

BUSINESS RESPONSIBILITY REPORT

Section A: General Information about the Company

1. Corporate Identity Number (CIN):	L74899DL1998PLC093073
2. Name of the Company	Petronet LNG Ltd.
3. Registered Address	World Trade Centre, First Floor, Babar Road, Barakhamba Lane, New Delhi – 110 001
4. Website	http://www.petronetlng.com
5. Email id	investors@petronetlng.com
6. Financial Year reported	April 2013 - March 2014
7. Sector(s) that the Company is engaged in (industrial activity code-wise)	Oil and Gas – LNG
Industrial Group	Description
1110	Extraction of crude petroleum and natural gas
<i>As per National Industrial Classification – Ministry of Statistics and Programme Implementation</i>	
8. List three key products / services that the Company manufactures / provides (as in balance sheet):	1. Regasified Liquefied Natural Gas
9. Total number of locations where business activity is undertaken by the Company	Regasification terminals in Dahej, Gujarat and Kochi, Kerala in India.
Number of International Locations	Company's operations are in India itself
Number of National Locations	Corporate Office in New Delhi, Terminals in Dahej in Gujarat and Kochi in Kerela
10. Markets served by the Company - Local / State / National / International	National

Section B: Financial Details of the Company

1. Paid up capital	: INR 750 crore
2. Total turnover	: INR 37,747.58 crore
3. Total profit after taxes	: INR 711.92 crore
4. Total spending on Corporate Social Responsibility (CSR) as percentage of profit after tax (%)	: INR 3.17 crore i.e. 0.45%
5. List of activities in which expenditure in 4 above has been incurred:	
1) Community Infrastructure Development	
2) Education	
3) Health Services	
4) Disaster Relief	
5) Environment Sustainability	

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Section C : Other Details
1. Does the Company have any Subsidiary Company /Companies?

The Petronet LNG Limited (PLL) does not have any subsidiary company.

2. Do the Subsidiary Company / Companies participate in the BR Initiatives of the parent Company? If yes, then indicate the number of such subsidiary company(s).

NA

3. Do any other entity / entities (e.g. suppliers, distributors etc.) that the Company does business with, participate in the BR initiatives of the Company? If yes, then indicate the percentage of such entity/entities?

No, none of the entity / entities with whom company does business participates in the BR initiatives of the company. All of company's principle promoters, i.e. GAIL, ONGC, IOCL and BPCL, are required to and undertaking BR activities and release their own dedicated BR reports.

Section D : BR Information
1. Details of Director / Directors responsible for BR:
a) Details of the Director / Directors responsible for implementation of the BR policy / policies:

DIN Number : 00793181

Name : Dr. A. K. Balyan

Designation : MD&CEO

b) Details of the BR Head:

Name : Dr. A. K. Balyan

Designation : MD&CEO

Telephone no. : 011-23472503 / 04

e-mail id : md.ceo@petronetlng.com

2. Principle-wise (as per NVGs) BR Policy / policies (Reply in Y / N):

The National Voluntary Guidelines on Social, Environmental and Economic Responsibilities of Business (NVGs) released by the Ministry of Corporate Affairs has adopted nine areas of Business Responsibility.

Principle 1	Businesses should conduct and govern themselves with Ethics, Transparency and Accountability
Principle 2	Businesses should provide goods and services that are safe and contribute to sustainability throughout their life cycle
Principle 3	Businesses should promote the well-being of all employees
Principle 4	Businesses should respect the interests of, and be responsive towards all stakeholders, especially those who are disadvantaged, vulnerable and marginalized
Principle 5	Businesses should respect and promote human rights
Principle 6	Businesses should respect, protect, and make efforts to restore the environment
Principle 7	Businesses, when engaged in influencing public and regulatory policy, should do so in a responsible manner
Principle 8	Businesses should support inclusive growth and equitable development.
Principle 9	Businesses should engage with and provide value to their customers and consumers in a responsible manner

