rathi
2nd Runner Up	Susan John	Sree Madavan S
3rd Runner Up	Phurba K Sherpa	Janmajit Das
4th Runner Up	Dorjey W Bhutia	Rajiv Dutta

A brand is a story that is always being told – Discover the leader in you through your personal leadership story. That's what the sixth edition of 'Mercurix – the Art of Storytelling' aimed to do. It was truly a journey of discovery as participants shared their personal leadership stories, which was a very fulfilling experience both for the storyteller and the listeners as well. With 35 finalists and a global reach, storytelling, an age old tradition, is here to stay. There was an element of newness and flavour to each story that was unique to Mercurix this year. Each category below 40 years and



above 40 years brought out the best of talent among our staff, which was thrilling.

The workshop conducted by Mr. Satchit Puranik, a well-known theatre personality, was interesting, rewarding and geared the participants to share their story with renewed enthusiasm and vigour at the finals. He stressed upon the need to live the experience to connect with the audience. A special thanks to IIS, Brand & PR for collaborating with us to make this event a tech-savvy one, by ensuring the live inputs on YouTube and Facebook with over 400 viewers online.

Above 40 category	
Winner	Shiny Sara Varghese
1st Runner Up	Babaras Sujata S.
2nd Runner Up	Mona Srivastava

Below 40 category	
Winner	Phurba K. Sherpa
1st Runner Up	Shilpa Surve & Henry P
2nd Runner Up	M. Divya Teja



## Preventive Vigilance is the key

*Vigilance Awareness Week (VAW) is celebrated every year to mark our respect for the man of integrity, Loh Purush Sardar Vallabh Bhai Patel, around his birth anniversary that falls on 31st October. This year also, Vigilance Awareness Week was celebrated from 26th to 31st October, 2015 by all organizations, falling within the advisory jurisdiction of the Central Vigilance Commission on the theme, "Preventive Vigilance as a tool of Good Governance".*

*The theme this year aimed at making "Preventive Vigilance" as an integral part of the functioning of government and its organizations, drawing attention to shortcomings, errors and mistakes detected in the past, so that these can be avoided in future projects by drafting effective rules & regulations, practices & procedures, resulting in improved transparency, accountability and maintaining integral security at the highest level, helping us take timely and correct decisions and in turn realizing the dream of Good Governance. VAW activities were conducted across the length and breadth of the country, at all BPCL Offices, Refineries and operating locations, creating widespread awareness amongst all our stakeholders. New additions to the various programmes were a 'Fighting Corruption - Real Life Incident' Contest and a fascinating Vigilance Crossword Puzzle, which kept the employees engaged and enlightened.*

### Southern Region

At the inaugural function of Vigilance Awareness Week at SRO, Mr. Rajesh Das, Additional Director General of Police, Social Justice and Human Rights, Chennai was the Chief Guest who spoke at length on the eradication of corruption, sharing his vast experience in the Police department. In order to generate awareness in the public about the bad effects of corruption, a rally was organized for R.A.N. Matriculation school children, as these young minds will be in a position to influence the society at large. Various competitions were conducted and prizes were distributed to the school children.



### Chairman's Office



The Vigilance Awareness Week was inaugurated at CO on 26th October 2015 by the Chief Guest, Mr. Keshav Kumar, IPS – Joint Director, Central Bureau of Investigation, Mumbai Zone in the presence of Mr. S. Varadarajan, our C&MD, Mr. S.P. Gathoo, Director (HR) and Mr. P. Balasubramanian, Director (F). This was followed by administration of the oath.

Mr. S. Varadarajan, in his address, spoke about the role of Vigilance and the focus on 'Preventive Vigilance'. He said "Governance would be effective only if it begins with the self and it should always begin from within."

In his keynote address, Mr. Keshav Kumar spoke on the new technology based efforts being experimented by CBI to rein in the ills of corruption and emphasized the importance of newer technology in exercising effective preventive vigilance in organizations. The star attraction was the Lezim performance and value based songs rendered mellifluously by students of General Education Academy School, Chembur.

Ms. Madhu Sagar, GM (Vigilance) highlighted the role of inclusive & participative preventive vigilance in designing processes and projects in such a manner that all precautionary steps are inbuilt and active at all times in close association & collaboration with all stakeholders. She emphasized on consciously employing collective wisdom with shared responsibility and very clear accountability in all sensitive functional areas of our business so that discretions, dilutions & deviations are effectively eliminated from all such processes.

An interactive session on "A Fraud Every Day" was held at all Mumbai locations, apart from a Children Painting Competition and VAW Interschool Debate Competition at Kendriya Vidyalaya, a Rangoli competition, slogan and essay competitions for employees & a South Mumbai Interschool Skit Competition.

## Mumbai Refinery

Vigilance Awareness Week 2015 was inaugurated at Mumbai Refinery by Mr. A.D Shinde, IPS, Former Inspector General of Police, Maharashtra in the presence of ED (MR), GM (HR), GM (Projects), GM (Finance), GM (Operations) and GM (E&AS). After the pledge, Mr. Sunderajan explained various steps taken such as e-tendering, e-payments to vendors etc towards the transparency, accountability and good governance promoted by BPCL. In his keynote address, Mr. Shinde emphasized on transparency and accountability as key factors for eradication of corruption. He pointed out that system improvement is a continuous process and cited examples of the recruitment process developed in police department over a period of time. A skit in Hindi 'Chal Hawa Anne De' on the theme of 'Preventive Vigilance' had a mixture of song, dance and humour.

The activities included an online quiz contest, a slogan contest, a Marathi slogan competition and a spot quiz competition.



An essay competition on the theme, "Preventive Vigilance- a tool for Good Governance" and a poster painting competition on the theme "Values- a tool for Good Governance" was organized at General Education Academy, Chembur. The Vigilance Team MR visited the LPG plant, TDU Gantry and truck drivers were briefed on Vigilance Awareness, along with essential safety tips on driving. Pamphlets of Do's & Don'ts for safety and other requirements were distributed.

At the valedictory function, Mr. S.S. Desai, GM (E&AS) emphasized on the individual's role in vigilance and his own experiences. He also gave a few tips on preventive vigilance to the youngsters present.

## Kochi Refinery



The chief guest of the VAW function, Mr. B.K. Datta, Director (Refineries), in his keynote address, stressed the need of ensuring transparency in all our business activities. A Vendor Interaction Meet was conducted for 50 suppliers, legal advisors and M/s EIL, Consultant for IREP. Mr. P.S. Ramachandran, GM (Projects) made a presentation on various steps/ initiatives taken by Projects in enhancing transparency in implementation of IREP. Mr. Y.V. Apte, Chief Procurement Officer, CPO (Refineries) made a presentation on 'Make in India-BPCL Initiative'.

An Inter School Poster Competition was conducted for the students of the schools where Integrity Clubs are functioning. An elocution competition was conducted at six schools and four colleges. Vigilance Study Circle, Kerala and BPCL arranged an elocution competition for college students at FACT Udyogamandal, Ernakulam. Crossword and Unscramble the Jumble contests were conducted for the students of Integrity Club schools and employees. A talk on "Vigilance and e-Governance" was delivered to students of St. Peters College.

A Spot Quiz was organized for general shift employees, shift employees and contract staff with the help of volunteers from students of Cochin Refinery School. A vigilance sensitization program was conducted for CISF, BPCL-KR unit, contractors and contract supervisors on the functions of Vigilance Dept, CVC set up, vigilance angle, complaint mechanism available etc.

Students of Cochin Refineries School presented a Pantomime and Street play in Hindi for the Public and Contract employees at IREP Site. The theme was 'Evil consequence of corruption in our society.' They also presented the same program in Hindi & Malayalam for the general public at Nuclease Mall, Ernakulam. The stage show attracted visitors in the mall and the message of anti corruption was spread to the public. Ms. Madhu Sagar urged the students to be the agents of change that you wish to see in the society.

BPCL-KR officers conducted vigilance awareness programs to 40 engineers of EIL on "Common irregularities in tendering and execution". The Chief Guest at the valedictory function was Mr. P.C. Cyriac, IAS (Retd), former Additional Chief Secretary, Govt. of Tamil Nadu. Mr. P. Kumaraswamy, ED (Projects) elaborated various measures taken by BPCL-KR in bringing transparency in business activities.

## Northern Region



Vigilance Awareness Week was inaugurated at Noida Regional Office by Mr. Prabhat Kumar, IRS, CVO of Pawan Hans Limited. In his keynote address, he explained the mathematical model of corruption and illustrated how this model can be applied to any process for its re-engineering. He proposed a three pronged strategy – Use technology to make customer interface of organization as user friendly and transparent as possible; devise preventive mechanisms and re-engineer your systems and processes to reduce discretion, monopoly and increase accountability, and ensure that the corrupt are caught, and punished adequately and speedily. Mr. T. Peethambaran, DGM I/C Retail talked about the social side of corruption and emphasized the need to inculcate ethical practices in children right from their childhood so that these are embedded in their personality. At NRO, an essay competition and Vigilance Awareness Quiz was later organized.

Vigilance Awareness Week was observed throughout Northern Region with tremendous enthusiasm. Quiz for CRDC and IDC officials at Greater NOIDA and ECE House; Q&Q and automation awareness campaign by Jaipur Retail Territory at all the COCOs and at some ROs (Hon'ble Minister, Food & Civil Supplies, Rajasthan Govt. Shri Hem Singh Bhadana visited BP-Gadota 2 on NH-8), a talk on the topic of corruption at Udaipur LPG Plant by Mr. O.P Bunkar, ADM (City) and Customer Oriented meetings at locations in LPG and Retail.

## Excerpts from Messages...

### Message from Prime Minister of India

I am sure, the observance of Vigilance Awareness Week on this theme shall help highlight the importance of preventive vigilance in curbing administrative malpractices, and providing good governance.

### Message from Central Vigilance Commission

Observance of Vigilance Awareness Week every year is one of the various outreach initiatives undertaken by Central Vigilance Commission in its endeavour to fight corruption and create awareness among the public servants as well as the citizens on the ill effects of corruption and need for integrity. Co-operation of all stake holders is imperative in creating and promoting a culture of integrity, transparency and accountability, which would help fulfill the expectations of the citizens for a corruption free society.

Preventive vigilance is a package of measures to improve systems/procedures aimed at eliminating the scope for corruption and to aid the management to achieve optimum results. Identifying complex rules/ procedures and simplifying the same, curtailing discretions, ensuring accountability, sensitizing the officials, facilitating a culture of honesty and promoting ethical practices, etc. are some of the measures. The Commission believes that good governance can be promoted by putting in place strong preventive vigilance measures.

During the week, 20 lakh SMS messages were sent to registered Retail and LPG customers at Noida and Ghaziabad, providing them useful information about how they can remain vigilant about Q&Q and Services. Students in schools, colleges and professional institutes were invited to debate on topics such as – 'Degradation in moral values is the main cause of corruption' and 'Corruption is a moral issue or a legal issue ?' Mass awareness rallies were organized, involving our dealers, distributors DSMs and LPG Delivery Boys. A group of theater artists were enrolled to perform Nukkad Natak along with the rally. The script was based on the famous short story, 'Girgit' (The Chameleon) by Antov Chekhov. Retail Automation and Q&Q demos were held at ROs for opinion makers and the customer community.

## Eastern Region



Vigilance Awareness Week-2015 was observed with enthusiasm at various ER locations. At Eastern Regional Office, Kolkata, after the pledge, Mr. Surajit Mahalik, Head (Retail)-East, in his address, appealed to all employees to positively contribute in leading our organisation towards more transparency and attaining greater heights.

