CHAPTER – 2

INDIAN OIL CORPORATION : AN OVERVIEW

2.1 INTRODUCTION

Indian Oil, ‘The Energy of India’ has always been fulfilling nation’s energy demand, which is the basic need for any country’s growth and development. Be it scorching heat or extreme cold, day or night, plains or hills, we work indefatigably so that our countrymen always maintain speed and momentum.

However, global economic crisis, climate change and occurrence of frequent natural calamities compelled us to reanalyze our strategy, which is primarily growth focused. We have understood that economic growth alone cannot sustain the world. We need amore sustainable approach to growth and development.

Indian Oil with over 34,000 strong workforce, is meeting the growing energy needs of the nation in economically, environmentally and socially responsible way. This involves running our operations responsibly today and building a sustainable energy system for tomorrow.

Indian Oil is India’s highest ranked Indian corporate in the prestigious Fortune ‘Global 500’ listing at 88th rank in year 2013. Indian Oil and
its subsidiaries own and operate 10 of India’s 22 refineries and its crosscountry network of over 11,000 kms of crude oil, products and gas pipelines, which is the largest in the country. Indian Oil has a portfolio of powerful and much-loved energy brands that include Indane, LP Gas, SERVO lubricants, XTRAPREMIUM petrol, XTRAMILE diesel, etc. Indian Oil is vertically integrated energy company through Exploration and Production activities on the upstream and Petrochemicals and gas marketing on the downstream within India and abroad. For future growth prospects, Renewable Energy Portfolio of Wind and Solar Energy generation, Feedstock production of Biofuels and Ethanol blending and Nuclear Energy generation in association with NPCIL have been embraced. With a world-class R&D Centre, Indian Oil conducts pioneering work in lubricants formulation, refining processes, cost effective pipeline transportation and development of alternative fuels.

Indian Oil’s journey in E&P is gaining strength step by step with a view to establishing itself as an operator as well as global upstream player. After acquiring stake in Carabobo, Venezuela, two oil wells have come into production. Additionally, 10% working interest in producing Shale Oil condensate asset in USA has been acquired along with Oil India Limited. As an
operator in Cambay Blocks, Indian Oil is gaining valuable experience.

With facilities spread over the entire nation and ever-expanding market opportunities, Indian Oil has become a truly integrated energy company. Government of India holds 78.92% share in Indian Oil. The administrative control of the company vests with Government of India and therefore, various policy decisions forms the underlining principles of our Corporate Governance. Indian Oil has also successfully combined its corporate social responsibility agenda with its business offerings to millions of people.

2.2 SUSTAINABILITY

Indian Oil, a globally admired Energy Company is becoming a key player in the evolution of India’s strategy for sustainable development by addressing the concerns for environment, aspirations of community and creating values for stakeholders.

Our commitment to sustainability has its roots in our vision. Accordingly we have formulated our sustainability strategy that supports our communities, enhance our business relationships to create a brighter future for our next generation. Our sustainability strategy allows us to focus on long-term sustainable business opportunities, manage risks, enhance our corporate reputation and to get competitive advantage.
In developing plans for the future, we are mindful of our influence on natural resources and their development. We understand our responsibility towards society, the role we have to play to address the menace of climate change and other sustainability challenges.

During the year, we continued to carry out eco-foot printing exercise, wherein mapping of green house gas emissions, water consumption and waste generation were carried out on ‘as is’ basis. Additionally, during the year, energy audit of office buildings was carried out in various locations. A number of mitigation actions, such as commissioning of rainwater harvesting systems, solarization of retail outlets, installation of organic waste converters, organizing carbon-neutral events, sustainability seminars and conducting awareness generation programmes were also carried out during the year.

With our sustainability initiatives and conducive policy environment, Indian Oil has forayed into green energy generation, which is an attractive and rewarding investment to minimize interactions of our business operations with environment.

In the fields of carbon mitigation, waste management and energy management, we have outperformed our targets for the year 2012-13. Following tables show our performance of the last year and our target for the next year.
Use of Renewable energy against the conventional source i.e. fossil fuel energy is the key business enabler to reduce GHG. Our first on-grid wind power system of 21 MW was commissioned in 2009 at Kutch, Gujarat and first on-grid solar PV power plant of 5 MW capacities in 2012 at Rajasthan. Our on grid wind power projects of a combined capacity of 48.3 MW are commissioned at two sites in Andhra Pradesh. The grid-connected renewable energy generation during the year crossed the 100 GWh mark.

