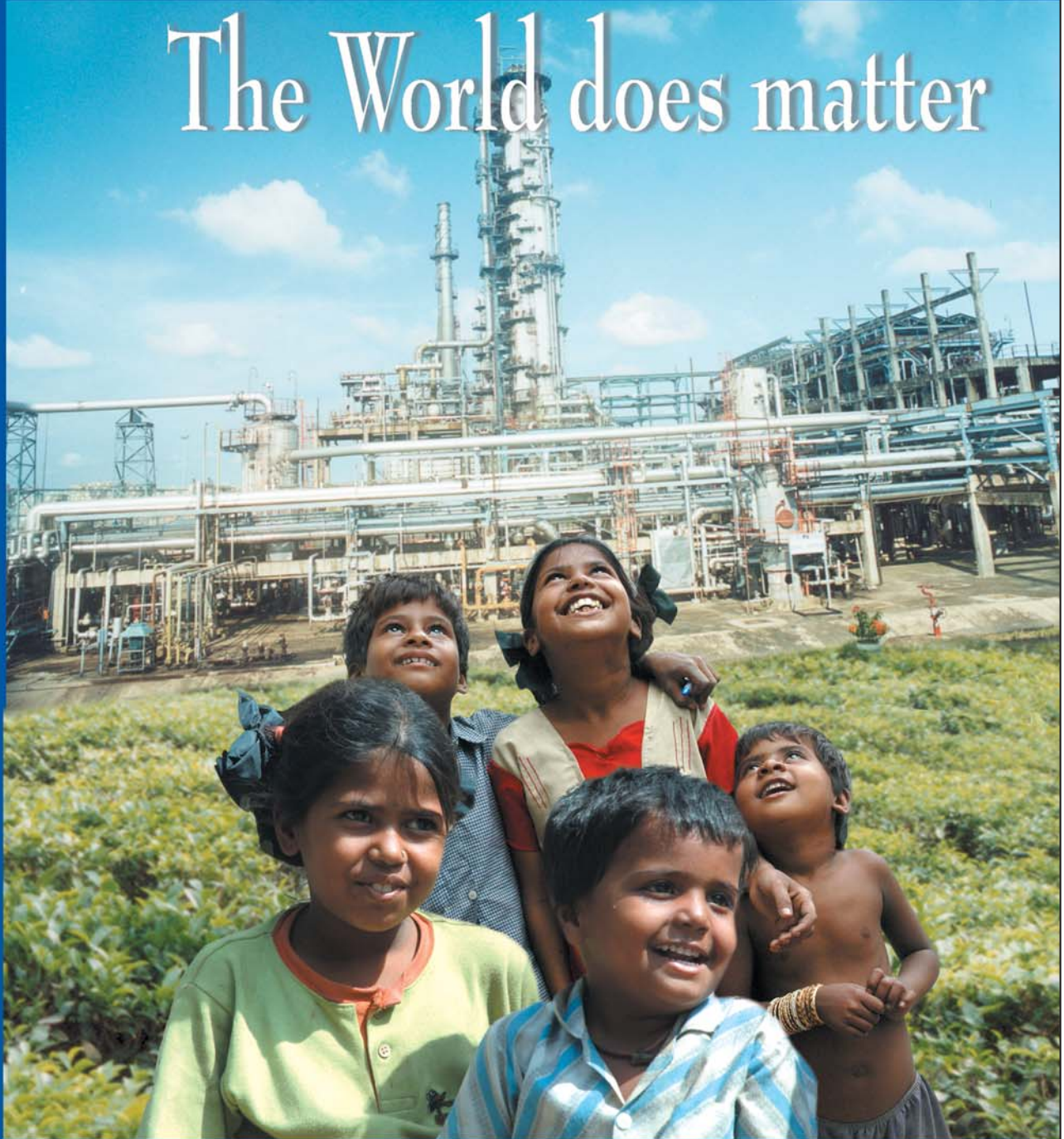


# The World does matter



*N*estling in the sylvan environs of the Brahmaputra valley where the beautiful rendezvous of water and land throws up myriad colours, Numaligarh Refinery, which was set up at Numaligarh in the district of Golaghat (Asom) in accordance with the provisions made in the historic Assam Accord signed on 15th August 1985, has been conceived as a vehicle for speedy industrial and economic development of the region. Home to the one-horned Indian-Rhino, the Kaziranga National Park in the adjoining district establishes a happy ecological mosaic wherein co-existence is the unvarying theme.