Rallies were organized at various Retail and LPG Territories for spreading the Vigilance message/ theme. A debate was organized at ERO on the topic, 'Degradation in moral values is the only cause of corruption' which propelled many staff members to enthusiastically put forward their arguments with live examples. Awareness programmes for staff, contract labour and security personnel, vendors meet and transporters meet were organized at various locations.

A painting competition for the children of the staff at ERO was also organized on a given vigilance theme. A Vigilance Awareness programme & quiz was also conducted for the staff members of ERO, which was followed by a prize distribution. During the week, Vigilance Awareness Quiz, contractors meet, transporters meet, vendors meet, etc. were also organized by various ER locations like Patna, Durgapur, Sambalpur, Budge Budge, Guwahati, Haldia, etc.



## Western Region

At the Vigilance Awareness Week 2015 celebrations in Regional Office (West), Mr. P.S. Ravi, Head (Retail) West, appealed to the TMs and role-holders to educate the young officers on various systems & procedures and to train them on being vigilant in all their day-to-day activities, so as to reduce the scope of lapses in executing their jobs effectively.

The Chief Guest, Mr. T.K. Choudhary, Retd. IPS, former DG (CID) Maharashtra State, emphasized on the approach to be more towards preventive vigilance rather than punitive, and appealed to all to imbibe this in our culture, which will go a long way in eradicating corruption to a great extent.



In order to 'catch them young', Vigilance awareness seminars were organized in colleges and debate, essay and drawing competitions were conducted in schools. Walkathons were organised in Thane/Kalyan and Kharghar to spread Vigilance awareness to the public. This was covered by the local press and TV Channels.

Rangoli is an art of bringing life in colours, an inseparable part of our rich cultural heritage, perhaps expresses human emotions much more effectively & artistically than words ever can. A Rangoli Competition was organized in Kharghar Office depicting the theme of a 'Corruption Free India'. Rekindling the josh amongst the staff, a Vigilance Quiz was conducted on the topics of Prevention of Corruption Act / CVC / Transparency International / BPCL Tender procedure etc.

At the valedictory function, winners of the Debate competition from Schools and Colleges spoke on the theme of 'Ways to End Corruption'. There was a 'skit' performance, "Kattapa ne Baahubali ko Kyon Maaraa" by in-house talent on the theme of Corruption.

## BPCL Hockey Team Retains Bombay Gold Cup Title

BPCL retained the 50th All India Bombay Gold Cup Hockey tournament held at Mumbai when they beat CAG in the finals with a convincing margin of 6-1 goals.

The star-studded BPCL outfit, comprising of current World Cup Hockey League Bronze Medallists, S.V. Sunil, Amir Khan, Birendra Lakra and Manpreet Singh, made their intentions clear from the outset, setting up a fast pace and penetrating the CAG defence with regular runs on both flanks. The first goal came in the 3rd minute through S.V. Sunil, Manpreet did a solo run to sound the board giving BPCL a 2-0 lead. Jarnail Singh converted a good pass to score the third goal of a reverse flick. In the second half, BPCL scored through Amir Khan, Somanna Pradhan (Guest player) & Ravi Pal. However CAG got a consolation goal through Abhishek Singh.

Earlier, the BPCL team had defeated the Indian Oil Hockey team by a 4-2 margin in the semi-finals. Indian Oil also consisted of current Indian players including star drag flicker V. Raghunath. However the Indian star failed to convert any goal of the 4 penalty corners they



received. While Mr. S.V. Sunil was awarded the Player of the tournament, Mr. Birendra Lakra was awarded the Best Defender and Mr. Mohd Amir Khan was awarded the Best Forward. We wish the team great success in future tournaments !!!

## India Win Bronze Medal in World Hockey League After 33 Years

Hosts India have taken the bronze medal at the Hero Hockey World League Final 2015, thanks to a drama-filled shoot-out victory over European champions, Netherlands in Raipur, India. A huge crowd witnessed Rupinder Pal Singh score twice in the contest but it was the shoot-out heroics of goalkeeper, PR Sreejesh that gave Asian champions India victory in what must surely rank as one of the best games of the tournament.

Mr. Manpreet Singh (BPCL) was adjudged the Man of the Match. Four BPCL Hockey players were part of the Indian team i.e. Mr. S.V. Sunil, Mr. Birendra Lakra, Mr. Manpreet Singh and Mr. Mohd. Amir. Mr. Tushar Khandker, Captain of the BPCL Hockey team was the Assistant Coach of the Indian team at the World Hockey League.



## Chess Team Win

The BPCL Chess Team, seeded 2nd this year, consisting of the Mighty Five - Mr. Arun Prasad, Mr. Harikrishna Pentala, Mr. G.N. Gopal, Mr Kidambi Sundararajan and Mr. Abhijit Gupta lifted the PSPB Inter Petroleum Chess Tournament at Mumbai and did us all proud. Out of the five rounds, we drew one and won 4, the most critical round being the matches with the top seeded team from ONGC-A.



## Farewells

### Mr. Arjun Hira



In his words, "I am superannuating after spending about 38 years i.e. two thirds of my life with 'BPCL – A Great Company'. I am proud to have joined as an Officer Trainee in 1978 in the first batch of employees selected after nationalisation of Burmah Shell (BS). Accordingly, I got an opportunity to work with stalwarts of BS and could pick up their value system, culture & leadership qualities, which I nurtured throughout. The initial first decade of my career in BPCL, working with BS officials helped me in making my foundation solid and weather proof. After contributing and adding value "a bit" in my own way in BPCL's performance, I now plan to do something directly to a focused segment of society i.e. "Budding Students" who are on the threshold of their career shaping i.e. in Std. X and XII as I intend to teach them particularly Mathematics and Physics subjects. Most of you have showered unqualified love, affection and respect, a great treasure which I am carrying with me." He retired as ED (Marketing Corporate) on 30.9.2015.

### Mr. M.H.A. Khan



Mr. Khan graduated in Commerce, completed Law and holds a postgraduate Diploma in Business Management. He joined BPCL in 1982 at Warangal Depot and retired as Senior Manager (Legal) North after putting in 32 years in Marketing and 2 years in Legal. His journey has been very exciting and challenging. He had a wonderful tenure in marketing, especially in the I&C SBU, where he secured major business while in Andhra Pradesh, as well as in Bunkering, Singareni Collieries and the Army Business. His major tenure of service has been in Northern Region and he has enjoyed his stints at Chandigarh, Jammu, Pathankot, Ludhiana, Jaipur Delhi and Hyderabad. He adds, "The best part of my tenure at BPCL has been the friends I have made in this Organization who will form part of his future." His wife, Fouzia is a homemaker and spiritual companion. They have two daughters; the elder daughter is in USA, working with a MNC at San Francisco after completing her MS (Engineering). The younger one is with Deloitte at Hyderabad after completing her MBA in HR.

### Lt. Col. Harsh Varman



After his M.Sc, Harsh did his MBA from NMIMS, Mumbai in 1992. He has served in critical positions at Baroda, Mumbai, Delhi, Nagpur, Ahmedabad etc. He is a Logistics expert for the oil industry, with specialization in movement & storage of petroleum products. Besides a stint with Oil Coordination Committee, he joined the Territorial Army in 1991 and was promoted to the rank of Lt Col. His unit is a Rescue Unit, mobilized during crisis situations, like the Orissa cyclone disaster, Gujarat earthquake and the oil industry strike. In 2002, Asian Development Bank had sent Lt Col Harsh on a mission to Afghanistan, just after the Taliban war, which was not only challenging, but life threatening as well. He retired as Territory Coord. (RO Projects), Mumbai in October 2015. His wife, Preeti Saxena is a successful home maker. Their daughter, Priyam has done her M.Tech in Bio-Informatics & completed her course in Intellectual Property Rights, and is now happily married. Their son, Prateek, who has completed his graduation in Financial Markets, is working with Kotak Mahindra Bank as Dy. Manager in Mumbai. Priyam has successfully completed the half marathon (21 kms) held in Mumbai in 2011. Harsh's hobbies are gardening, bird watching, reading and exploring various part of the country. He is a sharp shooter & a quick analyzer and has written various papers on Oil Marketing, which have been acclaimed.

### Mr. Ramji Lal



Having joined BPCL in 1984, Mr. Lal was first posted at Shakurbasti LPG Plant as an assistant. In 1986, he was transferred to Mumbai Refinery as Materials Officer. Thereafter, he was posted in LPG, Materials, Oil Installation, Lubes, Siding, TLF, Aviation, OIL etc. in various capacities. During the course of his tenure, he learnt a lot and met many great human beings in the organization to whom he will ever be indebted. During the last leg of his service, he was assigned as Joint Director (PCRA), where he worked in Estates, Co-ordination and Admin. He has three children – his elder son is married & is Manager (IT) in Punjab National Bank, HO, New Delhi. His married daughter is a teacher in Delhi Govt. School and his younger son is a Doctor, employed as Medical Officer in Delhi Govt. Hospital. Apart from this, he is a preacher of Sawan Kirpal Ruhani Mission & runs a centre in west Delhi. He is instrumental in conducting many social & spiritual activities under the Sawan Kirpal Ruhani Mission. After retirement, he intends to continue spiritual works & other social activities.

## Mr. P.R. Gopakumar



On completing Engineering from University of Calicut, he joined BPCL on 12.5.1980. After initial postings at Tondiarpet and Ernakulam Installations, where he was handling capex/maintenance jobs, he was posted at Vijayawada in charge of construction and maintenance of retail outlets. In 1989, he handled APT projects in E&P-HQ, MT and later moved to Noida, continuing with various assignments in E&P. He also worked abroad on deputation with Qatar Petroleum from 2001-2003. On returning, he worked as Facilitator/CEM (North) till 2012 and thereafter, as Chief Mgr. Construction (Major Projects), superannuating on 30.9.2015. His wife, Usha has always been a source of strength and support to the entire family. Their daughter, Ambili is an established Bollywood singer and performer and is married to Prattyush, who works with Vodafone. Their son, Akash is pursuing his Masters in Sports Administration in AISTS, Switzerland after completing his Engineering and working briefly with Infosys, Pune.

## Mr. N.K. Anand



In his words, "Though I say farewell, yet in some ways I am wrong, for with such valued friends and colleagues, there can never be a farewell but only an 'Au Revoir' or 'Phir Milenge'. I joined BPCL in February 1983, after working in some other organizations like Hindustan Paper Corporation, ITC Group etc. During the last 33 years with the BPCL family, I have moved a long way, both on the professional and personal front. The journey at BPCL gave me exposure and opportunity to work in a number of departments/projects. It has been a great learning experience. I am thankful to each one of you for your guidance & support. I shall be entering a new phase of life & I will surely miss the speed of life and daily demand of an office schedule. I met some very nice people during my journey and made some good friends that I hope to stay in touch with in future. I shall be settling down in Mumbai with my wife Neerja, daughter Deeksha & son Chiranjeev." Mr. Anand retired as Sr. Finance Manager (Strategy) on 31.10.2015.

