

# पेट्रो प्लस PETRO PLUS



VOL. - II

ISSUE - IV

**QUALITY**

**QUEST**



"Quality is not an act. It is a habit." Ages ago, Aristotle wisely summarized his world of experience and provided us with the pure distillate through these words. How wonderful it would be if we could inculcate this habit and brand all our thoughts, words and deeds with the stamp of quality. Steve Jobs had advised, "Be a yardstick of quality. Some people aren't used to an environment where excellence is expected." But our stakeholders are used to the BPCL hallmark of quality, which we've strived to benchmark against world class standards, improving our offerings continuously through the years. Do read about our Quality journey in our Feature article.

Our BPCL pavilion once again bagged top honours at PETROTECH and was one of the major draws at the Exhibition, with its catchy 'Go Green' theme. A host of dignitaries visited the pavilion and expressed admiration and awe at the captivating design and informative panels. Take a dekho at the Feature in this issue and stunning pavilion on the Back Cover !

BPCL firmly believes in the tenets of Vigilance – Transparency, Fairness and Integrity – and endeavours to maintain the highest standards in all its operations. Vigilance Awareness Week was observed at all locations throughout the country, with a number of activities carried out to mark the event. Take a glimpse of the BPCL way of propagating the Vigilance ideals in the Feature article.

An 'APP' Quiz is an 'appropriate' way to test your expertise with words and exercise your grey cells. Take advantage of this offer presented on the Back Cover !

Wishing you a Wonderful New Year ! Let us resolve to touch a life with love and kindness everyday.

**Let's celebrate BPCL Foundation Day on 24<sup>th</sup> January, 2013  
with enthusiasm and passion !**

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# QUALITY QUEST

With increasing globalization of the Indian economy, the winds of quality excellence are blowing across business organizations. With every passing year, there is greater impetus on specific competencies for businesses to survive and thrive and gain a competitive edge. Today, the winners are those who can innovate and promote ideas and best practices, particularly in the quest for quality and productivity improvement.

“Quality is the result of a carefully constructed cultural environment. It has to be the fabric of the organization, not part of the fabric,” said Philip Crosby. Quality has been Bharat Petroleum’s mantra throughout and all its activities have been autographed with excellence.

## Mumbai Refinery

Knowing fully well that the competitive edge today is our capability to develop and sustain successful quality practices, Mumbai Refinery has embarked upon a number of innovative approaches promoting effective and measurable quality changes. The approach has been structured and integrated, but not limited to quality models propagated by quality gurus like Walter Shewhart, Edward Deming, Taguchi, Ishikawa, Joseph Juran, Philip Crosby etc. In short, Mumbai Refinery has adopted a blend of several models, thus focusing on people, processes, technology, customer and society. The progressive implementation spread over a decade has been illustrated in the QPIJ diagram.

## ISO 9001

Considering its capability as a management tool for the innovative development of any organization towards business excellence through a performance oriented Continuous Improvement approach, Mumbai Refinery implemented Quality Management System (QMS) under ISO 9001 in the year 1996.

It gave an excellent opportunity to the management to imbibe a new culture in the organization and created a platform for the development of a decision making process which is based on data and brought objectivity in the overall approach of the organization towards quality.

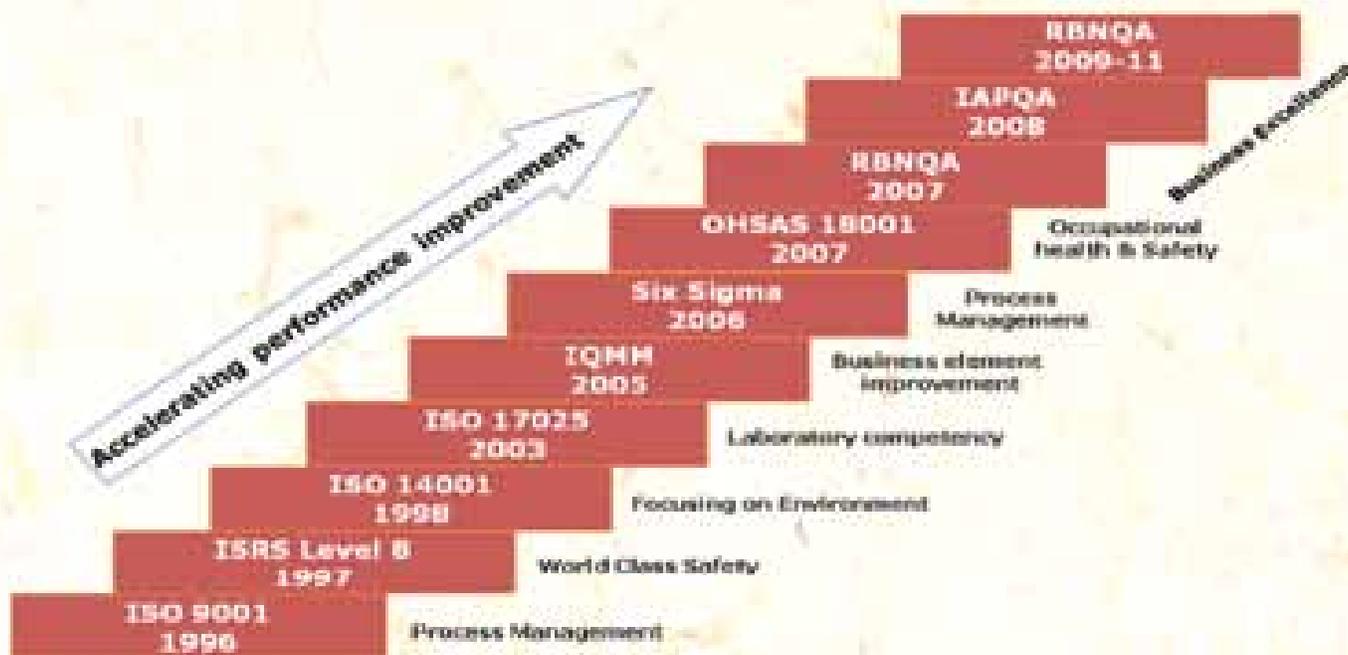
## ISRS

As a conscious and structured effort to obtain results in safety & loss control, in 1997, Mumbai Refinery went ahead with building a safety management system, under ISRS (International Safety Rating System) as

part of an improvement process leading to reduction of accidents mishaps and to obtain better control over safety which is an integral part of quality in operations. Mumbai Refinery was placed at ISRS – Level 7, the first industrial site then in India to have achieved this safety standard level. The journey for improvement was further taken up with greater thrust and augmentation all around leading to achievement of Level 8 in 1999, which was again the highest level achieved by any industry in India.

*Quality is never an accident; it is always the result of high intention, sincere effort, intelligent direction and skillful execution; it represents the wise choice of many alternatives*  
- William A. Foster

## Quality & Process Improvement Journey in Mumbai Refinery



## ISO 14001

Identifying ISO 14001 as a strong mechanism for achieving improvements in environmental performance, the Refinery got certified under ISO 14001 since 1998. The Environment Management System (EMS) in the refinery is applicable to all facilities within the refinery premises viz. process units, product storage facility, dispatch facilities as well as other utilities and infrastructure located in the refinery and demonstrates its resolve towards environmental protection, which is an integral part of Mumbai Refinery's vision.

## ISO 17025

During 2003, Laboratory accreditation under NABL was obtained by Mumbai Refinery, which provided a means of evaluating the competence of refinery laboratory to perform specific types of tests and measurements by third party assessment and following international guidelines/criteria. It also helped to enhance the accuracy, precision and reliability of the refinery's quality assurance efforts.

## IQMM

During 2005, the refinery got itself assessed under IQMM (International Quality Maturity Model) through M/s. Qimpro, who has pioneered the quality movement in India through transformation management and has developed the model, which is in line with the internationally acclaimed EFQM (European Foundation for Quality Management). The model presents a comprehensive range of business elements essential for efficient and effective performance of an organization focusing on quality. The assessment under this model measured the excellence in business performance and best practices adopted at Mumbai Refinery and adjudged the refinery for the "Qimpro Compass" Award for its excellent managerial practices in Internal Quality Audits. The feedback report provided insights into various opportunities for improvement that formed a basis for further quality improvement efforts at Mumbai Refinery.

## Six Sigma

While traditional quality programs have focused on detecting and correcting defects, Six Sigma provides specific methods to re-create the process itself, so that defects are never produced in the first place. Six Sigma is a long-term, forward-thinking initiative designed to fundamentally change the way Corporations do business. It is a business process that enables companies to increase profits dramatically by streamlining operations, improving quality, and eliminating defects or mistakes in everything a company does.

The Refinery took advantage of the capability of Six Sigma as a quality tool to improve the processes, thereby increasing the bottom line and went ahead with Six Sigma implementation. Today, Mumbai

*Quality is doing the right thing when no one is looking.*  
- Henry Ford



*International recognition – Gold Award for Six Sigma Team in the ICQCC Convention at Hyderabad*



*One of the Six Sigma Teams of Mumbai Refinery honoured at LASSIB Convention at Pune*

Refinery has a unique and enviable record of having about 300 Six Sigma trained/certified staff under the "Six Sigma Club," who have so far undertaken about 120 quality/process improvement projects focussing on reduction in defects and cost, improvement in yields, time cycle, customer satisfaction and safety, leading to huge financial gains. The teams have won national and international awards for their value addition through process improvements and have been invited by many organizations and institutions like M/s.NSE, RCF, LASSIB, SSA and Qimpro to share their experience and projects. The highest honour in this regard was an invitation from Lal Bahadur Shastri National Academy of Administration, Mussoorie to share the experience on Mumbai Refinery's Quality Journey.

## Quality Circles

Another approach to make Quality a way of life at Mumbai Refinery has been to engage employees through Quality Circles, a well known concept introduced by Professor Ishikawa. The philosophy of Quality Circle preaches to attain self-motivation & happiness by improving the products and services through quality excellence in each of the functional areas. Apart from bringing in progressive changes in the organization, Quality Circles are proved to be fruitful by accelerating the development of individuals.

Mumbai Refinery has 10 Quality Circles operating at different departments who have taken up quality improvement projects ensuring effective and measurable quality changes. These groups have actively participated in various national and international competitions and have brought laurels for Mumbai Refinery. Unique Quality Circle Group from Utilities department won a number of such awards including the first international award for Quality Circle for Mumbai Refinery by winning the highest category of award - the Gold Award during the ICQCC competition at Hyderabad.

### Suggestion Scheme

Refinery has been encouraging and supporting individuals and team participation in improvement activities through the Suggestion Scheme. To have better participation, theme based suggestion schemes in various months have been introduced. In addition to reward and recognition at the refinery level, teams are sent for INSSAN (Indian National Suggestion Scheme Association) Award Competitions every year. It is a great feat for Mumbai Refinery to have won the 'Best Suggestor Award' under INSSAN for the 5th consecutive year.



Mumbai Refinery team with the award during 2011 INSSAN Competition

### OHSAS 18001

There has been an increased realisation in corporate sectors that Occupational Health and Safety objectives carry positive values in the economic equation, in addition to creating a positive perception of prevention of workplace hazards and improving quality of work. Mumbai Refinery went ahead with the implementation of this voluntary system in 2007.

During 2010, Mumbai Refinery integrated the voluntary certifications under Quality, Environment and Safety to an 'Integrated Management System' (IMS) in order to streamline the entire process management system certification, reduce system administration and paper work.

### Benchmarking

Mumbai Refinery has engaged in benchmarking to understand the current dimensions of world-class performance, best practices and results for similar activities nationally and internationally. This has helped the management to critically look at various work processes and come out with actionable process improvements.

Benchmarking of Refinery performance was done twice through M/s. Solomon Associates, USA. This covered the analysis of data for the main operating functions as well as all support functions.

As a specific initiative with respect to management of suppliers' performance, a comprehensive benchmarking study was carried out through M/s. Caps Gemini Ernst Young. This exercise compared the performance of our refinery on various aspects of materials management (35 specific parameters) with respect to various organizations in India and worldwide.

*Quality is everyone's responsibility.*  
- W. Edwards Deming

Another benchmarking study was carried out with the help of M/s. Shell Global Solutions covering various Refinery performance parameters in comparison with peer refineries in India and abroad. Currently, under the Refinery Performance Improvement Programme (RPIP), a detailed benchmarking and process improvement exercise is going on for various refining parameters.

### Project KARMA

As a part of BPCL's ambitious journey to substantially increase profitability and market capitalization to become India's most valuable downstream oil company, Mumbai Refinery embarked upon Project KARMA under which an aggressive and profitable growth plan with some bold and innovative initiatives were chalked out. In the first phase, Mumbai Refinery could achieve savings to the tune of about Rs. 125 crores through process improvements, as against the envisaged potential of about Rs. 380 to 400 crores through operational improvement over the next few years. During 2009-10, Project Karma efforts could save about Rs. 39 crores. During 2010-11, the KARMA efforts could save Rs. 59.13 crores. The improvement opportunities were identified during the course of interactions within the refinery with various functions.

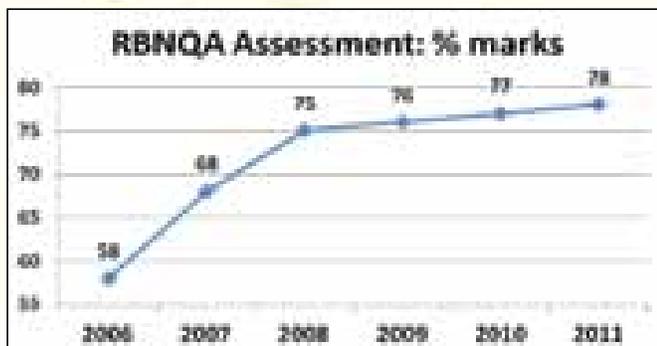
### RBNQA (Ramkrishna Bajaj National Quality Award) Model

Over the years, the IMC RBNQA Model has become a symbol of excellence in the field of Quality. The model has criteria in line with the world famous Malcolm Baldrige National Quality Awards and is used for conducting organisational self-assessment leading to improving organisational performance practices, capabilities and results. Applying for IMC RBNQA Award by Mumbai Refinery was a journey of introspection that gave an opportunity to identify various domain gaps and pushed the refinery further in improving and building a world-class process focused refinery.



*RBNQA 2011 Award being received from Dr. Shashi Tharoor, then MP & Former Minister of State for External Affairs.*

The first assessment started in 2006 resulted in Mumbai Refinery getting a 'Merit Certificate'. However, continuous and conscious efforts in fine-tuning the processes and closing the gaps based on the Feedback Report yielded improved results, as can be evidenced from the improvement in assessment marks from 576 to 776 out of 1000 marks. Mumbai Refinery is proud to be the only Refinery in the Country to have won the most prestigious 'IMC RBNQA Performance Excellence Award', consecutively for 5 years during 2007 to 2011.



### IAPQA Award

During 2008, considering the exemplary efforts towards world class quality performance by Mumbai Refinery, it was conferred the International Asia Pacific Quality Award (IAPQA) under the award category of "Quest for Excellence" for large manufacturing organizations. It is another first for BPCL since it is the first oil company so far in India to have won this prestigious award.

The value and culture of the organization, along with the skill and commitment of the people, has enabled Mumbai Refinery to successfully implement and sustain the above mentioned quality philosophies and tools to achieve new standards year after year. The initiatives have helped in their efforts towards continuous innovation, adoption of new technology, developing excellent strategy for implementation and operating excellence aiming at uninterrupted growth. The achievements and accolades have brought a renewed focus on business excellence and re-affirmed Mumbai Refinery's unflinching commitment to 'Quality'.



*IAPQA Award being received at Teheran.*

### Future Plans

The endeavour in future would be continuous refinement of the existing quality systems to derive the best out of them. Considering the success of the Six Sigma endeavour, more emphasis is being placed on this quality philosophy and efforts are on to institutionalize Six Sigma in Mumbai Refinery. In addition to enlarging and strengthening the umbrella of 'Quality Circles', other employee engagement processes like '5S' and 'Single Point Learning' (SPL) are also being pursued for implementation. Another initiative taken up is creating awareness on the importance of COPQ (Cost Of Poor Quality), which is an important measure to gauge the quality of processes, products and services.

### W. Edward Deming's Fourteen Points for Management

- 1 Create constancy of purpose for improvement of products and services
- 2 Adopt the new philosophy
- 3 Cease dependence on inspection to achieve quality
- 4 End the practice of awarding business on a price tag alone
- 5 Constantly and forever improve the systems of production and services
- 6 Institute modern methods of training on the job
- 7 Institute modern methods of supervision and leadership
- 8 Drive out fear so that everyone may work effectively for the company
- 9 Break down barriers between departments
- 10 Eliminate slogans and targets for the work force
- 11 Eliminate work standards and numerical goals
- 12 Remove barriers to pride of workmanship
- 13 Institute a vigorous programme of education and self-improvement
- 14 Take action to accomplish this transformation

Mumbai Refinery strongly believes that the continual efforts towards quality will ensure that the quality culture goes much deeper down and is spread all across the organisation, thereby achieving and sustaining business excellence.

## Kochi Refinery

### Quality Circles

Quality Circles have been a key improvement initiative for Kochi Refinery since 2004. The refinery has 18 Quality Circles spanning functional areas like Manufacturing, Power & Utilities, Maintenance, Oil Movement & Storage, Finance and Human Resources. The Quality Circles have also been exposed to industry best practices through training programs, industry visits and competitions.

### Kaizen & 5S

By feeling the positive impact of Quality Circles, Kaizen & 5S were introduced in November 2011. An open invitation was given to employees and 38 employees attended the training conducted by Kerala State Productivity Council. Kaizen is practiced by many, mostly in the plant area. All the QC & Kaizen practioners are in the forefront for internal and external quiz and essay competitions, contribution to Employees Suggestion Scheme and IDEAS etc.

### Awards

Quality Circles have been participating in the QCFI National conventions and have won Awards in the Excellent Category. The Circles have also won prizes in the CII Regional and Zonal competitions. They have also represented us at the CII Nationals held in New Delhi in April 2009. A QC member won the Vishva Karma Rashtriya Puraskar in 2011 from the Hon'ble Minister for Labour & Employment.

### QC Overview classes by QC members

From July 2009, a session on Quality Circle has been introduced in the Technical Refresher programme. This technical updation programme covers all employees in Operations once in three years. The uniqueness of the programme is that these classes are handled by Quality Circle members, whose improved oratory & presentation skills and confidence level stand testimony to what is practiced and preached, thus making it more easily identifiable for interested employees. At the end of the session, feedback is taken and personalized invitations are sent out to interested employees to join QC.