## About the Refinery



Numaligarh Refinery Limited (NRL) was incorporated on 22nd April, 1993. Presently, Bharat Petroleum Corporation Limited holds 62.96 % of the Company's paid up equity capital while Government of Asom, Oil India Ltd. and Oil Industry Development Board are the other shareholders with equity participation of 12.35 % each. The Company started commercial operations from October 2000 and has been performing creditably ever since. With its track record of profitability and steady growth, it has earned the status of a "Mini Ratna" PSU.

The main products of the 3 MMTPA capacity Numaligarh Refinery are Liquefied Petroleum Gas (LPG), High Speed Diesel (HSD), Aviation Turbine Fuel (ATF), Superior Kerosene Oil (SKO) and Motor Spirit (MS) which are marketed mainly



## Profile



through Bharat Petroleum Corporation Limited (BPCL). Other products like Naphtha, Calcined Petroleum Coke/Raw Petroleum Coke and Sulphur are marketed directly or with the help of BPCL and other Oil Marketing Companies. Both the Refinery and its adjacent Marketing Terminal are operated by fully automated systems and supported by business systems driven by Enterprise Resource Planning (ERP). While crude oil to the Refinery is delivered through a pipeline from the oil fields of OIL and ONGC in Asom, all the products are despatched by rail and road to various destinations in the country.

Although NRL has been operating as a petroleum refining company for a number of years, it has lately entered into the retail distribution segment. The Company has permission from the Government of India to market Motor Spirit and High Speed Diesel through a chain of 510 retail outlets in various parts of the country. A number of outlets have already been commissioned and sales have been quite encouraging. These outlets aptly christened as "Energy Stations" are designed to stand apart from conventional outlets, offering the best of products and services.





## Concern for the Environment

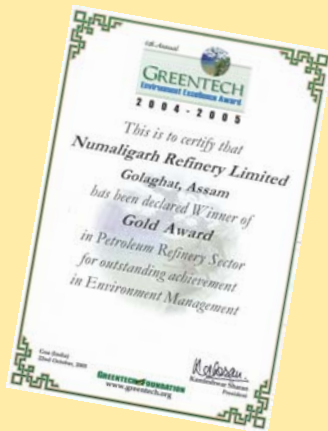
*I*t is worthwhile to mention that this Refinery was conceptualized as one of the most environment friendly refineries in the country. Right from inception, conscious efforts have been made at every stage to preserve the environment complying with statutory norms prescribed by authorities concerned. Besides normal pollution abatement measures, specific steps have been taken to ensure that there is no adverse impact on the nearby Kaziranga National Park.

An instance of the Company's concern for the environment can be seen in its promotion of the Butterfly Valley – a 15 acre park to support an ecosystem of endangered butterfly species. Another instance is the creation of “Smritibon” the garden of remembrance, a virtuous idea of commemorating the memories of beloved ones by planting herbal plants in their names.



## Functional excellence milestones

NRL's achievements have been wide-ranging and in all spheres of operations. Way back in 1998 - two years before the start of actual commercial operations, the Company had a fully functional ERP software in place. In its journey into the realm of excellence, new milestones have been achieved. M/s Det Norske Veritas (DNV), Norway, an internationally reputed certifying agency after stringent scrutiny have awarded three coveted certifications at one go in the year 2002 : (i) ISO 9001:2000 for Quality Management System (ii) ISO 14001:1996 for Environment Management System and (iii) OHSAS 18001:1999 for Occupational Health & Safety Management System. The certifications have been revalidated for a further period of three years by M/s DNV from November 2005. Further, in Environmental Management System, NRL has been upgraded and certified against the latest version of the standards i.e. ISO 14001: 2004 replacing the earlier ISO 14001:1996. It has also been awarded Level 9 certification by DNV under the protocol of International Safety Rating System (ISRS), one of the most prestigious Loss Control Management System benchmarking tools.