## Mr. P. Balasubramanian



On 1st March 1984, Mr. Balasubramanian joined BPCL after 7 years of other services. He has worked in different functions starting from Distribution setup, Finance, Dispatch Unit, NOI Project, ARB (Project), Logistics, Operations and finally, Sales also. He finally retired as Manager-COCO on 30.9.2015. He says, "BPCL organization culture is unique and gave me full freedom and opportunities to blossom and achieve the most difficult targets under different conditions with different bosses. Recollecting the memories of the past, one of the best times I spent was in Finance, from 1989 to 2005. During the long journey I realise that I have made so many friends along the way, and so many have touched my life in a variety of ways. I have travelled the entire southern region with BPC. Working at BPC has truly been an enriching and rewarding experience. Retirement is indeed an emotional moment for me, with mixed feelings of nostalgia of the last 31 years and excitement of the new journey which I am going to embark upon."

## Mr. Udgith Sharma



Mr. Sharma joined BPCL on 14.3.1983 as Operations Officer, Shakurbasti Installation, after working as Senior Analyst at IOC's R&D Centre at Faridabad. After good exposure to POL and Lubes operations, (courtesy the great interaction with old Burmah Shell Officers), he joined LPG, Shakurbasti. In 1990, while working in LPG Plant, Piyala just after its commissioning, he faced the challenge of Project Affected People and villagers of Piyala, who used to frequently use violence. Next, he headed Agra Depot in 1998 and in 2001, he was posted to Bijwasan, where he resolved land and legal matters for Delhi Territory. In 2007, he was again in Piyala Installation and in 2012, he assumed charge as Manager Ops. Mathura Installation, a position he retired from in November 2015. His family includes his wife, Shashi Kalan, four daughters and a son. All their four daughters - Eela, Parul, Bhavna and Reecha Veelu are married having one kid each. Two of them, Eela and Bhavna are Engineers and MBA, Parul is a Vastu Consultant and Reecha Veelu is a Doctor. Their son, Ribhu Veelu Vikram is an Engineer and MBA and all are doing well in life.

## Mr. Thomas F. Fernandes



After graduating in Science from Mumbai University in 1977, Mr. T.F. Fernandes initially worked in the Pesticides factory, RCF, Associated Capsules, Indian Plastics and Golden Tobacco. He later completed his LLB and Business Management. On 1.9.1982, he joined BPCL at Sewree installation in tank lorry / tank farm operations. In 1993, he was assigned to IR&Admin, Security, Fire & Safety, record room, handling a work force of 415 employees. Next, at Koyali DU, he experienced working at a hospitality location, as well as salvaging of all bulk LPG loaded bullets which had met with accidents. During his stint as TM (Retail) Vashi, he contributed in securing RO sites for BPCL. In Internal Audit in July 2000, his Lubes Audit report and Safety Audit report were recommended as model reports for the department. In August 2013, he was appointed as Member LPG Distributor Selection Board, Maharashtra, a post he superannuated from in December 2015. His wife fell sick and passed away in January, 2002 at the age of 39. His eldest daughter, Princelyn has done her BA in psychology and is trained to teach special kids. Her hobby is fashion designing. Her husband Allwyn is a Branch Manager in SBI. The younger daughter, Avita has completed her B.Com. and was working with a MNC; now she has left to pursue her MBA. "My tenure in BPCL has been exciting and full of challenges. Today, whatever I am, I owe to God and BPCL. A man can't retire his experience, he must use it. Retire from work not from life," he declares.

## Felix Scores a Century !

We have many centenarians, who have happily crested the 100 year mark, in the Bharat Petroleum fold. Felix Fernandez, who celebrated his 100th birthday on 14th January 2016, has also taken his rightful place among the stars in the BPCL galaxy.

The World War II veteran, who was born before the shortwave radio or the humble Band-Aid were invented, is in surprisingly good shape and rarely skips his daily 20- minute stroll in the compound of his bungalow at Chembur, Mumbai. "Life has been good," said the former navy man and father of five. He is known in the community for his love for whisky (in moderation,) music and fish— a combination that never goes out of favour — and for his comic timing. Chembur residents were all geared up to celebrate the milestone birthday of their beloved 'Uncle Felix', starting with a prayer group and ending with a dinner reception.

Felix was born in Goa's Siolim village in 1916. He moved to what was then Bombay in 1940 to join the Royal Indian Navy. He served in the 'Mine Sweeper Division' and was posted in Cochin. "World War II was going on. Though we were not affected that much, we faced some air raids," he said. The war also took him to Rangoon (Yangon), a former capital of Myanmar. He recalled spending uneventful days singing, playing the piano and kicking the football around. Soon after the war, he joined Burmah Shell, which later became Bharat Petroleum.

In Bombay, Uncle Felix first lived in Santacruz. He recounted the incredible experience of listening to the radio as Jawaharlal Nehru took oath as the first prime minister of an independent India. "We went crazy driving all around the city when the country won its freedom. Everyone was on the road and



people honked the horn in celebration," he said. But he is not happy with the way Mumbai has changed over the years. "It is a concrete jungle now. There was a time when I went shooting ducks and fishing with friends around my house in Chembur. Everything has changed," he said.

His daughter-in law, Dolly said he was hale and hearty even at this age because of his disciplined lifestyle. "He loves walking. Everyday, he walks for 20 minutes in our compound," said Dolly, who is married to his youngest son Mario (61). His eldest son, Victor (72) said the former navy man loved the grand old operas - Carmen, Tosca Don Giovanni, La Traviata and Aida. "He also enjoys gardening, a hobby he took up after retirement. Red roses are his favourite."

Felix has participated in annual Bombay Rose Society competitions and has won many prizes for his home-grown blooms. His passion inspired Mario to pursue garden designing as a profession.

*Source : Jyoti Shelar in Mumbai Mirror*

## Murugaiyan Earns His Stripes



Major R. Murugaiyan, Manager (Projects), IREP, Kochi Refinery, is looking after the Over Dimensional Consignment (ODC) Movement through roadways and waterways. He was honoured with the Substantive Rank of Lieutenant Colonel of the Army in a Ceremony held on 2.12.2015 at Red Fort, Agra, the HQ of the 801 Engineers Regiment of Corps of Engineers of Meerut Brigade coming under the Central Command of Indian Armed Forces. The Rank took effect from 14.11.2015.

He was initially appointed by the President of India as a Commissioned Officer on 14.11.2000 in the Rank of Lieutenant and was posted at 801 Engineers Regiment Refineries & Pipelines (Territorial Army), Agra. He has been involved in rescue and relief operations during the national calamity of Gujarat earthquake in February 2001; he was also part of the team which protected the vital oil installations in Vadodara, Gujarat during the riots that broke out in 2002, for which he was Awarded a Certificate of Honour by the erstwhile Kochi Refinery. Later, he was granted the rank of Captain on 16.12.2004 and was subsequently, honoured with the rank of Major on 16.12.2008.

Being part of the Committee, he was instrumental in formulating the policy for the National Contingency Plan for Petroleum Products Movement. On different occasions, to overcome the crisis faced by the nation, during the All India Strike by Oil Sector Officers, Lt.Col. Murugaiyan was called in for services in different Refineries across India, the prominent one being the operation and maintenance of BPCL Mumbai Refinery during the strike in Feb 2013, wherein Rs. 243 Crores has been saved by preventing loss of production during which he commanded the Maintenance Company under him. He was adjudged as Best Officer during March 2002 and was Awarded Overall Best Officer during the Annual Training Camp in February-March 2007. He was selected for the 63rd Prime Minister's Territorial Army Day Parade and he and his wife, Malathi met the President of India at the Durbar Hall of Rashtrapati Bhavan on 10th October 2012.

## Kuhikar Awarded a Doctorate

Pravin Kuhikar, Territory Coordinator (Retail), Nagpur has been awarded a Ph.D. under the Board of Studies in Business Management and Business Administration in the faculty of Commerce by RTM Nagpur University. The topic of his research was 'Study of Social Media Marketing as a Future Marketing Tool in India'. He has done extensive and futuristic research in Social Media Marketing, particularly in Facebook Marketing, Twitter Marketing, YouTube Marketing, Blogs, Wikipedia and Craigslist. He has published four research articles in various reputed management journals and also presented research papers in national and international conferences. He was awarded by Dr. Jayant Narlikar, noted astrophysicist, at the 102nd Convocation Ceremony. We're extremely proud of you!



## Obituary



We deeply mourn the sad and untimely demise of Ms. Manjula Nair, Secretary, Retail HQ, Mumbai on 29th October, 2015. She was 56 years old. She is survived by her mother.

Villoo Sinhji has penned an eulogy ...

"Goodbye Michelle it's hard to die, when all the birds are singing in the sky."

Goodbye my dear Manjula. Our gentle, soft-spoken colleague with a mellifluous voice. A beautiful soul with a keen mind, a fountain of knowledge and information, you will be deeply missed by all those who knew you. Rest in peace - "This world was never meant for one as beautiful as you." May your soul progress to greater heights. Adieu.

## TALK RIGHT



### ***Balance the tight-rope act of communicating with your adolescent***

If you've just celebrated your child's 11th birthday, you need a heads up: gone are the days when they'd tell you every little detail of their life, right from the colour of the walls in their class to the size of their friend's new puppy. Questions like 'how are you?' or 'how was your day?' are likely to receive monosyllabic answers and you are bound to feel rejected, critiqued and disheartened.

But, remember that this is a natural process.

Dr. Michael Ungar, author of 'I Still Love You: Nine things troubled kids need from their parents', and co-director of Canada's Resilience Research Centre, explains, "As they get older, children seek to define their own identities. Often, that means rejecting some aspect of their parents. We can mistakenly assume our children reject all of our values, when in fact, they are often experimenting with new identities but not rejecting everything that we passed to them."

Clinical psychologist Dr. Manasi Bhat adds that often the search of their own identity, leads to conflicting emotions. "They want to be accepted and appreciated by their loved ones and are often not able to share their feelings with their parents," she adds. However, handling the situation with patience can help parents retain some level of involvement in their child's life.

### **Rule 1: Don't Nag**

Parenting experts say that half the problem begins with how parents approach their pre-teen and teenage kids. Parents believe that their children are not mature enough to handle their own problems and must seek their help. While their constant questions stem from anxiety, children interpret this as lack of trust. "Children of parents who believe that they must know all about their child, find their questioning interrogative and controlling. In retaliation, they may resort to not talking. They know no other way," says Dr Bhat.

"Don't nag," advises Dr Ungar. "Instead of always asking questions, tell your child about your day. Ask them for help and get their opinion on subjects. No one likes to be badgered with questions constantly. Rather than asking 'how was your school today', ask about something special the child learned or share something you learned at work and bring the child into a conversation," he adds.

Generic questions will not get you the answers you're searching for. "Be specific. Notice the child's behaviour and concern and address it, but never be confrontational," advises Dr Bhat.

### **Rule 2: Pick The Right Place**

The right ambience counts too. "I encourage parents to find a place that the child feels safe in. I love car rides as you are both facing forward and it is less intimidating, and the child can't leave. Neither can you. Bedrooms are often safe spaces, or anywhere the child is relaxed," suggests Dr Ungar.

The idea is to create a secure and non-threatening psychological environment so that the child can feel free to share their life, says Dr Bhat, adding that a pizza treat or a stroll round the corner where both can listen and share is a good idea too.

### **Rule 3: Get The Tone Right**

Put yourself in your child's shoes. "Even if you are concerned about your child's safety, raising your voice only communicates anger," points out Dr Bhat. Take time to think back to your own experience as a child and do what you would have found helpful. "I'd encourage a parent to think first about when he or she was the same age as the child and remember what was helpful. How did adults talk to you and which tone was the easiest to hear? In some contexts, a 'Wake up' kid and almost shouting might be necessary, another time, it's a hug and gentle tone. If the problem is extreme, like drug abuse, then the tone should be full of authority," says Dr. Ungar.