### Future Plans

We plan to further spread the QC & Kaizen activities by introducing the concept at the induction stage of new employees. It is also planned to cover Line Managers with overview classes on QC so that they become more aware of the benefits of these initiatives.

## Malcolm Baldrige National Quality Award

The Baldrige Criteria for Performance Excellence serve two main purposes:

- (1) to identify Baldrige Award recipients that will serve as role models for other organizations
- (2) to help organizations assess their improvement efforts, diagnose their overall performance management system, and identify their strengths and opportunities for improvement.

### In addition, the Criteria help in

- improving organizational performance practices, capabilities, and results
- facilitating communication and sharing of information on best practices among organizations of all types
- serving as a tool for understanding and managing performance and for guiding planning and opportunities for learning

The Baldrige Criteria for Performance Excellence provide organizations with an integrated approach to performance management that results in

- delivery of ever-improving value to customers and stakeholders, contributing to organizational sustainability
- improved organizational effectiveness and capabilities
- organizational and personal learning

### It empowers your organization to

- reach your goals,
- improve your results, and
- become more competitive by aligning your plans, processes, decisions, people, actions, and results.



Baldrige Criteria for Performance Excellence Framework

# WORLD QUALITY DAY



Mr. K.K. Gupta  
Director (Marketing)

In a global economy, sustainable competitive advantage is possible through Innovation, Reliability and Care supported by Quality. World Quality Day provides an excellent opportunity to reinforce the core purpose of our Organisation and help us to gain insights on the importance of quality. It also provides a chance for professionals and organizations around the world to develop quality awareness, which can have a tangible impact on business.

In 1990, the United Nations introduced World Quality Day to bring about better international awareness on the importance of quality in ensuring a nation's prosperity. Since then, World Quality Day is celebrated across the world each year on the second Thursday of November and that entire week is observed as World Quality Week.

It is an established fact that quality encompasses not only our business but also every sphere of human endeavor and when followed meticulously, it helps to achieve excellence and supports to remain ahead of competition. Quality is a continuous process that encompasses reliability, integrity, delivery and risk. It helps in improving the level of products and services received by the customer. The organization and its stakeholders can experience benefits in terms of improved value for the customer by treading the quality path.

I understand that the theme for World Quality Day this year is **“Quality: Delivering Competitive Advantage”**. In today's highly competitive scenario, one of the topmost agendas in boardroom discussions is about quality and various ways of achieving competitive advantage through quality assurance processes.

I take this opportunity to convey my best wishes and thank each one of you for achieving enhancement in quality in your area of work and ensuring to make Quality a way of life in our Organisation.

## Celebration of Quality Week

This year, World Quality Day was on 8th November, 2012 and the entire Petroleum Industry celebrated Quality Week between 5th - 9th November, 2012. Under guidance from Quality Assurance Department, promotion of Quality was given priority at all locations. The regions enthusiastically participated, carrying out a bouquet of quality related activities, not only at their locations but also at ROs, to reach our customers and convince them how much we care for them. Activities included display of banners prominently at Labs and locations, taking of quality pledge on Quality Day, conducting quality quizzes, exhibitions, demos, open day at Labs etc.

## Western Region



*Visitors are explained about QA activities at Sewree Lab*

QA officers in Sewree Lab conducted a Q&A session for Ops officers as well as for TL crew in Sewree Installation, to enlighten them on the importance of quality and their role for value addition in routine activities. An open day was organized for staff in Sewree 'A' Installation on Nov. 9th. Staff visited the QA Lab to get familiarized with QA activities carried out at labs for assuring quality to our valuable customers. Besides, a 'Grahak Sammelan' was hosted at BP – Mahape, where customers from Mahape MIDC, transporters and bus drivers received useful quality related tips and information. Similar gatherings were organized at ROs at Shree Samartha Kripa Automobiles, Kalyan and M/s Shanta Service Stn, Ulhasnagar to make customers aware of various PFS activities and facilities available at BPCL ROs.

A presentation on QA activities, taking of quality pledge on quality day and an open day on Nov 10th were features of quality week celebration at Manmad Installation. At Ahmedabad, Kandla and Rajkot, various programmes were organized at locations under these territories, with guidance of QA Lab Kandla and PFS mobile lab at Rajkot. Among other initiatives, a slogan competition and quality quiz was conducted for Rajkot territory office. Quality talks and quality day pledge at Navegaon and Quality exhibition with a related demonstration at Kandla were appreciated by all participants. Rajkot LPG plant also organized a debate on Quality. QA checks were explained to customers in a Kisan Mela at BP Halvad, BP Biliyada and BP OSTs Moticharai. Staff at Bhilai depot took the quality pledge on quality day and they were explained important procedures for handling petroleum products. Borkhedi depot with the support of QA Lab conducted

Q&A sessions on e-mail throughout the week on a daily basis covering location specific QA activities and a slogan competition. Apart from quality pledge, quality quiz and quality talks, a demo was given to new PFS dealers at our Manglia depot.

### Southern Region

This week was celebrated at Mangalore, Tondiarpet, Irugur, Karur, Devangonhi, Vizag, Irimpanam, Cherlapally and Kannur in SR through different activities like a quality awareness session, slogan contest and a quiz program. More importantly, this message was spread to the transporter and dealer sector in the region through several activities. State Coordinators of Karnataka & Kerala administered the quality pledge at respective locations. Director (Marketing)'s message was read out to external participants during programs. PCVO crew at the locations were involved in different quality related activities during the week. Quality awareness programs were conducted among dealers at select ROs under the guidance of Mangalore & Karur Territories.



A Transporter Meet with a quality awareness program was conducted at Irimpanam. Staff of Petronet at Karur and Irugur also participated in this program. Quality Week awareness was created among customers at select outlets using our Mobile laboratory by displaying banners by Coimbatore Territory.

### Northern Region



World Quality Week was celebrated at all the locations in NR with a lot of enthusiasm by carrying out various activities and programmes. Our QA officers in NR participated very actively in the celebration at locations at Panipat, Kanpur, Meerut, Sanganer, Sangur, Srinagar, Banthra, Jhansi and Loni.

### Eastern Region

At Patna TOP in ER, a meeting was held on world quality day where a talk was given emphasizing on quality of product and services in the workplace as well as in daily life. Apart from the quality pledge on quality day, a slogan contest and quality quiz were organized at all locations in ER.



#### Plan-Do-Check-Act (PDCA) Cycle

The plan-do-check-act cycle is a four-step model for carrying out change. Just as a circle has no end, the PDCA cycle should be repeated again and again for continuous improvement.

#### When to Use Plan-Do-Check-Act

- ◆ As a model for continuous improvement.
- ◆ When starting a new improvement project.
- ◆ When developing a new or improved design of a process, product or service.
- ◆ When defining a repetitive work process.
- ◆ When planning data collection and analysis in order to verify and prioritize problems or root causes.
- ◆ When implementing any change.



#### Plan-Do-Check-Act Procedure

- ◆ Plan. Recognize an opportunity and plan a change.
- ◆ Do. Test the change. Carry out a small-scale study.
- ◆ Check. Review the test, analyze the results and identify what you've learned.
- ◆ Act. Take action based on what you learned in the study step: If the change did not work, go through the cycle again with a different plan. If you were successful, incorporate what you learned from the test into wider changes.

# Quality

## Mumbai Refinery



*Par Excellence Award for 'Unique' QC Team of Utilities in 25th National Convention on Quality Concepts 2011*



*Maintenance QC team with Distinguished Award at QCFI National Convention*



*Canteen QC Team – winner of Meritorious Award at QCFI National Convention*



*Warehouse QC team with Meritorious Award at QCFI National Convention*

# Circles

## Kochi Refinery



Sri B Sreekumar, QC member receiving the Vishwakarma Rashtriya Puraskar in 2011, from Hon'ble Minister of Labour & Employment, Govt of India



POWER QC, who was 2nd in Southern region, receiving a certificate at the CII Nationals in 2009



TECHON QC receiving Excellent category award at the International Convention of QC at Hyderabad in 2010



Ms Susan Mathew, QC member, receiving 2nd prize in the Kerala State Level Productivity Essay Competition - 2010, from Hon'ble Minister for Industries, Kerala



Mrs Gracy Joseph Mampilly, a Quality Circle member receiving the Best Women Employee Award (3rd prize) for 2011 instituted by Forum of Women in Public Sector under the aegis of SCOPE from Hon'ble Chief Minister of Gujarat on 12th Feb 2012.

# BPCL Showcased



*Mr. Jaipal Reddy, then Hon'ble Union Minister for Petroleum & Natural Gas at the BPCL pavilion with Mr. R.K. Singh, C&MD, Mr. K.K. Gupta, Director (M) and Mr. B.K. Datta, Director (R).*

All around the world, the oil and gas industry marks a red letter event on its global calendar for PETROTECH, Asia's biggest Biennial Energy Bonanza, the international oil & gas conference and exhibition. Organised under the aegis of MOP&NG, the event is hailed as an important platform to share knowledge, expertise and experiences, generate business and improve bilateral ties with participating nations. As the prime showcase of India's hydrocarbon sector, this mega event attracts scientists, technologists, planners and policy makers, management experts and entrepreneurs to solicit their views in order to catalyse achievement of global energy security. This year, PETROTECH was held from 14th-17th October 2012 in New Delhi with the central theme - Hydrocarbons and Beyond: Changing Landscape.

## Conference

The PETROTECH series of conferences have earned an enviable reputation in international circles as one of the coveted forums for the global hydrocarbon industry. India has continually laid emphasis on exploring innovative ways to drive energy economics, with sustainable development as the eventual outcome. Even as global per capita consumption of petroleum products increases, bolstered by the rising living standards in emerging markets, there is a burning need for finding truly viable sustainable energy solutions. Investments, which are otherwise long term in the



*Mr. G.C. Chaturvedi, Secretary, Petroleum and Natural Gas, at the BPCL pavilion.*

capital intensive energy business, also need to be looked at from a broader framework, probably with multiple social, economic and environmental benefits.

The theme of PETROTECH 2012 - 'Hydrocarbons and Beyond: Changing Landscape' endeavours to explore enlightened choices in the energy landscape and obtain solutions that actually work in transforming the way our society consumes energy.

While the Theme Sessions were addressed by the Senior Ministers of the Government of India, the Plenary Sessions were taken by the leaders of the global hydrocarbon industry and Ministerial Discussions centred on policy issues related to inter-country cooperation. At Special Sessions, there was brainstorming on various issues and challenges that the hydrocarbon industry faces as it grapples with technology interventions and clean fuels to create value and enhance sustainability. Technical Sessions covered the latest technological happenings in downstream, midstream and upstream areas. Poster Sessions provided an



*Mr. R. P. N. Singh, then Hon'ble Minister of State for Petroleum and Natural Gas, inaugurating the BPCL pavilion.*

opportunity to the participants to have 'one-to-one' discussions with the authors.

His Excellency, President of India, Shri Pranab Mukherjee, inaugurated the conference and deliberations of PETROTECH at Vigyan Bhavan. Over 5000 delegates from national and international oil & gas companies and related sectors participated in this major event, which aims at information dissemination, in-depth dialogue between stakeholders and creative discovery of viable energy options for the future.

Our C&MD, Mr. R.K. Singh chaired the session on Technology Intervention for Value Creation and Sustainability. BPCL was also the chief coordinator of the Parallel Track Retail Conference, another important event that was organised at the FICCI Auditorium. Mr. George Paul, ED (LPG) made a presentation on Reaching LPG to Rural Bharat - The BPCL Experience.

## Research papers

Of the 1300 papers submitted from all over the world, 287 were selected and deliberated upon at PETROTECH this year. From BPCL, Dr. D. C. Patra, Chief Manager Strategy (LPG) and

# at PETROTECH 2012

Mr. Ashutosh Gupta, Manager Business Development (LPG)-WR presented the Dynamics of Rural Marketing of LPG in India - Affordability, Accessibility & Welfare and Mr. Tarunendar Singh, Senior Manager( Customer Services), Lubes, detailed on Grease Composition for Automobile Wheel Bearing Application.

From the BPCL R&D team Mr. Sanatanu Das, Manager, made a presentation on Plasma Gasification of Petroleum Waste/product into Syn Gas, Dr. Jaya Rawat, Deputy Manager (R&D), detailed on the Effectiveness of sonification on micro-biologically induced corrosion in Refinery water condenser system, Mr. Vinay Mathur, Senior Research Scientist, shared his study on Novel Chemical Looping Combustion process for CO2 Sequestration & Hydrogen Generation and Mohammad Muzaffar Ahsan, Senior Research Scientist, explored the new method to recover hydrocarbon from refinery sludge.

## Exploring Business Opportunities



*The Mozambique Delegation at the BPCL pavilion.*

A high level delegation led by His Excellency Mr. Abdul Razak Noormahomed, Vice Minister of Mineral Resources, Mozambique met BPCL team, led by Mr. B. K. Datta, Director (Refineries), Mr. D. Rajkumar, MD, BPRL, Mr. I. S. Rao, ED (Gas), and Mr. R. K. Mehra, ED (IT). The Hon'ble Vice Minister of Mineral Resources, Mozambique assured BPCL management of their support to our Upstream project in Mozambique by taking proactive steps to ensure speedy implementation of the project. During deliberations, BPCL offered its assistance and expertise, in the areas of setting up of refineries, laying pipeline network and developing downstream infrastructure, to facilitate Mozambique in developing and meeting its midstream and downstream infrastructural requirements and also training and skill enhancement of Mozambique personnel. The high level Mozambique delegation also had a meeting with our C&MD.

The BPCL International Trade delegation headed by ED – IT Mr. R.K. Mehra held meetings with participants from various countries - Pakistan (Hon'ble Federal Minister of Petroleum and Natural Resources of Pakistan Dr. Asim Hussain along with High Commissioner of Pakistan in India Pakistan H E Mr. Salman Bashir and other officials from Pakistan State Oil Company), Mauritius (Hon'ble Deputy Prime Minister, Minister of Energy and Public Utilities, Mauritius Deputy Dr Ahmed Rashid Beebeejaun along



*Mr. K.K. Gupta, Director (Marketing) with the Petrotech Award.*

with High Commissioner of Mauritius to India H E Dr.Arye Kumar Jagessur and other officials from State Trading Corporation of Mauritius), Ghana (Prof. Thomas Mba Akabzaa, Chief Director from Ministry of Energy) and Azerbaijan (trade representatives from SOCAR – the National Oil Company of Azerbaijan) for enhancing business and expanding the sources of crude and destination of products to new markets.

## Exhibition

Shri Jaipal Reddy, then Hon'ble Union Minister for Petroleum & Natural Gas, inaugurated the exhibition at Pragati Maidan. The 270 sq.m. space allotted to BPCL was transformed to portray the saga of an organization determined to 'Go Green' and the footfalls at our pavilion kept increasing by the day with participants from India and abroad expressing their interest in BPCL's Exploration & Production, Refining, Retail Automation, BMCG, SAP Training and various other initiatives.

Bharat Petroleum bagged the first prize for the conceptual portayal of Hydrocarbons and Beyond: Changing Landscape, winning in the Raw Space category at PETROTECH 2012. BPCL brings home this distinction for the best exhibition from among 396 exhibitors including 219 overseas pavilions.



*IT meets the Pakistan delegation*

# Vigilance Pillars : Transparency, Fairness and Integrity



“We need to always maintain the highest standards of transparency, fairness and integrity in day-to-day functioning,” said Mr. R.K. Singh, our C&MD, while inaugurating Vigilance Awareness Week at CO on 29th October 2012. He then observed that Vigilance cases are far less in BPCL as compared to several other organizations. He further noted that BPCL had already taken up many of the initiatives professed by this year’s theme of ‘Transparency in Public Procurement’ through e-procurement, e-tendering etc. He emphasized that to be true to the pledge taken, we need to have genuine integrity in thought and action. Mr. B.K. Datta, Director (R) and Mr. S.P. Gathoo, Director (HR) accompanied him in lighting the traditional lamp and in taking the oath along with members of the BPCL family. The inauguration was covered by the Times of India, Hindustan Times & Free Press Journal.



Vigilance Awareness Week was observed from 29th October – 3rd November 2012 with the theme for the year, ‘Transparency in Public Procurement,’ emphasizing transparency, accountability and probity in the procurement process. In line with that objective, several activities were organized all around the country by various offices through quizzes, slogans, debates, essays, elocution etc. to spread awareness of anti-corruption topics during the week. A pledge at 11 a.m. on 29th October 2012 marked the commencement of the week, which saw enthusiastic participation throughout.

## Mumbai Refinery



“Vigilance is to be imbibed by every individual of the organization,” declared Mr. K. Subramanyam, IPS(Retd.), former Director General of Police, Maharashtra in his inaugural address at MR. He also stressed on Vigilance and Anti-Corruption Strategies. Mr. S. Vijayakumar, GM (HR), MR briefed about the initiatives taken in the Refinery on Vigilance activities. Mr. V.K. Painter Ch. Manager (Vig.), MR explained the Vigilance aspects of the theme. An interesting skit on Preventive Vigilance entitled ‘Oh, My Grahak!’ was performed by the MR employees. Through the skit, they spread Vigilance awareness on ethics, safety and preventive measures to be taken as a citizen and employee. During VAW, Essay, Quiz and Slogan competitions were conducted. A training program for employees and contractors was also held and leaflets on Do’s and Don’t’s were distributed to transporters, drivers and cleaners.

An essay writing competition for students on the subject of Vigilance was carried out in BMC School, Chembur. On the concluding day, Mr. Sudhir Parkhi, former President of Rotary Club, Chembur and CGM (Admin.), RCF Ltd. addressed the employees, stressing upon the requirement of Vigilance in our day-to-day activities.



## Southern Region



Mr. Keshav V. Shenoy, ED (Retail) South administered the pledge to commence VAW at SRO Chennai. The Chief Guest, Mr. R. Nataraj, IPS, Chairman Tamil Nadu Public Service Commission & former State Director General of Police accented on the need for transparency and how technology can help and also, how to ensure systems in place to stop corruption. He concluded remarking, “Vigilance should be part of our daily routine and absolute integrity is what we should practice.” Competitions, workshops and awareness programmes marked VAW at locations. Elocution, painting and slogan writing competitions were conducted for the children of Chinmaya School, Chennai. At a few LPG Plants, children were taken on a plant tour and a talk on ethical values and LPG safety was given to them. Meetings with Contractors and Vendors were organized at Gummudipundi LPG Plant.





## Premier Vendors' Workshop



A Premier Vendors' Workshop for 150 premium vendors was conducted jointly by CPO(Mktg) and CPO(Refinery) on 2nd November, 2012 coinciding with Vigilance Awareness Week. The theme was 'Fairness, Integrity and Transparency through Competition.'