Sl. No.	Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
1.	Do you have a policy / policies for...	Y	N#	Y	N#	Y	Y	Y	Y	N#
2.	Has the policy been formulated in consultation with the relevant stakeholders?	Y*	NA	Y*	NA	Y*	Y*	Y*	Y*	NA
3.	Does the policy conform to any national / international standards? If Yes, specify? (50 words)	Y (Ref A)	NA	Y (Ref B)	NA	Y (Ref C)	Y (Ref D)	Y (Ref E)	Y (Ref F)	NA
4.	Has the policy being approved by the Board? If yes, has it been signed by MD / Owner / CEO / appropriate Board Director?	Y	NA	Y	NA	Y	Y	Y	Y	NA
5.	Does the Company have a specified committee of the Board/Director / Official to oversee the implementation of the policy?	Y	NA	Y	NA	Y	Y	Y	Y	NA
6.	Indicate the link for the policy to be viewed online?	Ref \$	NA	Ref &	NA	Ref &	Ref &	Ref &	Ref &	NA
7.	Has the policy been formally communicated to all relevant internal and external stakeholders?	Y	NA	Y	NA	Y	Y	Y	Y	NA
8.	Does the Company have in-house structure to implement the policy/ policies?	Y	NA	Y	NA	Y	Y	Y	Y	NA
9.	Does the Company have a grievance redressal mechanism related to the policy/ policies to address stakeholders' grievances related to the policy/policies?	Y	NA	Y	NA	Y	Y	Y	Y	NA
10.	Has the Company carried out independent audit / evaluation of the working of this policy by an internal or external agency?	Y	NA	Y	NA	Y	Y	Y	Y	NA

*Mostly through internal audits and external consultants

* Relevant internal and external stakeholders were consulted, as deemed appropriate, during the formulation of the policies. Policies are signed by either MD & CEO or other senior management personnel such as Functional Directors, Presidents, Senior Vice Presidents, and Vice Presidents or released as 'office orders' upon approval of Competent Authority.

PLL is in the niche business of Import, storage and regasification of LNG, and supplies its product to a few select customers including GAIL, IOCL and BPCL. Considering the nature of company's business, these aspects are not as critical for us as probably for certain other sectors and industries. Hence, company does not have dedicated policies regarding these aspects. However, PLL does not take these aspects lightly, and has sufficient focus on these aspects. The company is taking appropriate actions as and when required to address them comprehensively.

A: Code of Conduct for Board Members and Senior Management Personnel

B: Human Resources Policies including Recruiting and Employment Policy, Leave Policy, Medical and Hospitalization Policy

C: Sexual Harassment Policy

D: QHSE Policy

E: Insider Trading Policy

F: CSR Policy

\$: PLL Code of Conduct: <http://www.petronetlng.com/code-conduct.aspx>

&: Policy is not available in public domain. Policy is available on Company's internal intranet portal and can be accessed by company employees.

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3. Governance related to BR:

- **Indicate the frequency with which the Board of Directors, Committee of the Board or CEO assess the BR performance of the Company. Within 3 months, 3-6 months, Annually, More than 1 year.**

Being in the energy sector, PLL realizes the importance of sustainable growth and need for judiciously utilizing the planet's depleting natural resources. In this regard, PLL has received high corporate values from its principle promoters including GAIL, ONGC, IOCL and BPCL, who are all amongst the leading sustainability champions in India. PLL's Board constitutes of representatives from all these institutions which puts sustainability high on the Board agenda. Our CEO reviews company's sustainability performance on continual basis, at least once annually.

- **Does the Company publish a BR or a Sustainability Report? What is the hyperlink for viewing this report? How frequently it is published?**

PLL published its maiden Sustainability Report for FY 2012-13, highlighting upon company's triple bottom line performance. Going forward, PLL aims to develop and release its sustainability report on annual basis. The maiden sustainability report of PLL can be found at: <http://www.petronetlng.com/PDF/LNG-Petronet-Sustainability-Report-19032014.pdf>

Further, since FY 2012-13, in line with the SEBI mandate, PLL has been releasing its Business Responsibility report. Maiden report was released for FY 2012-13 and formed part of the company's Annual Report 2012-13. The same can be assessed as standalone or as part of annual report at following links respectively : http://www.petronetlng.com/PDF/Business_Responsibility_Report_2012-13.pdf, http://www.petronetlng.com/pdf/annual_report_2012-13.pdf

Section E: Principle-wise Performance

Principle 1: Businesses should conduct and govern themselves with Ethics, Transparency and Accountability

1. *Does the policy relating to ethics, bribery and corruption cover only the Company? Does it extend*

to the Group / Joint Ventures / Suppliers / Contractors / NGOs / Others?

