



## BUSINESS RESPONSIBILITY & SUSTAINABILITY REPORT

Annexure - D

### SECTION A: GENERAL DISCLOSURE

#### I. Details of the Listed Entity

1	Corporate Identity Number (CIN) of the Listed Entity	L74899DL1993GOI054155
2	Name of the Listed Entity	Oil and Natural Gas Corporation Limited.
3	Year of incorporation	1993
4	Registered office address	Plot No. 5A-5B, Nelson Mandela Road, Deendayal Urja Bhawan, Vasant Kunj, New Delhi-110070, India
5	E-mail	secretariat@ongc.co.in
6	Telephone	011-26754070 / 4085
7	Website	http://www.ongcindia.com/
8	Financial year for which reporting is being done	2021-22
9	Name of the Stock Exchange(s) where shares are listed	National Stock Exchange & Bombay Stock Exchange
10	Paid-up Capital	₹ 62,901.39 million
11	<b>Contact Person</b>	
	Name of the Person	Chief CM&SG (Shri S K Shrivastava)
	Telephone	+91 11 26754003
	Email address	chief_cmsg@ongc.co.in
12	<b>Reporting Boundary</b>	
	Type of Reporting- Select from the Drop-Down List	ONGC Standalone
	If selected consolidated:	Not Applicable

#### II. Product/Services

14	Details of business activities	Description of Main Activity	Description of Business Activity	% Turnover of the Entity
		Exploration and Production	Crude Oil Production = 21.707 MMT	46.705
			Natural Gas Production = 21.680 MMT OEG	46.647
			VAP Production = 3.089 MMT	6.646

15	Products/Services sold by the entity	S. No.	Product/Service	NIC Code	% of Total Turnover contributed
		1.	Crude Oil	061	71.59
		2.	Natural Gas	062	10.65
		3.	Liquefied Petroleum Gas	192	4.00

#### III. Operations

16	Number of locations where plants and/or operations/offices of the entity are situated:	Location	Number of plants	No. of Offices	Total
		National	The major locations of the Company are mentioned at Para No. 19 of the Corporate Governance Report.		
		International			

17	Market served by the entity	Locations	<p>The Company is marketing its domestic products, mainly crude oil to the Public Sector refiners – Indian Oil Corporation Limited, Bharat Petroleum Corporation Limited, Hindustan Petroleum Corporation Limited, Numaligarh Refinery Limited, Chennai Petroleum Corporation Limited and Mangalore Refinery and Petrochemicals Limited and the natural gas is mainly marketed through GAIL (India) Limited. However, part of the gas is also marketed directly by the Company. The Value-Added Products are marketed in bulk to the PSU Oil Marketing Companies (OMCs), ONGC Petro additions Limited (OPaL) and the remaining to private companies. Naphtha is occasionally exported because of lesser demand from customers.</p> <p>As on 01.04.2022, ONGC Videsh has stake in 35 oil and gas projects in 15 Countries, viz. Azerbaijan (2 projects), Bangladesh (2 Projects), Brazil (2 projects), Colombia (7 projects), Iran (1 project), Iraq (1 project), Libya (1 project), Mozambique (1 Project), Myanmar (6 projects), Russia (3 projects), South Sudan (2 projects), Syria (2 projects), UAE (1 project), Venezuela (2 projects), and Vietnam (2 projects).</p>
	a. No. of Locations	National (No. of States)	
		International (No. of Countries)	
	b. What is the contribution of exports as a percentage of the total turnover of the entity?	6.56%	
	c. A brief on types of customers	Company's significant revenues are derived from sales to Oil Marketing Companies (OMCs) and International Oil Companies (IOCs).	

#### IV. Employees

##### a. Employees and workers (including differently abled):

Breakdown of Employees per Employee Category according to Gender as on 31.03.2022			
Employee Category	Total Strength as on 31.03.2022	Gender	
		Male	Female
Executives	16,414	15,013	1,401
Non-Executives	10,751	10,108	643
Grand Total	27,165	25,121	2,044
		92%	8%

##### b. Differently abled Employees and workers: 424

19. Participation/Inclusion/Representation of women				
S.No.	Category	Total (A)	No. and % of females	
			No. (B)	% (B/A)
1	Board of Directors - whole time Directors	6	1	16.67%
2	Key Management Personnel	2	0	0.0 %

##### 20. Turnover Rate for Permanent Employees and Workers

Turnover Rate for Permanent Employees and Workers	FY 2021-22	FY 2020-21	FY 2019-20
Turnover Rate	6.68 %	7.00 %	7.93 %
Attrition Rate	0.31 %	0.37 %	0.49 %

ONGC's attrition rate is consistently below 1% year on year. We ensure through our employee policies and welfare initiatives each year that our employees look forward to working with the Company. It is the responsibility of the Company to maintain a happy and satisfied workforce in order to enhance productivity and maintain low employee turnover.

#### V. Holding, Subsidiary and Associate Companies (including joint ventures)

21. List of subsidiary / associate companies / joint ventures included at Note No.44 of Standalone Financial Statement.



## VI. CSR Details

22	a. Whether CSR is applicable as per section 135 of Companies Act, 2013:	Yes
	Turnover (in ₹)	₹ 1,103,454 million
	Net worth (in ₹)	₹ 2,371,481 million

## VII. Transparency and Disclosures Compliances

23. Complaints/Grievances on any of the principles (Principles 1 to 9) under the National Guidelines on Responsible Business Conduct				
Stakeholder group from whom complaint is received	Grievance Redressal Mechanism in Place (Yes/No)	If Yes, then provide web-link for grievance redress policy	FY 2021-22	FY 2020-21
			1. Number of complaints filed during the year 2. Number of complaints pending resolution at close of the year	1. Number of complaints filed during the year 2. Number of complaints pending resolution at close of the year
Communities	Yes	<a href="https://grievance.ongc.co.in">https://grievance.ongc.co.in</a>	Public Opening: 1 Received: 22 Closed: 07 Pending: 16	Public Opening: 0 Received: 49 Closed: 48 Pending: 1
Investors (other than shareholders)	Yes	<a href="https://ongcindia.com/web/eng/investors/investor-contact">https://ongcindia.com/web/eng/investors/investor-contact</a>	Details provided at Para No. 3 of Corporate Governance Report.	
Shareholders	Yes			
Employees and workers	Yes	<a href="https://grievance.ongc.co.in">https://grievance.ongc.co.in</a>	Employees* Opening: 0 Received: 17 Closed: 1 Pending: 16	Employees Opening: 0 Received: 12 Closed: 12 Pending: 0
Customers	Yes	-	Customer Opening: 2 Received: 48 Closed: 48 Pending: 0	Customer Opening: 0 Received: 99 Closed: 97 Pending: 2
Value Chain Partners	Yes	<a href="https://grievance.ongc.co.in">https://grievance.ongc.co.in</a>	Vendor Opening: 33 Received: 5 Closed: 0 Pending: 38	Vendor Opening: 26 Received: 7 Closed: 0 Pending: 33
Other (Ex-employee)	Yes	<a href="https://grievance.ongc.co.in">https://grievance.ongc.co.in</a>	Ex-employees Opening: 1 Received: 50 Closed: 9 Pending: 42	Ex-employees Opening: 0 Received: 69 Closed: 68 Pending: 1

\* In addition to the number of 'Grievance Closed', almost all the grievances have been replied/resolved. However, due to an ongoing system updation, the exact status of closed grievances has not been reflected in the portal.

#### 24. Overview of the entity's material responsible business conduct issues

Material Issue Identified	Indicate whether risk or opportunity	Rationale for identifying the risk/opportunity	In case of risk, approach to adapt or mitigate	Financial implications of the risk or opportunity (Indicate positive or negative implications)
Air Quality	Risk	Managing air quality is crucial to achieve reductions in air pollution to attain an air quality standard or goal set by the regulations.	Regular ambient air quality monitoring studies are carried out around drill sites, production installations and plants. The concentration of air pollutants has been found to be well within the permissible limits.	Negative
Water Management	Risk	For ONGC, it is essential to take care of the water resource management since it is a critical resource for all its operations.	For meeting its demand, the Company relies on a variety of water sources namely, groundwater, surface water, municipal water among others. The Company has been significantly investing in sustainable water management practices over the last decade. Our efforts for improving water management includes management of quality of water returned to the environment and recycling of water wherever possible	Negative
Community Engagement	Opportunity	The Company has been implementing CSR projects at its 26 work centres through a dedicated team, which is focused on assessing the needs of the community around its operational areas.	NA	Positive
Responsible Supply Chain	Risk	It is critical for ONGC to have a sustainable supply chain in order to truly meet its sustainability goals.	ONGC is dedicated to ensuring that all of its vendors and suppliers work in a healthy and safe environment while maintaining the highest level of service quality. Throughout its supply chain, the Company has implemented a methodical approach to ensure compliance with applicable labour practice requirements, including child labour and human rights issues. All the service contract agreements between ONGC and its suppliers include provisions for compliance with appropriate legal and HSE standards, which are ensured throughout the execution. ONGC urges its suppliers to manage their environmental impact through appropriate policies, methods, and procedures.	Negative
Data Privacy and Information Security	Risk	Data privacy and information security is an area of data protection that concerns the proper handling (consent, notice, and regulatory obligations) of sensitive data including personal information and other confidential data that could drive business strategy.	ONGC implements best-in-class measures to ensure data privacy and information security across the organisation. In 2008, the Company has implemented Information Security Management System (ISMS) in line with the International Standard ISO-27011. An Information Security Organisation has been created comprising of Steering Committee, Forum and Officer of Chief Information Security Officer (CISO).  Information Security Operation Centre (ISOC) has been set-up. 44 numbers of Data Centres were audited during year 2021-22.	Negative