- ◆ *Occasional reminders are helpful to encourage the child to open up. Don't push*
- ◆ *Question less. Listen and observe more*
- ◆ *Prioritise what bothers you the most. Leave the rest for the next time*
- ◆ *Frequent questioning makes kids give wrong information just to avoid more enquiry sessions. Refrain*
- ◆ *Regular interrogative behaviour displays impatience and the parent's lack of control over their emotions. Avoid it*

### **Rule 4 ' - Time It Right**

Avoid fighting fire with fire. If they scream, don't respond by screaming, similarly don't reinforce their silent treatment strategy. Give time. Believing in your child's potential to share problems will gradually lead to a respectful interaction between the two.

However, Dr Bhat says parents must know certain details of their child's life – their whereabouts, information about his acquaintances, habits, scholastic details and safety. In no scenario must these be compromised. "It is a basic right of the parent to know their child's well-being. This message has to reach them strong and clear," says Dr Bhat.

- Nasrin Modak – Siddiqi (Mumbai Mirror)

# Global Blueprint to Combat Climate Change

*The Paris Agreement sets forward an ambitious vision for tackling climate change globally. This includes :*

- 1. Strengthening Long-Term Ambition :** The agreement sets a goal of keeping warming well below 2 degrees Celsius and for the first time, agrees to pursue efforts to limit the increase in temperatures to 1.5 degrees Celsius. It also acknowledges that in order to meet that target, countries should aim to peak greenhouse gas emissions as soon as possible.
- 2. Locking In Five Year Target Cycles :** Under the agreement, all countries will communicate their climate targets every five years, starting in 2020. Targets must be submitted 9-12 months before they are finalized, creating time for other countries and civil society to seek clarity about the targets submitted.
- 3. Ratcheting Up Ambition Over Time :** Each target should reflect progress from the prior one, reflecting the highest possible ambition that each country can achieve. This durable, long-term framework will drive greater climate ambition as technologies improve and circumstances change.
- 4. Rigorous Assessment Of Global Climate Action**  
To help inform further domestic and global efforts, the agreement puts in place a mechanism to assess collective progress on global mitigation action using the best available science. This process will begin in 2018 and occur every five years to help inform countries' future targets and strategies.
- 5. Sending A Market Signal On Innovation And Technology :** The mitigation components of the agreement, combined with a broad push on innovation and technology, will help significantly scale up energy investments over the coming years – investments that will accelerate cost reductions for renewable energy and other low-carbon solutions. This set of actions will create a mutually reinforcing cycle in which enhanced mitigation increases investment and enhanced investment allows additional mitigation by driving down costs.
- 6. The Paris Agreement Establishes A Robust Transparency System** to help make sure that all countries are living up to their commitments. This will send a market signal to the private sector and investors that countries are serious about meeting the targets they have set.
- 7. Putting In Place An Enhanced Transparency System For All Countries :** A critical component of the Agreement, the transparency framework agreed to by parties ensures that all countries are on a level playing field with flexibility for those developing countries with less capacity.
- 8. Requiring Countries To Report On Greenhouse Gas Inventories :** For the first time, the agreement requires all countries to report on national inventories of emissions by source. This breakthrough will give unprecedented clarity to the public's understanding of emissions and pollution in countries throughout the world.
- 9. Requiring Countries To Report On Mitigation Progress :** Also for the first time, countries are required to report on information necessary to track progress made in implementing and achieving the targets and strategies countries have put forward.
- 10. Establishing A Technical Review Process With Agreed Upon Standards :** To help ensure countries are meeting transparency requirements, countries are subject to a comprehensive technical expert review process that analyzes whether reporting is in line with the standards adopted. Countries will also engage in a multilateral review with their peers to share their experiences and lessons learned.



Source :- Times of India

# कर्मचारी संतुष्टि संवर्धन

कर्मचारियों के जीवन को ऊर्जावान बनाने की दृष्टि से ईएसई विभाग ने पहली बार एक अनूठे अंदाज में अक्टूबर 2015 के पहले सप्ताह में 'ईएसई फेस्ट' आयोजित किया। इस आयोजन के दौरान 35 विभिन्न प्रकार के कार्यक्रम सभी क्षेत्रीय कार्यालयों में आयोजित किए गए जैसे वार्ताएं, कार्यक्रम, कार्यशालाएं जिसमें अनेक लोकेशनों को भी कवर किया गया। भावनात्मक देखभाल पर रोचक प्रतियोगिताएँ भी रखी गई थीं जिसे कर्मचारियों का बहुत उत्साहवर्द्धक प्रतिसाद मिला। कर्मचारियों से अपना जुड़ाव बढ़ाने के लिए ईएसई ने 'ईएसई कनेक्ट लाइफ पॉजिटिव' नामक एक तिमाही ई-पत्रिका शुरू की है। इसके पहले संस्करण का 'ईएसई फेस्ट' के साथ अनावरण एक सुखद संयोग था जो भावनात्मक देखभाल पर आधारित था और इसका अनावरण हमारे अध्यक्ष एवं प्रबंध निदेशक ने किया।



सी एण्ड एमडी द्वारा ईएसई कनेक्ट लाइफ पॉजिटिव पत्रिका का विमोचन



कोच्चि रिफाइनरी में किताब मेला



मुंबई रिफाइनरी में निदेशक (रि) द्वारा ईएसई पर्व का उद्घाटन



मनमाड में स्वास्थ्य एवं कल्याण हेतु योग



कुर्नूल एलपीजी में तनाव प्रबंधन पर व्याख्यान



कोच्चि रिफाइनरी में 'अपनी सोच बदलें' पर कार्यक्रम



पुणे एलपीजी में हृदय समस्याएं और जीवनशैली परिवर्तन

# विभाग आयोजित 'ईएसई फेस्ट'



लोनी लूब्स में आम स्वास्थ्य समस्याओं के लिए योग



जलगांव एलपीजी में स्वस्थ जीवन एवं प्राकृतिक चिकित्सा



सी.ओ. में दिमागी कसरत



शिवड़ी में विचार कौशल



बजबज में 'आत्म खुशी'



उरण एलपीजी में कार्य का आनंद



मुंबई रिफाइनरी में स्वस्थ रसोई कार्यक्रम



मुंबई रिफाइनरी में नाटिका 'मैं हूं ना' का एक दृश्य

## संसदीय राजभाषा समिति निरीक्षण



‘संसदीय राजभाषा की पहली उप समिति’ द्वारा गुवाहाटी प्रादेशिक कार्यालय तथा आंध्रप्रदेश एवं तेलंगाना कार्यालय का राजभाषा कार्यान्वयन संबंधी निरीक्षण किया गया।

इन दोनों निरीक्षणों में निम्नलिखित प्रतिनिधि उपस्थित थे:

संसदीय समिति की ओर से श्री सत्यव्रत चतुर्वेदी (संयोजक), श्री अजय मिश्रा टेनी, ताम्रध्वजसाहु एवं श्री जितेन्द्र रेड्डी सांसद, पेट्रोलियम एवं प्राकृतिक गैस मंत्रालय से श्री डी एस रावत, संयुक्त निदेशक (राजभाषा) एवं श्रीमती सुषमा रथ, संयुक्त सचिव, हमारे निगम की ओर से श्री रमेश नायर, महाप्रबंधक (मासंसे),

श्रीमती सुषमा जाधव, वरिष्ठ प्रबंधक हिन्दी (निगमित) एवं श्री उपेन्द्र मिश्र, प्रबंधक (हिन्दी) उत्तर क्षेत्र भी उपस्थित थे।

**आंध्रप्रदेश एवं तेलंगाना कार्यालय :** इस निरीक्षण बैठक में उपरोक्त के अलावा श्री संतोष कुमार, क्षेत्रीय प्रमुख, श्री सुरेश त्रिपाठी, राजभाषा समन्वयक उपस्थित थे।



**गुवाहाटी कार्यालय :** इस निरीक्षण बैठक में उपरोक्त के अलावा श्री राजकुमार महतो, कार्यपालक हिन्दी, पूर्व, श्री सुस्मित दास, प्रादेशिक प्रबंधक गुवाहाटी रिटेल एवं श्री राजेश कुमार झा, प्रादेशिक समन्वयक, गुवाहाटी रिटेल भी उपस्थित थे।

**माननीय समिति ने आंध्रप्रदेश एवं तेलंगाना कार्यालय एवं गुवाहाटी कार्यालय द्वारा राजभाषा क्रियान्वयन हेतु किये जा रहे कार्यों एवं प्रयासों की सराहना की तथा हिन्दी कार्यान्वयन हेतु सुझाव दिये।**

## आशालयम

बीपीसीएल बिजवासन ने एनजीओ-डॉन बॉस्को, आशालयम के साथ मिलकर मित्रता दिवस मनाया। यह एनजीओ सड़क के बच्चों, उपेक्षित बच्चों, निराश्रित बच्चों, कामकाजी बच्चों, झुग्गी झोपड़ियों के बच्चों, शरणार्थियों तथा हाशिए पर आए अन्य बच्चों एवं युवाओं के लिए काम करता है।

यह कार्यक्रम टीम बिजवासन द्वारा युवाओं एवं बच्चों के बीच रचनात्मकता को बढ़ावा देने का एक प्रयास था। वरिष्ठ इंस्ट्रक्शन प्रबंधक श्री जगविंदर सिंह ने बच्चों के साथ मिलकर दीप प्रज्ज्वलन कर शिक्षा, किताबों एवं खेल के महत्व को रेखांकित किया। विभिन्न प्रतियोगिताओं एवं पुरस्कार वितरण के साथ कार्यक्रम सम्पन्न हुआ।

## उद्गम 2015 - मा सं से उत्तर

मासंसे उत्तर की ओर से हर साल उद्गम कार्यक्रम आयोजित किया जाता है, जिसमें सेवानिवृत्त कर्मचारियों से उनकी समस्याओं पर चर्चा की जाती है और विभिन्न विषयों पर उनका मार्गदर्शन किया जाता है। इस कार्यक्रम में 90 मैनेजमेंट और 125 नॉन-मैनेजमेंट कर्मचारियों ने हिस्सा लिया। कार्यक्रम में, बीपीसीएल की प्रगति और नई पहलों की जानकारी दी गई। डॉक्टरों की टीम द्वारा प्रतिभागियों की स्वास्थ्य जाँच कराई गई। मेदानता अस्पताल के डॉ. प्रवीणचंद्र और मेट्रो अस्पताल के डॉ. पुरुषोत्तम लाल ने हृदय रोग जैसी गंभीर बीमारियों पर व्याख्यान दिए। कार्यक्रम को और भी रोचक एवं दिलचस्प बनाने के लिए बीच-बीच में प्रश्न पूछे गए और पुरस्कार दिए गए। साथ ही प्रतिभागियों को बताया गया कि वे अपना सेवानिवृत्त जीवन कैसे व्यतीत करें।

## पेट्रोलियम एवं प्राकृतिक गैस मंत्रालय द्वारा राजभाषा संबंधी निरीक्षण

श्री डी एस रावत, संयुक्त निदेशक (राजभाषा) पेट्रोलियम एवं प्राकृतिक गैस मंत्रालय ने अध्यक्ष कार्यालय एवं अहमदाबाद प्रादेशिक कार्यालय का राजभाषा कार्यान्वयन संबंधी निरीक्षण किया। अध्यक्ष कार्यालय की बैठक में सभी विभागों से कार्यपालक निदेशक, महाप्रबंधक एवं अन्य प्रबंधन स्टाफ, हिन्दी समन्वयक एवं कर्मचारीगण उपस्थित थे, तथा अहमदाबाद कार्यालय के सभी अधिकारीगण निरीक्षण बैठक में उपस्थित थे। इस अवसर पर श्री रावत जी ने पेट्रोलियम एवं प्राकृतिक गैस मंत्रालय द्वारा