PLL's Code of Conduct and Business Ethics policies are applicable for company's management employees only. However company has checks and balances in place for ensuring ethical business conduct across its operations.

Company's Code of Business Conduct and Ethics are laid out for Board Members and Senior Management personnel. Board Members and Senior Management personnel affirm compliance to the code on annual basis, including during last financial year. This highlights PLL's commitment to ethical and transparent corporate governance practices. The philosophy of PLL in relation to Corporate Governance is to ensure transparent disclosures and reporting that conforms fully to laws, regulations and guidelines, and to promote ethical conduct throughout the organisation with the primary objective of enhancing shareholders' value while being a responsible corporate citizen.

PLL has been Member of the Global Compact Network (GCN) since the last four years and has been strictly following and disclosing performance against 10 GCN principles covering aspects of human rights, labour practices, and anti-corruption beside others. To strengthen Company's commitment against workplace harassment, during the last financial year PLL came out with sexual harassment order in line with the sexual harassment of women at workplace Act 2013.

Further, PLL has identified that the major potential source of corruption in its operations could be contracts awarded for construction of various facilities in an LNG Terminal. In order to mitigate the risk, the EPC Sub-Committee of the Board, responsible for evaluating and recommending large EPC Contracts for Board approval. In addition to this, PLL has safeguards in place in the tender documents which discourage bidders to engage in any corrupt practices.

2. *How many stakeholder complaints have been received in the past financial year and what percentage was satisfactorily resolved by the management? If so, provide details thereof, in about 50 words or so.*

PLL received 1202 shareholder complaints during the FY 2013-14, while 5 complaints were pending from previous financial year. 1206 complaints were successfully resolved during the year while 1 compliant was pending as on 31st March 2014.

Principle 2: Businesses should provide goods and services that are safe and contribute to sustainability throughout their life cycle

1. *List up to three of your products or services whose designs have incorporated social or environmental concerns, risks and/ or opportunities.*

At PLL, our primary and only product portfolio includes import, storage and regasification of Liquefied Natural Gas. We are not involved in manufacturing of any product, and hence social and environmental concerns emerging from manufacturing activities are absent in our operations. Further, our product is transported through massive tanker ships and gas pipelines thus reducing transport related environmental footprint. However, we are still committed to ensuring responsible handling and marketing of our product, and hence have in place state of the art product handling equipment at our facilities. Also, we comply with all existing regulations of the concerned land.

2. *For each such product, provide the following details in respect of resource use (energy, water, raw material and so on) per unit of product (optional):*

- i. Reduction during sourcing / production / distribution achieved since the previous year throughout the value chain.

PLL operated terminals, Dahej and Kochi, apply state of the art technology for ensuring safe and efficient operations. PLL has strong focus on managing and reducing its energy, water and waste footprint, and is in constant lookout for improvement opportunities. Some interventions taken in this regard during the previous financial year included installation of LED lighting in office complex, use of condensate water from operations for gardening purposes, use of chilled water from plant operations for air conditioning in the building and use of food waste generated on site for vermicomposting.

- ii. Reduction during usage by consumers (energy, water) has been achieved since the previous year?

PLL believes that increasing the share of natural gas in the Country's energy mix will lead to a transition to a low carbon growth. This belief comes from the fact that natural gas and renewable energy sources are often considered to be complementing each other. Natural Gas, which is the major product of PLL, does not produce significant amounts of solid waste, air

emissions in form of nitrogen oxides and carbon dioxide are also of lower quantities than those produced from coal or oil. Emissions from natural gas in form of sulphur dioxide and mercury are negligible. These characteristics make LNG a cleaner fuel and helps PLL and consumers in reducing their carbon footprint.

Further, PLL is exploring the supply of LNG to customers through road transportation. The approach would be suited for customers not connected through gas pipelines, and with medium to small requirements. The hubs developed for these purposes can further be used for supplying PNG and CNG to customers. PLL aims to market this product under the brand name "Taral Gas" and marketing efforts are already underway in this regard.