Climate Change	Risk	Climate change is the long-term alteration of temperature and typical weather patterns in a geography because of increasing Greenhouse Gas (GHG) emissions. This phenomenon has a potential to impact the business, due to natural disaster risks such as cyclones, heat waves, floods, changing disease pattern leading to impacts such as supply chain and economic disruption and altered consumer demand.	The Company's strategy for addressing climate change comprises a multi-levelled approach of increasing the share of renewable energy in its product portfolio, implementing energy efficient technologies in its work centres, actively contributing towards Clean Development Mechanism (CDM) projects, and creating awareness amongst the workforce towards conservation of energy and environment. The Company's management has been actively engaging with the national and international climate change forum to ensure that the organisation stays current with global climate change negotiations and India's domestic commitments.	Negative
Crisis and Risk Management	Risk	Crisis and risk management is the process of identifying, assessing, and managing threats to ONGC's capital and earnings. These risks stem from a variety of sources including financial uncertainties, geopolitical scenarios, legal liabilities, technology issues, strategic management errors, accidents, and natural disasters.	The Company has a Board approved Risk Management Policy. Risk framework and Risk portfolio are periodically monitored by the Risk Management Committee, Audit Committee and the Board.	Negative
Energy and Emission Management	Opportunity	The Company has successfully installed best-in-class technologies to ensure benchmarking of energy consumption across sites. ONGC's Energy Strategy 2040, responds to the global climate change crisis and the Nation's Net Zero Agenda. The blueprint of this strategy envisions consolidation of core upstream businesses (national and international), expansion into value building adjacencies in the oil and gas value chain, diversification into renewables and exploration of new avenues through venture play.	NA	Positive
Biodiversity and Ecosystem Conservation	Risk	Oil and gas companies may have significant impacts on ecosystems and biodiversity through activities such as land use for exploration, natural resource extraction amongst others. The impacts include, but are not limited to, biodiversity loss, habitat destruction, and deforestation at all stages – planning, land acquisition, permitting, development, operations, and site remediation.	ONGC regularly submits its conservation plan along with earmarked funds to the State Wildlife Division prior to seeking Environment Clearance from Ministry of Environment, Forests and Climate Change. Prior to the start of operations, Environmental Impact Assessment (EIA) studies were carried out and funds are allocated under Environment Management Plan includes mitigation measures towards bio-diversity conservation.	Negative

Workforce Competence and Engagement	Opportunity	Employees are the key asset of ONGC, and it is critical for the Company to invest in their continuous development. Skilled employees enhance the organization's human capital and contribute to employee satisfaction, which correlates strongly with improved performance.	NA	Positive
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## SECTION B: MANAGEMENT AND PROCESS DISCLOSURES

Disclosure Questions		P1	P2	P3	P4	P5	P6	P7	P8	P9
Policy and Management Processes										
1	a. Whether your entity's policy/policies cover each principle and its core elements of the NGRBCs. (Yes/No)	Yes	Yes	Yes	Yes	Yes	Yes	-	Yes	Yes
	b. Has the policy been approved by the Board? (Yes/No)	Yes	Yes	Yes	Yes	Yes	Yes	-	Yes	Yes
	c. Web Link of the Policies, if available	<a href="https://www.ongcindia.com/wps/wcm/connect/en/investors/policies/">https://www.ongcindia.com/wps/wcm/connect/en/investors/policies/</a>								
2	Whether the entity has translated the policy into procedures. (Yes / No)	Yes	Yes	Yes	Yes	Yes	Yes	-	Yes	Yes
3	Do the enlisted policies extend to your value chain partners? (Yes/No)	Yes								
4	Name of the national and international codes/ certifications/labels/ standards (e.g., Forest Stewardship Council, Fairtrade, Rainforest Alliance, Trustee) standards (e.g., SA 8000, ISO, BIS) adopted by your entity and mapped to each principle.	ISO 50001:2011, ISO 9001, ISO 14001, ISO 27001, ISO 45001, ISO 50001:2018								
5	Specific commitments, goals and targets set by the entity with defined timelines, if any.	Principle 6: Targeting 10 GW installed renewable capacity by 2040.								
6	Performance of the entity against the specific commitments, goals and targets along-with reasons in case the same are not met.	Towards the above goal, the Company is continuously increasing its presence in Renewable Energy with and installed capacity of 184 MW as on date. Also, suitable locations are being identified at various work centres, to install around 100 MW solar power plant in the near term.Company is exploring the feasibility of offshore wind power to further its Net Zero aspirations.								
Governance, Leadership and Oversight										
7	Statement by director responsible for the business responsibility report, highlighting ESG related challenges, targets and achievements	Health, Safety and Environment (HSE) is fundamental to the conduct of our business and ONGC attaches highest priority to occupational health, safety and protection of environment in and around its operational areas.								
8	Details of the highest authority responsible for implementation and oversight of the Business Responsibility policy (ies).	Dr. Alka Mittal-Chairman and Managing Director (Addl. Charge) DIN No. 07272207								
9	Does the entity have a specified Committee of the Board/ Director responsible for decision making on sustainability related issues? (Yes / No). If yes, provide details.	Details of meetings of the Board and statutory Board Level Committees held during the financial year 2021-22 is provided at Para nos. 2 and 3 of the Corporate Governance Report.  There is an HSE Committee of the Board, chaired by an Independent Director. The Board Level Committee monitors all issues concerning HSE, including policy matters. Further, the Director –I/c HSE has the overall responsibility of matters pertaining to Health, Safety and Environment in the Company.								



10. Details of Review of NGRBCs by the Company:																						
Subject for Review	Indicate whether review was undertaken by Director / Committee of the Board/ Any other Committee									Frequency (Annually/ Half yearly/ Quarterly/ Any other – please specify)												
	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P				
	1	2	3	4	5	6	7	8	9	1	2	3	4	5	6	7	8	9				
Performance against above policies and follow up action	Y	Y	Y	Y	Y	Y	-	Y	Y	Periodically HSE Committee reviews quarterly												
Compliance with statutory requirements of relevance to the principles, and, rectification of any non-compliances	Y	Y	Y	Y	Y	Y	-	Y	Y	Periodically On quarterly basis												
11. Has the entity carried out independent assessment/ evaluation of the working of its policies by an external agency? (Yes/No). If yes, provide name of the agency										P	P	P	P	P	P	P	P	P	P			
										1	2	3	4	5	6	7	8	9				
										Being a responsible PSU, ONGC follows all policies in real working conditions. ONGC operations are audited annually by both internal and external agencies. The Company is also publishing its GRI based, independently assured Corporate Group Sustainability Report / Integrated Report every year.												

## SECTION C: PRINCIPLE WISE PERFORMANCE DISCLOSURE

**PRINCIPLE 1: Businesses should conduct and govern themselves with integrity, and in a manner that is Ethical, Transparent and Accountable.**

### ESSENTIAL INDICATORS

#### 1. Percentage coverage by training and awareness programmes on any of the Principles during the financial year:

In line with Clause 3.7 of the Guidelines on Corporate Governance for Central Public Sector Enterprises, 2010, issued by Government of India, Department of Public Enterprises and requirement of regulation 25 (7) of the Listing Regulations with regard to training of Directors, the Company has following training policy for non-Executive Directors:

- Induction Training/ familiarization program
- External Training: Non-Executive Board members are eminent personalities having wide experience in the field of business, education, industry, commerce and administration. Their presence on the Board is advantageous and fruitful in arriving at strategic decisions. The training policy of Directors and the details of familiarization/ training programmes organized are available at web-link: <https://www.ongcindia.com/wps/wcm/connect/en/investors/independent-director/>

Segment	Total number of employees	Topics/principles covered under the training and its impact	% age of persons in respective category covered by the awareness programmes
Employee	27,165	All principles	86.7

#### 2. Details of fines / penalties /punishment/ award/ compounding fees/ settlement amount paid in proceedings (by the entity or by directors / KMPs) with regulators/ law enforcement agencies/ judicial institutions, in the financial year, in the following format.

a. Monetary					
Type	NGRBC Principle	Name of the regulatory/ enforcement agencies/ judicial institutions	Amount (In ₹)	Brief of the case	Has an appeal been preferred? (Yes/No)
Penalty/ Fine	-	-	Nil	-	-
Settlement	-	-	Nil	-	-
Compounding fee	-	-	Nil	-	-
b. Non-Monetary					
Type	NGRBC Principle	Name of the regulatory/ enforcement agencies/ judicial institutions	Brief of the case	Has an appeal been preferred? (Yes/No)	
Imprisonment	Nil	-	-	-	
Punishment	Nil	-	-	-	

#### 3. Of the instances disclosed in Question 2 above, details of the Appeal/ Revision preferred in cases where monetary or non-monetary action has been appealed.

No such instances w.r.t Indirect Tax

With respect to demand orders served on various work centres of the Company by tax authorities under Service Tax (ST) and Goods & Service Tax (GST) demanding ST and GST on Royalty in respect of Crude Oil and Natural Gas. Based on the legal opinion, the Company is contesting such demands with tax authorities at various forum upto High Courts. The estimated amounts worked out towards ST and GST (including interest and penalty upto 31 March 2022) of ₹ 40,172.56 million and ₹ 102,731.95 million respectively (Total ₹ 142,904.51 million), which has been considered as contingent liability. As a measure of abundant caution, the Company has deposited ST and GST along with interest under protest amounting to ₹ 13,524.39 million and ₹ 74,043.38 million respectively (Total ₹ 87,567.87 million)

#### 4. Does the entity have an anti-corruption or anti-bribery policy? If yes, provide details in brief and if available, provide a web-link to the policy.

All the policies relating to ethics, bribery and corruption are "inclusive" and covers Company as well as its employees and all other external stakeholders.

The Company, being a listed Public Sector Enterprise, conducts and governs itself with Ethics, Transparency and Accountability as per the policies mandated by Department of Public Enterprises (DPE), Guidelines on Corporate Governance, SEBI (Listing Obligations and Disclosure Requirement) Regulations, 2015 and other guidelines and policies of the DPE in particular and Govt. of India in general. <https://ongcindia.com/web/eng/investors/policies>

**The Company also pursues some of the following policy initiatives voluntarily towards Ethics, Transparency and Accountability:** The Company has a well-defined and a well codified Book of Delegated Powers Manual, Integrated Materials Management Manual (which has also been reviewed, revised in 2019), Finance Manual, CSR Manual, etc. for ensuring continuity, transparency and fairness in observing the laid down procedures across the organisation. The Company has an Enterprise Risk Management Cell (ERM), risk framework, risk policy and risk portfolio which are periodically monitored by the Risk Management Committee, Audit and Ethics Committee and the Board. In terms of the SEBI (Listing Obligations & Disclosure Requirements) Regulations, 2015 (Listing Regulations), the Board has re-constituted the Risk Management Committee with Board level members.





