



**ENGINEERS
INDIA LIMITED**

A Navratna Company

Citizen's Charter



December, 2021



The main objective of the Citizen's Charter is to inform the public about the mandate of the Company, how one can get in touch with its officials, what to expect by way of services and how to seek a remedy if something goes wrong.

The Citizen's Charter does not, by itself, create new legal rights, but it surely helps in enforcing existing rights.

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1.0 MISSION AND OBJECTIVES OF THE COMPANY

1.1 VISION

To be a world-class globally competitive EPC and total solutions Consultancy Organisation.

1.2 MISSION

- Achieve 'Customer Delight' through innovative, cost effective and value-added consulting and EPC services.
- To maximize creation of wealth, value and satisfaction for stakeholders with high standards of business ethics and aligned with national policies.

1.3 CORE VALUES

- Benchmark to learn from superior role models.
- Nurture the essence of Customer Relationship and Bonding.
- Foster Innovation with emphasis on value addition.
- Integrity and Trust as fundamental to functioning.
- Thrive upon constant Knowledge updation as a Learning organisation.
- Passion in pursuit of excellence.
- Quality as a way of life.
- Collaboration in synergy through cross-functional Team efforts.
- Sense of ownership in what we do.

2.0 ACTIVITIES

2.1 Overview

Engineers India Ltd (EIL) is one of the leading design and engineering organizations in South Asia. Established in 1965, EIL provides engineering consultancy and EPC services principally focused on the oil & gas and petrochemical industries. The Company has also diversified into sectors like Infrastructure, Water and Waste Management, Solar & Nuclear Power and Fertilizers to leverage its strong technical competencies and track record.

Today, EIL is the only 'Total Solution' engineering consultancy company in India providing design, engineering, procurement, construction and integrated project management services from '**Concept to Commissioning**' with highest quality and safety standards. It also provides specialist services such as heat and mass transfer equipment design, environmental engineering, specialist materials & maintenance and plant operations & safety services.

With corporate office in New Delhi, EIL also operates from its regional offices at Kolkata, Chennai and Vadodara, branch office at Mumbai and has inspection offices at all major manufacturing locations of the country. The company's overseas presence is marked by an engineering office in Abu Dhabi, which caters to the business needs in UAE/Middle-East region and the South-East Asia market is served by its Kuala Lumpur office. Additionally, there are offices in London, Milan, Shanghai and Caracas (Venezuela) to coordinate the activities of international procurement and marketing.

Over the last four and a half decades, EIL has played a significant role in shaping the hydrocarbon industry and the related manufacturing sector in the country. The Company has its footprints in 19 of the 22 operating refineries in the country. In the hydrocarbon consultancy, EIL's endeavors have resulted in achieving 95% self-sufficiency as compared to only 5% at the time of its inception. EIL has also been instrumental in development of indigenous manufacturing capabilities for hydrocarbon industry resulting in reduction of machinery imports to around 25-35% of the plant cost as compared to around 80% in early 80s.

2.2 Track Record

EIL has an impressive record of executing over 5000 assignments valued over \$200 Billion. EIL's enviable project portfolio consists of:

- 59 refinery projects, including 10 Greenfield refineries
- 7 mega petrochemical complexes
- 8 Fertilizer Plants
- 36 oil and gas processing projects
- 209 offshore platforms projects
- 46 pipeline projects of more than 12000 km in India and abroad
- 28 Mining & Metallurgy Projects
- 13 ports and storage & terminals projects
- 29 infrastructure projects including airports, highways, flyovers, bridges, water and sewer management, as well as energy-efficient" intelligent" buildings.
- 17 turnkey projects.

Some milestone projects executed by EIL include world's longest deck (136 m) on single jacket for SHG Platform of ONGC, Jamnagar-Loni Pipeline of GAIL, one of the largest LPG pipelines in the world and recently completed 9 MMTPA Guru Gobind Singh Refinery of HMEL, the 10th Grassroot refinery designed and engineered by EIL which has also set various industry benchmarks in terms of project execution.