In his inaugural address, Mr. K.K. Gupta, Director (Marketing) stressed on the need of partnering with vendors to ensure long term strategic partnership and achieve the goal of end customer satisfaction, within the cornerstones of procurement including transparency, fairness and efficiency. Mr. B.K. Datta, Director (Refineries), in his keynote address, highlighted the expectations from vendors, particularly with regard to quality and safety, by citing many live examples from the Refineries. Mr. S.M. Misra, our CVO, highlighted the initiatives taken by BPCL in enhancing transparency and fairness. He also dwelt on the importance of technology in achieving these objectives. The Public Procurement Policy for Micro and Small Enterprises (MSEs) Order, 2012 was taken by Mr. S.M. Easwaran, Procurement Leader. Insights on the Draft Public Procurement Bill, 2012 and Central Public Procurement portal were given by Mr. Biju Gopinath, Sr.Mgr.GEC, CPO(M).

## Excerpts from Messages . . .

*Message from President of India,  
Shri Pranab Mukherjee*

*It is the duty of every person to strive to make society free from corruption. Transparency, fairness, accountability and probity are essential for functioning of public organizations. Officials should act with integrity and adopt ethical values in their day-to-day functioning.*

*Message from Prime Minister of India,  
Dr. Manmohan Singh*

*The 'Vigilance Awareness Week' is a good initiative by the Central Vigilance Commission to spread awareness on the importance of transparency, accountability and probity in public life. This year's theme of 'Transparency in Public Procurement' is an important aspect in combating corruption. Keeping in mind its importance, the Government has recently introduced a 'Public Procurement Bill' in the Parliament.*

*Message from Chief Vigilance Officer,  
Mr. S.M. Misra*

*Procurement of goods and services is an important government activity, especially in a developing economy where corruption becomes an issue that directly affects the ability of a company to compete in a level playing field. Procurement is an important activity in any organization, be it in the private or public domain as it constitutes a major portion of the expenditure of a company. The risk of corruption in procurement is immense and depends on a host of factors including the discretion enjoyed by the procurement officials. A sound procurement system should be able to address these. Realizing the importance of addressing these risk factors, a draft "Public Procurement Bill" is being legislated by the Government with detailed regulations.*

## Kochi Refinery



Employees took the Vigilance pledge that was administered by Mr. John Minu Mathew, ED (KR) at the Refinery Office. "Transparency is a basic requirement in decision making and is a functional necessity, especially in the era of the RTI Act. Compliance to systems

and procedures fundamentally contribute to good working culture and reduced problems," said Mr. K. Padmakumar, IPS, Inspector General of Police, Kochi Range in his inaugural address at KR. Mr. John Minu Mathew, ED (KR) averred that the Human Development Index is as important as the Corruption Perception Index. HDI gives an indication as to how corruption affects the life of the common man.

While an Inter-school quiz competition was conducted at Bhavan's Adarsha Vidyalaya, Kakkanad, a Spot quiz on Vigilance and Anti-corruption and crossword and 'Unscramble the Jumble' contests were held for KR employees. Poster competitions were organized for the Puthuvypin and Ambalamugal units of NANMA students. A programme on 'Igniting Values and Virtues' was organized for Integrity Club students at Cochin Refineries School. A documentary on Integrity Clubs was telecast on Doordarshan during VAW.

CVO of BPCL, Mr. S.M. Misra, IRS was the chief guest for the interactive vendor meet in which about 50 suppliers from various sectors participated. In the open session, Mr. John Minu Mathew, ED (KR), Mr. P. Kumaraswamy, GM (P), and Mr. Thomas Chacko, GM (E&S) responded to the issues raised.

"People do suffer because of their misdeeds," stated Mr. P.I. Sheik Pareeth, IAS, District Collector of Ernakulam quoting a story from the Ramayana, while delivering the valedictory address at KR. "The selfishness of people is the root cause of corruption. We need to be away from all selfishness and do service to society."

## Eastern Region



VAW 2012 at ERO commenced with a collective pledge administered by Mr. Chittatosh Mookerjee, Hon'ble (Retd.) Chief Justice of Kolkata & Mumbai High Court. In his inaugural address, he mentioned the need for vigilance in daily life and apprised the audience of

the existing legal provisions related to prevention of corruption. Mr. K. P. Chandy, GM (Retail) East, highlighted the importance of alertness and participative vigilance to prevent social & economic corruption. Vendor / Transporter meets were organized by SBUs in Installations and Depots. A Quiz Contest on Vigilance Awareness witnessed enthusiastic participation.

E&P East organized a Vendor Panel Meet in which CEM E&P East emphasized on transparency in public procurement, use of technology / web to leverage transparency, integrity of thoughts, words and action in public life. In the keynote address, Mr. Amitrajit Bhattacharyya, Chief Vigilance Manager (ER) explained the process of decision making in PSUs and provided a Vigilance perspective. Manager Monitoring & Admin, East covered e-tendering and the Central Public Procurement portal. An online demo was given to all participants on the CPP, BPCL website and e-tender portal. A Quiz program was also conducted by the E&P Team on the Vigilance perspective for the 30 vendors of E&P and Retail who participated in the meet.

## Northern Region



Quoting CBI cases that caused tremors in the country, Mr. N.K. Wasan, IPS, Additional Director General, National Investigation Agency, stressed on the importance of transparency in decision making for dealing with corruption effectively. He was the chief guest at the VAW inaugural ceremony at the NRO in Noida. After administering the pledge, Mr. Pramod Sharma, GM I/C (Retail), NR touched upon various initiatives taken by BPCL for enhancing Vigilance and also explained the operating principles and the importance of understanding Vigilance in its totality.

Mr. S.K. Srivastava, Technical Examiner from the CTE setup of CVC was the key facilitator at the workshop on 'Transparency in Procurement' attended by 60 participants. He elaborated on the tendering & negotiation procedures with regard to procurement of materials & services. He also shared case studies on procedural lapses observed in procurement processes in the various Govt. Departments & PSUs.



## Reviewing Shale Gas Prospects in Australia



*L to R : Mr. Jeffrey Hayworth, Director of Technology, DMP; Mr. D.Rajkumar, MD (BPRL), Mr. Richard Sellers, DG-DMP; Mr. R.K. Singh, our C&MD, Mr. Peter Munachen, CEO & Director, Norwest Energy and Mr. Kalyan Mukherjee, Sr. Mgr. (Bus.Dev.) BPRL.*

A team from BPCL/BPRL headed by C&MD visited the shale gas site (block EP413) near Perth in Australia during 17th to 20th November, 2012. The shale gas project in Australia, where BPRL has a 27.803% participating interest (PI), has reached a stage where hydraulic fracturing has been done in the drilled well, and there have been encouraging hydrocarbon shows from all the target zones. Flowback activity (to access the reservoir potential) is currently in progress. The other partners in the block are M/s Norwest Energy with 27.945 % PI (the Operator), and AWE Limited (through its 100% subsidiary M/s ARC Energy), with a 44.252 % PI.

The basic objective of the visit was to enable early monetization of the gas from the project. To this end, meetings were held with CEOs of the Joint Venture companies, including the Managing Director of AWE, Mr Bruce Clement; the CEO of Norwest Energy, Mr Peter Munachen and also a Consultant, M/s Economics Consulting Services. The project was reviewed in detail and actions planned for the way forward were discussed.

Shale Gas has been widely acknowledged as a new energy frontier and has huge potential to address the world's energy requirements. There are however, issues related to the environment / land use associated with Shale gas exploration. Meetings were held with local community leaders near the drilling site, including the CEO of the Shire of Irwin, Mr. Darren Simmons, and also the Deputy President of the Shire, Mr. Kevin Hepworth, essentially to garner support for the project at the ground level. To enlist support from the government, meetings were held with top government officials of Western Australia including the Principal Resources Advisor to the Premier of Western Australia, Mr. Geoffrey Wedgwood; the Director General of the Department of Mines and Petroleum, Mr. Richard Sellers; and the Chief of Staff for the Department of Mines, Mr. Trevor Whittington.

## NRL Pays Dividend to BPCL

Numaligarh Refinery Limited (NRL) handed over a dividend cheque amounting to Rs. 45.36 crores to its holding company, BPCL as its share of dividend for the financial year 2011-12. BPCL holds a major equity stake of 61.65% in NRL, the other two equity shareholders being Oil India Limited at 26% and Govt. of Assam at 12.35%. In NRL's 19th AGM on 7.9.2012, a dividend of 10% (Re.1 per equity share of Rs.10 each) for the year 2011-12 on the paid up share capital was declared. During the year 2011-12, Numaligarh Refinery processed the highest ever quantity of crude oil of 2825 TMT against 2250 TMT in the previous year, achieving an increase of 25.6 %. Total sales volume of NRL grew by 27.7% to 2728 TMT. The Company's net worth as on 31st March, 2012 stands at Rs.2699.26 crores compared to Rs.2601.06 crores at the end of the previous year. During 2011-12, NRL recorded the highest ever sales turnover of Rs.14,027.75 crores, recording a growth of 56.4% over the previous year.



*Mr. Dipak Chakravarty, NRL MD, hands over the dividend cheque to Mr. R.K. Singh, our C&MD on 5.11.2012. Also seen are Mr. B.K. Datta, Director(R) BPCL, Mr. K.K. Gupta, Director (M) BPCL, Mr. Nilmoni Bhakta, Director(F) NRL and Mr. S.R. Medhi, Director (Technical) NRL.*

## Bond with the Best !

On 18.10. 2012, BPCL issued its inaugural USD 500 million unsecured bonds to international investors. These bonds have a maturity of 10 years and the funds raised would be used for the Dream Plan Capex projects. The senior management team consisting of Chairman, Director (F) and the Treasury team conducted a comprehensive global road show in the week of October 15th, covering 100 investors in Asia (Singapore, Hong Kong) and Europe (London). BPCL elaborated on its key strengths, success in the upstream sector and future Capex plans. BPCL launched the 10-year US dollar bond transaction on 18.10.2012 and there was an overwhelming response of 15 times the issue size of USD 500 Mn. This was the largest order book oversubscription ever seen from an Indian issuer in 2012. The notes were priced at 290 bps over the 10-year US Treasury yield, which works out to a coupon rate of 4.625% per annum. This inaugural issuance had substantial press coverage and press accolades of IFR and PTI.

## MNGL Pays Maiden Dividend to BPCL



Mr. A.K. Mittal, MD MNGL and Mr. C.K. Jain, Director (Commercial) – MNGL present the maiden dividend cheque to Mr. R.K. Singh, our C&MD. Also seen are Mr. Pramod Sharma, GM I/C (Retail) North, Mr. Lalit Watts, Chief Manager (Admin) HRS, North and Mr. S.K. Singh, DGM (Plng & BD) MNGL.

On 11th October, 2012 Maharashtra Natural Gas Ltd. (MNGL), for the first time since inception of the Company, approved a dividend of 3% this year. The maiden dividend cheque for an amount of ₹ 67,49,880 was presented to Mr. R.K. Singh, our C&MD by Mr. A.K. Mittal, MD & Mr. C.K. Jain, Director (Comm.) of MNGL.

## Genuine Tie-ups

BPCL has entered into a strategic OEM tie-up with Honda Motorcycle & Scooters India (Pvt.) Ltd. to produce and market Honda Genuine Oil and the product was launched on 19.10.2012 all across India in the presence of officials from both companies, dealers, distributors, retailers and business associates. Honda Genuine Oil has been specially developed to meet the stringent performance standards set by Honda for their two wheelers and meets SAE 10W- 30 JASO MA specifications. The oil offers the benefits of improved fuel efficiency, enhanced engine durability and is environment friendly and can be used with all Honda Engines. Honda Genuine Oil will be available at all BPCL Retail outlets and will also be marketed through BPCL's distribution network in the bazaar channel.

Though MNGL was formed as a joint venture of GAIL (India) Ltd. & BPCL in January '06 and started its commercial operations in October '08, the Company made significant profit for the first time in the financial year 2011-12. The shareholding pattern of the Company's total authorized share capital of 100 Crores is GAIL – 22.5%, BPCL – 22.5%, IL&FS – 20%, IDFC PE – 20%, Axis Bank – 10% and Govt. of Maharashtra – 5%.

The major achievements of MNGL for 2011-12 are :

- The Company recorded average gas sales volume of 0.10 MMSCMD during FY 2011-12 representing 100% growth over the previous FY 2010-11.
- MNGL has registered an impressive increase of 143% in Turnover during the FY 2011-12 which is ₹ 76.57 crores as compared to the previous FY 2010-11. MNGL has crossed a Turnover of ₹ 100 Crores on 30.11.2012. Profit after Tax (PAT) of the Company has also increased to ₹ 10.74 Crores as compared to ₹ 3 lakhs in FY 2010-11.
- The Reserves & Surplus for FY 11-12 have grown to ₹ 1.26 crores after wiping out prior period accumulated losses of ₹ 6.16 crores and after adjusting for dividend payout (₹ 2.85 crores) and tax (₹ 0.46 crores).
- For the first time in the City Gas Distribution industry, MNGL initiated a process of awarding the dealership of CNG stations to the eligible land owners under the Land Link Policy.
- Formation of a Task Force under the Chairmanship of Jt. CEO–MIDC by Govt. of Maharashtra for faster rollout of Gas Infrastructure in Pune area was done through MNGL's initiative.
- PMPML board has approved the MNGL proposal to give their Depot lands on lease for setting up CNG facilities.



Mr. P.C. Srivastava, our ED (Lubes) and Mr. Keita Muramatsu, President & CEO (HMSI) exchange agreements.

## BPCL Bags the Derivatives House of the Year, Asia – Corporate Award

International Trade won the "Derivatives House of the Year, Asia – Corporate" award for its committed, prudent and effective hedging activity, which is underpinned by strong market analysis. This is a commendable achievement, considering the tough competition from top notch Global Corporates in Asia known for their derivatives business. Incisive Media, a risk and derivatives publishing house based at London, announced the award. Last year also, International Trade had earned the Energy Risk Manager of the year, Asia-Highly Commended Award for its Risk Management.

### Dharwad LPG Bags NSCI Safety Award Again



Mr. R. Krishna Prasad, TM (LPG) Dharwad received the prestigious National Safety Council of India (NSCI) Safety Award - 2011 (Suraksha Puraskar) along with TC, Mr. Gopikrishna and Safety Committee member, Mr. Anwar Basha from Shri Kodikunnil Suresh, Hon'ble Minister of State for Labour & Employment, Govt. of India, Mr. Ravi Mathur, Addl. Secretary, Labour & Employment, Govt. of India and Shri V.B. Sant, Director General, NSCI at a function in SCOPE Auditorium, New Delhi on 7.11.2012. Dharwad LPG Territory has topped the list of all LPG Bottling Plants in the country for the fourth consecutive year as per the NSCI Safety Award list, gaining acclaim for its safety performance and safety management systems.

### BPCL and ESSAR Lubricate Ties

On 4.10.2012 BPCL signed an MOU with the Group Companies of Essar Oil Ltd. for supply of 2000 KL/annum of Lubricants at Mumbai. This includes their Steel Plant in Hazira and Shipping and Logistics companies in Mumbai and Hazira. Essar Steel is the fourth largest steel manufacturer in the world with the most modern steel plant in India. It is a flat carbon steel manufacture – from iron ore to ready-to-market products – with a current capacity of 14 MMTPA. This MOU, valid up to March 2013, will help in establishing ourselves as one of the major lubricant suppliers in the steel sector, which is the core sector for future growth in the lubricant industry.



The MOU is signed by Mr. P.C. Srivastava, ED (Lubes) and Mr. S. Thangapandian, CEO-Marketing, ESSAR Group, in the presence of Mr. S. Rath, MM (Lubes), Mr. N. Prabhakar, RLM (Lubes) WR and Mr. Vijay Vartak, CMIL/Head OEM (Lubes).

### BPCL Shines at ABCI

BPCL won two prestigious Bronze Awards at the Annual Association of Business Communicators of India (ABCI) 52nd Awards Nite on 19.10. 2012 in Mumbai - for our corporate film, 'Energizing a billion lives' and Mumbai Refinery's 'Atit Bharati.' ABCI is the only association of its kind in India to promote excellence in business communications and its Annual Awards Nite has always been a memorable occasion for India's corporate and media circles.



The Corporate Brand team with the Corporate Film Award.



The Mumbai Refinery PR team with the Bilingual Publication Award.

## Simulator Training Facility at MRLC



On 23.10.2012, Mr. B.K. Datta, Director (R) inaugurated the Simulator Training facility, meeting world class standards at Mumbai Refinery Learning Centre. The Simulator Training or OTS is a digital simulation system utilizing the powerful calculating capability of the computer to imitate the operation of the refinery process for training. The first phase comprises 4 generic models viz. CDU/VDU, FCC, HCU and HGU and a custom model of CCR (Axens).

## Parivartan Sustainability Leadership Award



Mr. Arun K. Gupta, Head HSSE receives the award.

BPCL's low carbon economy approach, ensuring sustainability within as well as across the value chain, was recognized at the Parivartan Sustainability Leadership Awards 2012. These awards were instituted by the Sustainability Outlook group, a leading information provider on 'Sustainability,' which enables corporate transition towards sustainable business practices. The awards in four categories were aimed to recognize efforts that shape conservation action, innovation, disclosure of non-financial parameters and corporate leadership in sustainability.

BPCL won the Sustainable Disclosure Leadership Award for the most consistent disclosure by PSUs on sustainability parameters for the period 2009 to 2012. The jury was chaired by Mr. S.Y. Quraishi, former Chief Election Commissioner (CEC) of India. The award was presented by Dr. Uddesh Kohli, Chairman Emeritus – Construction Industry Development Council and Senior Advisor to the UN Global Compact on 11th October 2012 at Shangri-La Eros Hotel at New Delhi. Mr. J.S. Bhatia, Sr. Manager (Workplace Health & SDR) participated as a panel member on the 'Role of existing institutions in facilitating Sustainability Reporting.' The event was attended by over 200 leading corporates like TCS, Wipro, ONGC, IOC, L&T, Mahindra, TATA, Shree Cement etc.

## BPCL Stands Tall as a Global Energy Company

For its outstanding performance, Bharat Petroleum has been ranked among the top 20 Oil and Gas Refining and Marketing companies in the Platts Top 250 Global Energy Company Rankings for 2012. Platts analysed energy companies by nine industry classifications and three global regions. By virtue of the outstanding performance last year, BPCL has been ranked 12th in Oil & Gas Refining and Marketing in the Asia/Pacific Rim, 18th in Oil and Gas Refining and Marketing globally and 54th in overall performance in the Asia/Pacific Rim. On an overall global performance, Bharat Petroleum has been ranked 178th.