वर्ष 2014-15 के दौरान बेहतरीन हिन्दी कार्यान्वयन के लिए भारत पेट्रोलियम को प्राप्त हुए प्रथम प्रोत्साहन राजभाषा कप के लिए सभी को हार्दिक बधाई दी। इस निरीक्षण के दौरान उन्होंने स्टाफ को संबोधित किया एवं हिन्दी राजभाषा को दैनिक कार्यालयीन पत्राचार में किस तरह अधिक से अधिक प्रयोग किया जाए, इस संबंध में छोटी छोटी उपयोगी जानकारियां दी।

## रखरखाव का प्रभाव

रिटेल प्रमुख उत्तर क्षेत्र ने यह एक निजी एजेन्डा बना दिया है कि लगातार संपर्क एवं सामाजिक एप्लीकेशन के माध्यम से उनके क्षेत्र में हाउस कीपिंग मानकों में सुधार के लिए प्रेरित करते रहें। इसी को ध्यान में रखते हुये बी पी चंदौली के ओएसटीएस प्रबंधक के नेतृत्व में श्री मनोज झा ने हाउसकीपिंग स्टाफ को प्रोत्साहित करने के लिए स्थानीय वाराणसी एयर पोर्ट पर आकर्षक हाउसकीपिंग परिदृश्य के बारे में बताया। टीम बिजवासन ने पीसीवीओ चालक दल के लिए एक मोटिवेशन कार्यक्रम आयोजित किया जिसके तहत यह तय किया गया कि श्रेष्ठ पीसीवीओ परिचालक एवं फिट टैंक लॉरी प्रतियोगिता आयोजित की गई इसकी प्रक्रिया एक माह पूर्व से शुरू हो गई जिसमें गेन्ट्री ऑफिसर द्वारा सबसे श्रेष्ठ पीसीवीओ चालक का चयन, निर्धारित मानदण्ड आचरण, अनुशासन, व्यक्तिगत सुरक्षा उपकरणों का सही उपयोग आदि के आधार पर किया जायेगा इसी प्रकार टैंक लॉरी फिटनेस का चयन सुरक्षा के प्रति कितना जागरूक है इसे ध्यान में रखते हुये किया जायेगा।





बीपीसीएल कोच्चि रिफ़ाइनरी के कर्मचारियों ने राष्ट्रपिता के 146 वें जन्म दिन पर श्रद्धांजलि दी एवं उसके बाद स्वच्छ भारत अभियान के तहत सरकारी तालुका मुख्यालय अस्पताल, त्रिपुनितुरा में साफ सफाई की एवं दीवारों के पुराने पोस्टरों को

हटाकर दीवारों को रंगा गया, परिसर में उगी घास को साफ किया गया। कोच्चि रिफ़ाइनरी के कर्मचारियों के साथ अस्पताल के डॉक्टर एवं स्टाफ भी इस अवसर पर सीडीयू एवं आईआरईपी पर भी श्रमदान किया गया।

टीडीयू द्वारा स्वच्छ भारत अभियान, एक राष्ट्रीय अभियान, आधिकारिक तौर पर भारत के माननीय प्रधानमंत्री द्वारा राजघाट, नई दिल्ली से शुरू किया गया। इसी पहल के तहत टीडीयू ने ठाणे नगरपालिका उच्च विद्यालय में स्वच्छ भारत अभियान एवं सफाई अभियान के प्रति जागरूकता पर एक कार्यक्रम चलाया जिसका उद्देश्य स्कूल में सफाई एवं स्वच्छता संबंधित कार्य के लिए प्रोत्साहित करना है एवं छात्रों को बताया गया कि उनके स्कूल एवं निवास स्थान के अन्दर एवं आसपास के स्थान को स्वच्छ रखा जाए। झाड़ू, कुदाल एवं इस्टबिन के साथ स्कूल के शिक्षकों, छात्रों एवं टीडीयू के उत्साही वालंटियर ने स्कूल परिसर साफ किया।



उत्तर क्षेत्र द्वारा स्वच्छ भारत अभियान की शुरुआत एवं इसकी शपथ के लिए गांधी जयन्ती से बेहतर कोई दिन नहीं हो सकता। इसी को ध्यान में रखते हुए उत्तर क्षेत्र के सभी 17 ओएसटीएस ने स्वच्छता दिवस मनाया। अन्य कुछ मामलों में डीलरों एवं रिटेल आउटलेट के डीएसफ के साथ मिलकर 'स्वच्छ भारत स्वस्थ भारत' के संदेश को प्रसारित करने के लिए एक रेली भी निकाली गई। हमारे सी एन्ड एमडी, ईडी रिटेल, रिटेल प्रमुख, उत्तर क्षेत्र 'स्वच्छ भारत-स्वस्थ भारत' के राष्ट्रीय संदेश को अधिकतम साकार करने के संदेश से प्रेरित हो कर गांधी जयन्ती के अवसर पर जयपुर रायल के साथ बीपीसीएल प्रथम बैनर तले एक वॉकथाम की योजना बनाई।

## स्वच्छ भारत अभियान



मेकर टॉवर्स स्थित रिटेल मुख्यालय में, स्वच्छता अभियान चलाया गया। शपथ लेकर कार्यक्रम शुरू किया गया और उसके बाद, रद्दी अनावश्यक कागज़ातों की निकासी करके सभी के टेबल साफ-सुथरे किए गए। स्वच्छता अभियान पर एक प्रश्नावली भी आयोजित की गई।

गोकुलधाम - माननीय प्रधानमंत्री के स्वच्छ भारत अभियान के आवाहन के तहत बीपीसीएल स्टाफ क्वार्टर, गोकुलधाम के 25 निवासियों ने गोकुलधाम परिसर में एक स्वच्छ भारत स्वस्थ भारत, अपना भारत स्वस्थ रखने के नारे के साथ एक पैदल यात्रा निकाली। अंत में सभी प्रतिभागियों ने भारत को स्वच्छ एवं हरा भरा रखने के प्रयास जारी रखने की शपथ ली।



## कोच्चि रिफाइनरी में रक्षा बंधन

कोच्चि रिफाइनरी में वसुदेव कुटुंबकम यानि 'सम्पूर्ण विश्व एक परिवार' है की तर्ज पर महिला कर्मचारियों ने अपने साथियों की कलाई पर सुरक्षा के प्रतीक रूप में राखी बाँधी। इस वर्ष कोच्चि रिफाइनरी ने देश के विभिन्न हिस्सों से आए वर्क फोर्स के साथ रक्षा बंधन का पर्व मनाया।



नागपुर- स्वच्छ भारत अभियान के अंतर्गत, संयंत्र का सम्पूर्ण परिसर साफ किया गया। कर्मचारियों ने बगीचा साफ किया और पूरी पार्किंग एरिया की भी सफाई की गई।



खारघर- स्वच्छ भारत के लिए अपनी वचनबद्धता दर्शाते हुए, खारघर कार्यालय में वॉकथॉन आयोजित की गई थी, जिसमें 120 कर्मचारियों ने हिस्सा लिया। सभी ने स्वच्छ भारत के लिए अपना सहयोग देने का वचन दिया।



## प्रधानमंत्री सामाजिक सुरक्षा योजनाएँ

हमारे प्रधान मंत्री ने हाल में नागरिकों के कल्याणार्थ कई सामाजिक सुरक्षा योजनाएँ शुरू की हैं जैसे जनधन योजना, प्रधान मंत्री जीवन ज्योति बीमा योजना, प्रधान मंत्री सुरक्षा बीमा योजना इत्यादि। माननीय प्रधानमंत्री द्वारा समाज के कमज़ोर तबकों को आर्थिक दृष्टि से सुदृढ़ बनाने के लिए किए जा रहे प्रयासों से प्रेरणा लेते हुए पियाला एलपीजी संयंत्र ने कॉन्ट्रैक्ट वर्कमन एवं पीसीवीओ कर्मियों को इन योजनाओं के फायदों के बारे में शिक्षित करने का निर्णय लिया। कॉन्ट्रैक्टर वर्कमैन जनधन योजना के अन्तर्गत बैंक खाता खोलने के लिए प्रेरित हुए। 92 बीमा योजनाएँ जारी की गईं जिसमें 84% कॉन्ट्रैक्ट स्टाफ कवर हुए और प्रक्रिया अभी जारी है।



## औद्योगिक आपातकाल तैयारी पर प्रशिक्षण

कुरनूल एलपीजी प्लांट के इतिहास का अत्यंत महत्वपूर्ण दिवस था। इस दिन आंध्र प्रदेश के कुरनूल एवं अनंतपुर जिलों के विभिन्न प्रमुख उद्योगों से आए पदांकित सुरक्षा एवं परिचालन अधिकारियों के समक्ष मॉक ड्रिल के दौरान बीपीसीएल कुरनूल एलपीजी संयंत्र की अग्नि शमन क्षमताएं एवं टीम प्रतिक्रिया प्रस्तुत की गई। उप मुख्य निरीक्षक, फैक्टरीज़, कुरनूल के आग्रह पर अग्नि सुरक्षा, औद्योगिक सुरक्षा की जरूरत जैसे विषयों पर एक प्रशिक्षण कार्यक्रम आयोजित किया।



## ड्राइवरों के लिए पीसीआरए प्रशिक्षण



अंगोल डिपो में टैंक लॉरी ड्राइवरों एवं क्लिनरों के लिए पीसीआरए प्राधिकारियों द्वारा एक प्रशिक्षण कार्यक्रम आयोजित किया गया था जिसमें 42 टैंक लॉरी कर्मियों ने भाग लिया। सुरक्षित वाहन चालन के तरीके एवं ईंधन बचत, गियर का सही चयन और गियर परिवर्तन पर खपत होने वाले डीज़ल की तुलना, विभिन्न ड्राइविंग तरीकों के लिए ध्वनि प्रदूषण एवं कार्बन उत्सर्जन की तुलना, टायर प्रेशर का प्रभाव, टैंक ट्रक का रखरखाव, 'स्टॉप एंड गो' की जगह 'स्लो एंड गो' की वकालत, हाई-वे पर सुरक्षित बनाम असुरक्षित ड्राइविंग पर वीडियो तथा मानसून सुरक्षा बचाव एवं बारिश में सुरक्षित ड्राइविंग जैसी बातों पर प्रकाश डालने के बाद सुरक्षित ड्राइविंग के प्रैक्टिस प्रशिक्षण के साथ सत्र का समापन हुआ।

## बम मॉक ड्रिल



भिलाई में बम की धमकी से निपटने के लिए एक ड्रिल आयोजित की गई जो एस.पी.दुर्ग, श्री मयंक श्रीवास्तव, भिलाई 3 ठाणे प्रभारी श्री किशोर वासनिक की सहायता से सफलतापूर्वक संपन्न हुई। बीडी एंड डीएस के एसआई श्री सर्वा ने मुख्य द्वार पर कड़ी जांच, हैंड हेल्ड मेटल डिटेक्टर का प्रयोग, बम के प्रकार, इत्यादि विषयों का महत्व समझाया।