## Functional excellence milestones



Many awards and recognition have come our way as we traversed our journey in pursuit of excellence. NRL was awarded the Green tech award for environment excellence for three consecutive years viz. 2002-03, 2003-04 and 2004-05 and Green Tech Award for safety for two consecutive years viz 2004-05 and 2005-06. NRL was also awarded the Jawaharlal Nehru Centenary award for Energy Efficiency for the year 2004-05.



On the retail front NRL was awarded the prestigious POPAI OMA Silver Award for Retail Outlet design and facilities under the category 'Automobile-Permanent' for the year 2006. Further, Petroleum Conservation research Association (PCRA) has adjudged NRL as the 1st Prize winner under PCRA 'Award for Excellence' in the Medium Project category for the Energy Conservation for the year 2004-05. These awards speak highly of the collective efforts and dedication of our employees.

## Commitment to the community



We in NRL are conscious of the fact that the ongoing process of economic reforms is irreversible and the challenge of change on all facets of business and environment is inevitable. So is the fact that the real purpose of business is human well being. This dictum remains the driving force of all our social commitments. In keeping with this ideology, we have both spawned and sponsored a succession of social initiatives which entail such diverse activities as providing relief to upgrading skill and productivity of the beneficiaries.







## Vision & Mission

### Vision

To be a vibrant, growth-oriented energy company of national standing and global reputation having core competencies in refining and marketing of petroleum products, committed to attain sustained excellence in performance, safety standards, customer care and environment management and to provide a fillip to the development of the region.

### Mission

- ▶ Develop core competencies in refining and marketing of petroleum products with a focus on achieving international standards on safety, quality and cost.
- ▶ Maximize wealth creation for meeting expectation of stakeholders.
- ▶ Create a pool of knowledgeable and inspired employees and ensure their professional and personal growth.
- ▶ Contribute towards the development of the region.



## Corporate Social Responsibility... looking beyond business

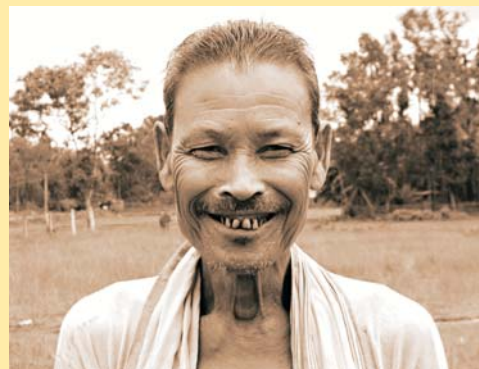


With a little help and an extended hand, one could do a world of good for the society – a society that needs a caring touch, a shift from that sleepy nonchalance to a vigorous energetic rush. For this paradigm shift, we at NRL have put our best foot forward and have been realizing substantive results through a series of value added development endeavors pertaining to the social and economic upliftment of the region around us. This is primarily because of the fact that Corporate Social Responsibility (CSR) remains one of the principal objectives of the Company. We never lose sight of basic social values and ethics which govern our milieu. We are committed towards improving quality of life in the society in general and that of the local community in particular; and in order to achieve what we have set out to do, the CSR concept finds an important place in our corporate philosophy. Thus, as envisaged in the corporate vision, we have reached out to the people even in the remote villages with our community development programmes.

A recent development in this context is the setting up of a gender budgeting cell which ensures that women are benefited from the schemes implemented by the Company in the area of community development. As per the ministry directives, around 30% of the budget for community development is earmarked specifically for such developmental initiatives.

We pride ourselves in contributing, in no small measure, to the social and economic uplift of the region by steps taken right from the very inception of the Refinery. The reward is there for us to see – a smile on the faces of the people around the Refinery.

Not only this, the smile is broadened with the effort of the Refinery protecting and caring for the environment. As a good corporate citizen, it has always been our endeavour to minimize the impact of our activities on the environment by employing the best available pollution control techniques. One of the most environment-friendly refineries of the country, we had incorporated environment protection features in its infrastructure at a very nascent stage with the



**Corporate Social  
Responsibility...  
looking beyond business**



concept of a modern, efficient, and yet, eco-friendly refinery. Moreover, to add to the existing greenery around the Refinery, we have set up parks and housed our employees in a Township in such a manner that they are invariably reminded of the importance of ecology and environment.