Platts has been ranking energy companies' financial performance globally, regionally and by industry sector since 2002. The rankings are based on four key metrics namely asset worth, revenues, profits and return on invested capital. All companies on Platts' list are publicly held and have assets greater than US\$ 4 billion. With this fresh ranking, Bharat Petroleum has joined a distinguished group of global energy firms that have demonstrated their ability to consistently deliver outstanding annual performance.

## Mumbai Refinery Wins CLO Award



Refinery Tech-know League (RTL), the Mumbai Refinery learning initiative, bagged another coveted Award at the 4th Annual Chief Learning Officers Summit India held at The Hyatt Regency, Mumbai on 1st - 2nd November 2012 under the category 'Best Games based Learning Program.' Mr. John Bosco, Manager-HR, Mr. Ajit Kumar Majhi, Dy.Mgr. Ben. Admin. & Mr. Jai Rattan Ekka, Dy.Mgr. T&D from MR received the Silver award from Mr. Mike Canning, CEO, Duke Corporate University, Australia & Prof. Parasuraman, Director TISS (Tata Institute of Social Sciences). The gala awards ceremony was presided by eminent personalities like Dr. R.K. Pachauri, DG & CEO, TERI, Dr. Bhaskar Chatterjee, DG & CEO, IICA and former Secretary DPE, Ms. Kiely Bell, stateswoman of Australian Trade commission, Dr. Paul Comyn from ILO and Adam Gilchrist, International Cricketer. Leading corporates like L&T, HDFC, Reliance Industries, Capgemini, Indigo airlines, ITC, LIC, Tech Mahindra, Infosys, John Deere, Asian Paints etc. participated in this convention and competed for the awards under various categories. The convention focused on Organizational Learning initiatives impacting Business.

# MEASURE FOR MEASURE

'Lose your weight in 30 days' etc. is a popular advertisement we see every day. However, as consumers, we certainly do not want any goods with less 'weight' or 'measure' than paid for! The Law relating to Weights and Measures is codified in the Legal Metrology Act, 2009 and the Rules framed there under.

The term 'Weights & Measures' means an object / instrument / apparatus or device used for the purpose of weighing or measuring any goods or items at the time of commercial transaction. Comprehensive provisions relating to all aspects of law relating to W & M is implemented by the Controller and other Officers of the Legal Metrology Department to ensure:

- ★ The consumer gets full quantity for every purchase.
- ★ Only verified and stamped electronic/mechanical weighing & measuring instruments are used by the vendors in all transactions. e.g. tank lorries / flow meters of petroleum products, dispensing units at ROs, taxi / auto meters, weighing scales at shops
- ★ Net contents in package commodities should be in accordance with the declared weight on each package.



★ Commercial establishments should not indulge in overcharging / under weighing / measuring of any item.

★ All packaged/pre-packaged commodities offered by commercial establishments shall be accompanied by a declaration as per the Act/Rules made there under. Such as: (i) Complete name of manufacturer, (ii) Net quantity, (iii) Address of manufacturing/establishment, (iv) Maximum weight, (v) Customer care/number, (vi) Size of the commodity (where the dimension matters)

As per the Act that provides for the use of weight or measure in accordance with the metric system based on the International System of Units.

The base unit of — (i) length shall be the metre; (ii) mass shall be the kilogram; (iii) time shall be the second; (iv) electric current shall be the ampere. Any quotation / advertisement or invoice, other than in terms of the standard units of weight, measure or numeration is prohibited, except in as far as

goods, things or services are meant for export. e.g. while offering a plot of land for sale, unit should be sq meter and not sq yard, else the advertiser could be prosecuted.

The Central Government appoints a Director of Legal Metrology and other officers like Additional / Joint / Deputy Directors to oversee implementation of the Act. Similarly, the State Government appoints a Controller and other officers like Additional / Joint / Deputy Controllers. The main functions of the Legal Metrology Department are as under: -

- ★ Licensing for manufacture and dealing in Weights and Measures
- ★ Periodical Stamping and verification of Weights and Measures.
- ★ Issue of Registration of Packer/Importer.
- ★ Implementation and enforcement of Legal Metrology Act, 2009 and the Rules made there under.
- ★ Market intelligence and inspection of various outlets located in the respective city which functions under the ambit of the Act with a purpose to safeguard the interests of the consumer.

Officers of the Legal Metrology Department have the power to search, inspect, seize or dispose off any material in case of information received by them about any punishable offence that has or is likely to be committed.

Weights or measures are to be periodically verified as specified under the Act. Under the Legal Metrology (Enforcement) Rules, 2010 it is provided that the period of re-verification shall be (i) 24 months for all types of weights, capacity measures, length measures, beam scales, counter machine, tank lorries, (ii) 5 years for storage tanks, (iii) 12 months for weight or measure other than that mentioned in (i) & (ii) above.

Penalties have been prescribed under the Act for various offences such as use of non-standard weight or measure; manipulation of the weight and measure, carrying out a transaction in contravention of the provisions of the Act and Rules, sale or delivery of commodities by non-standard weights etc., not verifying weights and measures periodically etc.

We, in the petroleum sector, having W&M at each of our units, right from the refinery to the Retail Outlet and also as consumers, have to ensure strict compliance with provisions of the law relating to weights and measures.

**K. M. Kulkarni**

Manager Legal, CO

### NR Team Excels in TATA Crucible Quiz

The NR Team, comprising Nagendra Saini, Asst. Mgr. (Automation & RVI) Chandigarh and Nagesh Mittal, Mgr. I&C-Chandigarh, won the First Runner-Up prize of a trophy and Rs.35,000 in the prestigious Tata Crucible Business Quiz. Held in 21 major cities in the country, the Quiz is hailed as a major confluence of all the leading brands. The guest of honor, Mr. Sanjay Singh, Vice President Tata Services spoke about how Crucible emerged to create a knowledge connect with young India and why it was important for this generation to focus on continuous learning.



### Adding Colour to Lives

Beautifying the Mankhurd children remand home, Tanvi Prabhu, all of 17 years, spends her weekends painting the walls with popular cartoon characters and inspirational quotes for the kids. A FYBCom student at SIES College in Sion, Tanvi is the daughter of Vasumati Prabhu, Team Member (ERP CC) Sewree. She is preparing for her CA exams and juggles between her college and coaching classes every day. "Art is my passion and I keep Sundays for it.

Painting for children of the remand home is something which I love the most," said Tanvi. Struggling to come to terms with life all alone, she quotes i.e. Life is a beauty, admire it; life is a dream, realise it; life is a promise, fulfill it; life is a song, sing it; life is luck, make it... work as a morale booster for the children. The home provides shelter to beggars, small-time offenders, child laborers, deserted children housing 57 boys and over 40 girls, aged between 4 and 18 years.



### Thought Provoking Book Launched



Mr. R.K. Mehra, Dr. Poonam Mehra and Mr. V Shankar.

Dr. Poonam Mehra, wife of Mr. R.K. Mehra, ED (IT), authored a book entitled 'My Inner Silence Talks To Me,' and it was officially launched by Mr. V. Shankar, President, The South Indian Education Society & Sri Shanmukhananda Fine Arts and Sangeetha Sabha, on 9.11.2012 at Kitab Khana, Somaiya Bhavan, Fort, Mumbai. A collection of essays that reflect her thoughts linking Science and Spirituality, the book was very well received by the assembled readers and guests.

### Honesty Pays

Just when we thought Honesty was going out of style, Smita Nade (daughter of Mr. D.R. Nade, Sr. Manager (Ops) Retail West) proves us wrong ! Smita and Shiv Kumar Shukla, both 2nd year MBA students of Rohidas Patil Institute of Management Studies, Bhayander, while on their way to college by auto on 21.11.2012, noticed a purse containing gold ornaments. They handed over the purse of jewellery (worth Rs. 3 lakhs) to Sub Inspector, Navghar Police Station, Bhayander, who, in turn, handed it over to the owner, Mrs. Nirmala Patil, resident of Navgarh. News articles on their honesty have been published in the Free Press Journal, DNA, Mumbai Sakal and Pudhari and TV 9 also provided coverage.



## OBITUARY



**Mr. Tapan Kumar Das,** Tallyman(II), Uluberia LPG Plant expired on 29.10.2012 at the age of 55 years due to a prolonged illness. He had joined the Corporation on 23.12.1986 and is survived by his wife and two children.



**Mr. Ranjit Harijan,** Attendant (P)- Services, DAK Dept., Budge Budge Installation, expired on 8.11.2012 after a brief period of illness. Aged 53, he is survived by his wife and three sons. He had joined the services of our Corporation on 25.2.1983.

## Table Tennis Triumphs

Vysakh, son of late Mr. T. Ravi, who was working as Sales Officer, BPCL and Ms. Shylaja Ravi, Engg. Officer, E&P, Irimpanam, has been following the footsteps of his father in sports. His table tennis achievements in 2011-12 include Winner in the Alleppey All Kerala ranking tournament in Men Singles, Runner-up in the South Zone Inter University Tournament at Coimbatore, represented Kerala in the Senior Nationals at Lucknow, State champion in Doubles State Championship at Trivandrum and seeded in the Top 20 ranking in India in Men Singles. In 2012-13, he was the Winner in the Ambalamedu FACT All Kerala Ranking Tournament in Men Singles; Winner in the Team event and was the Captain of the team, Winner in the Mixed Doubles and Runner-up in Doubles in the State Championship at Alleppey. He has been contracted by Federal Bank for his performance in Table Tennis as their Brand Ambassador for 3 years.



## A Thumbs Up for Acupressure !

“The uniqueness of Acupressure is that only the thumb is required for this technique and it is a ‘Do it yourself,’ completely non-invasive treatment,” said Dr. R. Krishnamani, an Acupressure Therapy expert. Employee Satisfaction Enhancement Cell organized these informative talks at CO, Sewree and Trombay Club recently. He explained the benefits of Acupressure for our country, where the cost of allopathic treatment is soaring and poor people can’t afford costly treatment. General Acupressure can be useful as a preventive measure for many life-threatening ailments like heart attack, paralysis and cancer. He also showed a way to reduce stress and increase the flow of energy in the body. He is now training a group of 25 employees regularly at CO to practice Acupressure.



## Asian Athletic Master



Mr. Sultan Dharani, (seen third from left), our Territory Co-Ord. Sales (LPG), Uran won a Bronze Medal in the 4 x 100 m. relay in the Men’s 55+ Age Group at the 17th Asian Masters Athletics held in Taiwan from 2nd to 7th November, 2012. The Asia Masters Athletics has been a popular sporting activity among its Asian affiliates since the first championship was held in 1981 in Singapore. Masters athletics is a class of the sport of athletics for veteran athletes in the events of track and field, road running and cross country running. The competitions feature five-year age groups beginning at age 35. A major contribution of masters athletics was the introduction of the Age-Graded Tables, a set of “age factors” and “age standards” that, when multiplied by a time or distance, allow athletes of any age and event to compare their performances with that of any other athlete. These championships have been a highly regarded event among veteran athletes. Competing in an arena is not the solitary aspect but it transforms another view to ones’ life. It is said, “You forget your age while pursuing your cherished dream.”

A total of 18 affiliate countries from Asian continent participated in this edition of the championship with 1730 athletes making it one of the biggest events ever. Prominent amongst the participating countries were hosts Chinese Taipei, Japan, China, India, Malaysia, Sri Lanka, Thailand and Indonesia. Congratulations, Sultan for your outstanding achievement ! You’ve proved that you’ve got what it takes to win – fire in your belly and the passion to excel !

## Hockey Trophies

Our hockey team lifted the Winner’s Trophy at the Sahibzada Ajit Singh Tournament at Ludhiana from 21-27.10. 2012. Ravipal won Player of the Tournament & Gurpreet Highest Scorer. In the Finals, BPCL defeated Punjab National Bank 5/3. Our hockey team also got the Runner-up prize in the Surjit Singh Tournament at Jalandhar from 11-19.10. 2012, having lost to IOC in the Finals 3/4. Also, in the Guru Govind Singh Tournament at Ludhiana from 4-10.10.2012, BPCL won, handsomely defeating IOC in the Finals 6/3. Amir Khan was the main scorer in all the tournaments. Tushar & Birender played well in the Surjit Singh & Guru Govind Singh Tournaments. Swinder, our goalkeeper, won us two matches in the semifinals (Surjit & Guru Govind) in the tie-breaker.



After a short tenure as Junior Engineer (Phones) in the Indian Telephones Dept., GOI, **Mr. K.P.S. Namboodiri** joined BPCL on 19.5.1980 in Mumbai as Lubricants Officer, handling procurements and logistics. In 1989, he was posted to Retail Marketing, dealing in Industry & Ministry coordination, various policy formulations etc. depending on the need of the organization/industry and also as per requirements of Government of India. He was associated with various studies on retail marketing issues and preparation of reports on behalf of the committee of Directors (Marketing) including the de novo study on dealer commission in 1996/9. He finally retired as DGM Coordination (Industry) RHQ on 31.10.2012. He states, "The journey was absorbing and every moment put forth its own challenges. I had the opportunity to work with a number of senior officials who exhibited commendable professional qualities, in addition to being humane all the time. The personal touch in the work sphere is the one thing that differentiates this company from various other organizations. Our department is the 'war front' where we have to take the 'first bullet shot' from Delhi as far as retail issues are concerned. I feel quite happy to have handled this responsibility satisfactorily and also established a cordial relationship with a number of officials in the Ministry, OCC/PPAC, IOC/HPC and other organisations." He states that his dedicated service to BPCL was made possible due to the support of his wife & children. Their daughter, Sajitha is a Chartered Accountant settled in Mumbai and son, Manoj has completed his higher studies.



A Mechanical Engineer from Anna University, **Mr. K. Sivakumar** worked in the private sector before joining BPCL in 1978. His first few assignments as Engineering Officer in Indore / Bhopal and Chennai were a great learning experience. This was followed by a long tenure in the '90s in Western Region, coordinating the activities of the Divisions, which he feels was a very enriching and satisfying phase. However, the most challenging period of his career was the ten years in Retail Headquarters taking care of Ministry/Parliamentary related work and guiding the field on Retail issues. He cherished liaising with people all over the country. He finally superannuated as DGM (Marketing Corporate) on 31.10.2012. As he avers, "I greatly admire the culture of our organization, which is very open and people at all levels interact freely. I'm also proud to be associated with a company which is admired for professionalism and technological advancement." After retirement he proposes to settle in Hyderabad. His wife, Nagamani, is a home maker, son - Bharat Krishna and daughter - Swapna are settled in the United States. He and his wife take keen interest in visiting various temples and undertaking pilgrimages.



**Mr. Moni Sankar Banerjee** joined BPCL in 1982 after working in Hindustan Polymers Ltd., Vizag, Allied Resins & Chemicals, Kolkata & Eastern Chemofarb, Barakar. He states, "While geographically, I may have remained confined to Eastern Region, my experiences nevertheless were as varied as travelling across the globe. Every location of BPCL appeared like a world by itself. I worked in Tatanagar, Dalgaon, Maurigram, Budge-Budge, Haldia & Kolkata Regional office. At every location I had the opportunity of interacting closely with my superiors, colleagues, dealers, transporters, contractors and meeting people from across the nation. I cherish these experiences as these made me not only imbibe & learn new things but also grow as a human being. Looking back, I fondly cherish the association & bonding that I have developed with all of you." He superannuated as Sr.Distribution Manager (Retail) on 30.11.2012. His son, Sohil is working at Chicago as a System Analyst.



Having worked in Tamil Nadu Government Secretariat for 9 years, **Mr. B. Devadas Gandhi** then joined BPCL as Operations Officer on 10.1.1983. Stints in Ernakulam Installation, Cannanore Depot, Nizamabad Depot, Tirunelveli Depot and Barauni Despatch Unit followed. He was then posted to Southern Regional Office in July 1995, where he worked in Operations, Transport and Distribution till his superannuation as Manager Railway Claims Retail South on 31.10.2012. As he says, "I have enjoyed every moment of my stay in BPCL. The journey of human being is similar to a pilgrim's progress. It is not your prosperity but your action that perpetuates your memory. I intend to teach English Grammar to the poor children in my village (Ottapidaram) free of cost and I enlisted the assistance of my old classmate to give Mathematics tuition to them as a value addition to accomplish my dreams. BPCL will certainly go on forever as our logos have been encircled in a great circle!" His wife, Jeyalakshmi is a home maker. Their daughter, Radha, a postgraduate in MCS, married an Engineer in CTS and their little son, Iniayan has won 12 medals in Roller Skating at the District and State levels. Their elder son, Nirmal, did his BE (ECE), and is working as an Assistant Manager in Thomson Reuters & Co and younger son, Manoj, did his B.Tech. (IT), underwent a Commercial Pilot License (CPL) course in South Africa, and is a successful entrepreneur. Both the sons are Badminton players at District/State levels.



**Mr. Narendra Tendolkar** joined BPCL in November 1977 in IR, Mumbai Refinery, then moved as Staff Officer, Sr. Training Officer and Dy. Mgr. IR, Refinery. Thereafter he was posted to Wai LPG and lastly, to Retail HR, from where he retired as Manager (HR) RHQ on 30.11.2012. In his words, "The foremost quality of BPCL is that it is very proactive in its dealings, it is a pioneer in IS related activities and in a number of business initiatives, which has been its strength. I sincerely feel that our organization has been a great place to work since it has been looking after its people very well, cared for them and ensured that we would be placed comfortably, not only during service, but even after retirement." His wife, Pradnya was a banker who opted for VRS 11 years ago to look after the children. Their son, Pushkar is BE, MBA while the other son, Gaurav is M.Tech (Communication) from IIT, Powai. Mr. Tendolkar plans to pursue his hobbies of drawing, painting, music, reading and exploring new places.

## The Caribbean Holiday

**BASKING SHARKS**, the second largest fish in the world, that are found in the Atlantic and Pacific oceans in spring and summer, have been found to head to warmer waters in winter. A satellite-tracking device attached to 25 sharks by researchers at Martha's Vineyard, Massachusetts, showed that the sharks head south in winter, some even going as far as Brazil. What was even more amazing was that the sharks, which are usually seen near the surface of the ocean, make their winter journey at depths of 200 – 1000m. They could remain at those depths for months at a time. Scientists believe that sharks migrate south to breed as the stable water temperature and the presence of relatively few predators make the tropical waters an ideal shark nursery.