Table 2.1: Performance (Last Year) and Target (Next Year).

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<thead>
<tr>
<th>Parameter</th>
<th>Target (no. of locations)</th>
<th>Achievement (no. of locations)</th>
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<tbody>
<tr>
<td>Carbon Mitigation</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Carbon foot printing exercise</td>
<td>30</td>
<td>48</td>
</tr>
<tr>
<td>Carbon neutral events</td>
<td>NA</td>
<td>6</td>
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<tr>
<td>Energy Management</td>
<td></td>
<td></td>
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<tr>
<td>Energy Audit of Office Building</td>
<td>5</td>
<td>28</td>
</tr>
<tr>
<td>Retail Outlet Solarisation</td>
<td>100</td>
<td>276</td>
</tr>
<tr>
<td>Water Conservation</td>
<td></td>
<td></td>
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<tr>
<td>Rain Water Harvesting System</td>
<td>40</td>
<td>66</td>
</tr>
<tr>
<td>Waste Management</td>
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<tr>
<td>Organic Waste Converter</td>
<td>5</td>
<td>9</td>
</tr>
<tr>
<td>Awareness Generation Programmes</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Sustainability Workshops</td>
<td>2500 man-hours</td>
<td>4375 man-hours</td>
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<table>
<thead>
<tr>
<th>Parameter</th>
<th>Target (no. of locations)</th>
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<tr>
<td>Carbon Mitigation</td>
<td></td>
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<tr>
<td>Carbon foot printing exercise</td>
<td>60</td>
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<tr>
<td>Carbon neutral events</td>
<td>10</td>
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<tr>
<td>Energy Management</td>
<td></td>
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<tr>
<td>Energy Audit of Office Building</td>
<td>40</td>
</tr>
<tr>
<td>Solar PV installation at Refineries/Offices/Townships/Installations/Retail Outlets etc</td>
<td>400 KW</td>
</tr>
<tr>
<td>Water Conservation</td>
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<tr>
<td>Rain Water Harvesting System</td>
<td>45</td>
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<tr>
<td>Water Footprinting Exercise</td>
<td>60</td>
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<tr>
<td>Awareness Generation Programmes</td>
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<td>Sustainability Workshops</td>
<td>40</td>
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Indian Oil has completed Jatropha plantation in about 8000 ha of wasteland in the states of MP, UP and Chhattisgarh. Our joint venture company Indian Oil-CREDA Biofuels Limited supplied 172kL of de-metalled and degummed Jatropha oil to Chennai Petroleum Corporation Limited for pilot studies on co-processing of vegetable oils for production of green diesel, which was successfully co-processed during the year using the technology developed by our R&D Centre. We have ventured into nuclear energy generation of 1400 MW Capacity through a JV namely “NPCIL Indian Oil Nuclear Energy Corporation Limited”, with an equity participation of 26% in the Rajasthan Atomic Power Project. We are poised to commence power generation by 2017.

**Policy –**
In pursuit of this Policy, Indian Oil is committed:

- To conduct business in a sustainable manner while meeting stakeholders’ aspirations for value creation and growth
- To enrich quality of life of communities around its locations
- To work towards lowering waste and carbon footprint by judicious and efficient use of resources
- To engage employees & business partners as change agents for sustainable practices
- To be a partner in nation’s strategy for deployment of sustainability initiatives
- Reinforcing its commitment towards Sustainability, Indian Oil launched its Sustainability policy together with Framework, Roles and Responsibilities for Sustainable Development, Plan and Organizational structure for monitoring Sustainability performance.

Figure 2.2: Sustainability policy.
2.3 CORPORATE GOVERNANCE

We believe that good Corporate Governance practices ensure ethical and efficient conduct of the affairs of the company and also help in maximizing values for all stakeholders. We have built an environment of trust and confidence among all the constituents. The Company upholds the principles and practices of Corporate Governance to ensure transparency, integrity and accountability in its functioning.

Indian Oil recognizes that good Corporate Governance is a continuous exercise and reiterates its commitment to pursue highest standards of Corporate Governance in the overall interest of stakeholders. For effective implementation of the Corporate Governance practices, Indian Oil has a well-defined policy framework.