3.0 SERVICES OFFERED

3.1 Spectrum of Services Offered - From Concept to Commissioning

PROCESS DESIGN SERVICES

- Conceptual designs and feasibility reports
- Basic design packages for
 - Open art process units for Gas-Processing and Refineries
 - Integrated Utilities and Offsite facilities
- Offers a portfolio of more than 30 process technologies for application in Oil and Gas Processing sector
- Residual basic engineering for licensed process units
- Yield and energy optimization and capacity augmentation services in process plants

ENGINEERING SERVICES

- Expertise ranges for all engineering services such as Piping, Mechanical, Electrical, Control Systems, Civil, Structural and Architectural, including Advanced Engineering Analysis
- Specialized services for
 - Heat and Mass Transfer
 - Environment Engineering
 - Materials and Maintenance services

PROCUREMENT SERVICES

- Comprehensive procurement services such as strategic sourcing, materials management, contracts management, purchase, expediting, inspection services and logistics

CONSTRUCTION MANAGEMENT SERVICES

- Comprehensive services at site including warehouse management, quality control and assurance, health safety and environment (HSE), progress monitoring and scheduling
- Undertakes total site responsibility from survey and soil investigation to mechanical completion of project

COMMISSIONING SERVICES

- Services include audit of plant readiness, start-up, commissioning and conducting performance guarantee tests
- Includes pre-commissioning and commissioning assistance for projects
- Safety Audit, Hazard and Operability Studies (HAZOP), Risk and Consequence Analysis Services

PROJECT MANAGEMENT SERVICES

- Integrated project management services with focus on cost, quality and schedule
- Services include developing schedules, cost forecasts, progress tracking and reporting, and the integration of the engineering, procurement, logistics, construction and commissioning works

CERTIFICATION SERVICES

- Certification, re-certification and Third-Party Inspection (TPI) services through EIL's subsidiary company - Certification Engineers International Ltd.

3.2 Modes of Contracting

EPC - Engineering, Procurement & Construction

Contracts under which EIL is responsible for the entire project as a turnkey contractor. EPC contracts fall into two broad categories:

- Lump-sum Turnkey (LSTK) contracts
- Open Book Estimate (OBE) contracts (form of cost reimbursable contract) with a provision for conversion to LSTK for a project. Benefits under OBE contracts primarily relate to ensuring control over the time and expenses for a project and greater certainty of outcome.

EPCM - Engineering, Procurement and Construction Management

Contracts under which EIL provides services related to process engineering, detail engineering, procurement, construction supervision through co-ordination of various suppliers & contractors and commissioning & pre-commissioning assistance

FEED - Front End Engineering & Design

Upstream process design, residual basic design and front-end basic engineering for complete definition of scope for selection of EPC contractor

PMC - Project Management Consultancy

Contracts under which EIL provides comprehensive project management services for the implementation of a project through turnkey contractors ensuring design, quality and schedule

4.0 MAJOR CLIENTS

EIL provides complete range of services needed to conceptualize, design, engineer and construct projects to meet the specific requirements of its clients. EIL's clients include companies in the Public and Private sectors both in domestic and international markets.

The major clients in the domestic segment include:

- Bharat Oman Refineries Ltd,
- Bharat Petroleum Corporation Ltd,
- Bongaigaon Refinery & Petrochemicals Ltd,
- Brahmaputra Cracker & Polymers Ltd,
- Chennai Petroleum Corporation Ltd,
- Delhi Jal Board,
- Essar Oil Ltd,
- GAIL (India) Ltd,
- HPCL - Mittal Energy Ltd,
- Gujarat State Petroleum Corporation Ltd,
- Haldia Petrochemicals Ltd,
- Hindalco Industries Ltd,
- Indian Oil Corporation Ltd,
- Kochi Refineries Ltd,
- Mangalore Refinery & Petrochemicals Ltd,
- National Aluminium Co. Ltd.
- Numaligarh Refineries Ltd,
- Oil and Natural Gas Corporation Ltd, and
- OPaL (ONGC Petro additions Limited).