## खतरनाक उत्पादों का परिवहन

ट्रॉम्बे डिस्पैच यूनिट प्रति दिन लगभग 300 से 350 टैंक लॉरियों में विभिन्न पेट्रोलियम उत्पाद भर कर भेजता है। हालांकि इन खतरनाक उत्पादों से भरे वाहनों को चलाने वाले ड्राइवर मोटर वाहन अधिनियम के तहत प्रभावित होते हैं तथापि इनके ज्ञान को फिर से ताज़ा करने की जरूरत महसूस की गई। इस उद्देश्य से ट्रॉम्बे डिस्पैच यूनिट (टीडीयू) ने आई एण्ड सी के सहयोग से मुंबई रिफाइनरी स्पोर्ट्स क्लब में ट्रांसपोर्ट कर्मियों के लिए एक रीफ्रेशर प्रशिक्षण कार्यक्रम की व्यवस्था की। प्रशिक्षण सत्र का संचालन इंडियन केमिकल काउंसिल (आईसीसी) के मेसर्स आर आर गोखले, पी एन हेलेकर ने किया जिनके पास इस तरह के कार्यक्रम आयोजित करने की विशेषज्ञता, अनुभव के साथ-साथ महाराष्ट्र सरकार से अनुमोदन भी प्राप्त है। इसमें 81 ड्राइवरों ने भाग लिया और प्राथमिक उपचार, हेज़केम साइनेज़, आपातकालीन रख-रखाव, लोडिंग-अनलोडिंग ऑपरेशन में सुरक्षा, सुरक्षित ड्राइविंग इत्यादि बातों पर प्रकाश डाला गया। सिखाई गई बातों पर तत्क्षण प्रश्नोत्तरी भी रखी गई थी और विजेताओं को सम्मानित किया गया।



## मॉक ड्रिल

जालंधर एवं सलवास टीओपी तथा अंगोल डिपो में मॉक ड्रिल आयोजित की गई थी। अंगोल में नेल्लोर के उप मुख्य फ़ैक्टरी इन्स्पेक्टर श्री मोहन बाबू और जालंधर में उपायुक्त श्री के के यादव मुख्य अतिथि के रूप में आमंत्रित थे। इस दौरान स्थानीय प्रशासनिक एजेंसियाँ जैसे दमकल, नागरी सुरक्षा, पुलिस और अस्पताल भी आमंत्रित थे। सुरक्षा के विभिन्न मानदण्डों पर खरी उतरी ये मॉक ड्रिल तीनों जगह काफी संतोषप्रद रही।



## सुरक्षा सर्वप्रथम, सुरक्षा हरकदम



ऑंगोल डिपो और सालावास इन्स्टलेशन दोनों ने मिलकर सिक्युरिटी कर्मचारी और ठेकेदार के स्टाफ को प्राथमिक चिकित्सा, अग्नि निवारण एवं अन्य मूल सुरक्षा कौशल के ज्ञान को सुनिश्चित करने के लिए एक विशेष प्रशिक्षण कार्यक्रम आयोजित किया। ऑंगोल में आंध्र प्रदेश राज्य के फायर ऑफिसर्स ने एससीएबीए के प्रयोग, फायर होज संचालन, नोज़ल के प्रकार और उनके सुरक्षित संचालन की पद्धतियों पर संक्षेप में बताया। दूसरी ओर सालावारा में प्रशिक्षण में जॉब विशेष पहलू, जानकारी पहलू और स्थिति आधारित प्रतिसाद समय शामिल था।

## विशेष सुरक्षा अभियान 2015

सलेमपुर एलपीजी संयंत्र में 'मैकेनिक प्रशिक्षण कार्यक्रम' आयोजित किया गया जिसमें अलीगढ़ और आगरा बिक्री क्षेत्र के 130 मैकेनिकों ने हिस्सा लिया। प्रशिक्षण में उन्हें नया कनेक्शन लगाने, निरीक्षण करने, लीकेज की शिकायतों से निपटने, संबंधी महत्वपूर्ण निर्देश दिए गए। प्रशिक्षण तीन हिस्सों में बांटा गया: ओआईएसडी 154 कोर्स मॉड्यूल - 5.3.9 के अनुसार तकनीकी सक्षमता, एसओपी और आचरण प्रशिक्षण। उन्हें ग्राहक से सम्प्रेषण करने और इमर्जेंसी हेल्पलाइन - 1906 के बारे में जानकारी दी गई। साथ ही एलपीजी उपकरणों के बारे में भी बताया गया। विभिन्न विषयों पर सुरक्षा फिल्म दिखाई गई। उन्हें संयंत्र का दौरा भी कराया गया और विभिन्न प्रक्रियाओं की जानकारी दी गई।



## अनूठे तरीके से सर्वोपरि रूप में सुरक्षा का समर्थन



पियाला इन्स्टलेशन ने पीसीवीओ ड्राइवरों को हरियाणा सरकार द्वारा अनुमोदित प्रशिक्षण केंद्र में प्रशिक्षण देकर और एक उपलब्धि हासिल की है। वांछित प्रशिक्षण स्तर और निजी प्रशिक्षण केंद्रों द्वारा दिये जानेवाले प्रशिक्षण के बीच का अंतर पूर्ण करने के लिए

ए एसआईएम, श्री अनिल श्रीवास्तव ने इस अभिक्रम को परिकल्पित किया था। अब तक सौ से अधिक पीसीवीओ कू को प्रशिक्षण देकर खतरनाक उत्पादों के सुरक्षित संचालन के प्रति प्रमाणित किया गया है।



## सुरक्षा बंधन

मिरज डिपो ने राखी पूर्णिमा के पावन अवसर पर कंपनी स्टाफ के साथ 'सुरक्षा बंधन' मनाया। सुरक्षा शपथ से शुरुआत कर बाद में टीएल कू, कंपनी के स्टाफ ने समारोह में सक्रिय भाग लिया। लोकेशन के अधिकारियों और स्टाफ ने टैन्कलॉरी कू के हाथों पर पवित्र 'सुरक्षा धागा' बांधा और मिठाई बाँटी, इस सुरक्षा धागे के द्वारा परिवहन कू में यह संदेश फैलाया गया कि 'मेरी और मेरे परिवार' की सुरक्षा है मेरे हाथ- सुरक्षा धागा हमेशा दिलायेगा इसकी याद'।

## अब और नहीं

जालंधर टीओपी में हाल में कराये गये आंतरिक सुरक्षा ऑडिट के निष्कर्षों पर चर्चा करने के लिए सभी कू सदस्यों की सुरक्षा बैठक बुलाई गई थी। बैठक में पीसीवीओ लॉरियों से संबंधित सभी निरीक्षणों पर चर्चा की गई और सुरक्षा प्रणालियों का कठोरता से पालन करनेवाले पीसीवीओ कू और परिवहकों की प्रशंसा की गई और अन्यो को सुरक्षा के प्रति पालन के साथ काम करने के लिए प्रोत्साहित किया गया। दुर्घटना परिदृश्य पर चर्चा कर परिस्थिति का जायजा लिया गया और दुर्घटनाओं को रोकने पर चर्चा की गई। 'अब और नहीं' इस अभियान के द्वारा जालंधर को दुर्घटना मुक्त लोकेशन बनाने के लिए परिवहकों को प्रेरित किया गया।



## स्वास्थ्य पर केन्द्रित

कोटा रिटेल परिवार ने सामाजिक सरोकार के साथ भारत पेट्रोलियम के सहयोग को बढ़ावा देने के लिए चिकित्सा उपकरणों से सज्जित एक नई एम्बुलेंस दान कर इस ओर अपना हाथ बढ़ाया है। स्वास्थ्य ही संपत्ति है - सालावास टीओपी में पीसीवीओ क्लू, ई एंड पी स्टाफ, सिक्युरिटी गार्ड्स, ठेका श्रमिक, प्रबंधन एवं गैर-प्रबंधन स्टाफ के लिए सालावास के सीएचसी अस्पताल के सहयोग से स्वास्थ्य जाँच एवं आँख की जाँच शिविर का आयोजन किया। टीम संगरूर का मानना है कि योग पर सरकार द्वारा ध्यान केंद्रित करना और संयुक्त राष्ट्र द्वारा विश्व योग दिवस मनाये जाने के कारण योग को सही महत्व मिल रहा है। संगरूर में कंपनी, टैन्क लॉरी क्लू और ठेकेदार के स्टाफ के लिए आयोजित योग शिविर में किस प्रकार योग से एन्डोक्राइन ग्लैंड सिस्टम, नर्वस सिस्टम और अन्य अंगों की कार्यक्षमता बढ़ती है, यह स्पष्ट किया गया। इसके अलावा 'कोई साइड इफेक्ट' नहीं होनेवाली यह थेरेपी तनाव और विशेषतः टैन्क लॉरी चालक के पीठ दर्द को भी ठीक करता है।



## अच्छा खाएँ स्वस्थ रहें

शिवड़ी की महिला कर्मचारियों के लिए आने वाले त्योहारों के मद्देनज़र पौष्टिक खाना बनाने की विधि पर एक खास प्रदर्शनी रखी थी। सुश्री अनुराधा द्वारा ऐसे अनेक अलग व्यंजनों के बारे में बताया गया जो बनाने में आसान और ऊर्जा से भरपूर हैं। कार्यक्रम बेहद पसंद किया गया।



## पीसीवीओ कर्मिंदल के साथ योग



मुजफ्फरपुरनगर डिपो में स्वतंत्रता दिवस समारोह के साथ 'ड्राइवर्स डे' मनाया गया जिसने इसे एक खास दिवस बना दिया। उप प्रबंधक परिचालन प्रभारी श्री प्रणव कुमार ने सभी पीसीओ कर्मिंदल और उनके पारिवारिक सदस्यों का स्वागत करते हुए उनके मूल्यवान योगदान और बीपीसीएल की वृद्धि एवं ब्राण्ड इमेज में पणधारकों के रूप में उनके महत्व पर प्रकाश डाला। स्वास्थ्य एवं सुरक्षा की संस्कृति को बढ़ावा देने के लिए पतंजलि योग समिति के साथ मिलकर 'योग शिविर' आयोजित किया गया था। कोई साइड इफेक्ट न होने वाले योग के फायदे बताए गए और तनाव कम करने में यह कितना फायदेमंद है, यह समझाया गया। इस कार्यक्रम में अधिकारियों, स्टाफ, कॉन्ट्रैक्ट वर्कमैन, सुरक्षा कमिन्चों एवं पीसीवीओ कर्मिंदल में भाग लिया। सत्र का समापन हंसी के फव्वारों की थेरेपी के साथ हुआ।

## सुस्वास्थ्य



कर्मचारियों में स्वास्थ्य के प्रति जागरूकता लाने के लिए मासंसे पूर्व द्वारा 'सुस्वास्थ्य' नामक अभियान चलाया गया। एमआरआई अस्पताल के विख्यात हृदयरोग विशेषज्ञ डॉ. पी.के. हाज़रा और वरिष्ठ ऑर्थोपेडिक डॉ. राजीव बसु ने दर्शकों के समक्ष प्रस्तुतीकरण किए। स्वास्थ्य प्रश्नावली भी आयोजित की गई।