3. *Does the Company does not have procedures in place for sustainable sourcing (including transportation)? If yes, what percentage of your inputs was sourced sustainably? Besides, provide details thereof in about 50 words or so.*

Company have a dedicated policy or procedures for sustainable sourcing, however efforts are made for promoting sustainable practices, including procurement, wherever feasible.

PLL's raw material is transported primarily from Qatar and also from other countries through large tanker ships to Company terminals in Dahej and Kochi while the final regasified product is transported to customers through installed pipelines. Both these modes of transportation are considered highly clean and sustainable.

4. *Has the Company taken any steps to procure goods and services from local and small producers, including communities surrounding their place of work? If yes, what steps have been taken to improve the capacity and capability of local and small vendors?*

PLL's procurement approach is based on least price tendering mechanism. Company selects its vendors based on carefully designed evaluation criteria set for each good and service to be procured. In this regard, competent local vendors are given equal preference as any other as wherever applicable they are invited for the tendering process. PLL considers India as local.

5. *Does the Company have a mechanism to recycle products and waste? If yes, what is the percentage of recycling them (separately as <5%, 5-10%, >10%)? Besides, provide details thereof in about 50 words or so.*

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As our facilities are not manufacturing centres but storage and regasification terminals, our operations consume minimal raw materials and resources and generate minimal waste. As a result there are no formal written mechanisms for recycling products and waste generated, however we proactively ensure proper disposal of waste and reuse of other resources wherever applicable. In this regard, all hazardous waste from our facilities is responsibly disposed through authorized waste recyclers. On similar lines, condensate water from our air-preheaters is used for gardening purposes, and also as back up source for fire emergencies.

Principle 3: Businesses should promote employee well-being

1. Please indicate the total number of employees : 430
2. Please indicate the total number of employees hired on temporary / contractual / casual basis

Category of employees	No of employees
Sub-contracted employees (For the calendar year 2013, As per Form 12)	1947*

* Includes only Dahej Terminal contract employees

3. Please indicate the number of permanent women employees : 27
4. Please indicate the number of permanent employees with disabilities : Nil
5. Do you have an employee association that is recognised by the Management? : No
6. What percentage of your permanent employees is member of this recognised employee association? : N.A.
7. Please indicate the number of complaints relating to child labour, forced labour, involuntary labour, sexual harassment in the last financial year and pending as on the end of the financial year.

S. No.	Category	Complaints filed during financial year	Complaints pending as on 31st March 2014
1	Child Labour	Nil	Nil
2	Forced Labour	Nil	Nil
3	Involuntary Labour	Nil	Nil
4	Sexual Harassment	Nil	Nil

8. How many of your under-mentioned employees were given safety and skill up-gradation training in the last year?

Category	Safety (No. of employees)	Skill Upgradation (No. of employees)
Permanent employees	199*	238#
Permanent women employees	8*	9#
Casual / Temporary / Contractual employees	3080^	Currently not being tracked
Employees with disabilities	N.A.	N.A.

* Represents number of permanent employees who underwent safety and fire trainings at Dahej Terminal during FY 2013-14;

Represents number of permanent employees who underwent functional and behavioral trainings at Dahej Terminal during FY 2013-14;

^ Represents number of contract employees who underwent safety training at Dahej Terminal during FY 2013-14. Headcount figure includes repetition of individuals as some employees underwent multiple safety trainings.

Principle 4: Businesses should respect the interests of, and be responsive towards all stakeholders, especially those who are disadvantaged, vulnerable and marginalised.

1. Has the Company mapped its internal and external stakeholders? Yes / No

Yes, the Company has mapped its key internal and external stakeholders. Of these, during FY 2013-14 PLL engaged with its internal stakeholders, i.e. employees, in a structured process to map key important issues as seen by these stakeholders.

2. Out of the above, has the Company identified the disadvantaged, vulnerable and marginalised stakeholders?

The Company has mapped disadvantaged, vulnerable and marginalized stakeholders, and is actively working with them towards inclusive growth. As part of PLL's CSR initiatives, Company is running

education, healthcare and community infrastructure development projects for marginalized communities.