The Company has a well-structured vigilance department with units spread across the organization at various Assets, Basins and Plants constantly ushering transparency, efficiency and integrity and best corporate practices in the working of the organization. The Company has a Whistle Blower Policy meant to provide a channel to the Employees to report genuine concerns about unethical behaviour, actual or suspected fraud within the organization-link <https://ongcindia.com/web/eng/investors/policies>. Also, the Company has positioned an Integrity Pact (in association with Transparency International) which is signed with bidders to enable them to raise any issues with regard to tenders floated from time to time. The Company is the first among Indian companies to introduce signing of the Integrity Pact. People of high repute and integrity are appointed as Independent External Monitors to oversee implementation of the said Integrity Pact with the bidders.

The website of the Company ([www.ongcindia.com](http://www.ongcindia.com)) has reference to the various tenets as stated in the principle under the section on Corporate Governance.

**5. Number of Directors/KMPs/employees/workers against whom disciplinary action was taken by any law enforcement agency for the charges of bribery/ corruption:**

There was no disciplinary action taken against any director, KMPs, Employees and Worker in FY 2021-22.

Category	FY 2021-22	FY 2020-21
Directors	NIL	NIL
KMPs	NIL	NIL
Employees	NIL	NIL
Workers	NIL	NIL

**6. Details of complaints with regard to conflict of interest:**

There was no disciplinary action taken against director, KMPs, Employees and Worker in FY 2021-22.

Topic	FY 2021-22		FY 2020-21	
	Number	Remarks	Number	Remarks
Number of complaints received in relation to issues of Conflict of Interest of the Directors	NIL	NIL	NIL	NIL
Number of complaints received in relation to issues of Conflict of Interest of KMPs	NIL	NIL	NIL	NIL

**7. Provide details of any corrective action taken or underway on issue related to fines/penalties/action taken by regulators/law enforcement agencies/ judicial institutions, on case of corruption and conflict of interest.**

Not applicable.

**LEADERSHIP INDICATORS**

**1. Awareness programmes conducted for value chain partners on any of the Principles during the financial year:**

Total number of training and awareness programmes held	Topics/principles covered under the training	%age of persons in value chain covered by the awareness programmes
1. Skill development training (in hospitality, fashion designing and cutting & sewing and art, music and culture) at Baramulla, Kashmir	Social Awareness	490 students
2. Petroleum Sector Skill Initiative	Skill development	488 youth were trained in 9 different trades, 345 have secured placements and currently 90 more are undergoing training.
3. PCRA mega campaign SAKSHAM	Environmental Awareness	Several locals such as home makers, auto and truck drivers, farmers etc. benefit through the awareness created on fuel conservation.

**2. Does the entity have processes in place to avoid/ manage conflict of interests involving members of the Board? (Yes/No) If Yes, provide details of the same.**

Yes, The Company has a Code of Conduct in place for the Board of Directors and Senior Management (link <https://ongcindia.com/web/eng/investors/policies>), which inter-alia includes to make prudent judgement to avoid all situations, decision or relationship in case of conflict of interest. Further, Directors also submit their declaration(s) providing details of relatives/ related parties as per requirements of the Companies Act, 2013. As per requirements of the Companies Act, 2013 and related party transactions (including with relatives of Directors, if any) are reviewed to the Audit Committee.

## PRINCIPLE 2: Businesses should provide goods and services in a manner that is sustainable and safe

### ESSENTIAL INDICATORS

**1. Percentage of R&D and capital expenditure (capex) investments in specific technologies to improve the environmental and social impacts of product and processes to total R&D and capex investments made by the entity, respectively.**

Type	FY 2021-22	FY 2020-21	Details of improvement in social and environmental aspects
Research & Development (R&D)	₹ 5,130 million	₹ 5,541 million	<ul style="list-style-type: none"> <li>ONGC has signed MoU with SECI (Solar Energy Corporation of India) to develop renewable energy-based power, ESG (Environment, Social, and Governance) projects, for achieving its green energy objectives on 2 December 2021 in New Delhi.</li> <li>Patent for process of increasing recovery in gas wells by water shut off: The Institute of Reservoir Studies (IRS) has received a national patent for a process of increasing recovery of hydrocarbon gas in a subterranean formation by water shut off.</li> <li>Gas Hydrate Research &amp; Technology Centre (GHRTC), ONGC, Panvel signed an agreement with Indian Oil Corporation (IOC) R&amp;D Centre in Faridabad on 13 August 2021 for synthesis and evaluation of suitably functionalized nano-materials for their use as Kinetic Inhibitors (KHI) for Gas Hydrates.</li> </ul>
Capital Expenditure (CAPEX)	₹ 277,412 million	₹ 268,593 million	<ul style="list-style-type: none"> <li>Unconventional &amp; Alternate sources of energy: Shale Gas/Oil exploration.</li> </ul>

**2. a. Does the entity have procedures in place for sustainable sourcing? (Yes/No)**

The Company has put in place a well-devised procedure for sustainable sourcing. Company has a well-documented Material Management Manual. This Manual has been placed on the Company's website link- <https://ongcindia.com/web/eng/tendersbooklets> that helps in sourcing the requisites for operations and business activities in a steady, continuous, and sustainable manner. The Company has policies of long-term contracts and rate-contracts to ensure that operations and business pursuits do not suffer owing to externalities.

Sustainability and Sustainable Development has been embedded in work practices as a Corporate Mantra and are aligned with Kyoto protocol negotiations, GHG mitigation, Carbon management and greening the vendor chain.

**b. If yes, what percentage of inputs were sourced sustainably?**

In FY 2021-22, the Company generated 227.36 million units (MU) of wind energy & 37.48 million units (MU) of solar energy. To fulfil

its energy demands, ONGC consumes Natural gas, High Speed Diesel (HSD) and Aviation Turbine Fuel (ATF).

**3. Describe the processes in place to safely reclaim your products for reusing, recycling and disposing at the end of life, for (a) Plastics (including packaging) (b) E-waste (c) Hazardous waste and (d) other waste.**

Product recycling is not practiced in this sector. The product portfolio consists mainly of crude oil, natural gas and value-added products (LPG, Naphtha, C2-C3, kerosene oil, SKO etc), which cannot be recycled.

**4. Whether Extended Producer Responsibility (EPR) is applicable to the entity's activities (Yes / No). If yes, whether the waste collection plan is in line with the Extended Producer Responsibility (EPR) plan submitted to Pollution Control Boards? If not, provide steps taken to address the same:**

Not applicable.

### LEADERSHIP INDICATORS

**1. Has the entity conducted Life Cycle Perspective / Assessments (LCA) for any of its products (for manufacturing industry) or for its services (for service industry)? If yes, provide details in the following format?**

NIC Codes	Name of the Product/ Services	% of total Turnover contributed	Boundary for which the Life Cycle Perspective/ Assessment was conducted	Whether conducted by independent external agency (Yes/ No)	Results communicated in public domain (Yes/ No) If yes provide web-link
061	Crude Oil	71.59	Entire ONGC	Ongoing	Study is being conducted.
062	Natural Gas	10.65			
192	Liquefied Petroleum Gas	4.00			

**2. If there are any significant social or environmental concerns and/or risks arising from production or disposal of your products / services, as identified in the Life Cycle Perspective / Assessments (LCA) or through any other means, briefly describe the same along-with action taken to mitigate the same.**

It is well known that all the above products are having negative impact on the environment. However, they are also fulfilling the energy requirement to sustain the social development. Because of the portability, energy – rich nature and ability to deliver energy at a constant rate, fossil fuels are still the major energy sources of the world.

**3. Percentage of recycled or reused input material to total material (by value) used in production (for manufacturing industry) or providing services (for service industry).**

Product recycling is not practiced in this sector. The product portfolio consists majorly of crude oil, natural gas and value-added products (LPG, Naphtha, C2-C3, kerosene oil, SKO etc) which can't be recycled.



**4. Of the products and packaging reclaimed at end of life of products, amount (in metric tonnes) reused, recycled, and safely disposed, as per the following format:**

Product recycling is not practiced in this sector. The product portfolio consists majorly of crude oil, natural gas and value-added products (LPG, Naphtha, C2-C3, kerosene oil, SKO etc) which can't be recycled.

**5. Reclaimed products and their packaging materials (as percentage of products sold) for each product category.**

Product recycling is not practiced in this sector. The product portfolio consists majorly of crude oil, natural gas and value-added products (LPG, Naphtha, C2-C3, kerosene oil, SKO etc) which can't be recycled.

**PRINCIPLE 3 Businesses should respect and promote the well-being of all employees, including those in their value chains**

**ESSENTIAL INDICATORS**

**1. a. Details of measures for the well-being of Permanent Employees including Executive and Non-Executive**

Category	% of employees covered by										
	Total (A)	Health insurance		Accident insurance		Maternity benefits		Paternity Benefits		Day Care facilities	
		Number (B)	% (B / A)	Number (C)	% (C / A)	Number (D)	% (D / A)	Number (E)	% (E / A)	Number (F)	% (F / A)
Permanent Employees											
Male	25,121	25,121	100 %	25,121	100 %	-	-	25,121	100%	25,121	100%
Female	2,044	2,044	100 %	2,044	100 %	2,044	100%	-	-	2,044	100%
Total	27,165	27,165	100 %	27,165	100 %	2,044	7.52 %	25,121	92.47 %	27,165	100%

Employee benefits include salaries, wages, Contributory provident fund, gratuity, leave encashment towards un-availed leave, compensated absences, post-retirement medical benefits and other terminal benefits. All short-term employee benefits are recognized at their undiscounted amount in the accounting period in which they are incurred.

**Defined contribution plans**

Employee Benefit under defined contribution plans comprising Contributory Provident Fund (CPF), Post Retirement Benefit Scheme (PRBS), Employee Pension Scheme-1995(EPS) and Composite Social Security Scheme (CSSS) etc. is recognized based on the undiscounted number of obligations of the Company to contribute to the plan. The payments are made through respective trusts.

**Defined benefit plans**

Defined employee benefit plans comprising of gratuity, post-retirement medical benefits and other terminal benefits, are recognized based on the present value of defined benefit obligation, which is computed using the projected unit credit method, with actuarial valuations being carried out at the end of each annual reporting period. The Company contributes all ascertained liabilities with respect to gratuity and un-availed leave to the ONGC's Gratuity Fund Trust (OGFT) and Life Insurance Corporation of India (LIC), respectively. Other defined benefit schemes are unfunded, as furnished in Standalone as well as Consolidated Financial Statements.