## रक्तदान शिविर

राष्ट्रीय स्वैच्छिक रक्तदान दिवस के उपलक्ष में मासंसे पश्चिम ने सीओ एवं खारघर पश्चिम क्षेत्रीय कार्यालय में एक रक्तदान शिविर का आयोजन किया गया। अध्यक्ष कार्यालय से 57 कर्मचारियों ने इसमें उत्साहपूर्वक भाग लेते हुए रक्तदान दिया इसी प्रकार खारघर कार्यालय से 21 कर्मचारियों ने रक्तदान दिया। इसी प्रकार कोच्चि रिफाइनरी ने भी 1 अक्टूबर को इंडियन मेडिकल एसोसिएशन के सहयोग से रक्तदान शिविर का आयोजन किया जिसके लगभग 50 दाताओं, जिसमें महिला कर्मचारी एवं उनके पति भी शामिल थे, ने रक्तदान किया।



पीथमपुर एलपीजी प्लान्ट की टीम द्वारा इंदौर के सरकारी अस्पताल महाराजा यशवंतराव की सहायता से रक्त दान शिविर आयोजित किया गया। अस्पताल के डॉक्टरों ने जान बचाने, दूसरों को खुशी देने से लेकर कैलोरी जलाने तक के फायदे बताए। अधिकारियों, स्टाफ और ठेकेदार के स्टाफ द्वारा कुल 15 यूनिट रक्तदान किया गया।

## आरोग्य उत्सव

चेन्नई में आरोग्य तंदुरुस्ती का उत्सव। इस दिन के मुख्य अतिथि थे प्रख्यात कार्डियोलॉजिस्ट शिक्षाविद डॉ. वी कोकालिंगन, जिन्होंने स्वस्थ जीवन शैली के माध्यम से हृदय रोग दूर रखने से संबंधित अपनी सशक्त वार्ता से दर्शकों को मंत्रमुग्ध कर दिया। तत्पश्चात मंच पर पैनल वार्ता आयोजित की गई थी जिसमें भारत के प्रसिद्ध स्पोर्ट्स एवं फिटनेस मेडिसीन प्रोफेशनल डॉ. के. पुगाझेंडी, आहार विशेषज्ञ सुश्री सुगन्या और बीपीसीएल के कंपनी डॉक्टर डॉ. बद्रीनाथ ने भाग लिया। दर्शकों ने भी इसमें बढ़-चढ़ कर हिस्सा लिया। आरोग्य उत्सव के हिस्से के रूप में एचआरएस, दक्षिण ने खाने के बीच विश्व स्वास्थ्य संगठन द्वारा संस्तुत जीवंत फूड पिरामिड भी स्थापित किया था। स्वास्थ्यप्रद जलपान के अलावा स्टाफ को ग्लैक्ज़ोस्मिथ के लाइन के गिफ्ट हैम्पर भी वितरित किए गए।



## जीवनशैली - बीमारियों के लिए योग

किसी भी संगठन की सबसे महत्वपूर्ण परिसंपत्ति मानव आस्ति है, इसलिए कर्मचारियों के स्वास्थ्य के लिए सक्रिय कदम उठाने की जिम्मेदारी संगठन की है। इसी को ध्यान में रखते हुये सितम्बर 2015 को स्वास्थ्य जागरूकता माह के रूप में मनाया । इस दौरान जीवन शैली से होनेवाले रोगों से निपटने के लिए योग पर आधारित एक स्वास्थ्य चर्चा आयोजित की गई जिसमें योग साधना केन्द्र, चेम्बूर की संस्थापक श्रीमती उषा कार्निंक ने विभिन्न योग आसनों से जीवनशैली की बीमारियों से कैसे लाभ पहुँचाना है इसकी जानकारी दी। श्री नीतिन द्वारा इन आसनों का डेमो दिया गया।

**स्वास्थ्य जागरूकता माह 2015 - मुंबई रिफाइनरी** स्वास्थ्य जागरूकता माह के तहत मुंबई रिफाइनरी मेडिकल सेंटर द्वारा निम्न कार्यक्रमों का आयोजन किया गया।

1. नेत्र जांच शिविर जिसमें आयुष क्लिनिक के डॉक्टर नीता शाह द्वारा 123 कर्मचारियों के मोतियाबिंद एवं मधुमेह रेटिनोपैथी की जांच की गई।
2. योगकृपा फाउंडेशन द्वारा संचालित बोन डेन्सिटोमीटर शिविर में 320 कर्मचारियों ने भाग लिया एवं इस शिविर से लाभान्वित हुये।
3. आर्थोपेडिक सर्जन डॉ. सचिन भोसले द्वारा 'स्वस्थ हड्डियों' विषय पर चर्चा हृदय दिवस के अवसर पर मुंबई रिफाइनरी टीम द्वारा दर्द-ए-दिल पर एक स्किट प्रस्तुत की गई।

## दवाई रहित -तनाव मुक्त जीवन कार्यक्रम

ईएसई विभाग द्वारा ईएसई फेस्ट के अंतर्गत बूटिबोरी प्लांट में नागपुर एलपीजी टेरिटरी के सभा, सुरक्षा कर्मचारी स्टाफ एवं अनुबंध कामगार के लिए दवाई रहित- तनाव मुक्त जीवन कार्यक्रम का आयोजन एनजीओ ग्लोबल वेल बीइंग की नागपुर शाखा के साथ मिलकर किया गया। एनजीओ ग्लोबल वेल ने अपने कार्यक्रम में रक्तचाप, अस्थमा, अम्लता, लोअर पीठ में दर्द, ऊपरी पीठ में दर्द, गठिया, माइग्रेन, मधुमेह और हृदय की समस्याओं के वैकल्पिक उपचार से बचाव के बारे में जानकारी प्रदान की। इस कार्यक्रम की सूत्रधार श्रीमती सुजाता बाब्रस, वरिष्ठ प्रबंधक, ईएसई विभाग थी, जिन्होंने इस कार्यक्रम की रूपरेखा बनाई।

कार्यक्रम का शुभारंभ श्री अजय कुमार भगत, टेरिटरी मैनेजर नागपुर एलपीजी द्वारा किया गया। इस अवसर पर डॉक्टर मलि

का सोमकुंवर ने सभी को संबोधित करते हुये कहा कि यदि हम इन क्रियाओं जैसे 1. सुबह टहलना 2. योग 3. प्राणायाम 4. घरेलू हर्बल 5. एक्स्प्रेसर 6. मैग्नेट थेरेपी को अपनी दिनचर्या में शामिल कर ले तो दवाई की आवश्यकता बहुत कम लगेगी।

डॉक्टर मलिका सोमकुंवर ने घर में उपलब्ध तुलसी, लहसून, हल्दी, मेथी का उपयोग किस बीमारी में किया जा सकता है इसके बारे में विस्तार से बताया। डॉक्टर शैलेश ने विभिन्न योगा एवं प्राणायाम के करने के तरीके एवं उनके लाभ के बारे में भी विस्तार से बताया। कार्यक्रम के अंत में श्री संजय यादव ने ग्लोबल वेल बीइंग की नागपुर शाखा एवं विशेष रूप से डॉक्टर मलिका सोमकुंवर को धन्यवाद दिया। कार्यक्रम का संयोजन व आयोजन श्री प्रमोद श्रीवास, श्री त्रिसोम सौकुसले, सुदीप्तो मजूमदार एवं आशीस रंजन के साथ किया गया।

## जलपाईगुड़ी और मुजफ्फरपुर में स्वास्थ्य जागरूकता



स्वास्थ्य जाँच शिविर जलपाईगुड़ी टीओपी में सुमिता कैंसर सोसायटी के सहयोग से एक दिवसीय स्वास्थ्य जाँच शिविर का आयोजन किया गया जिसमें करीब 75 लोगों ने भाग लिया। विभिन्न कैंसर बीमारियों पर वीडियो आधारित शिक्षा सत्र के साथ शिविर की शुरुआत हुई। शिविर के अंत में प्रादेशिक भाषा में स्वास्थ्य जागरूकता कार्ड वितरित किये गये। एड्स के प्रति जागरूकता- मुजफ्फरपुर रिटेल टेरिटरी ने पीसीवीओ क्यू के लिए एड्स जागरूकता शिविर का आयोजन किया। शिविर में एड्स की पहचान, कारण, लक्षण, परिणाम, उपचार, सामान्य गलत धारणाओं पर जानकारी दी गई।

## पटना एलपीजी टेरिटरी रक्तदान शिविर

रक्तदान एक गौरव एवं निःस्वार्थ सेवा है, इसी को ध्यान में रखते हुये पटना एलपीजी टेरिटरी टीम ने रेड क्रॉस सोसायटी के सहयोग से एक रक्तदान शिविर का आयोजन किया जिसमें कर्मचारियों, अनुबंध कामगारों ने उत्साह पूर्वक भाग लिया। डॉ. बी बी सिन्हा अध्यक्ष रेड क्रॉस सोसायटी, पटना ने रक्त दान के लाभों के बारे में बताया। पटना एलपीजी टेरिटरी के अधिकारियों, स्टाफ एवं अनुबंध कामगार द्वारा कुल 41 यूनिट का रक्त दान किया गया। प्राथमिक चिकित्सा प्रशिक्षण कार्यक्रम के प्रमाणपत्र वितरण के साथ यह कार्यक्रम संपन्न हुआ।



## आरोग्य उत्सव

आरोग्य उत्सव के उपलक्ष्य में, 30 दिनों के भीतर 30 लोकेशनों में 59 स्वास्थ्य कार्यक्रम आयोजित करके उल्लेखनीय कार्य किया

गया। इस दौरान हृदय, लीवर, मधुमेह, डेंटल हेल्थ, प्रथमोपचार इ.पर व्याख्यान दिए गए। प्रख्यात फिजियोथेरोपिस्ट डॉ. अल्पना डोंगरे ने बैंगलोर तथा हैदराबाद लोकेशनों में विशेष ग्रुप फिटनेस सत्र भी चलाए। मासंसे दक्षिण द्वारा 'आरोग्य पत्रिका' नामक वेलनेस इ-न्यूज़लेटर का भी विमोचन किया गया।

## निधन सूचना



**श्री केशव आर बोकाड़े**  
सहायक, शिवड़ी सी (लुब्स)  
का दिनांक 10.10.2015 को  
दुःखद निधन हो गया। वे 59  
वर्ष के थे, उनके परिवार में  
पत्नी, एक पुत्र तथा  
दो पुत्रियाँ हैं।



**श्री रंजन देव**  
उप प्रबंधक परिचालन  
(रिटेल), बरौनी टीओपी का  
दिनांक 21.11.2015 को  
दुःखद निधन हो गया। वे 58  
वर्ष के थे, उनके परिवार में  
पत्नी एवं दो पुत्रियाँ हैं।



**श्री सी गंगाधर**  
एचएफसी IV, चेन्नई एफएस  
का दिनांक 22.10.2015 को  
दुःखद निधन हो गया। वे 52  
वर्ष के थे, उनके परिवार में  
पत्नी, पुत्र एवं पुत्री हैं।



**श्री के मुरलीधरन नायार**  
कोच्चि रिफाइनरी का  
28.10.2015 को दुःखद  
निधन हो गया। उनके परिवार  
में पत्नी एवं दो पुत्रियाँ हैं।



**श्री ए एस मोरे**  
एलपीजी जीओ (फील्ड),  
मुंबई रिफाइनरी का दिनांक  
22.12.2015 को दुःखद  
निधन हो गया। वह 59 वर्ष के  
थे, उनके परिवार में माँ, पत्नी,  
दो पुत्र एवं पुत्री हैं।