Major overseas clients include

- Abu Dhabi Gas Industries Ltd. (GASCO),
- Abu Dhabi Oil Refining Co. (Takreer),
- Abu Dhabi, ADCO, Abu Dhabi,
- Bahrain Petroleum Co. (BAPCO), Bahrain,
- BANAGAS, Bahrain,
- ISO Octane Company, Dubai,
- KNPC, Kuwait, KPRL, Kenya,
- NAFTEC Spa, Algeria,
- NPCC, Abu Dhabi,
- ORPC, Oman,
- Petro Venezolana S.A., Venezuela,
- QAPCO, Qatar,
- Qatar Fuel Company (WOQOD),

- Qatar Petroleum, Ras Gas, Qatar,
- Samsung Heavy Industries Ltd., Korea,
- Sohar Refining Company, Oman,
- SONATRACH, Algeria,
- Sudapet, Sudan,
- Technimont S.P.A., Italy and
- WNPOC, Sudan.

5.0 MOU with GOVERNMENT

During the last five years i.e., 2015-16 to 2019-20, EIL has secured the MOU rating as under:

Financial Year	MOU Rating
2015-16	Very Good
2016-17	Very Good
2017-18	Excellent
2018-19	Very Good
2019-20	Very Good

6.0 AWARDS & ACCOLADES

- EIL received 8th Governance Now PSU Awards in two categories viz. “CSR Commitment” and “Re-skilling of Employees (Training & Development)”.
- Shri RK Sabharwal, Director (Commercial), EIL received the highest civilian award of Mongolia “The Order of Polar Star”.
- Ms. Vartika Shukla, C&MD, EIL, received the “Distinguished Alumnus Award 2021” by the Indian Institute of Technology (IIT), Kanpur in recognition of her stellar contribution in the fields of Chemical Engineering and Technology.
- Ms. Papia Mandal, DGM, received the FIPI Oil & Gas Awards 2021 for Woman Executive of the Year in Oil & Gas Industry (Service Experience > 20 years)-Special Commendation.
- EIL received the “IEI Industry Excellence Award 2021” by The Institution of Engineers (India).
- FIPI Oil & Gas Industry Awards 2020 in ‘Woman Executive of the Year’ category to Ms. Rima Kundu, Deputy General Manager (Instrumentation).

- 12th CIDC Vishwakarama Awards 2021 for Best Construction Projects for establishment of Main Campus of Central University of Punjab in Bathinda.
- 12th CIDC Vishwakarama Awards 2021 for Best Practices in Construction Health, Safety & Environment for the MS Block BPCL Kochi Refinery project.
- FICCI Chemical and Petrochemical Awards 2021 special award in the category of 'Sustainability Award for Best Green Process'.
- At the 5th Edition of India Refining Summit, Shri R.K.Sabharwal, Director (Commercial) , EIL was presented the Life Time Achievement Award by Shri. Tarun Kapoor, IAS, Secretary (MoPNG) for his contribution to the Oil and Gas Sector.
- Dun & Bradstreet Corporate Awards 2019" in Best Growth Performance - Engineering Projects/ Capital Goods category.
- CII 3rd National Energy Efficiency Circle Competition First prize in the "Energy Efficient Technology Provider and Impact created" category
- Downstream India Excellence Award 2019 for 'R&D Company of the Year '.
- FIPI Oil & Gas Industry Awards 2019 in 'Young Achiever of the year – Female' category to Ms. Seema Gurnani.
- Industry Excellence Award 2019 by the Institution of Engineers (India).
- Shri Sunil Bhatia, Director (Finance) received the Top Rankers Excellence Award for Finance Leadership 2020.
- Forum of Women in Public Sector (WIPS) Best Women Employee (Executive) - Second Prize for the year 2019 to Ms. Shalini Verma, GM (Electrical).
- Governance Now 7th PSU Awards in three categories – Research and Innovation, Strategic Investment and HR Excellence.
- Shri J.C. Nakra, Chairman & Managing Director received the Governance Now 7th PSU Leadership Award.
- CII National Energy Efficiency Circle Awards in two categories: Energy Efficient Technology - Implementation of Oxygen Enrichment Technology in SRU and Best Energy Efficient Case Study - combined Heat & Power Optimisation of a Refinery.