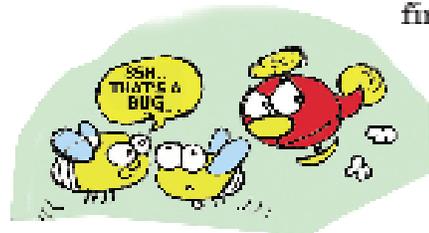
### Time Agreement

WE know that insects visit flowers to collect nectar and thereby help in 'pollination', which is essential for the survival of plants. What is amazing is that plants and their "insect visitors" seem to have a 'time agreement', which is precise to the hour. It is only during this agreed period that the insects visit the flowers, and the flowers in their turn, produce the nectar and pollen so that neither the visit of the insects, nor the pollen, is wasted.



### Watch Out! A Helicopter Spy!!

A Norwegian company, Prux Dynamics, has developed a tiny pocket-sized helicopter, fitted with a video camera, which when launched, will act as a spy-surveillance tool. Called PD1200 Black Hornet, it is virtually noiseless and capable of hovering over an area. It will be of great benefit to policemen, firefighters and military forces as it can get close to a spy target without being detected.



### No More Remotes

**GESTURETEK INC.**, a US based company, has made a 3-D tracking and control technology that will enable users to control television sets, set-top boxes, display screens or any camera-enabled electronic device by using simple hand motions instead of a remote control, keyboard or other touch-based interface. The system can track full-body movements and subtle gestures and translate them into specific computer commands. It can be programmed to recognize virtually any pose or gesture including hand waves, pointing or any combination of recognizable motions.



### Mind Control

**MATTEL**, the world's largest toy manufacturer and the makers of Barbie doll, have developed a mind game where players use the power of their thoughts to guide a ball through a series of hoops. The game, called Mind Flex comes with a brain-scanning headset that measures the concentration levels of a player and turns them into energy to power a fan, which in turn causes the ball to rise and move through the hoops.



# Building Child Compassion

In the wake of calamities around the world, in the face of the apathy that surrounds us, reinforce the innate compassion that lies in your children



Children are naturally compassionate. They willingly help friends - until we teach them one-upmanship. They are curious and friendly towards animals - until we teach them to be wary. It is adults who - consciously or unconsciously - show indifference, transmit fear, and laugh away inconsiderate acts. Thus, it is similarly our responsibility to continue to nurture compassion in our children's hearts.

## Building Up The Heart

- **Praise the positive:** Make sure you appreciate caring gestures. Be specific. Voice your pride in their acts of concern.
- **Help them help:** Whether by working with little sis on her dollhouse, fetching grandpa's spectacles from upstairs, making a bird house or caring for the doggie. Children feel such great pride in doing 'grown-up' things; that pride can be a self-motivator.
- **Practise what you preach:** You are your child's role model; make sure you pass on the proper signals. A child who observes that her elders are considerate will seldom be inconsiderate.



## Joy to the World...

*We go through life seeking for moments of joy and pleasure. We often hope that once our desires become fulfilled, we can finally be happy. Yet happiness is not an ideal somewhere off in the distant future. Instead it is within us at all times, waiting to emerge.*

*Happiness is a state of mind, starting in moments of quiet contentment that emerge when we find our way into deeper awareness and consciousness. Heaven and hell are states of mind. We can access higher states of mind by going within and accessing what is there. Within is a peace that stays with us when we are connected to the deepest levels of ourselves. While moments of pleasure inspired by external events may still be joyful, they are fleeting. The joy we find when we go within is far more enduring, and more real than we can ever believe possible.*

*Deeper connection can be discovered through the practice of presence. As we let go of how things should be, and become present to what is, we begin to experience a deeper connection with ourselves, and with the world around us. We can then interpret things according to what serves us best. Then each moment is a moment of joy and pleasure, and we have no searching to do. The moment of now is what we are really supposed to find. The door of happiness is open, and we can walk through it into our own personal Garden of Eden.*

*"People are just as happy as they make up their minds to be."*

*~ Abraham Lincoln*

## Never Ever....

- **Laugh off unkindness:** If a child thinks it's funny to hide grandma's walking stick or hang the kitten upside down, she should be made to understand that it is unkind.
- **Let thoughtless actions go unadmonished, or at least unexplained.** At times, a child might act unthinkingly, but without ulterior motive. Explain gently how her action could have hurt the other person, how she should have acted, and how she can make amends.
- **Send out confusing signals.** If you chase off stray dogs, you can't ask your child to be kind to dogs!



## It Would Be Good If You Could Also...

- **Ban violent films, TV programmes or computer games.** They desensitise viewers.
- **Discuss non-violent solutions** to the personal problems to which your child reacts violently, as well as national or international problems.
- **Encourage discussions** or reading about altruists. It is, of course, a rather theoretical approach, but in time it leaves a mark on impressionable minds.



In a world where people are increasingly becoming self-centred and consequently more unfeeling and a world that is becoming more violent, it is not merely enough that we limit ourselves to condemning violence. To effectively counter the malaise, we need some inner resource, an antidote to violence. That antidote could be compassion, provided we have the inclination to pass it on to our children.



## Understanding...

*Keep in mind that every person with whom you come in contact today has a perspective that is different than yours. Though you have much in common with others, there are many differences as well. Even those who agree with you have a different perspective than your own. No one else knows exactly what you know. No other person shares your unique set of experiences, just as you do not share the exact same experiences as anyone else. Your success in working with other people will depend largely on the degree to which you are able to understand and consider their unique perspectives, and on your ability to make your own perspective understood. Your knowledge, your experiences, your opinions, your assumptions are not necessarily shared by others. Make the effort to sincerely understand, and to be understood. It will add value and effectiveness to every undertaking.*



## ELECTRICITY SAFETY

Electricity helps us in many ways to do our work efficiently, but electricity can be dangerous if misused. Always be cautious when you use electricity. To be on the safe side, follow these simple guidelines:

- ◆ Check all wires regularly to ensure that they are in perfect condition. If unsure about an electrical wire, assume it is energised. Do not touch it and report to a supervisor.
- ◆ Never insert bare wires into a socket, always use a plug.
- ◆ Use three-pin plugs to protect yourself from shock. Keep electrical equipment properly grounded. Never remove a ground pin to fit a plug into a two-pin ungrounded outlet.
- ◆ While inserting or removing a plug from a socket, take care that your fingers do not touch the pins of the plug.
- ◆ Do not pull out the plug by the cord. Remove it with a firm grip on the plug.

- ◆ Wear approved rubber gloves when working near live-wires/terminals.
- ◆ Do not try to repair electrical equipment if you are not an electrician. Only qualified electricians should work on electrical equipment.
- ◆ Never use electrical equipment if your hands are wet or if you're standing on a wet surface. Water and electricity can be a fatal combination.
- ◆ Immediately switch off electrical equipment that sparks or smokes and report the condition to the supervisor.
- ◆ Be Alert ! Use Electricity Safely !



## TELEVISION SET SAFETY

Be aware of the potential hazards associated with operating a TV set. Here are some guidelines :

- ◆ Study carefully the manufacturer's operating instructions and safety precautions provided in the TV manual. Learn how to use the set properly and explain it to all members of your family.
- ◆ Do not cover the ventilation openings in a TV set with cloth, papers, or by placing it against a wall or piece of furniture or any other thing. This can cause heat to build up inside the TV set and create a fire hazard.
- ◆ Never leave a TV set on, when you are going out of the room for more than a very short period of time, especially those TV sets that have the "instant on" picture tube feature. The set may start or even catch fire.
- ◆ Always leave sufficient space between the TV set and the walls.
- ◆ Do not keep plants, glasses of water, or other liquids, on the cabinet of the TV set. Liquid may spill and cause fire or electrical shock.
- ◆ Always keep the TV set on a stable base – one appropriate for its size and weight.
- ◆ Do not turn a TV set on and off from the wall switch; make use of the TV switch instead.
- ◆ Caution your children never to insert any object into the openings of the TV set. This could lead to a fire or shock hazard.
- ◆ Never try to repair the TV set yourself; call the authorized representative of the manufacturer.

# Affairs of the Heart

Caught up in the rat race of life, most of us neglect our health. Due to our lifestyle and eating habits, we are increasingly at the risk of heart diseases and heart attacks. Research shows that men develop heart problems by the age of 55 and women by the age of 65.

Cardio-vascular disease is a term used to refer to diseases of the heart and blood vessel system. It includes diseases like coronary heart disease, heart attack, high blood pressure, stroke, chest pain (also called 'angina') and rheumatic heart disease. The jury is out on who is likely to survive heart attacks, as there are many factors involved. However, it makes sense to prevent heart problems before they start.

## What can you do to protect yourself?

Assessing whether you are at risk is simple but now comes the difficult part — breaking old habits and taking care of yourself. You are handicapped when it comes to family history and age, but there are several other ways to reduce your risk and maintain a healthy heart and body. Here's a simple and effective pathway to guard your heart:

**Don't smoke:** Smoking is a major and possibly the most controllable risk factor for heart disease. More than half of the heart attacks under 50 occur because of smoking. If you stop smoking, you can lower your risk of heart attack by one third within two years. Women who smoke and use birth control pills, increase their risk even more. Breathing smoke from someone else's cigarettes is also bad for your heart and lungs. If you live with someone who smokes, encourage him or her to quit.

**Control blood pressure :** High blood pressure often has no symptoms - that's why it's called the silent killer. Take medication exactly as prescribed. A blood pressure reading of 135/85 or above is considered high. Ask your doctor about blood pressure self-monitoring and monitor blood pressure regularly. Treating high blood pressure can lower your risk of heart attack and stroke.

**Control cholesterol :** If you don't know your level, ask your doctor to check it. Diet is a key part of lowering high cholesterol levels. However, some people may need to take medicine in addition to diet and exercise.

**Maintain a healthy weight and exercise regularly :** Extra weight puts strain on your heart and arteries. Being overweight means you have a higher risk for many other health problems, especially diabetes, high blood pressure and heart disease. If you're overweight, talk to your doctor about a safe way to shed the kilos.

Also remember, your heart is a muscle. It needs regular exercise to stay in shape. Finding an exercise partner may make it easier and safer for you to exercise often. You should exercise at least 30 to 60 minutes, four to six times a week. Talk to your doctor before starting an exercise program.

**Eat sensibly :** It is advisable to eat a variety of food in moderation and limit fat intake. Information is available to help you make healthy choices. For example, food labels list nutrition information, including fat calories. Many cookbooks have heart-healthy recipes and some restaurants even serve low-fat dishes.

**careful of diabetes:** If you have diabetes, regular exercise, weight control, diet and regular visits to the doctor are

To begin with, take this simple quiz (courtesy Women's Heart Foundation) and find out if you are at risk. Place a check mark in the box to the left of each risk factor that applies to you. Then, count the total number of checks marked (each check mark counts as one point).

**FAMILY HISTORY** Your father or brother under the age of 55 or your mother or sister under the age of 65 has had a heart attack, stroke, angioplasty or bypass surgery.

**OLDER AGE** You are over 55 years old.

**SMOKING** Either you smoke or you are exposed to second-hand smoke every day.

**HIGH BLOOD PRESSURE** Your blood pressure is over 120/80 or you have been told that you have high blood pressure.

**PHYSICAL INACTIVITY** You do not exercise for 20-30 minutes at least three days a week.

**DIABETES** You have been told that you have diabetes or take medicine to help control your blood sugar.

**BLOOD CHOLESTEROL LEVELS (LIPIDS)** Your HDL (High Density Lipo-protein or "good" cholesterol) is less than 35mg/ dL or your Total Cholesterol is over 240mg/ dL

**OVERWEIGHT** You are 20 pounds or more overweight. Ask your health care professional if your Body Mass Index (BMI) places you at risk.

**METABOLIC SYNDROME** Having at least three of a cluster of symptoms that are listed below places you at risk: High blood sugar >110 mg/dL after fasting; High triglycerides - at least 150 mg/dL.; Low HDL (<50 mg/dL in women); Blood pressure of 130/ 85 or higher; Waist >35 inches. (Waist measurement of 35 inches or more or waist-to hip ratio greater than 0.80 is a predictor of high triglycerides and low HDL levels)

**HORMONES & MENOPAUSE** You have had a hysterectomy and have had your ovaries removed or you have completed menopause.

**BIRTH CONTROL PILLS** When combined with regular exposure to cigarette smoke, taking birth control pills greatly increases risk of heart attack and stroke, especially after the age of 35.

**STRESS** You have a job with sustained high levels of stress. How you cope with stress can affect your heart.

**EXCESS ALCOHOL INTAKE** A woman should limit her alcohol intake to an occasional drink or to no more than 2 oz. of alcohol per day (2 oz is equal to one glass of wine, one beer, or one cocktail).

**INTERPRETING YOUR SCORE** If you have 2 or more points, consult with your health care practitioner and ask for a complete risk assessment.

Find out what you can do to reduce your risk of heart disease.





Breathing smoke from someone else's cigarettes is also bad for your heart and lungs.

important. If you need to take medicine for diabetes, be sure to take it exactly as your doctor tells you to.

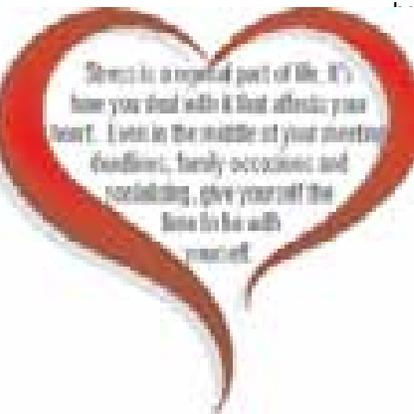
**Manage stress:** Stress is a normal part of life. It's how you deal with it that affects your heart. Even in the middle of your meetings, deadlines, family occasions and socialising, give yourself the time to be with yourself. Give yourself the time to relax. The techniques are endless but the bottom line is the same: de-stress your heart.

**Have healthy relationships:** Intimacy, trust and feeling supported are ingredients of a healthy relationship. Share your feelings with a trusted loved one. Learn to communicate effectively to get what you need. Seek counselling or support groups if you have difficulty relating to others.

**Go for annual physical checks:** It's high time you realise doctor isn't someone you go to only when you are ill. By doing this, you harm no one but yourself. So, stop compromising with your

health and start making annual, if not regular, trips to your doctor. Find a doctor you can trust completely and establish a good rapport with him/her. It might just save your life one day.

The risks are certainly many and by now many of you must have realised that you are under risk. Cardiovascular disease is mostly preventable. Understanding the threats and lifestyle changes can make a difference. So be empowered - educate yourself and your family.



Stress is a normal part of life. It's how you deal with it that affects your heart. Even in the middle of your meetings, deadlines, family occasions and socialising, give yourself the time to be with yourself.

### How To Survive A Heart Attack When Alone

The patient should be alert to the symptoms of a heart attack. Squeezing pain in the centre of the chest lasting for more than a few minutes, is a typical sign. Pain may radiate to the shoulders, arms, neck, jaws and rarely to the upper abdomen. The patient may sweat, feel nauseatic and dizzy.

*If you are the victim yourself, here are a few things you can do while waiting for the ambulance to arrive.*

- You can chew or swallow an aspirin as soon as you get the pain.
- You can help yourself by coughing repeatedly and vigorously.
- A deep breath should be taken before each cough and the cough must be deep and prolonged. A breath and a cough must be repeated about every two seconds without let up until help arrives, or until the heart is felt to be beating normally again.
- Deep breaths get oxygen into the lungs, and coughing movements squeeze the heart and keep the blood circulating. The squeezing pressure on the heart also helps it regain normal rhythm.

*If you are with the victim, here's what you can do :*

- Keep the victim in a position of maximum comfort. If he has difficulty in breathing, do not force him to lie down.
- Loosen his clothes and do not attempt to lift or carry him.
- Keep him calm and reassure him that help is underway.
- Do not give him anything to drink.
- Dial 105 for medical emergency

### WARNING SIGNS

#### Heart attack warning signs

Some heart attacks are sudden and intense, where no one doubts what's happening. But most heart attacks start slowly, with mild pain or discomfort. Often, people affected aren't sure what's wrong and wait too long before getting help. Here are symptoms of a heart attack :

**Chest discomfort:** Most heart attacks involve discomfort in the centre of the chest that lasts more than a few minutes, or that goes away and comes back. It can feel like uncomfortable pressure, squeezing, fullness or pain.

**Discomfort in other areas of the upper body :** Symptoms can include pain or discomfort in one or both arms, back, neck, jaw or stomach.

**Shortness of breath :** May occur with or without chest discomfort.

**Other signs:** These may include breaking out in a cold sweat, nausea or light-headedness.

If you or someone you're with has chest discomfort, especially with one or more of the other signs, don't wait longer than a few minutes (no more than five) before calling for help. Go to a hospital right away. If you can't access medical services, have someone drive you to the hospital right away. If you're the one having the symptoms, don't drive yourself, unless you have absolutely no other option.

#### Stroke warning signs

- Sudden numbness or weakness of the face, arm or leg, especially on one side of the body.
- Sudden confusion, trouble speaking or understanding.
- Sudden trouble seeing in one or both eyes.
- Sudden trouble walking, dizziness, loss of balance or coordination.
- Sudden, severe headache with no known cause.

If you or someone with you has one or more of these signs, don't delay. Immediately call an ambulance. Also, check the time, so you'll know when the first symptoms appeared. It's very important to take immediate action. If given within three hours of the start of symptoms, a clot-busting drug can reduce long-term disability for the most common type of stroke.

#### Cardiac arrest

- Sudden loss of responsiveness. No response to gentle shaking.
- No normal breathing. The victim does not take a normal breath when you check for several seconds.
- No signs of circulation. No movement or coughing.

If cardiac arrest occurs, call an ambulance and begin CPR (cardiopulmonary resuscitation) immediately. If an automated external defibrillator (AED) is available and someone trained to use it is nearby, involve them.



Your heart is a muscle. It needs regular exercise to stay in shape. You should exercise at least 30 to 60 minutes, four to six times a week.