**b. Details of measures for the well-being of workers:**

The Company ensures compliance with various labour legislations such as Payment of Wages Act 1936, Minimum Wages Act 1948, Equal Remuneration Act 1976, Industrial Disputes Act 1947, Employees State Insurance Act 1948, Employees Provident fund and Miscellaneous Provisions Act 1952, Contract Labour (R&A) Act, 1970, Child Labour (Prohibition and Regulation) Act 1986 etc. As a responsible principal employer, the Company ensures that contract labours are treated fairly as per law and for any complaints or disputes, the contractor is advised to settle the issue in accordance with the law.

Various in-house policies like service rules, leave rules, gratuity rule, CPF rules, HBA (House Building Advance), Conveyance Advance,

Education loans also confirm to Human Rights values. The Company has also implemented Fair Wage Policy for contractors' workers to provide them wages over and above the minimum wages and other statutory and non-statutory benefits.

**2. Details of retirement benefits, for Current FY and Previous Financial Year:**

The Company makes fixed provident fund contributions to a separate trust, which invests the funds in permitted securities. The obligation of the Company is to make such fixed contribution and to ensure a minimum rate of return to the members as specified by Gol. As per the report of the actuary, overall interest earnings and cumulative surplus is more than the statutory interest payment requirement. Hence, no further provision is considered necessary. The details of the fair value of plan assets and obligations are as under:

Particulars with respect to ONGC	As on 31 March 2022 (₹ in million)	As on 31 March 2021 (₹ in million)
Obligations at year end	147,300.29	143,302.00
Fair Value of Plan Assets at year end	149,259.15	144,788.00

**3. Accessibility of workplaces: Are the premises / offices of the entity accessible to differently abled employees and workers, as per the requirements of the Rights of Persons with Disabilities Act, 2016? If not, whether any steps are being taken by the entity in this regard.**

ONGC ensures requisite facilities and infrastructure to enable Persons with Disabilities (PwD) to effectively continue creating impact in the organisation. Apart from preference in recruitment, they are provided with special facilities and amenities in terms of suitable job assignments, assistive devices and preference in transfer/posting, accommodation, special casual leave, free accessibility, and barrier-free environment at the workplace.

**4. Does the entity have an equal opportunity policy as per the Rights of Persons with Disabilities Act, 2016? If so, provide a web-link to the policy.**

ONGC ensures to provide equal opportunity, the Company has implemented a number of women friendly and Person With disability (PWD) oriented policies and facilities

link - <https://ongcindia.com/web/eng/investors/policies>. To encourage their participation, various programmes for women empowerment and development, including initiatives on gender sensitisation have also been organised across the Company. ONGC is following the provision under the Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013 including the constitution of Internal Complaints Committees (ICC) for dealing with complaints of sexual harassment of women in workplace.

#### 5. Return to work and Retention rates of permanent employees and workers that took parental leave.

Total Number of people who took parental leave in FY 2021-22	Total Number of people who returned after availing parental leave
<b>Permanent Employees</b>	
298	298

#### 6. Is there a mechanism available to receive and redress grievances for the following categories of employees and worker? If yes, give details of the mechanism in brief.

Yes. A structured four tier Grievance Management System is in place in the Company to address employee grievances related to policy/ policies. The channel of grievance is Reporting Authority of the employee, Sectional In-charge, Key Executive and the Appeals Committee. Appeals Committee has outside professionals as members and is empowered to suggest measures to prevent similar grievances in future. CMD takes the final decision in totality on the grievance of the employee with inputs from Director (HR), if required.

The mechanism/procedures allow employees to escalate their grievances to the level of Director (HR) of the Company and in some case even to the Executive Committee for justifiable redressal of issues & concerns. Collectives and Officers association are engaged/ associated at every stage to discuss/ negotiate the policy issues and address their concerns. An Executive Director level position oversees Employee Relations and Industrial Relations (ER&IR) and maintains cordial, motivated and a spirited work atmosphere. All the employees have access to CMD and Directors through e-mails as well.

ONGC has also introduced E-Grievance handling mechanism for quick redressal of grievances, which can be assessed with the link <https://grievance.ongc.co.in/>

S I . No.	Category	Grievances Received	Grievances Pending	Grievances Closed
1	Employee	17	16	1
2	Public	22	16	7
3	Vendor	5	38	0
4	Ex-Employee	50	42	9

**Note:** In addition to the number of 'Grievance Closed', almost all the grievances have been replied/resolved. However, due to an ongoing system updation, the exact status of closed grievances has not been reflected in the portal.

#### 7. Membership of employees and worker in association(s) or Unions recognized by the listed entity:

Yes.

A. Executive Cadre: The Association of Scientific and Technical Officers (ASTO) has been recognized to represent the issues related to the executives.

B. Non-Executive Cadre: There are twelve Recognized Unions as under:

i. ONGC (WoU) Karmachari Sanghatana, Mumbai

ii. ONGC Employee's Association, Kolkata

iii. Petroleum Employees Union, Chennai

iv. Petroleum Employees Union, Karaikal

v. Petroleum Employees Union, Rajahmundry

vi. Petroleum Employees Union, Ahmedabad

vii. ONGC Mazdoor Sangh, Ankleshwar

viii. ONGC Employees Mazdoor Sabha, Mehsana

ix. ONGC Purbanchal Employee's Association, Sivasagar/Jorhat

x. ONGC Staff Union, Dehradun

xi. ONGC Employees' Union, Agartala

xii. Trade Union of ONGC Workers, Silchar.

Besides above, All India SC/ST Employees Welfare Association and All India OBC/MOBC Employees Welfare Association are also recognized by the Company to represent the specific employee groups/categories.

#### 8. Details of training given to employees and workers:

ONGC has always worked towards creating a learning-driven work culture. It consistently encourages its employees to participate in the training workshops to sharpen their personal and technical competencies.

Category	FY 2021-22				
	Total (A)	On Health and safety measures		On Skill upgradation	
		No. (B)	% (B / A)	No. (C)	% (C / A)
Executive					
Male	15,013	4,873	32.45 %	12,875	85.75 %
Female	1,401	77	5.49 %	1,394	99.50 %
Total	16,414	4,950	30.15 %	14,269	86.93 %
Non-Executive					
Male	10,108	2,226	22.02 %	1,892	18.71 %
Female	643	10	1.55 %	210	32.65 %
Total	10,751	2,236	20.79 %	2,102	19.55 %

NOTE: No. of employees and no. of training program imparted may not be matching as employees undergo different type of training programmes as per requirements during the same year.

#### 9. Details of performance and career development reviews of employees and worker:

ONGC's talent management strategy is focused on building an optimal and competent workforce to meet business needs, and is centered around workforce planning and talent acquisition, performance management, learning & development, career growth, succession planning and leadership development. There were 27,165 employees on roll as on 31 March 2022. These ONGCians dedicated themselves to securing the Company's excellent performance during the year, even amidst the challenges of a global pandemic situation. ONGCians responded to the imperatives of a New Normal with agility, resolve and spirit of collective collaboration to ensure continuous operations while maintaining focus on health & safety through institutionalized COVID appropriate Standard Operating Procedures.

The Company continued with the two focused leadership development programmes for junior and middle level executives



- FuEL (Future Energy Leaders Programme) for E1 to E3 level executives and OYL (ONGC Young Leaders Programme) for E4 and E5 level executives in FY'21. These customized programmes were in association with Centres of Excellences to groom young executives as future leaders who will take ONGC to the next level. Five batches of Management Development Programs (MDP) were organized for officers who were recently promoted to corporate level.

#### 10. Health and safety management system:

<b>a. Whether an occupational health and safety management system has been implemented by the entity? (Yes/No). If yes What is the coverage of such system?</b>	Yes. The Company has formulated a comprehensive Health, Safety and Environment (HSE) policy. ONGC has a well-placed Quality, Health, Safety, and Environment (QHSE) Management system based on ISO 9001, ISO 14001, and ISO 45001 at its installations with its awareness around the industrial hazards inherent to its operations, it becomes equally important to ensure that the plants and equipment are safe, reliable, secure, and efficient to operate. To ensure zero incidents and accidents, the occupational health and safety aspects of its operations have been systematically designed, tested, operated, inspected, and maintained in a sustainable manner. Coverage to all permanent and contractual employees.
<b>b. What are the processes used to identify work-related hazards and assess risks on a routine and non-routine basis by the entity?</b>	ONGC has a well-placed Quality, Health, Safety, and Environment (QHSE) Management system based on ISO 9001, ISO 14001, and ISO 45001 at its installations with its awareness around the industrial hazards inherent to its operations.
<b>c. Whether you have processes for workers to report the work-related hazards and to remove themselves from such risks. (Yes/No)</b>	Yes
<b>d. Do the employees/ worker of the entity have access to non-occupational medical and healthcare services? (Yes/ No)</b>	Yes

#### 11. Details of safety related incidents, in the following format:

Safety Incident/ Number	FY 2021-22	FY 2020-21
Lost Time Injury Frequency Rate (LTIFR) (per one million-person hours worked)	1.07	0.58
Total recordable work-related injuries	460	534
No. of Fatal Accidents	4	3

#### 12. Describe the measures taken by the entity to ensure a safe and healthy workplace.

The Company has formulated a comprehensive Health, Safety and Environment (HSE) policy. With its awareness around the industrial hazards inherent to its operations, it becomes equally important to ensure that the plants and equipment are safe, reliable, secure, and efficient to operate. To ensure zero incidents and accidents, the occupational health and safety aspects of its operations have been systematically designed, tested, operated, inspected, and maintained in a sustainable manner. ONGC has a well-placed Quality, Health, Safety, and Environment (QHSE) Management system based on ISO 9001, ISO 14001, and ISO 45001 at its installations.

On the health front, the Company conducts an annual health medical check-up for all its employees in compliance with the requirements stated under The Mines Act. Across all its facilities, ONGC has arranged hospitals that are manned with doctors 24x7, trained nursing staff and a panel of specialist consultants. To strengthen its safety plan and regulations, the Company is augmenting safety awareness among its employees, which further eliminates the occurrence of any incident.