3. *Are there any special initiatives undertaken by the Company to engage with the disadvantaged, vulnerable and marginalised stakeholders? If so, provide details thereof, in about 50 words or so.*

Having identified the need of the communities spread around PLL's significant area of operations, Company is running infrastructure development, education, and healthcare services programs for the marginalized and disadvantaged stakeholders.

As part of infrastructure development initiatives, during the financial year, PLL contributed towards solar streetlight installation, development of shed shelter, water facility integration, construction of panchayat office etc. Similarly, as part of education and healthcare services intervention, PLL contributed towards construction of classrooms, distribution of educational kits, organization of eye check-up camps, construction of hospital ward, contribution of ambulances etc. Also, during the year Company contributed towards disaster relief activities.

Principle 5: Businesses should respect and promote human rights

1. *Does the policy of the Company on human rights cover only the Company or extend to the Group / Joint Ventures / Suppliers / Contractors / NGOs / Others?*

Yes, Company policy on human rights is all-encompassing and thorough, and all contractors and suppliers are expected to follow them comprehensively. PLL is an equal opportunity employer and does not discriminate based on gender, caste, race, sexual orientation or religion.

2. *How many stakeholder complaints were received in the past financial year and what percent was satisfactorily resolved by the Management?*

There have been no complaints regarding breach of human rights aspects in the reporting period.

Principle 6: Businesses should respect, protect, and make efforts to restore the environment.

1. *Do the policies related to Principle 6 cover only the Company or extends to the Group / Joint Ventures / Suppliers / Contractors / NGOs / Others?*

PLL's Quality, Health, Safety and Environment (QHSE) Policy is applicable to all employees and stakeholders involved in PLL's business.

2. *Does the Company have strategies / initiatives to address global environmental issues, such as climate*

change, global warming, and others? If yes, please give hyperlink for webpage and so on.

PLL is committed to environmental protection and understands its role and responsibility in mitigating the effects of climate change. In this regard Company's biggest contribution is in the form of its products, natural gas, which is a cleaner form of fuel compared to fossil fuels, i.e. coal and petroleum products. Besides, Company is in constant lookout for opportunities for reducing its own operational environmental footprint. Company's Dahej terminal is ISO 9001, ISO 14001 and OHSAS 18001 certified. Further, PLL is now actively exploring renewable opportunities and has already floated tender for development of a 40 MW wind farm.

3. *Does the Company identify and assess potential environmental risks?*

PLL has highly limited environmental footprint compared to many other industries owing to the nature of its business. Company does not have significant process emissions or waste generation, and is generating condensate water as part of regasification of LNG process which is being used for gardening activities.

Further, being active in the coastal belt of Dahej, Gujarat, PLL has identified with the benefits of mangrove plantation in the highly salty and muddy waters found in the region, i.e. Gulf of Khambat. Some of the benefits associated with mangrove plantation in coastal belts include its ability to bind soil and prevent erosion, its ability to act as natural wind and tsunami barrier for underlying villages and industries, and its ability to harbour, promote other flora and fauna in harsh coastal conditions and serve as indirect employment generative to local community. PLL has so far signed MoUs with the Gujarat Ecology Commission and Forest Department, Government of Gujarat for undertaking mangrove plantation in the region, with total commitment of covering 1050 hectares. Till previous financial year Company had already undertaken plantation covering over 850 hectares.

4. *Does the Company have any project related to Clean Development Mechanism? If so, provide details thereof in about 50 words or so. Besides, if yes, mention whether any environmental compliance report is filed?*

No

5. *Has the Company undertaken any other initiatives on clean technology, energy efficiency, renewable energy and so on? If yes, please give hyperlink to web page and others.*

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PLL is conscious of its environmental footprint and is taking proactive steps to mitigate impact of its operations. In this regard, Company is undertaking measures for protecting marine ecology in the area of its operations. Here, mangrove plantation has been taken up near Dahej Terminal in consultation with Gujarat Ecology Commission, and the Forest Department, Government of Gujarat. By the end of FY 2015-16, company aims to cover nearly 1,500 hectares under plantation.