## अध्यक्ष एवं प्रबंध निदेशक का श्रीनगर दौरा



हमारे अध्यक्ष एवं प्रबंध निदेशक, श्री आर.के.सिंह जी ने देश के अनोखे डिपो, श्रीनगर डिपो का दौरा किया। दिनांक 13 अक्टूबर 2012 को किये गये इस विजिट के दौरान उनके साथ रिटेल और एलपीजी उत्तर के रीजनल प्रमुख थे। श्री आर.के.सिंह जी ने डिपो की सुविधाओं का निरीक्षण कर सुविधाओं के अनुरक्षण की प्रशंसा की। उन्होंने ठेके पर नियुक्त कर्मचारियों के हित और उनकी समस्याओं पर ध्यान देने के लिए भी कहा।

बिक्री निष्पादन के संबंध में, टेरिस्ट्री टीम के साथ चर्चा कर उद्योग में 2012-13 में अधिकतम बाजार शेयर हासिल करने पर सराहना की। उन्होंने सुविधाओं के उन्नतिकरण, थूपुट वृद्धि और भावी अवसंरचनात्मक विकास की समीक्षा की। श्री आर.के.सिंह जी के हाथों "देवदार" के पौधे लगाकर डिपो की सुंदरता बढ़ाई गई। संपूर्ण टीम इस विजिट के कारण कंपनी के लिए समर्पण की भावना से प्रेरित हुई।

### नेत्र जाँच शिविर



**देवणगुंठी इन्स्टलेशन** हमेशा कामगारों के स्वास्थ्य की देखभाल में अग्रणी रहा है। इसी दिशा में मेसर्स वासन आई केअर हॉस्पिटल, बेंगलूर के साथ नेत्र जाँच शिविर का आयोजन किया गया। शिविर में दृष्टि की जाँच, रंगांधता और मोतियाबन्द की जाँच हुई। करीब 215 सदस्यों ने शिविर में भाग लेकर कॉम्प्लिमेंट्री और गोल्ड कार्ड प्राप्त किये। इवेन्ट का उद्घाटन, श्री शाजी हकीम (आई एम) ने किया तथा सुश्री दीपा उदय कुमार ने समन्वयन किया।

## ईडी (लूब्स) वाडीलूब में

हमारे कार्यकारी निदेशक (लूब्स), श्री.पी.सी. श्रीवास्तवा ने जुलाई 2012 में वाडीलूब इन्स्टलेशन का दौरा किया। टीम वाडीलूब के स्टाफ में स्पर्धा भावना जागृत करना, तथा बाजार में सफल होने के लिए दूरदृष्टी का उपयोग करने की दिशा में प्रेरित करना, इस दौरे का उद्देश्य था। उन्होंने वाडीलूब टीम के सभी सदस्यों के साथ चर्चा की। अपने दीर्घ कार्यकाल के दौरान प्राप्त समृद्ध अनुभवों के आधार पर परिचालन/संभारतंत्र/अभियांत्रिकी तथा रखरखाव पर उनके द्वारा दिया गया मार्गदर्शन बहुमूल्य रहा।



उन्होंने सभी विभागप्रमुखों से युवा अधिकारियों, विशेषतः मैनेजमेन्ट ट्रेनीज का विशेष ख्याल रखने का अनुरोध किया, जिससे वे आनेवाले समय में जिम्मेदारियों के लिए तत्पर रहें। उनके द्वारा सुझाई गई नई कार्यपद्धतियों से, सभी को, अपना कार्य अधिक सक्षमता से निभाने की निश्चित ही प्रेरणा मिलेगी।



## आशीर्वाद पुरस्कार 2012



सुप्रसिद्ध साहित्यिक एवं सांस्कृतिक संस्था, आशीर्वाद का, 21 वॉ राजभाषा पुरस्कार वितरण समारोह 2012, अपनी पूरी शान के साथ 09 नवंबर 2012 को नेहरू तारांगण, वरली, मुंबई के भव्य सभागार में संपन्न हुआ, इस अवसर पर हमारे भारत पेट्रोलियम कॉर्पोरेशन को सार्वजनिक उपक्रमों में सबसे अच्छा राजभाषा हिन्दी कार्यान्वयन करने के लिए तृतीय पुरस्कार से नवाजा गया। यह पुरस्कार, उप महाप्रबंधक, प्रशासन, श्री श्रीकांत देसाई, वरिष्ठ प्रबन्धक, हिन्दी निगमित, श्रीमती सुषमा जाधव, सहायक प्रबन्धक, हिन्दी (पश्चिम), श्री अशोक कुमार लाल एवं श्री विद्याधर जोग ने फिल्म शोले के निर्माता-निर्देशक श्री रमेश सिप्पी, राजश्री प्रॉडक्शन के श्री राजकुमार बडजात्या तथा आशीर्वाद के निदेशक, डॉ. उमाकांत बाजपेयी के कर कमलों से प्राप्त किया।



इसके साथ ही, इस कार्यक्रम में हमारे कॉर्पोरेशन की वरिष्ठ प्रबन्धक, हिन्दी (निगमित), श्रीमती सुषमा जाधव को आशीर्वाद संस्था की ओर से वर्ष 2011-12 में भारत पेट्रोलियम में हिन्दी के कार्य को सबसे अच्छे ढंग से कार्यान्वित करने के लिए व्यक्तिगत रूप से "आशीर्वाद राजभाषा सम्मान" पुरस्कार दे कर गौरवान्वित किया गया।

## डॉ.एस.सी.शर्मा इरिम्पनम में



डॉ.एस.सी.शर्मा, ओएसडी (पेट्रोलियम) प्लानिंग कमीशन, भारत सरकार ने 19.10.2012 को **इरिम्पनम इंस्टलेशन** का दौरा किया। इरिम्पनम इंस्टलेशन और एर्णाकुलम रिटेल टेरिटरी के मैनेजमेंट स्टाफ को सम्बोधित करते हुए उन्होंने देश के तेल परिदृश्य का उल्लेख करते हुए, तेल उद्योग में आग और सुरक्षा के उपायों के पालन की महत्ता पर जोर दिया। उन्होंने स्टाफ और वर्कमैन की सुरक्षा जागरूकता से संबंधित सवाल भी किए। उन्हें हमारे इंस्टलेशन में पाकशी घर और हर्बल गार्डन सहित सभी जगह घुमाया गया और इंस्टलेशन पर एक-एक छोटा प्रेजेंटेशन भी प्रस्तुत किया गया। उन्होंने वृक्षारोपण द्वारा अपनी भावनाएं व्यक्त कीं।

## पियाला में शैक्षणिक सत्र

श्रम एवं नियोजन मंत्रालय, भारत सरकार के अधीन क्षेत्रीय श्रम संस्थान, फरीदाबाद द्वारा औद्योगिक सुरक्षा का एक वर्ष का पोस्ट डिप्लोमा पाठ्यक्रम का आयोजन किया जाता है। अतः निदेशक, आरएलआई श्री एम. आर. राजपूत द्वारा उनकी शैक्षणिक गतिविधि के हिस्से के रूप में शैक्षणिक दौरे के लिए हमारे प्लांट हेतु अनुरोध किया गया था। दिनांक 19.10.2012 को आरएलआई के 40 छात्रों ने हमारे पियाला प्लांट का दौरा किया। दौरे का उद्देश्य छात्रों को सुरक्षा पध्दतियों से परिचित कराना था। प्लांट में छात्रों को प्लांट और सुरक्षा पध्दतियों पर प्रस्तुतीकरण दिया गया। छात्रों ने प्रस्तुतीकरण को ध्यानपूर्वक सुनकर घर में और कार्यस्थल पर ली जानेवाली सुरक्षा के बारे में अपनी शंकाओं का समाधान किया।

उन्हे विभिन्न सुरक्षा उपकरणों से भी परिचित कराया गया। आरएलआई के प्राचार्य, श्री अमर सिंह ने प्लान्ट के विशेष आपातकालीन उपकरणों को दिखाने और जानकारी देने के बीपीसीएल के प्रयासों की प्रशंसा की।



## ऊर्जा शक्ति

कॉर्पोरेट एचआरएस विभाग द्वारा हैदराबाद एलपीजी प्लान्ट में **टेरिटोरियल आर्मी** का वार्षिक प्रशिक्षण आयोजित करने का निर्णय लिया गया। 414 एएससी बटैलियन मार्केटिंग (टीए) भारतीय सेना की उत्तम बटैलियन में से एक है जिसमें सेना तथा आईओसीएल, बीपीसीएल और एचपीसीएल जैसी तेल कंपनियों के कर्मचारी शामिल हैं। काम्पटी में स्थित यह बटैलियन तेल उद्योग के किसी भी संकट से निपटने की जिम्मेदारी लेकर राष्ट्र को पेट्रोलियम उत्पादों की निर्बाध आपूर्ति सुनिश्चित करती है। टेरिटोरियल आर्मी अब अपनी ऊर्जा शक्ति प्रशिक्षण का आयोजन भारत पेट्रोलियम के **हैदराबाद प्लान्ट** में करती



है। इस प्रशिक्षण से प्रादेशिक सेना के स्टाफ को तेल उद्योग की परिचालनगत तथा आकस्मिक स्थिति संभालने में मदद मिलती है। प्रादेशिक सेना ने 23.11.2012 को प्लान्ट में आयोजित मॉक फायर ड्रिल में सक्रिय हिस्सा लिया। साइरन सुनते ही तुरंत कार्रवाई करनेवाले हमारे स्टाफ की प्रशंसा ले. कर्नल गुरमीत सिंह और मेजर अविजीत दास ने की।

दिनांक 27.11.2012 को विदाई समारोह की अध्यक्षता श्री एस.एस. देसाई, डीजीएम (एडमिन), सीओ ने की। उन्होने टेरिटोरियल आर्मी का महत्व और प्राकृतिक विपदाओं में उनकी भूमिका तथा बीपीसीएल द्वारा प्रादेशिक सेना में स्टाफ को नामित करने के अभिक्रम की जानकारी दी। प्रशिक्षण कार्यक्रम के आयोजन में श्री एल. दिलीपकुमार, प्रभारी, टेरिटोरियल आर्मी, बीपीसीएल, श्री. पी. राममूर्ती, प्रबंधक परिचालन (एलपीजी) एवं श्री. एम. किशोर, टेरिटरी को-ऑर्डिनेटर ने विशेष योगदान दिया।



## मॉक ड्रिल



बीपीसीएल **चेरलापल्ली** (पीओएल/एलपीजी) ने रासायनिक (औद्योगिक) आपदा पर ऑफ साइट मॉक ड्रिल करने की चुनौती स्वीकार की और तेल उद्योग के कॉमन रेलवे साइडिंग पर 28.11.2012 को इनका प्रदर्शन किया। इस पूरी प्रक्रिया का अनोखा पहलू यह था कि इसमें सभी म्युचुअल एड मेंबर्स जॉइनिंग फोसेर्स के अलावा अन्य बाहरी एजेन्सियों ने भी भाग लिया, जैसे फायर ब्रिगेड, पुलिस, नेशनल डिजास्टर रैपिड फोर्स, ईएसआई और स्थानीय अस्पताल, भारतीय रेलवे, 108 एम्बुलेंस सेवाएं, बॉम्ब डिस्पोजल इत्यादि। आंध्र प्रदेश की प्रधान सचिव ने रेलवे साइडिंग पर अग्नि-शमन सुविधाओं को बनाए रखने और प्रशिक्षित कार्मिकों को तैयार रखने के लिए बीपीसीएल की प्रशंसा की। मुख्य अतिथि ब्रिगेडियर बी.के.खन्ना (एनडीएमए) ने मल्टी डिस्प्लिनरी इंटीग्रेटेड एप्रोच के उदाहरणीय प्रदर्शन की सराहना की। प्रेस और इलेक्ट्रॉनिक मीडिया के साथ-साथ लोगों ने भी इसको पसंद किया और प्रचारित किया।



हिन्दी एक ऐसी भाषा है जो भारत में  
सर्वत्र बोली और समझी जाती है।

- जार्ज ग्रियर्सन

## राजभाषा समाचार



दिनांक 30.08.2012 को **नगर राजभाषा कार्यान्वयन समिति कोलकाता** की बैठक में भारत पेट्रोलियम को अच्छे हिन्दी कार्यान्वयन हेतु पुरस्कृत किया गया। यह पुरस्कार नराकास के अध्यक्ष एवं संसदीय राजभाषा समिति के पूर्व सदस्य श्री उदय प्रताप सिंह द्वारा प्रदान किया गया। श्री राजीव सिक्का, मुख्य प्रबंधक बिक्री, पूर्व तथा प्रबंधक (हिन्दी) पुरस्कार ग्रहण करते हुए।



**टाटानगर डिपो** में दिनांक 14 सितम्बर से 28 सितम्बर 2012 तक हिन्दी पखवाड़ा मनाया गया। इस दौरान विभिन्न हिन्दी प्रतियोगिताओं का आयोजन किया गया। सभी कर्मचारियों ने सहभाग लेकर इसे सफल बनाया।



**कोचीन एफएस** में दिनांक 14 सितम्बर से 21 सितम्बर 2012 तक हिन्दी सप्ताह मनाया गया। इस दौरान विभिन्न हिन्दी प्रतियोगिताओं का आयोजन किया गया। सभी कर्मचारियों ने सहभाग लेकर इसे सफल बनाया।



**धनबाद डिपो** में दिनांक 14 सितम्बर से 21 सितम्बर 2012 तक हिन्दी सप्ताह मनाया गया। इस दौरान विभिन्न हिन्दी प्रतियोगिताओं का आयोजन किया गया। सभी कर्मचारियों ने सहभाग लेकर इसे सफल बनाया।



**देसूर डिपो** में दिनांक 14 सितम्बर से 28 सितम्बर 2012 तक हिन्दी पखवाड़ा मनाया गया। इस दौरान विभिन्न हिन्दी प्रतियोगिताओं का आयोजन किया गया। डिपो के सभी कर्मचारियों ने सहभाग लेकर इसे सफल बनाया।

*इंग्लैंड में हमारा क्रांतिकारियों का दल था।*

*हम प्रतिदिन प्रण दुहराते थे कि*

*हमारा देश हिन्दुस्तान, हमारा गीत वंदेमातरम,*

*हमारी राष्ट्रभाषा हिन्दी है।*

*- विनायक दामोदर सावरकर*

## राजभाषा निरीक्षण



संसदीय राजभाषा समिति की पहली उप समिति ने दिनांक 5-6 नवंबर 2012 को **बीपीसीएल कोच्चि रिफ़ाइनरी** का राजभाषा कार्यान्वयन संबंधी निरीक्षण किया। समिति सदस्य, श्री शिवानंद तिवारी, श्री अशोक अर्गल, श्री दारा सिंह चौहान और श्री महाबल मिश्रा तथा पेट्रोलियम और प्राकृतिक गैस मंत्रालय के संयुक्त निदेशक (राजभाषा), श्री डी एस रावत, सचिव, श्री श्याम सुंदर, और अवर सचिव, डॉ एल आर यादव की उपस्थिति में निरीक्षण सम्पन्न किया गया।

श्री जॉन मीनू मैथ्यु, कार्यपालक निदेशक (केआर), तत्कालीन महाप्रबंधक (एचआर), श्री एम पी गोविन्दराजन, श्री श्रीकांत देसाई, उप महा प्रबंधक (प्रशासन), सीओ, श्री राजीव बी, मुख्य प्रबंधक (संपदा), श्रीमती सुषमा जाधव, वरिष्ठ प्रबंधक (हिंदी), सीओ और श्रीमती गिरिजा वी आर, उप प्रबंधक (राजभाषा) बैठक में उपस्थित रहे।

हाल में **पियाला एलपीजी प्लांट** का राजभाषा निरीक्षण श्री शैलेश कुमार सिंह जी, उप निदेशक, कार्यान्वयन एवं श्री डी. एस. रावत, संयुक्त निदेशक, पेट्रोलियम एवं गैस मंत्रालय द्वारा किया गया। निरीक्षण, श्री पी. के. रामनाथन, प्रादेशिक प्रबंधक, पियाला एवं उनके सभी स्टाफ तथा श्री रामजी लाल, प्रबंधक, राजभाषा, उत्तर क्षेत्र की उपस्थिति में सम्पन्न हुआ। निरीक्षण के दौरान दोनों अधिकारियों ने पियाला प्लांट में हो रहे राजभाषा कार्य की प्रशंसा की तथा 10(4) के अन्तर्गत अधिसूचित कराये जाने पर हार्दिक बधाई दी।



दिनांक 09/11/2012 को पेट्रोलियम मंत्रालय से श्रीमति जानकी आहूजा (उप-निदेशक) राजभाषा एवं सहायक निदेशक श्रीमती शोभना जी द्वारा **पानीपत संस्थापन** का निरीक्षण किया गया। निरीक्षण में पानीपत के संस्थापन प्रभारी, श्री डी.डी. कौशल तथा समन्वयक श्री एन.एस.रावत एवं अन्य अधिकारी उपस्थित थे। श्री रामजी लाल, प्रबन्धक(राजभाषा), उत्तर तथा संस्थापन प्रबन्धक, श्री कौशलजी ने उनके मार्गदर्शन हेतु धन्यवाद दिया।





दिनांक 29.10.2012 को श्री डी.एस.रावत, संयुक्त निदेशक (राजभाषा), पेट्रोलियम एवं प्राकृतिक गैस मंत्रालय द्वारा **हैदराबाद स्थित राज्य समन्वयक का कार्यालय**, आन्ध्र प्रदेश, चेर्लापल्ली संस्थापन का कार्यालय एवं **चेर्लापल्ली एलपीजी संयंत्र कार्यालय** का राजभाषा कार्यान्वयन संबंधी निरीक्षण किया गया। इसके पश्चात श्री डी.एस.रावत ने हमारे **विशाखापत्तनम कार्यालय** का भी दौरा किया और वहाँ की हिन्दी प्रगति का भी निरीक्षण किया। 29.10.2012 को हैदराबाद में श्री श्रीकांत देसाई, उपमहाप्रबंधक (प्रशासन), निगमित ने श्री डी.एस.रावत का माला एवं शाल पहनाकर स्वागत किया। इस अवसर पर श्रीमती सुषमा जाधव, वरिष्ठ प्रबंधक (राजभाषा), निगमित, श्री एस.के.महेन्द्र, मुख्य प्रबंधक, इन्फ्रास्ट्रक्चर एवं राजभाषा समन्वयक-दक्षिण, के. वी. भास्कर राव, राज्य समन्वयक, आन्ध्र प्रदेश, राहुल मोहिते, प्रदेश प्रबंधक (औद्योगिक), संजीव रैना, मुख्य संस्थापन प्रबंधक, चेर्लापल्ली संस्थापन, सी.एच.विनोद, प्रदेश प्रबंधक (एलपीजी), एम.किशोर, प्रदेश समन्वयक (एलपीजी), सुश्री एम.एस.मैथिली, सहायक प्रबंधक (हिन्दी)- दक्षिण, श्री. कल्याण वर्मा उप प्रबंधक (परि.), ए.एस. रामन अय्यंगार, राजभाषा समन्वयक, हैदराबाद रिटेल प्रदेश उपस्थित थे। निरीक्षण के पश्चात श्री डी.एस.रावत ने भारत पेट्रोलियम के उक्त कार्यालयों में हो रही राजभाषा संबंधी प्रगति के प्रति अपनी संतुष्टि व्यक्त की तथा इस प्रगति को और बढ़ाने हेतु कुछ सुझाव दिए।