#### 14. Assessments for the year:

Topic	% of your plants and offices that were assessed (by entity or statutory authorities or third parties)
<b>Health and safety practices</b>	During the year 2021-22, External Safety Audits were conducted by Oil Industry Safety Directorate (OISD) at 76 Installations. Directorate General of Mines Safety (DGMS) is a Regulatory Agency under the Ministry of Labour and Employment, Govt in matters pertaining to occupational safety, health and welfare of persons employed in mines including oil mines. DGMS carried out inspections at 81 Installations during the year 2021-22.
<b>Working Conditions</b>	

#### 15. Provide details of any corrective action taken or underway to address safety-related incidents (if any) and on significant risks / concerns arising from assessments of health & safety practices and working conditions.

- Mock drills are being conducted at installations/rigs to check the efficacy of preparedness against defined emergency scenarios as per the risks envisaged in the respective emergency response plans. During 2021-22, 17,153 mock drills were conducted 17,130 ERP (Emergency Response Plan) and 09 onsite DMP (Disaster Management Plan), 11 offsite DMP & 3 RCP (Regional Contingency Plan) mock drills.
- Mines Vocational Training (MVT), a mandatory training as per Mines Act, is being imparted to both employees and contract personnel through in-house training centres. It is an essential safety training being provided to staff level field going personnel. In spite of COVID-19 pandemic limitations, MVT was provided to 3,973 personnel (1,912 Company Employees and 2,061 Contract Personnel) in 2021-22.
- In order to ensure awareness amongst all the employees and contract workers, Ten Safety Rules Awareness Programs are regularly being conducted at rigs/ installations. In 2021-22, the program covered 40,500 personnel, which is the highest achieved so far on annual basis.



## LEADERSHIP INDICATORS

**1. Does the entity extend any life insurance or any compensatory package in the event of death of (A) Employees (Y/N) (B) Workers (Y/N).**

**a. Employees (Yes/No):**

Yes

**b. Workers (Yes/No):**

Yes

**2. Provide the measures undertaken by the entity to ensure that statutory dues have been deducted and deposited by the value chain partners**

According to records of the Company, undisputed statutory dues including Provident Fund, Income Tax, Sales Tax, Service Tax, Duty of Customs, Duty of Excise, Value Added Tax, Goods and Service Tax, Cess and other statutory dues have generally been regularly deposited by the Company to the appropriate authorities. No undisputed amounts payable in respect of the aforesaid dues were outstanding as of 31 March 2022 for a period more than six months from the date of becoming payable.

**3. Does the entity provide transition assistance programs to facilitate continued employability and the management of career endings resulting from retirement or termination of employment? (Yes/ No).-**

No

**PRINCIPLE 4: Businesses should respect the interests of and be responsive to all its stakeholders**

## ESSENTIAL INDICATORS

**1. Describe the processes for identifying key stakeholder groups of the entity:**

Details of Stakeholder Engagement Process provided in section "About Integrated Report" at Page No. 30.

**2. List stakeholder groups identified as key for your entity and the frequency of engagement with each stakeholder group:**

List of key Stakeholder groups provided in section "About Integrated Report" at Page No. 28.

## LEADERSHIP INDICATORS

**1. Provide the processes for consultation between stakeholders and the Board on economic, environmental, and social topics or if consultation is delegated, how is feedback from such consultations provided to the Board.**

Details of processes for consultation provided in section "About Integrated Report" at Page No. 30.

**2. Whether stakeholder consultation is used to support the identification and management of environmental, and social topics (Yes / No). If so, provide details of instances as to how the inputs received from stakeholders on these topics were incorporated into policies and activities of the entity.**

Yes. Details of instances provided in section "About Integrated Report" at Page No. 30.

**3. Provide details of instances of engagement with, and actions taken to, address the concerns of vulnerable/ marginalized stakeholder groups.**

The CSR policy of ONGC covers CSR Projects / Programmes within the geographical limits of India, preferably towards the benefit of marginalized, disadvantaged, poor and deprived sections of the community and the environment. This way the ultimate objective is to reach the bottom of the pyramid in our demographic strata and touch their lives in a positive manner. Thus, while ONGC has

engaged in serving the society through various welfare measures since its inception, it has now adopted a more structured approach in undertaking such welfare measures. Many projects related to infrastructure development, education and healthcare have been undertaken in remote areas mainly populated with disadvantaged groups. The Company has carried out baseline survey and need assessment around a few of our areas of operation to have greater insight into the needs of the community through structured interactions and feedbacks.

**PRINCIPLE 5: Businesses should respect and promote human rights**

## ESSENTIAL INDICATORS

**1. Employees and workers who have been provided training on human rights issues and policy(ies) of the entity, in the following format:**

ONGC continue to build the awareness and knowledge of its employees and workers on Human Rights, including labour rights, encouraging them to speak up, without retribution, about any concerns they may have. ONGC has an elaborate training infrastructure to impart various types of trainings to its employees and workers. Different elements of Human Rights are incorporated as part of these trainings. However, exclusive training on Human Rights is carried in few work centres, for example employees of Rajahmundry Asset and Uran plant received 136 hours and 7 hours of training on Human Rights.

**2. Details of minimum wages paid to employees and workers, in the following format**

Category	FY 2021-22		
	Total (A)	More than Minimum Wage	
		No. (B)	% (B / A)
Executive			
Male	15,013	15,013	100 %
Female	1,401	1,401	100 %
Total	16,414	16,414	100 %
Non-executive			
Male	10,108	10,108	100 %
Female	643	643	100 %
Total	10,751	10,751	100 %

**3. Details of remuneration/salary/wages, in the following format:**

	Male		Female	
	Number	Median remuneration/ salary/ wages of respective category	Number	Median remuneration/ salary/ wages of respective category
<b>Board of Directors (BoD)</b>	4	7,291,108.29	1	7,421,862.81
<b>Key Managerial Personnel</b>	2	6,626,971.00	0	-
<b>Employees other than BoD and KMP</b>	15,011	3,540,589.00	1,401	2,928,834.29
<b>Workers</b>	10,108	1,560,865.90	643	1,469,344.00



**4. Do you have a focal point (Individual/ Committee) responsible for addressing human rights impacts or issues caused or contributed to by the business? (Yes/No)**

Yes, Across ONGC Group, systems and processes are in place in a manner that minimizes human rights violations in operations as well as supply chain. ONGC also promote the provision of effective grievance mechanisms by business partners, including suppliers and contractors and has an independent Chief Vigilance Officer who reports to the Central Vigilance Commission, Govt. of India.

**5. Describe the internal mechanisms in place to redress grievances related to human rights issues.**

There are well-established policies and practices in place such as the Online Grievance Management System, Whistle Blower Policy/ Vigil Mechanism, including strict compliance to laws, rules, and regulations, such as labour rights, health and safety, non-discrimination, freedom of association and collective bargaining, human rights disciplinary practices, contract management, and Prevention of Sexual Harassment, amongst others. ONGC also has an independent Chief Vigilance Officer who reports to the Central Vigilance Commission, Govt. of India.

**6. Number of Complaints on the following made by employees and workers:**

	FY 2021-22		
	Filed during the year	Pending resolution at the end of year	Remarks
<b>Sexual Harassment</b>	04	03	01 case is disposed off. In the remaining 03 cases, Internal Complaints Committee (ICC) has submitted its report.
<b>Discrimination at Workplace</b>	NIL	NIL	NIL
<b>Child Labour</b>	NIL	NIL	NIL
<b>Forced Labour/ Involuntary Labour</b>	NIL	NIL	NIL

**7. Mechanisms to prevent adverse consequences to the complainant in discrimination and harassment cases.**

Compliance is ensured with all applicable regulations related to human rights such as the Payment of Wages Act, 1936; Minimum Wages Act, 1948; Equal Remuneration Act, 1976; Industrial Dispute Act, 1947; ESI Act, 1948; Employees Provident fund and Miscellaneous Act, 1952; The Contract Labour (Regulation and Abolition) Act (CLRA), 1970; Child Labour (Prohibition and Regulation) Act, 1986. As a responsible principal employer, ONGC Group ensures that contractual labour is treated fairly, and immediate corrective actions are taken in response to any complaints or disputes.

In accordance with the SHWW (PPR) Act 2013 and ONGC's guidelines for dealing with complaints of sexual harassment, Internal Complaints Committees (ICC) are functional at each work centre of ONGC. An aggrieved woman can submit her complaint in writing to the Internal Complaints Committee of her work center.

The ICC acts upon the complaint received directly or through administrative authorities or may take cognizance of any incident suo-motto. The report of ICC is submitted to the disciplinary authority for appropriate action under ONGC CDA Rules.

**8. Do human rights requirements form part of your business agreements and contracts? (Yes/No)**

Yes, the Human Rights aspect of ONGC extend to suppliers and contractors of the Company.

**LEADERSHIP INDICATORS**

**1. Details of a business process being modified / introduced as a result of addressing human rights grievances/complaints. –**

ONGC has also introduced E-Grievance handling mechanism for quick redressal of grievances, which can be assessed with the link <https://grievance.ongc.co.in/>

**2. Details of the scope and coverage of any Human rights due diligence conducted.**

Due diligence is conducted by the Company as stipulated under the applicable rules and regulations.

**3. Is the premise/office of the entity accessible to differently abled visitors, as per the requirements of the Rights of Persons with Disabilities Act, 2016?**

Same as Point No. 3 of Principle No. 3

**4. Details on assessment of value chain partners:**

The Company ensures compliance with applicable labour practice laws, including child labour and human rights issues, throughout its supply chain.

**5. Provide details of any corrective actions taken or underway to address significant risks / concerns arising from the assessments at Question 4 above.**

The Company ensures fair pay, which is at least the minimum wage or the appropriate prevailing wages, whichever is higher, to comply with all legal requirements on wages. Compliance is ensured with all applicable regulations related to human rights such as the Payment of Wages Act, 1936; Minimum Wages Act, 1948; Equal Remuneration Act, 1976; Industrial Dispute Act, 1947; ESI Act, 1948; Employees Provident fund and Miscellaneous Act, 1952; The Contract Labour (Regulation and Abolition) Act (CLRA), 1970; Child Labour (Prohibition and Regulation) Act, 1986.