Board Profile –

As on 31st March 2013 the strength of the Board of Directors was comprising of 8 executives (Whole-time Functional) Directors (including Chairman), and 7 part time Nonexecutive Directors, out of which 5 are Independent Directors. Indian Oil, being a PSU, government nominates Directors and as on 31st March 2013, two Government Nominee Directors were in the Board. Women representative in the Board is 6.67%.
All our Directors belong to General category and are above 50 years of age. The Board members are persons with proven record in diverse areas like energy, law, academics, finance, economics, marketing, administration, etc. The Board is the highest governance body for guiding the overall strategy, policies and oversee their implementation. To facilitate smooth and efficient flow of decision, various Board Committees have been constituted. The agenda placed before the Board on various issues and details of the Board meetings held during 2012-13 are depicted in our annual report.

![Diagram of Board of Directors](image)

Figure 2.3: Board of Directors – IOCL.
Ethics and code of conduct –

Indian Oil is an equal opportunity employer. There is no discrimination for employment or growth and development on the basis of caste, color, gender, religion or region. Indian Oil focuses on improving the skills of its human asset.

Indian Oil has a structured grievance handling procedure for employees. A Grievance/Complaint Record is also maintained for registering grievances/representations received from OBC/SC/ST employees and grievances so registered are promptly considered for resolution.

A well defined and strictly implemented policy on prevention of sexual harassment at the workplace is in place. During the year, 2 complaints related to sexual harassment were filed and were dealt as per rules. During the reporting period, no cases of indigenous rights and discriminatory practices reported. Nonfinancial and in-kind contributions were given to political parties, politicians, and related institutions.

Sustainable Procurement –

Indian Oil encourages participation in its business procurement process from small and medium enterprises as per Public Procurement Policy for MSMEs issued by Govt. of India. We do not
prefer any local vendors for our procurement process as it is done on competitive bidding. Also, we have sound e-procurement practices based on the principles of competitiveness and such procurement practices are executed in manner that is transparent, fair, competitive and cost effective.

**Risk Management –**

Indian Oil has laid down the Enterprise Risk Management Policy and Procedures for risk assessment and mitigation. As per the ‘Risk Management Policy’ of Indian Oil, a ‘Risk Management Compliance Board’ is established. A meeting of Senior Officials is convened once every quarter to assess various risks (both internal & external, including climate change related risks) and are categorized as ‘A’ and ‘B’ category risks.

This committee debates these issues threadbare and devises action plans to mitigate them. These are presented to the Executive Committee, which consists of Chairman and functional Directors of the Board.

**Human Rights –**
Indian Oil follows high standards of human right values. All of our General Conditions of Contract with our suppliers and contractors meet human rights requisites. It mainly covers gender sensitive approaches like separate toilets, washing and bathing places, providing crèches to mothers bearing children of age below 6 years.

Canteen facilities and medical precautions are must for both women and men. Nondiscrimination in the payroll is allowed on the basis of gender, caste, creed, religion and race. All our locations are monitored and reviewed to reduce human right risks. Under Community Development Programme for deprived section of the society, development funds towards Special Component Plan (SCP) and Tribal Sub Plan (TSP) are already implemented.

Liaison officers are appointed at various locations/units/ installations all over the country to ensure implementation of Government directives. Indian Oil scrupulously follows the presidential directives and guidelines issued by GOI regarding reservation in services for SC/ST/OBC/ PH, etc to promote inclusive growth.

Indian Oil has implemented the provisions of the Disabilities Act 1995 by way of 3% reservation for physically challenged and disabled persons. In addition, various concessions and relaxations are being extended to the physically challenged in the recruitment process.
Anti-Corruption and Anti-Competitive Behavior-

Indian Oil consistently works against corruption in all its forms. Our Conduct, Discipline and Appeal rules outline our approach to assessing fraud risks, reporting, investigating and responding to suspected incidents of fraud and corruption which is mandatory for all our employees to comply with. As a responsible corporate citizen, Indian Oil undertakes and implements widely accepted initiatives like the Grievance Re-dressily mechanism and the Whistleblower policy.