दिनांक 12.11.2012 को श्री विनोद कुमार शर्मा, उप निदेशक, राजभाषा कार्यान्वयन, मुंबई द्वारा शिवड़ी **बेन्जीन संस्थापन** कार्यालय का राजभाषा कार्यान्वयन संबंधी की गई प्रगति का निरीक्षण किया गया। सबसे पहले वरिष्ठ प्रबंधक, शिवड़ी संस्थापन तथा हिन्दी समन्वयक श्री आर के रामटेके जी ने श्री विनोद कुमार शर्मा जी का पुष्पगुच्छ दे कर स्वागत किया और शिवड़ी संस्थापन कार्यालय द्वारा की जाने वाली हिन्दी प्रगति के बारे में उन्हें प्रस्तुतीकरण दे कर अवगत कराया। इस अवसर पर श्रीमती सुषमा जाधव, वरिष्ठ प्रबंधक, हिन्दी (निगमित), श्री अजय कुलकर्णी, प्रबंधक, प्रशासन, शिवड़ी, श्री ए.एम.शेण्डे, वरिष्ठ प्रबंधक, परिचालन, शिवड़ी संस्थापन, श्री विद्याधर जोग, सहायक प्रबंधक हिन्दी तथा शिवड़ी संस्थापन के अन्य 15 वरिष्ठ अधिकारी एवं कर्मचारी उपस्थित थे। सभी उपस्थितों ने हिन्दी का नया सॉफ्टवेयर इंडिक उनके कंप्यूटर पर लोड हो जाने संबंधी तथा हिन्दी में कार्य तेजी से आरंभ होने के बारे में श्री विनोद कुमार शर्मा जी को अवगत कराया।



श्री विनोद कुमार शर्मा जी ने, शिवड़ी संस्थापन, खासकर श्री रामटेके, वरिष्ठ प्रबंधक, शिवड़ी एवं उनके साथियों की हिन्दी कार्य के प्रति रुचि देखकर समाधान व्यक्त किया और उनके द्वारा हमारे पश्चिम क्षेत्र के किसी भी लोकेशन में किए जाने वाले निरीक्षण के दौरान हिन्दी की प्रगति और भी तेजी से बढ़ती नजर आए, इस उद्देश्य से कुछ महत्वपूर्ण सुझाव दिये।



## कामगार भूषण



श्री कमलाकर दत्तात्रय गुर्जर, रिसेप्शनिस्ट अहयक्ष कार्यालय ने अत्यंत प्रतिकूल स्थिति में रामनारायण रूईया कॉलेज से बी.ए. की डिग्री हासिल की। अपने स्कूली जीवन से ही वे साहित्य में रुचि रखते थे। उन्होने विभिन्न अखबारों में प्रासंगिक लेखन किया है। दिनांक 15 मार्च 1978 को भारत पेट्रोलियम में नियुक्त हुए श्री गुर्जर ने फिल्म डिविजन के वृत्त-चित्र और सिनेमा में अपनी

अभिनय क्षमता का परिचय दिया है। इसके अलावा, वे सामाजिक कार्यों में भी सक्रिय हिस्सा लेते आये हैं। आकाशवाणी, दूरदर्शन के विभिन्न कार्यों में भाग लेना, पार्टी की बैठकों, कवि सम्मेलन, बजट पर चर्चा, रक्तदान शिविर, व्यवसाय मार्गदर्शन, कामगारों के लिए प्रशिक्षण का आयोजन, जैसे कार्यों से वे जुड़े रहे। उनके सामाजिक कार्य को देखकर महाराष्ट्र सरकार ने उन्हें गुणवंत कामगार पुरस्कार देकर तथा एसईओ के रूप में सम्मानित किया है। वे मुंबई, ठाणे तथा कलवा की जनता की शिकायतों के संबंध में मराठी समाचारपत्रों में लिखते हैं। शैक्षणिक, सामाजिक, सांस्कृतिक और साहित्य इन विभिन्न क्षेत्रों में उल्लेखनीय योगदान देने के लिए उन्हें समाज भूषण, सुरभि कलारत्न अवार्ड, महाराष्ट्र दीप अवार्ड, महाराष्ट्र सुवर्ण गौरव अवार्ड, आदर्श सेवा अवार्ड, समाज श्री अवार्ड, जनगौरव अवार्ड, महाराष्ट्र जीवन गौरव अवार्ड, नगर मित्र अवार्ड, राष्ट्रसंत गाडगे महाराज समाज गौरव अवार्ड, लोकमान्य तिलक, समाज भूषण अवार्ड, डॉ. बाबासाहेब आंबेडकर गौरव अवार्ड, प्रबोधनकार ठाकरे अवार्ड, प्रियदर्शिनी कर्तृत्व गौरव, यशवंतराव चौहान समता गौरव अवार्ड जैसे पुरस्कारों से नवाज़ा गया है। वे पेट्रोलियम एम्प्लॉइज यूनियन के उपाध्यक्ष भी रह चुके हैं। बीपीसीएल में 34 वर्ष 8 महिनों की लंबी सेवा के बाद वे 30 नवंबर 2012 को सेवानिवृत्त हो गये। निगम की ओर से श्री. गुर्जर को सेवानिवृत्ति पश्चात सुखी जीवन की शुभकामनाएँ।

**हिन्दी सीखे बिना भारतीयों के दिल**

**तक नहीं पहुँचा जा सकता।**

**- डॉ. लोठार लुन्से**

**सरलता से सीखी जाने योग्य भाषाओं में**

**हिन्दी सर्वोपरि है।**

**- लोकमान्य बाल गंगाधर तिलक**

## गौरवशाली कार्य

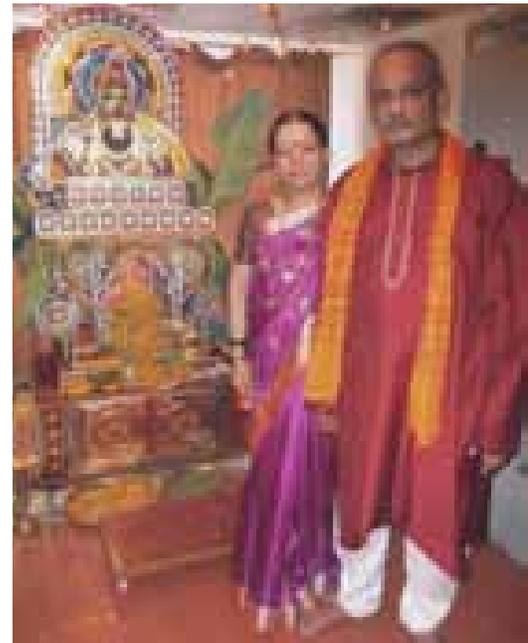


श्री जोसेफ तुस्कानो, (गुणवत्ता आश्वासन), लूब्स, पश्चिम लेखन का शौक रखते हैं। उन्होंने एक आम आदमी में सकारात्मक व्यवहार व आशावाद निर्माण करने के लिए पर्यावरण, पेट्रोलियम, ऊर्जा संरक्षण के क्षेत्र में अखबारों और पत्रिकाओं में लेखन किया है। दिनांक 6 अक्टूबर 2012 को नासिक में श्री बालासाहेब थोरात, राजस्व मंत्री, महाराष्ट्र तथा अन्य प्रतिष्ठितों की उपस्थिति में श्री माणिकराव ठाकरे, अध्यक्ष, महाराष्ट्र कॉंग्रेस समिति द्वारा उन्हें "पत्रकारिता गौरव पुरस्कार" प्रदान किया गया।

## भक्ति भावना

दशहरे के शुभ अवसर पर दिनांक 23/10/2012 को भारत पेट्रोलियम मार्केटिंग स्पोर्ट्स क्लब की ओर से मेकर टॉवर्स कार्यालय में श्री सत्यनारायण पूजा का आयोजन किया गया। मेकर टॉवर्स में कार्यरत श्री संजय पाटील तथा उनकी पत्नी के हाथों यह पूजा संपन्न हुई।

इस अवसर पर रास गरबा का भी आयोजन किया गया और सभी ने बड़े ही जोश और उल्हास के साथ इसमें प्रतिभाग लिया।



## बधाई हो

मई 2012 में हुए नैशनल टैलेन्ट सर्च एग्जामिनेशन (एनटीएसई) में, श्री एम.नारायण नाईक, सहायक, मेंगलोर एलपीजी बॉटलिंग प्लांट के सुपुत्र, कुमार मनोज कर्नाटक राज्य के 43833 छात्रों में से 56 वाँ स्थान प्राप्त कर नैशनल लेवल एग्जामिनेशन के लिए पात्र हुए। इसके साथही मनोज को प्रति वर्ष 6000/- राष्ट्रीय स्तर की छात्रवृत्ति प्राप्त होगी जो नौवीं कक्षा से शुरू होकर पीएचडी तक जारी रहेगी। बधाई मनोज।



हिन्दी वह धागा है, जो विभिन्न मातृभाषा रूपी  
फूलों को पिरो कर भारत माता के लिये  
सुंदर तार का सृजन करता है।  
- डॉ. जाकिर हुसैन

## दीर्घ सेवा सम्मान



श्री एल.के.वत्स, मुख्य प्रबंधक (प्रशासन),  
मासंसे, उत्तर - 25 वर्ष



श्री के.जी. घटवाई, मुख्य प्रबंधक  
(एचएसएसई), रिटेल, उत्तर- 30 वर्ष



श्री बिजय कुमार सिन्हा, वरिष्ठ प्रबंधक  
(अवसंरचना एवं योजना)  
रिटेल, उत्तर- 30 वर्ष



श्री जे.के. गुप्ता, वरिष्ठ प्रबंधक  
(परिचालन) रिटेल, उत्तर- 30 वर्ष



श्री एस. रंजन, ईथोनॉल प्रबंधक,  
उत्तर - 30 वर्ष



श्री दलीप कुमार, सचिव,  
मासंसे, उत्तर - 25 वर्ष



श्री दिनेश सिंह,  
वरिष्ठ कार्मिक सहायक रिटेल, उत्तर-25 वर्ष



श्री राजवीर सिंह, सिम्युरिटी गार्ड,  
मासंसे, उत्तर - 25 वर्ष



श्री राम कुमार, सिम्युरिटी गार्ड,  
मासंसे, उत्तर - 25 वर्ष

## निधन -सूचना



**श्री अशोक कुमार बाना**, सिक्युरिटी गार्ड, ईसीई हाऊस, नई दिल्ली का दिनांक 29.10.2012 को लंबी बीमारी के बाद निधन हो गया। वे 56 वर्ष के थे। उन्होंने कॉर्पोरेशन में 25 वर्षों की सेवा की। उनके परिवार में पत्नी, तीन पुत्र और एक पुत्री हैं।



**श्री बैकुंठ नाथ गुप्ता**, विपणन सहायक, पंकी डीयू, कानपुर का दिनांक 13.11.2012 को स्वास्थ्य की बहुविध समस्याओं के कारण दुःखद निधन हो गया। वे 56 वर्ष के थे। कॉर्पोरेशन में उन्होंने 27 वर्षों की सेवा की। उनके परिवार में पत्नी, दो पुत्री एवं एक पुत्र हैं।



**श्री राकेश चंद धवन**, निजी सहायक, रीजनल रिटेल लॉजिस्टिक्स, उत्तर, नोएडा का दिनांक 16.11.2012 को दिल का दौरा पड़ने से निधन हो गया। वे 56 वर्ष के थे। उन्होंने कॉर्पोरेशन में 27 वर्ष की सेवा पूर्ण की। उनके परिवार में पत्नी एवं एक पुत्री हैं।



**श्री सोबन सिंह सिनवाल**, एलवीडी, मासंसे, उत्तर का, दिनांक 18.11.2012 को दिल का दौरा पड़ने से निधन हो गया। वे 52 वर्ष के थे। उन्होंने कॉर्पोरेशन में 29 वर्ष की सेवा की। उनके परिवार में पत्नी, एक पुत्र और दो पुत्रियां हैं।



**श्री हरीश चंदर**, जनरल ऑपरेटर, जालंधर टीओपी का दिनांक 24.11.2012 को दिल का दौरा पड़ने से निधन हो गया। उनके परिवार में पत्नी, पुत्र और पुत्री हैं।



**श्री मोहनलाल**, जनरल ऑपरेटर, लालरू एलपीजी प्लान्ट का दिनांक 27.11.2012 को दुःखद निधन हो गया। वे ब्रेन ट्यूमर की बीमारी से पीड़ित थे। वे 49 वर्ष के थे। उन्होंने 25 वर्ष निगम की सेवा की। उनके परिवार में पत्नी, दो पुत्र और एक पुत्री हैं।

हम उक्त कर्मचारियों के परिवारों के प्रति शोकसंवेदनाएं अर्पित करते हैं।

## दोस्तो, मैं आधुनिक बनना चाहता हूँ

राम की मर्यादा, कृष्ण का संदेश, मेरी जन्म भूमि, मेरा देश,  
अपने गीत-संगीत, रिवाजों-रीत, यहाँ तक कि अपने बहन - भाई भी  
मुझे अच्छे नहीं लगते,  
मेरे लिए बाहर की दुनिया,  
मेरे दोस्त, दोस्तों के दोस्त ही सब कुछ हैं, वे ही मेरा सुख और मेरा  
दुख हैं,  
मैं तो उन्हीं के साथ, जीना और मरना चाहता हूँ।  
मैं आधुनिक .....

पिताश्री के चरण स्पर्श, कितने दकियानुसी विचार हैं,  
ममता की छांव, सब बातें बेकार हैं,  
मैं तो औपचारिकतावश, केवल उनसे हाथ मिलाकर,  
बस हाथ करना चाहता हूँ।  
मैं आधुनिक .....

मुझे लजीली-शर्मिली, पतिव्रता पत्नी नहीं चाहिए,  
आये तो हाथ, जाये तो बाय करने वाली,  
क्लब में मेरे साथ आकर, मेरे दोस्तों से हाथ मिलाने वाली,  
बच्चे का कम, कुत्ते का ज्यादा गोद में उठाने वाली,  
आधुनिक बीबी चाहिए।  
ताकि सोसायटी में मेरा नाम हो, जहाँ भी जाऊँ, पहले मेरा काम हो,  
मैं तो हर तरीके से अपना नाम करना चाहता हूँ।  
मैं आधुनिक .....

मेरे बच्चे हों तो ऐसे, जो जीवित रहूँ, तो मुझे डैड बोलें,  
बड़े होकर इतने मॉड हो जाएं कि मेरे साथ बैठकर बोलत खोलें,  
बेटी हो तो ऐसी, जो अपने दोस्तों के साथ क्लब में जाए,  
मुझे कोई आपत्ति न हो, अगर वो देर रात लौटकर घर आए।  
मैं तो अंग्रेज क्या, उसके बाप से भी आगे बढ़ना चाहता हूँ।  
मैं आधुनिक .....

**अशोक लाल**, सहायक प्रबन्धक (हिन्दी), पश्चिम



## तिरंगा



हिमालय पर्वत, गंगा की धारा,  
फूलों की घाटी, हसीन नजारा,  
कही रेगिस्तान, कही सागर किनारा,  
कितना प्यारा है देश ये मेरा,  
ऐसे सुंदर देश में लहराता हूँ,  
मैं भारत का तिरंगा हूँ ।

यह भूमि संत, महावतार, महात्माओं की,  
वेद, शास्त्र विज्ञान और अध्यात्म की,  
ऋषी-मुनियों की तपस्या से हुई ये पावन,  
योग आयुर्वेद अपनाने को तरसे सारे विश्वजन,  
ऐसी पवित्र भूमि में लहराता हूँ,  
मैं भारत का तिरंगा हूँ ।

कितने दुश्मन टूट पड़े इस धरती पर,  
कितनी गोलियां झेली वीर जवानों ने सीने पर,  
देश को दी आजादी वीर शहीदों ने,  
अपनी जान गवादी अनाम वीरों ने,  
ऐसे स्वतंत्र देश में लहराता हूँ,  
मैं भारत का तिरंगा हूँ ।

कितने धर्म, कितनी भाषाएं इस देश में,  
नृत्य, संगीत, त्यौहार खुशियां इस देश में,  
तीन रंग बड़े शान से लहराते हैं,  
धैर्य, शान्ति, समृद्धि का प्रतीक कहलाते हैं,  
नीले गगन में बड़े आनंदसे लहराता हूँ,  
मैं भारत का तिरंगा हूँ ।

संभालो अब इस देश को आतंक से,  
बम विस्फोटों की झुलसती आग से,  
हर कदम पर है दुश्मन के काले साये से,  
इतने रहो सतर्क, के हमले नाकाम हो जाए,  
रहो सदा सावधान, सुरक्षित,  
ऐसे तडप तडप के कहता हूँ,  
मैं भारत का तिरंगा हूँ ।

अमिता समेल, टैक्सेशन, कार्पोरेट फायनान्स

## बेटियाँ

प्यारी प्यारी गुड़ियों जैसी मेरी दो बेटियाँ,  
मेरी गार्ड, फिलॉसॉफर और जिगरी सहेलियाँ ।

शिक्षा, खेल एवं कामकाज में रहे हमेशा आगे,  
मैं परेशाँ हूँ, जमाना बेटों के पीछे ही क्यों भागे ।

एक दिन सवाल किये उन्होंने बहुत सोच-समझकर,  
क्या सच है कि माँ-बाप पछताते हैं, बेटों को जन्म देकर ?

गर्भ-लिंग चिकित्सा, क्यों नहीं बंद होती ?  
स्त्री-भ्रूण हत्या के खिलाफ, जनता क्यों नहीं लड़ती?

क्या डॉक्टरों का भी है, इस काले कर्म में साथ?  
हे राम ! किससे माँगे फिर मदद का हाथ?