**PRINCIPLE 6: Businesses should respect and make efforts to protect and restore the environment**

**ESSENTIAL INDICATORS**

**1. Details of total energy consumption (in Joules or multiples) and energy intensity, in the following format:**

Parameter	FY 2021-22	FY 2020-21
Total electricity consumption (A) (GJ)	877,968.00	906,840.00
Total fuel consumption (B) (GJ)	140,827,880.00	150,442,410.00
Energy consumption through other sources (C) (GJ)	351,648.00	315,828.00

<b>Total energy consumption (A+B+C) (GJ)</b>	142,057,496.00	151,665,078.00
Energy intensity per rupee of turnover (Total energy consumption/turnover in rupees) (GJ per million ₹)	128.74	222.57

**Note:** Indicate if any independent assessment/ evaluation/assurance has been carried out by an external agency? (Y/N) If yes, name of the external agency –

Yes, M/s Bureau Veritas.

**2. Does the entity have any sites / facilities identified as designated consumers (DCs) under the Performance, Achieve and Trade (PAT) Scheme of the Government of India? (Y/N) If yes, disclose whether targets set under the PAT scheme have been achieved. In case targets have not been achieved, provide the remedial action taken, if any.**

No

**3. Provide details of the following disclosures related to water, in the format given below:**

Parameter	FY 2021-22	FY 2020-21
<b>Water withdrawal by source (in kilolitres)</b>		
(i) Surface water	4,855,611.00	10,268,456.60
(ii) Groundwater	3,547,865.30	3,649,941.80
(iii) Third party water - Municipal	5,537,211.00	5,218,335.00
(iv) Seawater / Desalinated water	256,084.50	283,213.00
(v) Others (Rainwater storage)	6,111,659.44	2,494,723.00
<b>Total volume of water withdrawal (in kilolitres) (i + ii + iii + iv + v)</b>	20,308,431.24	21,914,669.40
Total volume of water consumption (in kilolitres)	20,308,431.24	21,914,669.40
Water intensity per rupee of turnover (Water consumed / turnover) (kl per crore ₹ of revenue)	184.04	321.60

**Note:** Indicate if any independent assessment/ evaluation/assurance has been carried out by an external agency? (Y/N) If yes, name of the external agency. –

Yes, M/s Bureau Veritas.

**4. Has the entity implemented a mechanism for Zero Liquid Discharge? If yes, provide details of its coverage and implementation:**

Produced water has been one of ONGC's focus areas for sustainable water use. Effluent treatment plants have been installed in work centers to treat effluent generated during processing of oil and gas to meet statutory requirements for discharge of treated effluent at surface/subsurface. ONGC operates more than 40 nos. of Effluent Treatment Plants (ETPs) with designed

capacity of handling more than 1,00,000 m<sup>3</sup>/ day of effluent from onshore production installations/plants. This water is disposed in underground reservoirs, through specially prepared effluent disposal wells, after treating them to disposable levels. With certain additional treatment, this water is further treated and reused for technical uses like injecting back into the formation called 'Water Injection' for the purpose of maintaining reservoir pressure. Treated effluent water is also used for the various purposes during drilling at drill sites and also used for floor cleaning and other utilities.

**5. Please provide details of air emissions (other than GHG emissions) by the entity, in the following format:-**

Parameter	Please specify unit	FY 2021-22
NOx	mg/m <sup>3</sup>	Continuous Ambient Air Quality monitoring is being done at all three plants in ONGC i.e. Hazira Plant, Uran Plant & C2-C3 Plant as per the stipulations in the consent to operate issued by concerned State Pollution Control Board.
SOx	mg/m <sup>3</sup>	
Particulate matter (PM)	mg/m <sup>3</sup>	
Persistent organic pollutants (POP)	NA	As per the EIA Notification 2006, these plants fall under the category of Petroleum Complex whereas the production installation fall in the category of exploration, development & production of Oil & Gas.
Volatile organic compounds (VOC)	NA	
Hazardous air pollutants (HAP)	mg/m <sup>3</sup>	
Others – please specify	PPM	Accordingly, for production installations, the ambient air quality monitoring is done on six-monthly basis and compliance reports are being submitted every six month to respective Integrated Regional Office, MoEF&CC.

**Note:** Indicate if any independent assessment/ evaluation/assurance has been carried out by an external agency? (Y/N) If yes, name of the external agency.

No.

**6. Provide details of greenhouse gas emissions (Scope 1 and Scope 2 emissions) & its intensity, in the following format:**

Parameter	Unit	FY 21-22	FY 20-21
<b>Total Scope 1 emissions</b> (Break-up of the GHG into CO <sub>2</sub> , CH <sub>4</sub> , N <sub>2</sub> O, HFCs, PFCs, SF <sub>6</sub> , NF <sub>3</sub> , if available)	tCO <sub>2</sub> e	8,920,000	9,154,942
<b>Total Scope 2 emissions</b> (Break-up of the GHG into CO <sub>2</sub> , CH <sub>4</sub> , N <sub>2</sub> O, HFCs, PFCs, SF <sub>6</sub> , NF <sub>3</sub> , if available)	tCO <sub>2</sub> e	210,000	260,306
<b>Total Scope 1 and Scope 2 emissions per Ton of production</b>	tCO <sub>2</sub> e/ton of O+OEG	0.21	0.21





**Note: Indicate if any independent assessment/ evaluation/assurance has been carried out by an external agency? (Y/N) If yes, name of the external agency –**

Yes, M/s Bureau Veritas.

**7. Does the entity have any project related to reducing Green House Gas emission? If Yes, then provide detail**

The Company carries out GHG accounting of its Scope 1 and Scope 2 emission every year. Hot spots are identified for taking up emission reduction activities. The Company has implemented various programmes like Renewable Energy, Clean Development Mechanism (CDM), Global Methane Initiative (GMI), Gas Flare Reduction Projects, Paperless Office, Green Buildings, Renewable Energy, LED programme, Energy Efficient Equipment, Dynamic Gas Blending, Micro turbines etc for reducing Green House Gas emission.

**8. Provide details related to waste management by the entity, in the following format:**

Parameter	FY 2021-22	FY 2020-21
<b>Total Waste generated (in metric tonnes)</b>		
E-waste (A)	56.7	36.8
Hazardous Waste (B)	26,360	74,539
Non-hazardous waste generated (C). Please specify, if any. (Break-up by composition i.e. by materials relevant to the sector)	20,352	2,705
<b>Total (A + B + C)</b>	<b>46,768.7</b>	<b>77,280.8</b>

**Note: Indicate if any independent assessment/ evaluation/assurance has been carried out by an external agency? (Y/N) If yes, name of the external agency.**

Yes, M/s Bureau Veritas.

**9. Briefly describe the waste management practices adopted in your establishments. Describe the strategy adopted by your company to reduce usage of hazardous and toxic chemicals in your products and processes and the practices adopted to manage such wastes.**

**a) Effluent Treatment Plants:** ETPs are commissioned at various work centres for treatment of effluent water produced during the operations. The effluent water is treated to bring them to disposal levels as recommended by the State PCBs.

**b) Oil-soaked sand and oily sludge:** Bio-remediation is a technique to treat oil sludge and oil soaked sand generated during the E&P operations using Oil Zapper technology.

In this method, oil eating consortium of bacteria is used to break down oil sludge and oil soaked sand into less toxic or non-toxic substances (sand).

**c) Reduction of oil and oil contaminated waste water spillage:** ONGC complies with all precautionary safety measures to minimize such spillages.

**d) Reduction of produced water generation:** ONGC regularly does work-over operation in producing wells to reduce excess water production. Water shut off jobs are carried out in wells to reduce waste water production from wells.

**e) Suspended particulate Matter Reduction:** ONGC has introduced silos at many drill sites to decrease escaping of fine particles of chemicals such as barites and cement into air.

**10. If the entity has operations/offices in/around ecologically sensitive areas (such as national parks, wildlife sanctuaries, biosphere reserves, wetlands, biodiversity hotspots, forests, coastal regulation zones etc.) where environmental approvals / clearances are required, please specify details in the following format:**

While conducting Environment Impact Assessment studies, if schedule 1 species are cited in the study area of the project, then conservation plan along with the earmarked fund for the cited species is submitted to the concerned state wildlife division, the copy of same is also submitted to MoEF&CC. During the year the following Environmental Clearances were granted.

Environmental Clearances Details	
1	Conversion of 37 exploratory wells to development wells, Tripura Asset
2	Exploration, Development and production in five onshore PML blocks in AAFB, A&AA Basin, Cachar District and Karimganj District, Assam
3	Exploration in Upper Assam Shelf (South) in Jorhat & Golaghat district, Assam for 4 forest locations (KSAD, KSAE, KSAI and KSAH), A&AA Basin, Assam
4	Onshore Exploration of Oil and Gas from 2 wells (KHBD & NRAD) in forest area in Golaghat district, A&AA Basin, Assam
5	Drilling of exploratory location TIAG falling in Tichna PML at Jagatrapur, Kathalia Tehsil, Sonamura Sub-Division, Sepahijala District, Tripura
6	Exploratory Drilling (2 wells) of OALP-IV Block VNONHP-2019/4, Son Valley, Vindhyan Basin, Madhya Pradesh, Frontier Basin
7	Exploratory drilling of 3 wells in OALP-IV Block VN-ONHP-2019/1, Son Valley, Vindhyan Basin, District Damoh, Madhya Pradesh, Frontier Basin
8	Drilling of exploratory wells(38 Nos.) in the non-forest areas of the Cachar district PML Block and Pre-NELP Block AA-ONJ/2, Assam
9	Exploratory drilling of 5 wells in NELP-VIII Block VN-ONN-2009/3, Frontier Basin, Madhya Pradesh

# 11. Details of environmental impact assessments of projects undertaken by the entity based on applicable laws, in the current financial year:

S.No.	Location of operations/offices	Type of operations	Whether the conditions of environmental approval / clearance are being complied with? (Y/N) If no, the reasons thereof and corrective action taken, if any.
1	Tripura	Conversion of 37 Exploratory wells to Development Wells	Yes. All EC conditions are being complied.
2	Tripura	Onshore Development & Production from 105 wells in 12 nomination PML blocks in Sepahijala, west Tripura and Gomti district of Tripura & 10 wells & Khubal GCS in NELP PML of North Tripura district	
3	West Bengal	Drilling of 15 Development Wells & Construction of QPS at Ashoknagar	
4	Andhra Pradesh	Development and Production of gas from 11 wells in the Offshore blocks KG-OSN 2004/1(NELP) & GS-49-2(PML), establishment of 2 unmanned platforms & onshore production facility at Odalarevu and laying of 116.68 KM pipeline	