Our Vigilance Cell carries out preventive activities like increasing awareness regarding the Central Vigilance Commission (CVC) rules/guidelines, ensuring quality and quantity of products in transit as well as sales points across the country, conducting system studies to bring out irregularities/inconsistencies, bringing transparency and economy in awarding as well as execution of contracts. 100% of our units are analyzed for anti-corruption and related risks.

Number of training programs and workshops are held for spreading knowledge related to checking and identifying corruption. Indian Oil has an inbuilt mechanism to check anti-competitive behavior and complies with all government policies. Since last 5 years, two cases have been filed against the company relating to an anticompetitive behavior. One case is pending before the Competition Commission of India (CCI) wherein complainant has alleged cartelization by Oil
Marketing Companies, for collusive bidding against tender of NACIL for ATF supplies. The Delhi High Court has stayed the proceedings before CCI. In another case a party has alleged on-competitive price due to cartelization by Sugar Manufacturers & joint tendering by OMCs for ethanol. The CCI dismissed the proceedings and an appeal by the party is pending before the appellate authority.

2.4 ECONOMIC PERFORMANCE

The year 2012-13 was marked by challenging economic environment both globally & domestically. Global economic growth decelerated to 3.1% in 2012 from 3.9% recorded in 2011. While US & Japan witnessed mild acceleration in their growth, the overall performance of the advanced economies deteriorated with output declining in the Euro Area as it continued to be in the clutches of the Sovereign debt crisis. Another setback to the global growth was the broad-based deceleration for a second year in a row in the Emerging Economies Group.

For the Indian economy, the year was marked by slowing growth and concerns over macroeconomic stability. GDP growth slipped to 5 percent—the lowest India has seen in over a decade. Industrial slowdown and slump in investment aggravated during the year on account of infrastructural bottlenecks, high interest rates, delay in clearances and acted as major drag on the growth. High oil, coal and
gold imports coupled with decline in exports contributed significantly in the spiking of CAD from 4.2 percent in 2011-12 to 6.7 percent of GDP in Q3 of 2012-13, which was contained to 4.8 percent of GDP for the full year 2012-13 through abatement measures. The depreciation of Rupee, which has intensified lately, has further added to these concerns. Inflation did show signs of moderation though it continued to elevate. During the year, WPI inflation stood at 6 percent as compared to 8 percent in the previous year. Fiscal deficit during the year provisionally estimated at 4.9 percent of GDP was lower than the Budget Estimate of 5.1 percent of GDP.

During 2012, global energy consumption growth slowed down to 1.8 percent from 2.5 percent recorded in 2011 on account of deceleration in global economic activity. On the supply side, the overall situation was mixed, while on one hand, geo-political uncertainties and supply outages did continue to disturb the energy markets, on the other hand, there were positive developments such as large scale gas finds in East Africa, steady progress on the unconventional hydrocarbons production front, especially in the US and the boom in the global LNG sector.

Crude oil prices also moderated on an average during the year and while natural gas prices fell in USA, they rose in Europe & Asia. On the demand side, consumption in OECD countries declined by 1.2 percent led by a decline of 2.8
Percent in the US. As regards, the Non-OECD countries, consumption growth decelerated to 4.2 percent from 5.3 percent in 2011.

Petroleum products, after coal are the largest source of meeting energy needs in India. Petroleum products are the mainstay of the Indian transportation sector, have a large marketing the household sector, agriculture and industry as well. The Corporation's strategy with respect to its core business operations is a two-pronged one, where while it focuses on expansion, it also focuses on raising the efficiency bar of the existing and new ventures.

In the refining space, the Corporation has been continuously upgrading and expanding its refineries to meet the changing product demand patterns, environmental norms and increasing demand. In addition, a major focus is on setting up new grass-root refineries with world scale capacity having higher complexity in Coast allocations to cash on the growing petroleum products demand in India. In line with that Corporation's 15 MMTPA refineries at Paradip in Odisha is upcoming. On the operational front focus is on cost optimization, and accordingly the crude basket is being expanded steadily to include cheaper opportunity crudes. IndianOil has not received any financial assistance from the Government of India during the reporting period.

On the marketing front, the Corporation has stronghold over the market, with its pan India sales network being its major strength. The
year witnessed significant changes in the policy domain, which are set to bring about structural changes in the petroleum products market in the country. This new paradigm will be defined by high levels of Competition as the retail market opens up to the dynamics of market forces. The Corporation’s strategy for maintaining its leadership in the retail business rests on the two Cs of Customer Loyalty & Cost Optimization.