क्यों वो नहीं जानते,  
भगवान का वरदान है, फूलों जैसी बहना  
ईश्वर निर्मित अमूल्य धन है, माँ जैसा गहना

मैंने समझाया, उन्हें दिल से लगाए, और प्यार से  
हमें ही सुरुवात करनी है , इस लड़ाई की आज से  
इस लड़ाई की आज से।



श्रीमती सुजाता परमानंद  
कार्यकारी (कराधान), निगमित वित्त

## इन्सानियत का पैगाम

खुदा हिंदु है या मुस्लिम है, बताओं तो सही,  
क्यों लड़ते हो तुम आपस में, समझाओं तो सही ।  
हर इन्सान ये कहता है, 'सबका मालिक एक'  
तो फिर मंदिर और मस्जिद, एक साथ बनाओं तो सही ।  
क्यों इन्सान को पढ़ाते हो, तुम नफरत की पढ़ाई,  
एक इन्सान को, इन्सान बनाओ तो सही ।  
रहने दो हमें चैन से और तुम भी खुश रहो,  
एक बार हमसे हाथ मिलाओ तो सही ।  
खुदा हिंदु है या मुस्लिम है, बताओं तो सही

किशोर मण्डलकर  
नागपुर, टेरिटर्री



## मेरी पहली हवाई यात्रा

हवाई यात्रा करना भारत में सदैव एक आभिजात्य वर्ग की निशानी रहा है और बचपन से ही आभिजात्य वर्ग में शामिल होने की इच्छा, मनुष्य का आंतरिक गुण। हर मध्यम वर्ग के मनुष्य की तरह, मेरी भी इच्छा हुई कि हवाई यात्रा कर जल्दी से जल्दी इस वर्ग में शामिल हो जाऊँ और मेरे एक मित्र के सूली पर चढ़ने के फैसले, (अर्थात् शादी करने के फैसले) ने मुझे जल्दी ही यह अवसर भी दे दिया। आफिस के एक मित्र, जोकि पूर्वोत्तर भारत के रहने वाले हैं ने आनन फानन में अपने विवाह का निमंत्रण भेज दिया और धन्य हो भारतीय रेल की तत्काल सेवा में टिकट की अनुपलब्धता का, जिसने हमको मध्यम वर्ग से आभिजात्य वर्ग की ओर धकेलने का कार्य कर दिया, अर्थात् हमने निर्णय ले लिया कि अब दिल्ली से गुवाटी की यात्रा उड़कर करेंगे।

हवाई यात्रा का स्वप्न पूरा होता दिख रहा था और साथ में अजीब सी घबराहट भी। मुझसे भी ज्यादा रोमांचित मेरे परिवार के लोग थे। टिकट बुकिंग के अगले ही दिन युगांडा में हवाई दुर्घटना की खबर माँ, अखबार के उस पन्ने से खोज लाई, जिसको मैंने उनको आज तक पढ़ते नहीं देखा था। मेरे जाने की जिद पर, माँ ने आपातकाल में रक्षा के लिए टिप्स की जगह रुद्राक्ष की माला दी और घर के पंडित जी ने महामृत्युंजय जाप का मंत्र। एक पल के लिए तो मुझे भी लगा कि कहीं साक्षात् यमराज का तो बुलावा नहीं है पर अंतरमन में आभिजात्य वर्ग में शामिल होने का सपना ज्यादा बड़ा था।

जाने से पहले जितने रिश्तेदारों को टिकट दिखाया जा सकता था, दिखाया गया। जिन्हें टिकट नहीं दिखाया जा सकता था, उन्हें यात्रा विवरण से लगातार लाभान्वित करवाया गया। आखिर आदमी की भी सीमा होती है, कितने लोगों को बताया जा पाता। खैर, हमने तो उपलब्ध हर संसाधन का प्रयोग करके दूर-दूर तक जाकर अपनी यात्रा की जानकारी प्रेषित कर दी। जहां नहीं जा पाए, वहां दूरस्थ यंत्र की मदद से सूचना पहुंचाई गई। दूरसंचार क्रांति का महत्व पहली बार इस गतिविधि के दौरान ही स्पष्ट हुआ। जो हमारे शुभचिंतक थे, उन्होंने हमें बधाई दी। जो विरोधी थे, उन्होंने तुरंत निर्णय लिया कि वो भी अगले महीने जायेंगे। खैर, ईर्ष्या तो देवताओं तक के बीच में भी होती है।

पहले तो सोचा कि आटो से विमानपत्तन पहुंच जायें, पर शुभचिंतकों ने कहा पहली बार जा रहे हो... मेरु से जाओ। हमने भी तुरंत बात मान ली। दिल्ली विमानपत्तन के टर्मिनल-3 के विहंगम दृश्य को देखते ही मुझे लगा कि मेरु ड्राईवर वास्तव में यमदूत ही होगा जो मुझे सीधे स्वर्ग ले आया, लेकिन अगले ही क्षण उसकी हरियाणवी हिंदी ने विश्वास दिलाया कि अभी दिल्ली में ही हूँ।

भारत में नागरिक उड्डयन की तुलना में, मंत्रालय तो रेलवे का महत्वपूर्ण माना जाता है, लेकिन यात्री हवाई यात्रा के ही महत्वपूर्ण होते हैं कुली के स्थान पर स्वचालित सामान ट्रालियाँ, गंदगी के स्थान पर चमचमाते प्लेटफार्म, रेलवे पुलिस के स्थान पर केंद्रीय रिजर्व बल के जवान, कोचिंग विज्ञापनों के स्थान उत्कृष्ट भारतीय चित्रकला और संस्कृति का दर्शन और हिंदी के स्थान पर आंग्लभाषा का अधिकतम प्रयोग, हर दृष्टि से भारत के विकास की तस्वीर प्रस्तुत कर रहा था। आसपास के लोग फैशन के साक्षात् प्रतीक लग रहे थे। कुछ मॉडलनुमा महिलाएं बच्चों के साथ बैठी थीं, वे भयंकर रूप से डायटिंग की शिकार इतनी दुबली-पतली दिख रही थीं कि उनके बच्चे उनसे बड़े लग रहे थे।

हालांकि विमानस्थल में अंदर जाने पर पहली बार पता चला कि कुछ मामलों में यह रेलवे से पीछे हैं। दरअसल बाद में पता चला कि वास्तविक टिकट, इंटरनेट की टिकट या मोबाइल मैसेज नहीं, बल्कि बोर्डिंग-पास

होता है। आध्यात्मिक बात यह हुई कि फिर से यह ज्ञात हुआ कि हम अपने आधे-अधूरे ज्ञान के आधार पर टिकट दिखा दिखा कर मित्रों को मूर्ख बना रहे थे। बोर्डिंग पास बनने के साथ ही मेरा बैग बेल्ट से होता हुआ पता नहीं किधर गुफानुमा जगह में अंदर की ओर चला गया और मैं एकटक निगाह से अंतिम बिंदु तक उसको देखता रहा। मुझे यह काफी आश्चर्यचकित और थोड़ा संशय में डालने वाला भी लगा।

सुरक्षा जांच में बैग तो सफल रहा हमें ही थोड़े समय के लिए रोक लिया गया। पुलिसकर्मी ने परिचय पूछ कर जाने दिया। थोड़ा इधर उधर घूमने पर पता चला कि 54 लाख वर्ग फूट में फैला हुआ यह दिल्ली का टर्मिनल-3, एक छोटे शहर के समान है, यहाँ 78 एयरोब्रिज हैं, 63 एलिवेटर, 35 एक्सलरेटर, और 92 स्वचालित वॉक वे हैं, यहाँ 168 चैक इन काउंटर हैं तथा 95 इमिग्रेशन डेस्क हैं। यहाँ 100 कमरों का होटल और 20000 वर्ग फूट की रिटेल जगह है। यहाँ प्रतिघंटा 12800 लैगज का प्रबंधन हो सकता है और कंवेंयर की कुल लम्बाई 6.4 किलोमिटर की है। मल्टीलेवल पार्किंग में 4300 कारें खड़ी रह सकती हैं, 8 मिटर लेन की सड़क शहर से हवाई अड्डे को जोड़ती है और मेट्रो रेल की सुविधा यात्रियों के स्तर को और बढ़ाती है।

दिल्ली टर्मिनल-3 के एयरोब्रिज से होते हुए मैं अपनी गुवाटी जाने वाली किंगफिशर एयर लाईंस के अंदर आ गया। दरवाजे पर ही स्वागत प्रधानमंत्री की तरह हुआ, जीवन में प्रथम बार किसी लड़की ने देखते ही गुड मर्निंग कहा वह भी मुस्कराकर। मैं भाव बिभोर होकर आगे बढ़ा। सीट खिड़की के किनारे की थी ताकि मैं यात्रा का पूर्ण आनंद उठा सकूँ। थोड़ी देर बाद कठिन हिंदी में सुरक्षा निर्देश पढ़े गये। आपात-काल में निकासी के दो द्वार, सीट की पेटी कस कर बांधें, सीट सीधी रखें। मन किया कि मोबाइल का प्रयोग कर दोस्त को पूरा वर्णन दे दूँ, तब तक मोबाइल प्रयोग वर्जित है का भी संदेश आ गया।

थोड़ी देर में प्लेन रन वे पर आ गया। मैं उत्सुकता से खिड़की के बाहर देखता रहा, परंतु जैसे ही उसकी गति बढ़ी मुझे महामृत्युंजय मंत्र स्वतः याद आ गया। स्थिति यह थी कि आसमान में स्थिर होने के बाद भी मैं अपने पास बैठे व्यक्ति का हाथ काफी देर तक पकड़े रहा। वह समझ गये कि यह मेरी प्रथम हवाई यात्रा थी। थोड़े ही समय बाद 80 रुपये वाली काफी, और 200 रुपये वाला बर्गर आ गया। मैं किंगफिशर की विमान निर्देशिका और विजय माल्या जी को निराश नहीं करना चाहता था और न ही अपने आभिजात्य वर्ग का कलंकित करना चाहता था, इसलिए हवाई जहाज में दोनों ही चीजें खरीद लीं।

पता ही नहीं चला, पर ठीक 2 घंटे बाद हम लोकप्रिय गोपीनाथ बोरडोलोई विमानस्थल पहुंच गये। दिल्ली में किसी गुफा में चला गया बैग भी मेरी तरह मुस्कराता हुआ गुवाटी के विमानस्थल से बाहर निकला। टैक्सी से बाहर नजर डालने पर कई लोगों को धूप में लंबी लाईन, बस में टिकट के लिए लड़ते हुए, और ट्रेन में टिकट न मिलने पर मायूस होते देखा। जनरल की 75 सीटों वाली बोगी में 750 लोगों का प्रवेश भी याद आ गया। न कोई स्वागत द्वार, न बैठने की साफ जगह, गर्मी उमस का वातावरण और अजीब सी पीड़ा का अहसास। पहली हवाई यात्रा रोमांचित कर देने वाली रही परंतु सत्यता का अनुभव भी करा गई कि भारत दो भागों में बंटा हुआ है, एक दिल्ली टर्मिनल-3 के अंदर का चमकता भारत और दूसरा, सड़को, रेलवे स्टेशनों पर अपनी अस्मिता को तलाशता भारत।

- पवन कुमार, आईएस, सीओ

## भारतवर्ष में हिन्दी का महत्त्व

"भारत राष्ट्र की एक ही पहचान  
हिन्दी भाषा का हो सबको ज्ञान"

भारत देश को हिन्दुस्थान नाम से भी संबोधित किया जाता है। हिन्दु संस्कृति के तहत हमारी संस्कृति में संस्कृत भाषा का काफी प्रचार और प्रसार हुआ है। लेकिन हमारे पितामह महात्मा गांधीजी ने हिन्दी भाषा को, देश की लेन-देन की भाषा को, इस्तेमाल करने का प्रस्ताव तथा अनुरोध किया। देश की संविधान में हिन्दी को राजभाषा का दर्जा 14 सितम्बर 1949 को मिला।

गांधीजी के द्वारा 4 जुलाई 1936 को पहली प्रचार समिति की सभा डॉ. राजेंद्र प्रसाद की अध्यक्षता में वर्धा स्थित "सेवाग्राम" आश्रम में संपन्न हुई।

हिन्दी भाषा का उपयोग अलग - अलग भाषा, प्रांत तथा संस्कृति को अपनाने वाले जन समुदाय को एक ही प्रवाह में लाने के लिए, एक उत्तम माध्यम के रूप में हो सकता है, यह बापूजी को ज्ञात हो चुका था।

"हिन्दी" राष्ट्रभाषा प्रचार समिति का मुख्यालय वर्धा में स्थापित है और वहाँ से प्रचार तथा प्रसार का कार्य निरंतर चल रहा है।

हिन्दी भाषा को गुणवत्तात्मक बनाने के लिए राष्ट्रभाषा प्रचार समिति द्वारा हिन्दी भाषा की विविध परिक्षाएँ ली जाती हैं। इनमें राष्ट्रभाषा प्राथमिक, प्रारंभिक, प्रवेश परिचय तथा अति उच्च स्तर की परिक्षाएँ ली जाती हैं।

संपूर्ण भारत वर्ष में प्रचार समिति के कुल 7836 परीक्षा केंद्र हैं।

आज तक इस समिति के द्वारा अहिन्दी भाषी राज्यों से, एक कोटी 55 लाख तक विद्यार्थियों ने सहभाग लेकर हिन्दी का ज्ञान प्राप्त किया है।

प्रचार समिति का कार्य बाहरी देश-विदेश में भी जोर-शोर से चल रहा है जिसमें अफ्रीका, अमेरिका, अरब, सुडान, लंडन, जर्मनी इत्यादि शामिल हैं।

आप तथा आपके परिजन और सभी शुभचिंतक, हिन्दी को रोज मर्मा के काम काज में आसानी से प्रयोग करके हिन्दी को बढ़ावा दीजिए। जयहिंद।

रविंद्र गायकवाड (रिटेल), पुणे



## मुझे पढ़ना है

मैं लड़की हूँ, मुझे पढ़ना है।  
मुझमें भी यह तरुणाई है,  
कुछ करने की मन में आई है  
मुझे पढ़ना है।

हर ज्ञानी से बतियाया है,  
मीरा का गाना गाना है,  
मुझे अपना राग बनाना है,  
अनपढ़ का नहीं जमाना है।  
मुझे पढ़ना है।

कई जोर जुल्म से लड़ना है,  
कई कानूनों को परखना है,  
मुझे कई धर्मों को गढ़ना है,  
मुझे सब कुछ ही तो बदलना है।  
मुझे पढ़ना है।

श्री चन्द्रप्रकाश शुक्ला  
मिरज डियो

## कुछ हिन्दी मुहावरे

- 1) गधा खेत खाय, जुलाहा मारा जाए।  
अर्थ : दुष्ट आदमी दुष्टता करे, किन्तु पास वाले भले आदमी को भुगतना पड़े।
- 2) अपनी करनी पार उतरनी।  
अर्थ : स्वयं पुरुषार्थ करने पर ही सफलता मिलती है।
- 3) आटे का चिराग, घर रखू तो चूहा ले जाय, बाहर रखू तो कौवा ले जाय।  
अर्थ : दुर्बल का किसी प्रकार भी बचाव नहीं हो सकता।

संकलन

अनिलकुमार हत्तीवाले

सहायक प्रबन्धक(एलपीजी) परिचालन, गोवा

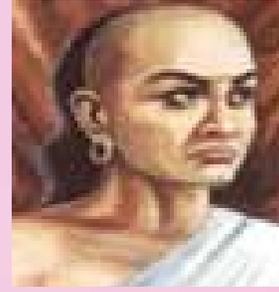


## स्वामी विवेकानंद के अनमोल विचार

- उठो, जागो और तब तक नहीं रुको जब तक लक्ष्य ना प्राप्त हो जाये.
- ब्रह्माण्ड कि सारी शक्तियां पहले से हमारी हैं. वो हमीं हैं जो अपनी आँखों पर हाँथ रख लेते हैं और फिर रोते हैं कि कितना अन्धकार है!
- जिस तरह से विभिन्न स्रोतों से उत्पन्न धाराएं अपना जल समुद्र में मिला देती हैं ,उसी प्रकार मनुष्य द्वारा चुना हर मार्ग, चाहे अच्छा हो या बुरा भगवान तक जाता है.
- जब तक आप खुद पे विश्वास नहीं करते तब तक आप भगवान पे विश्वास नहीं कर सकते.
- दिल और दिमाग के टकराव में दिल की सुनो .
- स्वतंत्र होने का साहस करो. जहाँ तक तुम्हारे विचार जाते हैं वहाँ तक जाने का साहस करो और उन्हें अपने जीवन में उतारने का साहस करो .

संकलन

श्री अनिल कोचुरे, हिन्दी कक्ष, सीओ



## चाणक्य के अनमोल विचार

- कोई काम शुरू करने से पहले, स्वयं से तीन प्रश्न कीजिये — मैं ये क्यों कर रहा हूँ, इसके परिणाम क्या हो सकते हैं और क्या मैं सफल होऊंगा. और जब गहराई से सोचने पर इन प्रश्नों के संतोषजनक उत्तर मिल जायें, तभी आगे बढ़ें.
- भगवान मूर्तियों में नहीं है.आपकी अनुभूति आपका ईश्वर है.आत्मा आपका मंदिर है.
- इस बात को व्यक्त मत होने दीजिये कि आपने क्या करने के लिए सोचा है, बुद्धिमानी से इसे रहस्य बनाये रखिये और इस काम को करने के लिए दृढ रहिये.
- शिक्षा सबसे अच्छी मित्र है.एक शिक्षित व्यक्ति हर जगह सम्मान पता है.
- जैसे ही भय आपके करीब आये , उसपर आक्रमण कर उसे नष्ट कर दीजिये.
- किसी मूर्ख व्यक्ति के लिए किताबें उतनी ही उपयोगी हैं जितना कि एक अंधे व्यक्ति के लिए आईना.
- कोई व्यक्ति अपने कार्यों से महान होता है, अपने जन्म से नहीं.

संकलन

श्री बिरेन्द्र कुमार सिंह, हिन्दी कक्ष, सीओ

# What's APP?

As a jumpstart to the New Year, we thought of revitalizing your grey cells with this brain-teaser ! As NextGen conversations often revolve around the latest 'apps,' in this Quiz, the answers all include 'APP' somewhere.

1. A transparent precious stone, typically blue
2. Apply to a higher court for a reversal of the decision of a lower court
3. Salutation to a person celebrating the day he was born
4. Talking noisily or stupidly, jabbering
5. New age music with spoken or chanted lyrics, popularized by Eminem
6. Equipment needed for a particular activity or purpose
7. Over sentimental
8. Perfect order
9. Cheerful, optimistic film starring Will and Jaden Smith
10. A cool drink to hang out with
11. French salutation to a person about to eat
12. A close and harmonious relationship with common understanding
13. Ornamental needlework attaching pieces of fabric
14. Greek lyric poet, whose poetry expressed love and affection for women
15. Neat and spruce in dress and bearing
16. Was unaware of imminent danger or trouble; caught off guard
17. A nickname for New York City
18. Recognition of the quality, value, significance of people/ things
19. Suspense thriller set in a small beachside diner
20. A mountain range in eastern North America

**Last Date : 28<sup>th</sup> February, 2013**

Please rush your answers to Public Relations Dept. stating:

Name : \_\_\_\_\_

Designation: \_\_\_\_\_

Location : \_\_\_\_\_



**BPCL's Prized Pavilion  
at PETROTECH**