# 12. Is the entity compliant with the applicable environmental law/ regulations/ guidelines in India; such as the Water (Prevention and Control of Pollution) Act, Air (Prevention and Control of Pollution) Act, and Environment Protection Act and Rules thereunder (Y/N). If not, provide details of all such non-compliances, in the following format:

Yes, the Company is complying with all applicable rules and regulations while carrying out its operations across 400+ installations PAN India, however, the following non-compliances were recorded for the year:

S. No.	Any fines/ penalties/ action taken by regulatory agency such as pollution control boards or by courts	Corrective action taken, if any
1	Asset: Ankleshwar - Received 1 SCN on 09.03.2022 from GPCB.	Show Cause Notice issued by State Pollution Control Board to work centres were related to non-adherence of few provision of consent to operate conditions.  Corrective actions were taken and compliance replies were submitted by work centres to respective SPCB's. As no further communications were received from SPCB's in respect to ONGC's submission, the issue is deemed to be resolved.
2	Asset: Cambay - . As per information received from Cambay Asset, 4 Show Cause Notices were issued to Asset dated 27.08.2021, 22.02.2022 & 07.03.2022 from GPCB	
3	Asset: Cauvery - Received 1 SCN from TNPB.	
4	Asset: Assam - Received 1 SCN from APCB.	
5	Plant: Uran: Received 1 SCN on 13.12.2021 from MPCB.	
6	Asset: Rajahmundry - Received 3 SCN from APPCB	Replies dated 10.11.2021, 03.11.2021 & 25.10.2021 for Tatipaka GCS & Mini Refinery, GGS Gopavaram & GGS Kesanapalli respectively submitted with action plan to APPCB.  NGT case: ONGC- NGT- OA 175/2020 NGT Case(Venkatapathi Raja Yenumula Vs Union of India & Others)  Matter is subjudice.

# LEADERSHIP INDICATORS

1. Provide break-up of the total energy consumed (in Joules or multiples) from renewable and non-renewable sources, in the following format:

Parameter	FY 2021-22	FY 2020-21
<b>From renewable sources</b>		
Total electricity consumption in GJ (A)	351,648.00	315,828.00
Total fuel consumption (B)	00	00
Energy consumption through other sources (C)	00	00
<b>Total energy consumed from renewable sources (A+B+C)-GJ</b>	<b>351,648.00</b>	<b>315,828.00</b>
<b>From non-renewable sources GJ</b>		
Total electricity consumption (D) - GJ	877,968.00	906,840.00
Total fuel consumption (E) - GJ	140,827,880.00	150,442,410.00
Energy consumption through other sources (F)	-	-
<b>Total energy consumed from non-renewable sources (D+E+F)</b>	<b>141,705,848.00</b>	<b>151,349,250.00</b>



Note: Indicate if any independent assessment/ evaluation/ assurance has been carried out by an external agency? (Y/N) If yes, name of the external agency.

Yes, M/s Bureau Veritas.

### 3. Water withdrawal, consumption & discharge in following format:

Parameter	FY 2021-22	FY 2020-21
<b>Water withdrawal by source (in kilolitres)</b>		
(i) Surface water	4,855,611.00	10,268,456.60
(ii) Groundwater	3,547,865.30	3,649,941.80
(iii) Third party water	5,537,211.00	5,218,335.00
(iv) Seawater / Desalinated water	256,084.50	283,213.00
(v) Others	6,111,659.44	2,494,723.00
<b>Total volume of water withdrawal (in kilolitres)</b>	20,308,431.24	21,914,669.40
<b>Total volume of water consumption (in kilolitres)</b>	20,308,431.24	21,914,669.40
<b>Water intensity per rupee of turnover (Water consumed / per crore of turnover)</b>	184.04	321.60

Note: Indicate if any independent assessment/ evaluation/assurance has been carried out by an external agency? (Y/N) If yes, name of the external agency –

Yes, M/s Bureau Veritas.

### 4. Please provide details of total Scope 3 emissions & its intensity, in the following format

ONGC has been accounting its Scope 1 and Scope 2 emissions from the year 2009-10. A scientific study on comprehensive carbon foot printing including Scope 1, 2 and Scope-3 emissions with strategies and financial implications for emission reduction and net zero emissions of ONGC is being conducted.

Note: Indicate if any independent assessment/ evaluation/assurance has been carried out by an external agency? (Y/N) If yes, name of the external agency.

Not applicable

### 6. If the entity has undertaken any specific initiatives or used innovative technology or solutions to improve resource efficiency, or reduce impact due to emissions / effluent discharge / waste generated, please provide details of the same as well as outcome of such initiatives, as per the following format:

Sr. No	Initiative undertaken	Details of the initiative (Web-link, if any, may be provided along-with summary)
1	Water Recycling	Around 1,660 M3 technical water being recycled by Drilling Services Bokaro Asset, resulting into monetary saving of around Rs 3.7 Lakhs/ annum. (Water saving of 1,660 M3)
2	Waste management	During FY 2021-22, about 26,360 MT of Oil Contaminated Waste/ Oily Sludge was bio-remediated across ONGC.
3	Emission Control	ONGC has a large portfolio of projects for reducing the GHG emission across its value chain like Renewable Energy, CDM projects, GMI programme, Gas flare reduction, Waste Heat Recovery systems, Dynamic Gas Blending, Micro turbines etc.

4	Energy efficiency	Replacement of conventional lights with LED systems, Energy Efficient motors, ACs, Refrigerators, Fans , Diesel engines etc.
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### 7. Does the entity have a business continuity and disaster management plan? Give details in 100 words/ web link.

ONGC has a robust supply chain network and advanced technologies and system of oil and gas sector. ONGC has disaster management plans with special emphasis on handling such unprecedented cyclonic situations. The Company has also launched a massive exercise of Companywide safety management assessment and implementation of reviewed safety standards benchmarked to international practices of E&P industries. Mock drills are being conducted at installations/rigs to check the efficacy of preparedness against defined emergency scenarios as per the risks envisaged in the respective emergency response plans.

### 8. Disclose any significant adverse impact to the environment, arising from the value chain of the entity. What mitigation or adaptation measures have been taken by the entity in this regard?

Environment Management Plan as per the EIA Report and conditions stipulated in Environment Clearance are applicable for value chain partners. The QHSE Management System is also extended to them and they are subjected to internal and external audits.

**PRINCIPLE 7: Businesses when engaging in influencing public and regulatory policy, should do so in a manner that is responsible and transparent**

### ESSENTIAL INDICATORS

#### 1. a) Number of affiliations with trade and industry chambers/ associations.

Yes. The Company has association with a number of trade chambers and associations such as:

- United Nations Global Compact Network India (UNGCGNI)
- Federation of Indian Chambers of Commerce and Industry (FICCI)
- Confederation of Indian Industries (CII)
- Standing Conference on Public Enterprises (SCOPE)
- Federation of Indian Petroleum Industry (FIPI)

#### b) List the top 10 trade and industry chambers/ associations (determined based on the total members of such body) the entity is a member of/ affiliated to.

S.no	Name of the trade and industry chambers/ associations	Reach of trade and industry chambers/ associations (State/ National)
1	United Nations Global Compact Network India (UNGCGNI)	International
2	Federation of Indian Chambers of Commerce and Industry (FICCI)	National
3	Standing Conference on Public Enterprises (SCOPE)	National
4	Confederation of Indian Industries (CII)	National
5	Federation of Indian Petroleum Industry (FIPI)	National

#### 2. Provide details of corrective action taken or underway on any issues related to anti-competitive conduct by the entity, based on adverse orders from regulatory authorities

Not Applicable

## PRINCIPLE 8: Businesses should promote inclusive growth and equitable development.

### ESSENTIAL INDICATORS

#### 1. Details of Social Impact Assessments (SIA) of projects undertaken by the entity based on applicable laws, in the current financial year.

In the case of Board approved CSR Projects, Impact Assessments studies are carried out through reputed institutions like IIT Delhi, IIM Nagpur, Kasturba Medical College, Manipal University, Madras School of Social Work, Institute of Public Enterprises, Hyderabad and other such institutions in order to ascertain the tangible and intangible benefits to the target population and also to incorporate necessary changes in project implementation based on beneficiary feedback. During the year 2021-22, Nine Impact Assessment Studies were carried out in respect of major CSR projects approved by the Board of ONGC.

Sl. No.	Project Name	Project Cost (in ₹ million)	Location	Date of completion/ Inauguration
1	Development of ONGC Bandra Promenade reclamation	121.9	Bandra , Mumbai	Completed in Feb 2020
2	Construction of Academic Building & two hostels at Sivananda Centenary Boys High School	47.2	Bhubaneshwar	Inaugurated in Sept 2019
3	Construction of Yoga Nilayam	29.6	North Guwahati	Inaugurated in 2019
4	Construction of School Building at Sarda Vidya Mandir, Hematabad	25.5	Uttar Dinajpur, West Bengal	Completed in Mar 2020
5	Skill Development Institute	75	Ahmedabad	Classes started in Sept 2017
6	Construction of Academic Building and Hostel Building at SSVM, Dihapadhala, Bhanjanagar, Odisha	18.2	Bhanjanagar, Odisha	Completed in 2020
7	Construction of School Building, Hostel and Multi-Purpose Hall , at Karmadanga,	13.5	Birbhum, West Bengal	Completed in 2019
8	Financial assistance for medical equipment for diagnostic centre at Sewa Bharati Sewa Sansthan, Ashok Vihar, Delhi	107.2	Delhi	Completed in Nov 2019
9	Sibsagar Hospital Phase-I	990.7	Sibsagar	Inauguration in Mar 2019

#### 2. Provide information on project(s) for which ongoing Rehabilitation and Resettlement (R&R) is being undertaken by your entity:

There are no such project where R&R is applicable.

#### 3. Describe the mechanisms to receive and redress grievances of the community

To make the stakeholder interface more collaborative, the Company has a public grievance portal at its website [www.ongcindia.com](http://www.ongcindia.com). The portal is a step further to empower each stakeholder viz. citizen/ vendor/employee/former employee to register their grievances through a single window on corporate web portal.