Technology solutions such as automation of infrastructure, GPS enabled vehicle tracking systems, modernization of the dispensing units, improving Retail Visual Identities of retail outlets, imparting training to dealers and pump Attendants, Infrastructure rationalization and retail network expansion are key focus areas in pursuit of this.

As regards its pipeline network focus on the crude pipelines front is to enhance capability of pipelines to transport heavier crude oil, on product pipelines front focus is on scaling up the LPG pipelines network and as regards gas, focus is to establish a significant position in the upcoming national natural gas grid.

The Corporation has established itself as the second largest player in the Indian Petrochemicals market. Indian Petrochemicals market has high growth potential and has been growing at impressive rates. The Corporation has sizeable investment plans lined up for the
Petrochemicals space. A major thrust is to enter the import substitution market. The Corporation’s Butadiene Extraction Unit and Butene -1 project at Panipat are under steady progress. The Corporation is also setting upcountry’s first Styrene Butadiene Rubber (SBR) unit in Panipat, which has reached advanced stages of implementation. In the market for polymers, where your Corporation has recently ventured thrust is to enter niche & specialized markets.

Human Resource is the mainstay of any organization. Attracting and retaining the required talent is a continuing challenge for the Corporation. As Corporation’s business in areas beyond its core expands, it has been working towards diversification of its talent pool as well. Initiatives for bringing in greater transparency, fairness and equity for the employees in respect to their career paths are thrust areas for the Corporation. A major challenge that has emerged in the context of the changing business realities that are set to play in, as competition in the market increases is to equip, train, facilitate, motivate and rationalize its manpower.

2.5 ENVIRONMENTAL PERFORMANCE

One of the greatest challenges for the 21st century is the increasing temperature of the planet. Carbon dioxide levels have reached its highest throughout human history, as per the National Oceanic and Atmospheric Administration (NOAA), Mauna Loa observatory in
Hawaii. The 9th May 2013 reading of the observatory was first notified to break the symbolic milestone of 400 parts per million which was later revised to 399.89. This might be taken in the context that at 450 PPM, it is predicted that the global temperatures will rise by 2°C above pre industrial levels by the International Energy Agency bringing about widespread climate change effects. We are moving closer to adverse impacts of climate change - changing landscapes, stronger storms and increased storm related damages, higher temperatures, increased risk of drought, rising seas, more heat related illness and diseases and wildlife at risk.

As a major supplier of energy, Indian Oil believes it has a responsibility to take lead in finding and implementing plans to counteract climate change. We recognize preservation of ecological balance as a core commitment for ensuring a better world for the future generations.

A total of 120 schemes with estimated savings of 1, 20,000 SRFT have been implemented during the year which has resulted in operational efficiency improvement. The impact of additional savings with major ENCON investments in 2013-14 would be approx. 83000 SRFT. Some of the major Energy Saving projects during 2012-13 were:
• Optimization of Hydrogen use and improved recovery through PSA (Pressure Swing Adsorption) systems has enabled idling of one Hydrogen Generation Unit each at three of the refineries.

• Pre-heat improvements in AU (Atmospheric Unit)-4 at Gujarat refinery and AU (Atmospheric Unit)-I/II at Barauni refinery for savings in energy consumption.

• Better process integration for improved heat recovery at Guwahati refinery (kerosene-1 and (Coker Gas Oil)-CR (Circulating Reflux) streams) and Panipat refinery (Naphtha Splitter) and MSQ (Motor Spirit Quality Up-gradation Unit).

• Savings in power consumption by installation of step-less controllers for compressors in DHDT (Diesel Deep Hydro-treating Unit) at Mathura refinery and Once through Hydrocracker Units (OHCU) at Haldia refinery.

• Optimization in Gas/Oil ratios in DHDT at Barauni refinery and OHCU in Haldia refinery for lower power consumption of recycle gas compressors.

• Full back pressure mode operation of TG1(Turbo-generator1) at Barauni refinery, improvement in operating efficiency of GT(Gas Turbine)-2 at Gujarat refinery and STGs (Steam Turbo-generator) at Panipat and condenser cleaning for increased power generation efficiency at these refineries.
Figure 2.4: Estimated savings of Standard Refinery Fuel in Tones (SRFTs).