- IEI Industry Excellence Award 2018 instituted by The Institution of Engineers (India).
- Petrotech in the Greening of Oil and Gas Business and Sustainability category jointly with IOCL.
- Petrotech Special Technical Award 2019 in the Women Executive in Hydrocarbon Sector category to Ms. R. Priyamvada, GGM, Technical.
- 6th Governance Now 2019 award in the categories for Outreach (Communications) and Technology Adaption.
- Sh. V.C. Bhandari, Director (Human Resource) was conferred with the “Pride of HR Professional” Award by World HRD Congress on February 15, 2019.
- 11th CIDC Vishwakarama Awards for Best Construction Projects to DHDT Project, Numaligarh Refinery, Assam.
- 11th CIDC Vishwakarama Awards for Best Practices in Construction Health, Safety & Environment to BS-VI Quality Fuel Project, HMEL Guru Gobind Singh Refinery, Bathinda (Punjab).
- SCOPE Award for Excellence and Outstanding Contribution to the Public Sector Management 2014-15. EIL was conferred with the Special Commendation in Institutional Category I (Maharatna & Navratna PSEs).
- Best Indigenous Innovator Award at 21st Refinery Technology Meet organized by Centre for High Technology (CHT), MoP&NG at Visakhapatnam in April, 2017.
- FIPI ‘Project Management –Company of the Year’ Award for the year 2016 jointly with BPCL.
- Institute of Public Enterprises (IPE) “Women of Excellence Award 2017” to four EIL Women Executives in Senior and Junior categories.
- 10th CIDC Vishwakarma Awards for Best Construction Projects and Comprehensive Green Rating Certificate to DHT –Mumbai, BPCL Refinery project.
- 10th CIDC Vishwakarma Awards for Best Practices in Construction Health, Safety & Environment to Daman Development Project-Hazira.
- 5th Governance Now PSU Award for “Consistent Growth”.

7.0 FIVE YEARS' PERFORMANCE AT A GLANCE

					(Rs. in Lakhs)
PARTICULARS	FY 2017-18	FY 2018-19	FY 2019-20	FY 2020-21	FY 2021-22 (Upto Sept' 21)
A. OPERATING STATISTICS					
TURNOVER	178,758.25	244,433.85	320,305.08	310,468.78	138,277.90
EXPENDITURE	139,895.17	210,191.32	278,557.64	279,403.40	122,873.45
PROFIT BEFORE TAX	56,810.15	56,750.62	67,550.90	35,056.77	20,488.60
PROFIT AFTER TAX	37,787.24	37,007.02	43,024.37	25,949.73	15,007.63
DIVIDEND INCLUDING DIVIDEND TAX*	22,674.46	36,052.02	33,005.42	17,663.22	-
B. FINANCIAL POSITION					
CAPITAL EMPLOYED	226,787.27	227,584.52	234,545.74	170,100.86	181,639.75
SHARE CAPITAL	31,595.58	31,595.58	31,595.58	28,102.13	28,102.13
*Dividend on Cash basis paid during the year					

8.0 GRIEVANCE REDRESSAL SYSTEM

The following constitute the measures in place for redressing grievances in a responsible and effective manner in the organization:

8.1 Right to Information Act, 2005

- Public Information Officer (PIO) Sh. Sushil Kr. Agrawal, GM (HR)
- Appellate Authority Ms. Gopa Swain, CGM (HR)

- 8.2** Committee dealing with Complaints relating to sexual harassment – Chairperson (Ms) Sonia Madan, Sr. GM (Engineering)