Water and waste management are other important aspects on PLL's agenda. Although water is not an operational requirement, efforts are being made for reducing and reusing water to the maximum extent possible. In this regard, condensate water from air-preheaters is used for gardening purposes, and as back up source for fire emergencies. Details of PLL's sustainability initiatives can be found in Company's maiden sustainability report at: <http://www.petronetlng.com/PDF/LNG-Petronet-Sustainability-Report-19032014.pdf>

6. *Are the emissions/waste generated by the Company within the permissible limits given by CPCB/SPCB for the financial year under review?*

Yes, all of Company's emissions/waste generated is within regulatory limits.

7. *Number of show cause / legal notices received from CPCB / SPCB, which are pending (i.e. not resolved to satisfaction) as at the end of the financial year.*

There were no show cause /legal notices from CPCB / SPCB received by PLL during the previous financial year.

Principle 7: Businesses, when engaged in influencing public and regulatory policy, should do so in a responsible manner.

1. *Is your Company a member of any trade and chambers or association? If yes, name only those major ones that your business deals with.*

PLL is Member of various Trade and Chambers or Association, where senior management of the Company represent PLL and engage on discussions across various topics. Some of these associations include:

- International Group of Liquefied Natural Gas Importers (GIIGNL)
- International Gas Union (IGU)
- PetroFed

2. *Have you advocated / lobbied through the above associations for the advancement or improvement of public good?*

Yes / No; if yes, specify the broad areas (drop box: governance and administration, economic reforms, inclusive development polices, energy security, water, food security, sustainable business principles and others).

No Company's Senior Management represents the Company in various industry forums. They understand their responsibility while representing PLL in such associations, and while they engage in constructive dialogues and discussions they refrain from influencing public policy with vested interests.

Principle 8: Businesses should support inclusive growth and equitable development.

1. *Does the Company have specified programmes / initiatives / projects in pursuit of the policy related to Principle 8? If yes, provide details thereof.*

PLL's primary focus, from CSR perspective, is on education, healthcare services, community infrastructure development and environment sustainability activities. Some key initiatives taken in these areas during the previous financial year are as following:

Community Infrastructure Development

- Installation of 65 standalone solar lighting solutions, solar panel led high mast lights, in Elankunnapuzha Grama Panchayat.
- Enhancement of Road Infrastructure Elankunnapuzha Grama Panchayat
- Contribution towards development of road infrastructure from Bellbow Junction to LNG Terminal (Vypin-Paravoor Road in Elankunnapuzha Panchayat)
- Construction of 25 toilets for BPL families
- Contribution towards Bharuch District Civic centre development
- Contribution to Gujarat PCPIR Society for the development of villages under Dahej PCPIR

Education

- Renovation of St. Peter's LP School, Malipuram, Kochi
- Kanya Kelavani & Bal Pravesh Mahotsav Programme, Distribution of Educational Kits At Primary School, Luwara
- Distribution of school uniform at Luwara Primary School

- Library & Laboratory items for Luwara and Lakhigam schools’
- Pedagogical Support to Dahej Higher Secondary Science School

Healthcare Services

- Barsana Eye Camp, undertaking 250 cataract surgeries
- Anugraha Drishtidaan for eye screening and cataract operations with 250 cataract operations performed and over 2,000 patients examined and provided with necessary medicines, spectacles etc.
- Chaupal for 4 medical camps where over 4,000 persons were medically examined and provided with necessary medicines, hearing aids, wheel-chairs etc.
- Public health centre at Luwana Village

Beside focus on key thematic CSR areas, PLL has been actively contributing to State Chief Minister’s funds for state infrastructure development and disaster relief initiatives. Some of these initiatives undertaken during the previous financial year included:

Disaster Relief and State Chief Minister Fund

- Contribution towards Flood Relief, Bharuch
- Chief Minister’s Fund,Uttarakhand for Kedarnath
- Donation to Kerala Chief Minister’s fund for providing infrastructure facilities at rehabilitation area for resettling the evacuees of the area between RMP Thodu Canal and Kalamuku Junction

2. *Are the programmes / projects undertaken through in-house team / own foundation / external NGO / government structures / any other organisation?*