- The use of variable frequency drive for mainline pumping unit and use of Drag Reducer Agent (DRA) in mainline to increase the flow of the product in pipeline facilities.
- Other activities that are spread extensively across organization such as solar powered equipments, energy efficient gadgets, use of light pipes for day-lighting etc.

Indian Oil’s relentless efforts towards Energy Conservation resulted in reduction of overall specific energy consumption to 56.3MBTU/BBL/NRGF (MBN) during 2012-13 against the earlier lowest of 57 in 2011-12. This has been possible through implementation of various energy saving schemes and close monitoring of energy parameters.
As a part of sustainability drive Indian Oil is making its office buildings green and energy efficient. Leadership in Energy and Environmental Design (LEED), an international green building rating system providing a green building status/certification from Indian Green Building Council (IGBC) or US Green Building Council (USGBC). Our recently commissioned Administration Building and Learning Center Building of the Panipat Naphtha Cracker Project have been awarded the ‘Green Building Certification and Gold rating’ under LEED system of rating by IGBC.

The Award heralds a new era and the first major step of Indian Oil towards greening of its habitats, since these are among the first buildings of Indian Oil, ever to be Green certified with a ‘Gold Rating’. The Green rating has been awarded considering several environments related attributes defined by LEED, which includes: sustainability of site, water efficiency, energy efficiency, eco-friendly material sand resources, indoor environmental quality, innovation and design process. Some of the features that were instrumental in achieving this rare accolade include the superior architectural design, use of recyclable material such as tiles, glass, and gypsum board, building management system for controlling thermal comfort etc.
2.6 SOCIAL RESPONSIBILITY

Indian Oil’s CSR related objectives are aptly enshrined in its CSR goals are "...to help enrich the quality of life of the indigenous communities and preserve ecological balance and heritage through strong environment conscience...". At present, Indian Oil has a policy of setting aside up to 2% of its retained profit of the previous year towards CSR activities. Health & Medical Care, Education and Clean Drinking Water are the CSR thrust areas of Indian Oil. The key objectives of Indian Oil CSR initiatives are as under:

- Initiatives to enrich quality of life in the communities around Indian Oil’s operating locations.
- Efforts towards sustainability of CSR projects.
- To positively impact economic conditions and livelihood.
- Foster a culture of ‘CSR’ amongst employees, business associates and stakeholders.
- Make business associates responsible for undertaking CSR activities around their workplaces/ operational areas.
- Create community goodwill for Indian Oil through CSR initiatives and help establish/ retain image of Indian Oil as a Responsible Corporate Citizen.
- Provide leadership and industry benchmark in CSR initiatives.
Policy guidelines provided by the Board Committee on CSR and Sustainable Development (SD) are implemented in a focused and structured manner. A dedicated CSR cell is functioning at Corporate Office to specifically plan and monitor/co-ordinate the CSR activities.

Additional manpower in middle management and senior management cadre have been deployed at Divisional, Regional and Unit levels to implement CSR activities.

All CSR programmes / projects are implemented with impact assessment carried out in line with CSR guidelines issued by Department of Public Enterprises, Government of India. Various social welfare initiatives viz. health & medical care, education and clean drinking water with focus on welfare of the economically and socially deprived sections of society are implemented, mostly in the vicinity of installations/establishments for improving quality of life of the community. No case is reported during the year where indigenous communities are affected by our operations. During 2012-13, Indian Oil’s CSR investment was Rs. 78.97 crore. No significant fines were reported for non-compliance with laws and regulations during the reporting year.

IOCL’s Indian Oil Foundation (IOF) formed in alliance with Archaeological Survey of India (ASI) and National Culture Fund (NCF) of the Government of India was formed with the objective to protect,
preserve and promote national heritage. Having initially taken up the project of installing a Swatantrya Jyot (flame of freedom) in the Cellular Jail at Port Blair, Andaman & Nicobar Islands in remembrance of hundreds of brave Indians who suffered incarceration in this jail during the freedom struggle, IOF has been assisting ASI & NCF in maintaining and upgrading facilities at Konark (Odisha), Khajuraho (MP), Vaishali (Bihar) and Warangal Fort (AP). Simultaneous efforts are also being made to involve students of class 9th and 10th through heritage awareness programs, imbibing the importance of heritage and the need to preserve it among the participants.