#### **The objectives of CSR in NRL**

- ▶ To be a good and conscious corporate citizen.
- ▶ To make untiring efforts to improve the quality of life and socio-economic scenario with special attention to the people residing in the vicinity of the Refinery.
- ▶ To improve protect and preserve the environment.
- ▶ To stand high on ethical standards.
- ▶ Review our approach/services and incorporate required changes.

Carefully planned, zealously executed and sensitively nurtured, our community development initiatives have a holistic approach. Besides dispensing relief and succor, we focus on capability development of the beneficiaries in various genres like self-employment, education, health, infrastructure and a



multitude of social activities.

NRL earmarks around 60 per cent of the budgeted amount for community development for the people residing within a radius of 10 kilometers of the Refinery and the balance 40 per cent for the rest of Asom. But with the spreading of wings in the form of retail marketing of auto fuels in other parts of the country, we have extended our community development activities to those areas as well.

For the development of the society as a whole and the economically downtrodden in particular, we have identified agri-allied income generation activities, education, infrastructure development, community health and promotion of art, sports, literature and culture as major thrust areas.



*M*odels for Community Development are conceived, sifted, garnered and implemented by means of a well defined mechanism which, inter-alia also prioritizes the extent of underdevelopment, need and feasibility while selecting the projects.

Eight officers drawn from various departments act as the hub and constitute the steering committee which scrutinizes proposals, monitors activities while ensuring full and proper utilization of the budgeted amount.

## A Systematic Approach to Community Development



Projects are identified and developed in close liaison with the district administration, local public bodies, recognized voluntary organizations and apex committees. Proposals are then routed for approval through the steering committee which deliberates weekly to review the status of under-implementation and new schemes. The committee members periodically pay site visits, gathering on site information while removing bottlenecks, if any. The committee generates a monthly report giving financial details and proposals for the annual budget.

While scheduling the implementation of various schemes, due weightage is given to local opinions/views. In addition, local NGOs are engaged for on-site information. NEADS, Jorhat was engaged for the survey of economic conditions of nearby villages while two more NGOs were assigned environmental awareness programmes.



## Turning dreams into reality

Our CSR schemes and programmes are not only proactive but remunerative in tangible terms. The Company's benevolence has been useful in supporting schemes that lead to indirect employment and economic independence of the youth in the region. Its reassuring push has greatly benefited them as many a youth have been able to take up projects of income generation, and apparently, realized their cherished dreams.

Giving a fillip to agro-based activities has been in our priority list. We have provided assistance to villagers of the nearby areas for setting up establishments of self-employment in the form of piggeries, poultry farms, fisheries and small handloom and handicraft units. Besides, the farmers of the nearby areas have been provided with tractors, seeds, fertilizers and pesticides in order to support them in their mission.

What is important is that we organize entrepreneurship awareness programmes for the local unemployed youths. Moreover, to support the enterprising youths, vocational training is also given in order to upgrade their skills.



The encouraging thing is that our efforts have yielded good results and brought about a general well being of people in the neighbouring areas. The farmers around the area are now an advanced lot who use modern methods of farming and earn more than they used to. Our efforts have brought about joy among the people of the villages around the<sup>11</sup>

refinery as they bask in the glory of being self-employed and the realization that they too now contribute a bit towards the economy of the area.



## Some initiatives to promote self-employment

- ▶ Multicropping initiatives taken up by NRL in the nearby villages has yielded rich harvest and helped the farmers to go for 2-3 crops in a year. 265 farmers from 32 villages with 1180 beneficiaries benefited from the venture.
- ▶ Vocational training organized by NRL at Regional Research Laboratory, Jorhat for ITI passed out local students for upgradation of technical skill for indirect employment. After completion of training, some of the trainees were given direct employment at NRL and the others were engaged by NRL contractors.
- ▶ Consultants from Indian Institute of Entrepreneurship engaged for Entrepreneurship Awareness Programme for the local unemployed youths for their self employment. Some of the trainees trained under entrepreneurship development programme have started their own income generation activities.
- ▶ Training on Animal Husbandry imparted to villages of nearby Ponka village by the Veterinary Department with NRL sponsorship.