CSR is part of PLL’s business strategy, as the Company is dedicated to inclusive growth and betterment of the country. Socio-economic development programs are planned and undertaken by the internal teams spearheaded from the top. Our MD & CEO undertakes responsibility for overall management and supervision of CSR activities including spend allocation for a particular year. At Corporate level, the Head HR, in consultation with Executive Committee (EC), is responsible for the formulation of plans and strategies, fund allocation, monitoring and evaluation of activities, documentation, and CSR involvement at corporate level. At Terminals, Dahej and Kochi, CSR activities

are headed by Plant Heads, who are responsible for identifying needs on the ground, in consultation with executive in the field, and deciding on appropriate schemes for implementation. PLL also engages credible NGOs, trusts, and government agencies for implementing activities, projects and programs. Further, PLL constantly motivates its employees to engage in the CSR schemes of the Company and participate through philanthropic contributions or by volunteering their time.

3. *Have you done any impact assessment of your initiative?*

PLL engages in regular conversation with community members during and post CSR project implementation, and undertakes timely assessments of implemented projects for ensuring their desired impact and continued sustenance. Here, PLL ensures that community members are kept involved in entire project lifecycle, including identification, development, execution and maintenance, and are treated as project owners, which ensures maximum impact achieved from each CSR intervention.

4. *What is the Company’s direct contribution to community development projects? Provide the amount in INR and the details of the projects undertaken?*

INR 3.17 crore has been incurred for CSR activities during FY 2013-14, which represents 0.45% of profit after tax.

Details of some key projects undertaken during the year are as following:

S. No.	Initiative(s)
1	Organizing Environmental Day celebration at Luwara
2	Contribution towards Flood Relief, Bharuch
3	Pedagogical Support to Dahej Higher Secondary Science School
4	Construction of Prayer Assembly with Shed Facility
5	Library & Laboratory items for Luwara and Lakhigam school’s
6	Samridhy - Water tanks for rain water harvesting
7	Sponsorship of Tata Sumo to Forest Department, Bhavnagar
8	Expansion of Laboratory for Science Stream Dahej

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9	Chaupal for 4 medical camps
10	Operating Village Primary Health Centre in Luwara
11	Chief Minister's Fund Utrakhand
12	Road Infrastructure from Bellbow Junction to LNG Terminal (Vypin-Paravoor Road in Elamkunnappuzha Panchayat)
13	Enhancement of Road Infrastructure, Elankunnappuzha Grama Panchayat including solar panel led high mast light

5. *Have you taken steps to ensure that this community development initiative is successfully adopted by the community? Please explain in around 50 words.*

Company undertakes need assessment surveys in villages before undertaking CSR initiatives. Community needs are understood and evaluated and their buy in taken before project plans are finalized and executed. Community members are kept in loop and continuously consulted with during implementation of initiatives. Further, PLL ensures that community members participate in the initiatives being undertaken / implemented, and that they take responsibility for maintenance and sustenance of projects in future. Such commitments are taken in written from the village 'Panchayat' Head, and progress of implemented projects is regularly monitored for ensuring the commitments are kept by community members.

The mentioned inclusive approach to CSR project identification and implementation has ensured high acceptability and desired impact of CSR initiatives undertaken by PLL.

Principle 9: Businesses should engage with and provide value to their customers and consumers in a responsible manner.

1. *What percentage of customer complaints / consumer cases is pending, as at the end of the financial year?*

There have been no cases of customer complaints / consumer case in the reporting period.

2. *Does the Company display product information on the product label, over and above what is mandated as per local laws? Yes / No / N.A. / Remarks (additional information).*

Product information labelling is not applicable to our product, as PLL deals primarily with transportation, storage and regasification of LNG. However, adherence to all laws pertaining to product handling, branding and distribution is of utmost significance to the Company, and PLL ensures full compliance to these aspects.

3. *Is there any case filed by any stakeholder against the Company regarding unfair trade practices, irresponsible advertising and / or anti-competitive behaviour during the last five years and pending as at the end of the financial year? If so, provide details thereof, in about 50 words or so.*

No

4. *Did your Company carry out any consumer survey / consumer satisfaction trends?*

Our principle customers are our primary promoters, i.e GAIL, IOCL and BPCL, with whom we interact and engage on regular basis. Representatives of these organizations are present on PLL's Board ensuring constructive dialogue before decision making process thus removing scope for conflicts.