**श्री आर एस लोडे**  
जीओ (फील्ड), टीडीयू,  
मुंबई रिफाइनरी का दिनांक  
29.10.2015 को दुःखद  
निधन हो गया। वे 59 वर्ष के  
थे, उनके परिवार में पत्नी एवं  
दो पुत्रियाँ हैं।

हम शोक संतप्त परिवार के सदस्यों के प्रति अपनी शोक संवेदनाएं व्यक्त करते हैं। हम प्रार्थना करते हैं कि ईश्वर उनके परिवार को हिम्मत और शक्ति प्रदान करें।

## दीर्घ सेवा



**श्रीमती कत्रे**  
अधीक्षक, हाइवे  
रिटेलिंग, पश्चिम  
- ३५ वर्ष



## मायूसी

एक दिन की नहीं है जिन्दगी  
जीना है सौ साल  
मायूस मत हो मेरे यार  
यहाँ हर पल नहीं मिलता है प्यार।।

दुनियादारी की समस्या गहरी  
एक वक्त की रोटी के लिस होती है मारामारी।

मेहनत मजदूरी करके जीना होता है हराम  
तकदीर से जो पाता है उसे मिलता है आराम।  
एक दिन की नहीं है जिन्दगी, जीना है सौ साल ।।

करे कोई भरे कोई.  
जिसके हाथ में है शिकार  
वही होता शिकारी ।।  
यही है दस्तूर जिन्दगी का  
मायूस मत हो मेरे यार, यहाँ हर पल नहीं मिलता है प्यार ।।

देकर सच्चाई का साथ  
छुड़ाई की दो मात  
मंज़िल तक पहुँचना है तो  
लगन से करो शुरूआत।  
एक दिन की नहीं है जिन्दगी, जीना है सौ साल  
मायूस मत हो मेरे यार, यहाँ हर पल नहीं मिलता है प्यार।।

**श्री प्रकाश शं. तळावडेकर**  
प्रादेशिक कार्यालय, गोवा

## पेट्रो प्लस पाठकगण सर्वेक्षण

पेट्रो प्लस पाठकगण सर्वेक्षण में आपका हार्दिक स्वागत है! निवेदन है कि अपना थोड़ा-सा समय देकर हमें अपने मूल्यवान विचार बताएं।

1. आप पेट्रो प्लस कितनी बार पढ़ते हैं?

- ☐ हर अंक ☐ अधिकतर अंक ☐ कभी-कभार कोई अंक ☐ कोई अंक नहीं पढ़ा है

2. अपने मनचाहे विषयों को चिन्हित करें :

- ☐ निगमित समाचार ☐ प्रबंधन विषय ☐ व्यक्तिगत उपलब्धियाँ ☐ स्वास्थ्य संरक्षण ☐ पर्यावरण  
☐ विज्ञान एवं प्रौद्योगिकी ☐ यात्रा एवं फुरसत ☐ विधि ☐ सुरक्षा ☐ परिवार

3. कृपया पेट्रो प्लस में शामिल करने के लिए कोई नया विषय सुझाएं :

4. कृपया निम्न पर पेट्रो प्लस की गुणवत्ता का दर्जा तय करें:

	उत्तम	अच्छा	औसत	बुरा	एकदम बुरा
विषय	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
आवरण	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
पढ़ने में आसानी	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
लिखने की शैली	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
लेआउट एवं रूपरेखा	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
छायाचित्रण	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
समय पर सुपुर्दगी	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

5. क्या आप पेट्रो प्लस में कोई परिवर्तन या सुधार सुझाना चाहेंगे?

आयु : ☐ 25 वर्ष से कम ☐ 25 से 34 ☐ 35 से 49 ☐ 50 से 60 ☐ 61 और अधिक

आप कौन हैं? ☐ महिला ☐ पुरुष

आपका सम्पर्क पता: (वैकल्पिक)

नाम और पद : .....

लोकेशन : .....

स्टाफ नं. : .....

पेट्रो प्लस पाठकगण सर्वेक्षण में भाग लेने के लिए धन्यवाद!!

कृपया अपना फीडबैक क्षेत्रीय संवाददाताओं को अथवा निम्न के पास भेजें।

karmarkarmc@bharatpetroleum.in

संपादक, पेट्रो प्लस,

ब्राण्ड एवं पीआर, भारत पेट्रोलियम कॉर्पोरेशन लि.

भारत भवन, 4 एवं 6, करीमभाँय रोड, बेलाई इस्टेट, पीबी नं: 688, मुंबई - 400001

## Petro Plus Readership Survey

Welcome to the Petro Plus Readership Survey! Kindly spare a few moments of your time to give us your valued opinion.

1. How often do you read Petro Plus?

- ☐ Every issue ☐ Most issues ☐ Occasional issues ☐ Never read an issue

2. Please tick the topics that interest you :

- ☐ Corporate news ☐ Management Topics ☐ Personal achievements ☐ Health Care ☐ Legal  
☐ Environment ☐ Travel & Leisure ☐ Safety ☐ Family

3. Please suggest any new topics that you wish Petro Plus should cover :

4. Please rate the quality of Petro Plus on the following:

	Excellent	Good	Average	Poor	Very Poor
Content	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Cover	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Ease of reading	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Writing style	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Layout and design	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Photography	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Timely delivery	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

5. Are there any changes or improvements you would like to suggest in Petro Plus?

Age : ☐ Under 25 ☐ 25 to 34 ☐ 34 to 49 ☐ 50 to 60 ☐ 61 and over

Gender : ☐ Female ☐ Male

Name & Designation : .....

Location : .....

Staff No : .....

Please send your feedback to:

karmarkarmc@bharatpetroleum.in

The Editor, Petro Plus, Brand & PR,

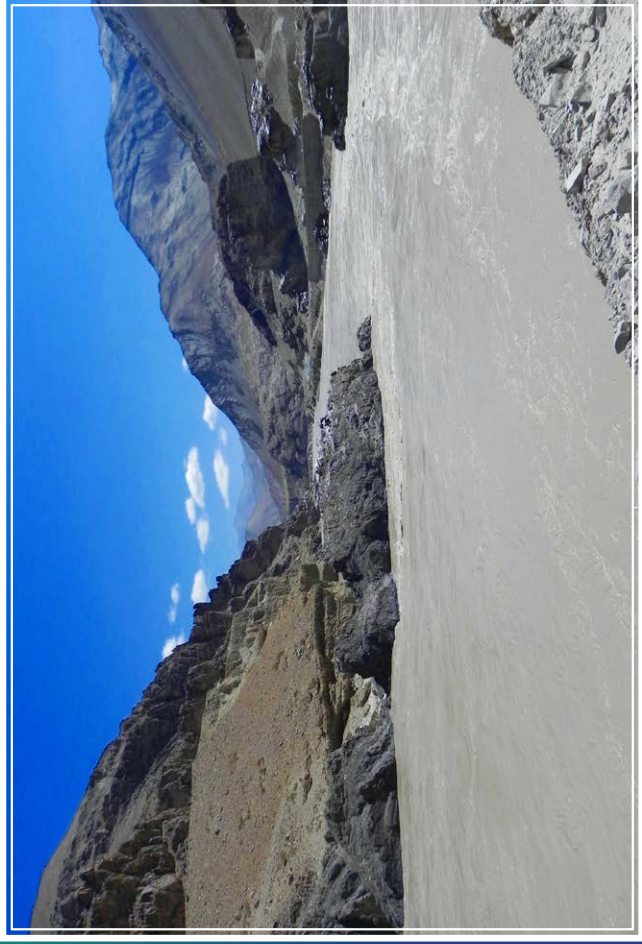
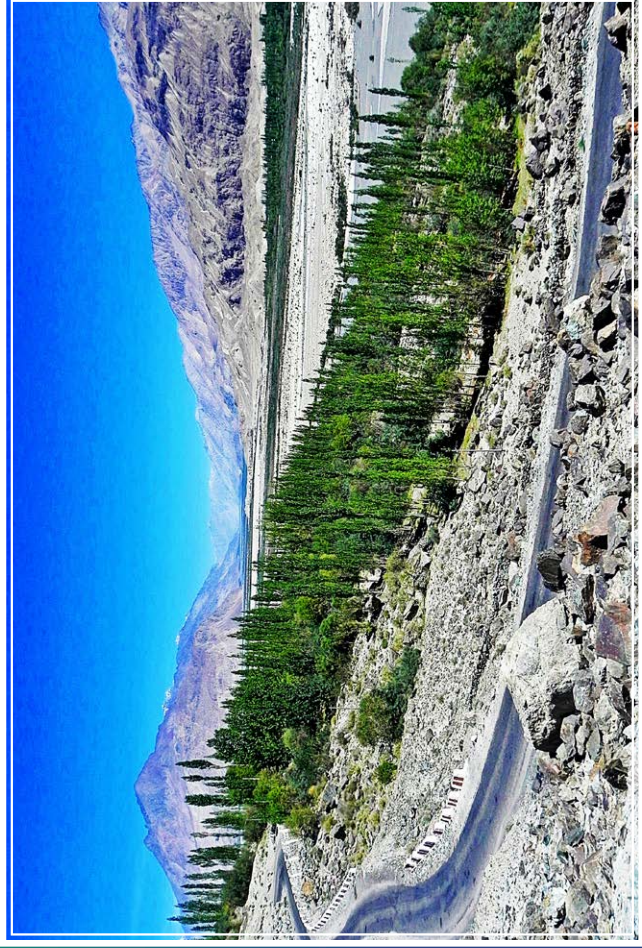
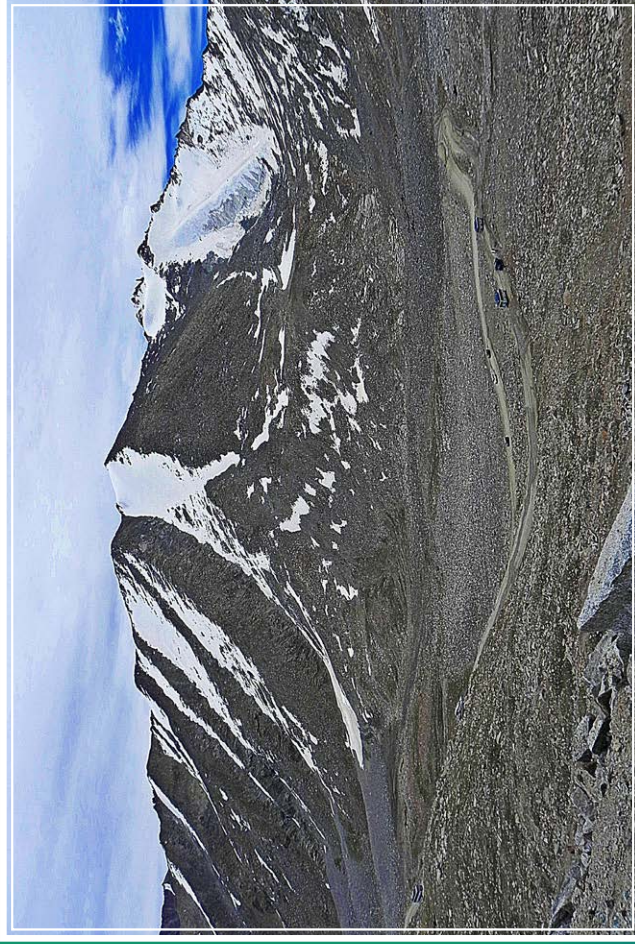
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Thank you for participating in the Petro Plus readership survey!!

# Scenic Splendour



Pics by Yogesh Wadke, Manager Admin Services (Retail) MT