- ▶ Training imparted from time to time to groups like Panka Janajati Tat Silpa Samabai Samity to develop skills in handloom. Similar financial aid is also extended for promotion of silk, tribal handlooms and handicrafts.
- ▶ Distribution of seeds, fertilizers and pesticides through Pathar Parichalana committees of nearby villages.
- ▶ Assistance for Chilly cultivation to Rupali Self help group of Numaligarh Block village.
- ▶ Assistance to Borsapori Gaon Naba Bikash Krishi Atmosahayak Gut in their pisciculture project.
- ▶ Financial assistance for purchase of tractors to many Self Help Groups like Milita Self Help Group, Letekuchapari Krishi Self Help Group, Bahumukhi Krishi Banijya Prakalpa to name a few.
- ▶ Assistance provided for setting up of piggeries by Milijuli Self Help Group, Ouguri unemployed youths, Lakhimi Self Help Group, Jatiya Mahila Parishad Uttaran Self Help Group, Surujmukhi Self Help Group. In addition to the above, NRL has provided assistance for dairy farming to Navajyoti Mahila Self help group at Ouguri.
- ▶ Financial assistance for purchase of tractors to many Self Help Group like Milita Self Help Group, Letekuchapari Krishi Self Help Group, Bahumukhi Krishi Banijya Prakalpa to name a few.
- ▶ Sponsoring of potato cultivation at Dhansiripar village which yielded lush green harvest. The potatoes were even sold to NRL Township residents.
- ▶ Assistance to Gayatri Self Help Group, Napathar for establishing a Biscuit factory at Labanghat.
- ▶ Handlooms, yarn & CGI sheets distributed to the co-operative run by Ponka villagers, Khumtai Nagaon Dwipjyoti Mohila Somity, Panka tribal handloom Cooperative society.



**Some initiatives to promote self-employment**



## Spreading the light of education

*E*ducation is the enriching light which opens up many an ignorant mind and gears up an individual to face the world with confidence and competence. We have pledged to remove the darkness of illiteracy in the lives of people whose cause we espouse and embarked upon the novel idea of spreading higher education and information technology among the new generation in the neighbouring areas of the Refinery . In our unrelenting march to spread the gospel of literacy, we have crossed several milestones.

- Renovated and expanded about 20 schools in the last 3 years.
- Provided furniture and reading aids to more than 40 schools.
- Granted Scholarship / financial support to underprivileged children of the district.
- Sponsored 12 meritorious students of the area for education in the prestigious Delhi Public School located inside the Refinery Township
- 5 students granted scholarship for continuing their studies further.
- Felicitation programmes frequently held to encourage good students. State level sponsorship granted for higher studies to deserving and promising prospects.
- Interactive and educational tours arranged within the district.
- In keeping with the need of times we are encouraging and enabling people on Information Technology. Grant for Personal computers and peripherals were given to deserving cases in the vicinity of the Refinery.
- Unstinted support to Colleges in building canteens, libraries, laboratories, common rooms and other utilities.
- Our educational aid program has brought under its aegis many schools and colleges.



*Our efforts shall come to fruition when the rural child will catch up with the stars leaving others behind.*

## In support of education

- Renovation and expansion of Letekujan TE ME School
- Construction of Rajabari ( Letekujan) ME School
- Construction and renovation of Letekubagan LP School
- Renovation and expansion of Rajabari Ouguri Junior Basic School
- Renovation and expansion of Rajabari Ouguri Study Centre
- Renovation and expansion of Panka Saptaswahid Puthi Bharal
- Renovation and expansion of Panka Sr. Basic School
- Construction of no. 2 Bishnupur Kanakeshwar Saikia LP School
- Renovation and expansion of Rupram Hazarika High School
- Renovation and expansion of Ouguri Sodou Banuwa LP School
- Renovation and expansion of Panka Girls ME School
- Renovation and expansion of Kanaighat Jr. Basic School
- Renovation and expansion of Kanaighat Tribal ME School
- Renovation and expansion of Numaligarh block ME School
- Renovation and expansion of Kaliyani Block LP School, Panka