#### 4. Percentage of input material (inputs to total inputs by value) sourced from local or small-scale suppliers:

	FY 2021-22	FY 2020-21
Directly sourced from MSMEs/ Small producers	36.79 %	44.86 %
Sourced directly from within the district and neighbouring districts	Not applicable	Not applicable

### LEADERSHIP INDICATORS

#### 2. Provide the following information on CSR projects undertaken by your entity in designated aspirational districts as identified by government bodies:

ONGC has identified 20 Aspiration districts based on their closeness to ONGC's operational areas and also in line with directions from DPE & NitiAayog.

5 out of these 20 districts have direct ONGC operations. The Company is committed to raise the social and economic condition of these districts by implementing strategic CSR projects.

No. of State	Aspirational District	Amount spent
11	20	175.30 million

#### 3. (a) Do you have a preferential procurement policy where you give preference to purchase from suppliers comprising marginalized / vulnerable groups? Yes

#### (b) From which marginalized /vulnerable groups do you procure?

SC/ST & Women Micro & Small Enterprises

#### (c) What percentage of total procurement (by value) does it constitute?

Target percentage is 3% from Women MSEs & 4% from SC/ST MSEs

#### 4. Details of the benefits derived and shared from the intellectual properties owned or acquired by your entity (in the current financial year), based on traditional knowledge

During FY 2021-22, 13 patent applications were filed, out of which 4 patents have been granted.

#### 5. Details of corrective actions taken or underway, based on any adverse order in intellectual property related disputes wherein usage of traditional knowledge is involved.

No such disputes were reported during the period.

#### 6. Details of beneficiaries of CSR Projects.

Annual Report on CSR is provided as Annexure-E to the Board's Report.



**PRINCIPLE 9: Businesses should engage with and provide value to their consumers in responsible manner**

**ESSENTIAL INDICATORS**

**1. Describe the mechanisms in place to receive and respond to consumer complaints and feedback.**

Crude Oil Sales Agreement (COSA)/ Gas Supply Agreement (GSA) have built-in mechanism for stakeholders' grievance redressal. The Company interacts on regular basis with its B2B customers with respect to product quality and pricing. This kind of interaction with our partners ensures customer satisfaction. Any concerns related to the product by any of our consumers are addressed immediately.

Customer complaints/consumer cases are being dealt at Asset/Plant level. Out of total 48 complaints received from customers across ONGC work centres, all complaints were resolved as on 31 March 2022.

**2. Turnover of products and/ services as a percentage of turnover from all products/service that carry information.**

Type	As a percentage to total turnover	
Environment and Social parameters relevant to product	Product/Service	% of Total Turnover contributed
	Crude Oil	71.59
	Natural Gas	10.65
	Liquefied Petroleum Gas	4.00
	It is well known that all the above products are having negative impact on the environment. However, they are also fulfilling the energy requirement to sustain the social development. Because of the portability, energy – rich nature and ability to deliver energy at a constant rate, fossil fuels are still the major energy sources of the world.	
Safe and responsible usage	Product/Service	% of Total Turnover contributed
	Crude Oil	71.59
	Natural Gas	10.65
	Liquefied Petroleum Gas	4.00
	For crude oil sale, batch wise certificates are issued for Crude Oil, which includes various quality parameters including the BS&W. Product labelling related to storage procedures and safety precautions are clearly indicated at the Company's installations holding the crude.  All Natural Gas supplied by the Company to various customers conforms to the agreed contractual specifications.  All VAP's are supplied with batch-wise test reports and standard handling procedures to be followed in line with OISD/other statutory standards. Relevant BIS specifications (if applicable) and quality certificates with parameters are issued while dispatching. Product labelling related to storage procedures and safety precautions are clearly indicated at all the installations handling the Value Added Products.	
Recycling and/or safe disposal	Produced water is treated and reused for operational uses. Oil sludge/Oil soaked sand is bio-remediated. During FY 2021-22, around 26,350 MT of oily sludge/oil contaminated waste was bio-remediated.	

**3. Number of consumer complaints**

Stated at Sl. No. 1 above.

**4. Details of instances of product recalls on account of safety issues**

Nil

**5. Does the entity have a framework/ policy on cyber security and risks related to data privacy? (Yes/No) If available, provide a web-link of the policy.**

Yes. ONGC has a APEX Information Security Policy and the same is available at link: [https://reports.ongc.co.in/group/reports\\_en/home/virtual-corporate/services/chief-information-security-office/isms-group](https://reports.ongc.co.in/group/reports_en/home/virtual-corporate/services/chief-information-security-office/isms-group)

**6. Provide details of any corrective actions taken or underway on issues relating to advertising, and delivery of essential services; cyber security and data privacy of customers; re-occurrence of instances of product**

**recalls; penalty / action taken by regulatory authorities on safety of products / services.**

Not applicable. The major products of the Company are Crude Oil and Natural Gas which are sold to OMCs.

**LEADERSHIP INDICATORS**

**1. Channels / platforms where information on products and services of the entity can be accessed (provide web link, if available).**

All the information regarding the Company's services could be accessed through the official website of ONGC. The link to the same - <https://www.ongcindia.com/wps/wcm/connect/en/about-ongc/core-business-expertise/>



## 2. Steps taken to inform and educate consumers about safe and responsible usage of products and/or services.

Not applicable. The major products of the Company are Crude Oil and Natural Gas which are sold to OMCs.

## 3. Mechanisms in place to inform consumers of any risk of disruption/discontinuation of essential services.

The product sale agreements of the Company have suitable provisions to address variance in product sale, if any. Moreover, Assets / Plants disseminate information within reasonable time frame in case of any disruption or discontinuation of the products and services.

## 4. Does the entity display product information on the product over and above what is mandated as per local laws? (Yes/No/Not Applicable)? If yes, provide details in brief. Did your entity carry out any survey with regard to consumer satisfaction relating to the major products / services of the entity, significant locations of operation of the entity or the entity as a whole? (Yes/No)

Not applicable.

## 5. Provide the following information relating to data breaches:

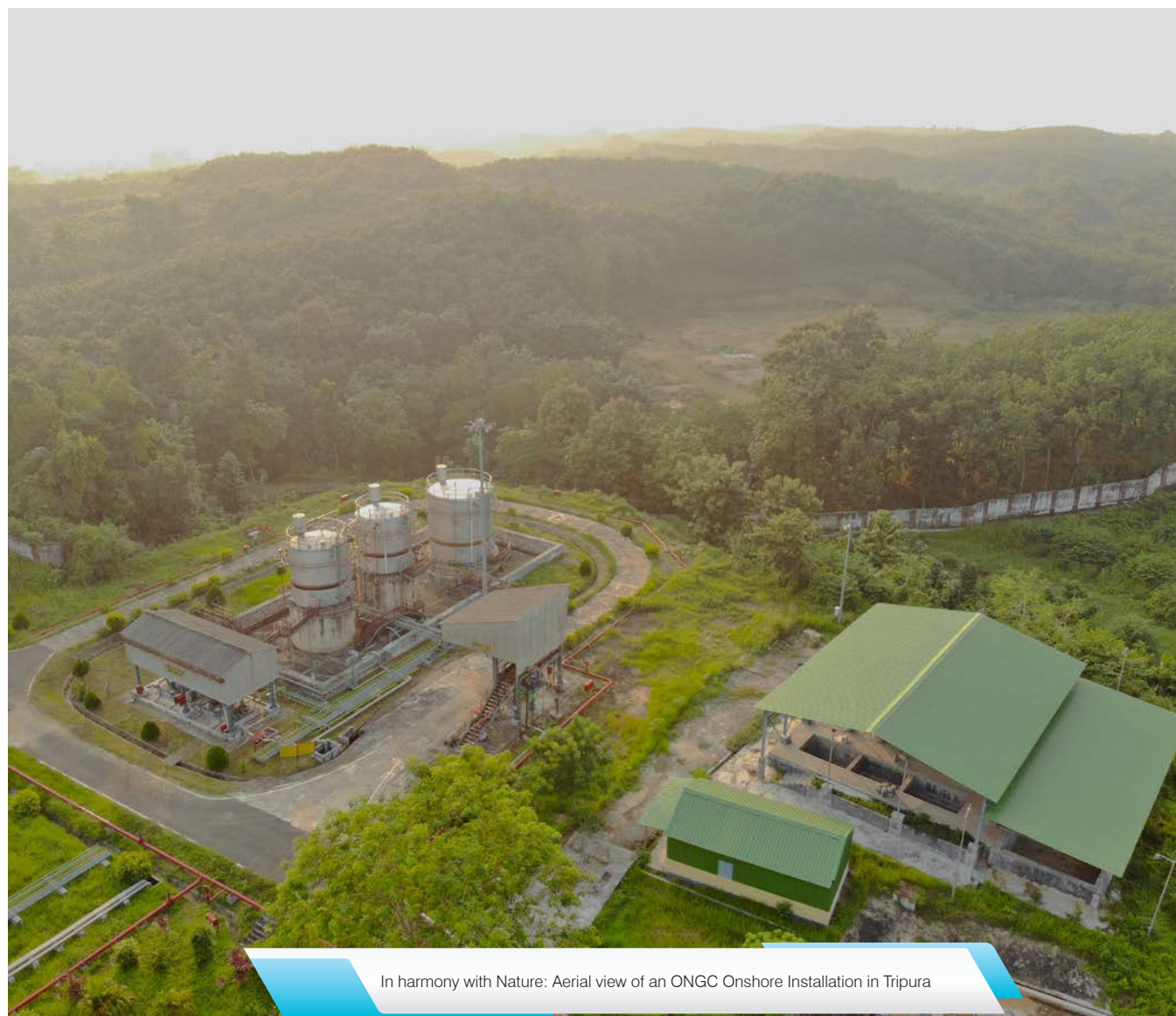
### a. Number of instances of data breaches along-with impact

Nil

### b. Percentage of data breaches involving personally identifiable information of customers

Nil

**Note:** Bureau Veritas, an independent Service Provider, has carried out an independent assessment of checking data & information included in IR & BRSR. The assurance statement from Bureau Veritas is available on the company's website - [www ONGC India.com](http://www ONGC India.com).



In harmony with Nature: Aerial view of an ONGC Onshore Installation in Tripura