## In support of education



- Renovation and expansion of Deopahar ME School
- Renovation and expansion of Chawrabosti LP School
- Construction of Numaligarh Junior College
- Construction of Numaligarh Junior College
- Construction of office building for upcoming writers at Bokakhat
- Construction of Science Laboratory Building of CN Bezbaruah Science College, Bokakhat
- Construction of Girls common room at JDSG College, Bokakhat
- Construction of Telgaram Primary School
- Renovation and expansion of Srimanta Sankardev High School, Rongbong
- Renovation and expansion of No. 4 Rongbong LP School
- Renovation and expansion of Napathar Natungaon LP School
- Renovation and expansion of Bishnupur Adarsh Vidyalaya
- Renovation of Amarjyoti Puthi Bharal and Kala Vikas Kendra
- Construction of Morongi College library

- Construction of Teacher's Common Room at Kamargaon College
- Construction of Canteen building of H P B Girls College, Golaghat
- Construction of Farkating College- Library
- Construction of Melamara College Building
- Construction of Library room of Jaya Gogoi College, Khumtai



## In support of education

- Lab equipment to Jaya Gogoi college, Khumtai, DKD College, Dergaon, CN Bezbaruah College, Bokakhat
- Construction of Canteen building at DR College, Golaghat
- Construction of Numaligarh library
- Construction of rooms at Numaligarh High School
- Financial aid for construction of school at Jarikuchi Gaon, Sonapur

## Delhi Public School - Numaligarh



*T*his prestigious institution provides quality education to the children. Affiliated to the Central Board of Secondary Education (CBSE), DPS has completed nine years of its existence in the serene surroundings of the refinery township. A few batches of students have appeared in the Board examination and fared creditably. The school, with a hostel to accommodate 200 boarders, has opened the senior secondary section with Science, Humanities and Commerce streams. A number of new extra curricular activities such as horse riding, clay modeling, scouts, historical society, nature club, sarod and sitar classes and NCC have been introduced in the school curricula. Moreover, a students' quality circle has also been started to help students solve the problems related to their work area systematically by applying relevant tools and techniques.





## Helping build the backbone

*T*here is no surer way to development than a well-knit infrastructure. We, at NRL, not only appreciate the value of good infrastructure but have also contributed substantial resource towards the development of infrastructure in the nearby areas by embarking upon a series of pragmatic initiatives to bring about an improvement in the quality of life. Among others, development of roads is a thrust area, since communication link is vital for the development of a place. We have improved roads, set up road signs and waiting sheds, supplemented already existing electricity/street light facilities, extended low extension lines, built culverts and bridges, widened roads and planted strips of trees along them. The construction of the Research Centre for the Kaziranga Wildlife Society has reaped huge benefits for the ongoing conservation efforts in the state. We have also extended our services to the other parts of the state. The landmark Jalukbari traffic island is an example of our extended services.

As the future beckons, the people of the region are steadily, surely and merrily looking towards new horizons.

## Bridging the gap...the NRL Way

- Construction of traffic island in Jalukbari, Guwahati.
- Construction of STP bridge at Panka Ali leading to Borsapori village.
- Construction of metallic road in Arengapara, Golaghat
- Renovation of Jamunapukhuri Park at Golaghat
- Construction of traffic island in Jalukbari, Guwahati
- Development of village road leading to Ouguri Panka from Telgaram market
- Widening and strengthening of Dhodar Ali, Golaghat
- Development of approximately 3 kms village road in Rong-Bong-V
- Construction of waiting sheds on NH-37 and NH-39 at Telgaram, Kanaighat, Panka Chariali and Numaligarh.
- Development of traffic island in Numaligarh Tiniali with road signs
- Construction of Hume pipe culvert bridge at Moinapara, Golaghat
- Development of Village road at Pankagranti (Sawargaon path).
- Street lighting facilities in Numaligarh Tiniali.

*And many more...*



*H*Health and hygiene have been our primary concerns. We provide the local people with good health care facilities in the form of regular mobile medical camps in remote villages supplementing the efforts of the existing health centers in the nearby areas. From time to time we have provided medicine and medical equipment to the primary health centres. All this and more is conducted by the Vivekananda Kendra Hospital which came into existence in the NRL Township as a result of the MoU signed between NRL and Vivekananda Kendra in September, 1997. The hospital is the only specialized health centre in the area for a cross section of people who have no recourse to any other medical care. The 30-bed hospital is nothing less than a blessing for them as it has a fully equipped burn unit, an ICU, radiology, obstetrics and gynecology departments providing



## Our Motto: A Healthy Community



round-the-clock service. Besides, it boasts of a full-fledged pathological laboratory, a standard blood bank, dental OPD, eye OPD, ENT OPD, a 24-hour ambulance service and a pharmacy. Free mobile medical camps are held from time to time by the VK Hospital in the nearby villages which provide relief to the needy.

To provide a hygienic environment and to materialise a health conscious society, we have constructed sanitary facilities, installed tube wells, dug RCC ring wells and set up water supply schemes. The rural inhabitants around the Refinery are now an improved lot with better healthcare facilities available for them. Besides treating the indisposed, the medical camps also educate the people about hygiene.

- Free Medical health camps on ENT, Eye, Gyanaecology and overall health check-ups conducted regularly by VK NRL in nearby villages.
- Renovation of Kushal Konwar Hospital, Golaghat.



## Community health initiatives: Hospitals & Health Care

- Renovation of Public Health Centre at Panka village.
- Construction of 2 paying cabins at JDS Civil Hospital, Jorhat.







## Community health initiatives: Water Supply

- Construction of concrete ring wells at nearby villages of Rajabari, Dhansiri Par, Letekuchapari, Panka, Kanaighat, Gobindapur, Majuli, Tamulipathar Gaon and Sawrabosti. Work for construction of ring wells is also underway in villages like Rongbong, Govindapur, Bishnupur, Kanaighat Ouguri, Borsapori, Numaligarh Block Village, Kaliyani Block, Nandapur Satra Borgoria, Rajabari Mazdur Gaon, No1 and no.2 Pankagaon and Pankapathar.
- Drinking water facilities for Rowdowar, Merakan and Paschim Dhodung villages.
- Provision of 43 water filter tanks for 53 tubewell near Bishnupur village.
- Installation of Mark-II tubewell in Rong Bong – V village.



## Promoting Art, Culture and Sports



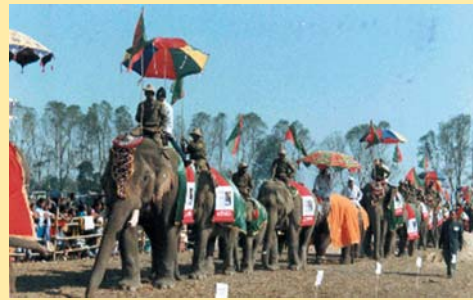
Catch them young is the slogan. We believe in nurturing latent talents in the field of sports, art, culture and literature. We also believe in encouraging people, particularly children and youngsters, to groom their potential in these areas. We promote sports and sports events, cultural activities and are conscious about maintaining and preserving the rich cultural heritage of Assam. We also sponsor professional and socio-cultural meets, conventions, seminars and workshops.

Besides sponsoring sports meets, we have constructed stadiums and distributed sports goods and musical instruments to local clubs. In order to promote literature and culture, we have built libraries and study centers in the vicinity of the Refinery and renovated amateur theatres in the local area.

These social initiatives have a long gestation period but steadily, almost imperceptibly, the initial fruits of our labour are emerging. Today, more people are reaping the benefits. With easy access to information and exposure to modern technology, the people of Numaligarh are stepping out of their threshold and looking at vistas beyond. Our initiatives have definitely made an impact and enriched the life of the people in the neighbouring areas.



## Boosting Arts, Sports and Culture: A few instances

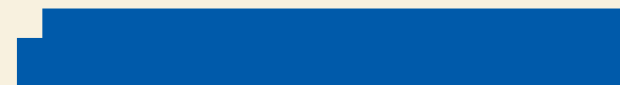


- Partly sponsored the reconstruction of Natya Mandir at Bokakhat.
- Sponsored the construction of Concrete Pavilion in the District Sports Stadium at Bokakhat.
- Organized 'Interschool Invitation Football Tournament' with participation from 16 schools. 35 talented players were selected to undertake skill improvement at Kolkata, 5 of whom were selected to attend training cum selection matches.
- Supported the Asom State Tennis Team for the 33rd National Games.
- Supported the Kaziranga Elephant Festival and Kaziranga Centenary Celebrations.
- Reconstructed the Sapta Swahid Bedi in memory of the seven martyrs of the Assam movement. The monument carries a lot of sentimental value for the people of the state.

On acquiring the land for the Refinery and the Township, the Company had taken the moral responsibility to ensure that lives of the people who were displaced were not adversely affected and that they were rehabilitated properly. Accordingly, the 87 families who were displaced in the process were resettled in two villages, viz, Bishnupur and Napathar Natun Gaon in the vicinity of the Refinery.

#### **Employment:**

The rehabilitation package to the dependants of the Project Affected People (PAP) provided for direct employment to five persons and indirect employment opportunities to eight persons as petty contractors, thirty two persons as workers under various contractors and self employment assistance to one person.



#### **Sanitation and Health Care:**

- Provided low cost sanitary facility to each of the families.
- Free medical health check up camps at regular intervals through VK NRL Hospital both at Panka Grant Village (Bishnupur) and Na-Pathar Natun Gaon.

#### **Drinking water facilities**

- Provided Mark-II Tube wells to each family at Panka Grant Village (Bishnupur) and tap water with filtration plant at Napathar Natun Gaon.



## **Measures for the Project Affected People**







## Measures for the Project Affected People

### Educational facilities:

- Built one primary school and provided bench and desks to Panka Grant Village (Bishnupur) and Napathar Natun Gaon.
- Constructed Children parks in both the schools.
- Provided uniforms and books to school children.
- Gave annual awards to meritorious students of both the schools from NRL officers' club.
- Provided Sports and play items to the school children.

### Infrastructure

- Constructed approach roads with culverts and made improvement of roads in both the villages.
- Provided electricity extension line for street lighting facilities in both the villages.

Apart from the above, the PAP families received other benefits like houses under Indira Awas Yojana, ring wells, fish fingerlings and fruit bearing tree saplings as stipulated by government schemes at the initiative of the NRL P& A Department.

## Support at the time of natural calamities /disasters

We have provided unstinted support to the State and Central Govt. in moments of distress, by way of financial help for taking up various welfare works by the State and Central machinery. We have constantly been extending our support

to the Chief Minister's relief fund in aid of flood victims and more recently for the Tsunami victims and victims of ethnic conflict in Karbi Anglong.

Apart from the above, employees of NRL have always stood up and extended help to the needy by contributing generously for National causes and natural calamities be it for relief within the state for flood victims or for people in distress outside the state viz. for the Orissa Cyclone Relief & Reconstruction Fund, PM's National Relief Fund for Earthquake and PM's National Relief fund for Tsunami victims.



## Caring for the Environment and Ecology



*H*ow does one show care, concern and commitment to the cause of Environment and Ecology? We, at NRL, started long before the construction work began. It was on the drawing board where the topography, lie of the land and nature's landmark were carefully studied and policies formulated to ensure that the landscape is not defaced. The planners lend great emphasis on merging the contours seamlessly in what is supposedly one of the richest storehouses of flora and fauna. The lush green environs, undulating tea gardens, wetlands, forest and diverse fauna, tell a happy tale of co-existence.

All this has been possible by adopting safe and eco-friendly technologies, sound design and engineering practices. Our efforts have culminated in a well defined Environment management system under ISO 14001, OHSAS 18001 and ISRS protocols. The seriousness and sincerity has not gone unnoticed. NRL has been awarded the Green Tech Environment Excellence award for three consecutive years 2002-03, 2003-04 and 2004-05.



## Creating Environmental Awareness

Creating environmental awareness amongst employees/public and training are thrust areas of NRL. We attach great importance in spreading environment protection awareness not only amongst our own employees, but also amongst the masses that form the immediate neighborhood of the Refinery.

We lay emphasis on learning new concepts and technologies related to the environment. The technological sophistication, stringent guidelines, and a detailed monitoring system, all become irrelevant, if the people do not appreciate or understand their importance.

We have an independent Energy & Environment Cell and a training centre at the Refinery premises catering to various training needs of the personnel. Regular training programmes are organized, particularly pertaining to those process units having a direct impact on the environment.

In keeping with one of the objectives of ISO-14001, all the employees are periodically given Environment Awareness training.

Besides conducting programmes for the employees on environmental issues, the Training & Development department regularly organizes programmes for the neighboring villagers to make them aware of the safety measures required to be taken in case of an offsite disaster and environmental impact of the Refinery on the society.

*And our efforts continue...*



**Numaligarh Refinery Limited**  
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**Dist. Golaghat, Assam**  
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