

BUSINESS RESPONSIBILITY REPORT

ВЕБОВІ
ВЕЗЬОНЗІВІГІТІ
ВІЗІНЕ??

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Section A: General Information about the Company

1	Corporate Identity Number (CIN) of the Company	L11101MH2006PLC163934
2	Name of the Company	Cairn India Limited
3	Registered address	101, West View, Veer Savarkar Marg, Prabhadevi, Mumbai - 400 025 Tel +91 22 24338306 Fax +91 22 24311160
4	Website	http://www.cairnindia.com
5	E-mail ID	cilir@cairnindia.com
6	Financial Year reported	2012-13
7	Sector(s) that the Company is engaged in (industrial activity code-wise)	Division 06 - Extraction of crude petroleum and natural gas
8	List three key products/services that the Company manufactures/provides (as in balance sheet)	1)Crude Oil 2)Natural Gas
9	Total number of locations where business activity is undertaken by the Company	<p>1. Number of International Locations (Provide details of major 5):</p> <ul style="list-style-type: none"> • Sri Lanka • South Africa <p>2. Number of National Locations: Cairn India produces crude oil and natural gas from the</p> <ul style="list-style-type: none"> • RJ-ON-90/1 hydrocarbon block located in the districts of Barmer & Jalore in Rajasthan, • PKGM-1 block (Ravva) located off-shore, Suraisaniyanam, Bay of Bengal, Andhra Pradesh and • CB/OS-2 (Suvali), located offshore, Suvali, Gulf of Khambhat, Gujarat. <p>We also operate crude oil evacuation pipeline system that extends from Barmer (Rajasthan) to Salaya (Gujarat) which is presently being extended to the Arabian sea coast off Bhoghat (Gujarat).</p>
10	Markets served by the Company – Local/State/National/International	<p>Cairn India's crude oil customers include both Public Sector Units (PSU) refineries like - Indian Oil Corporation Ltd (IOCL), Hindustan Petroleum Corporation Limited (HPCL), Chennai Petroleum Corporation Limited (CPCL) as well as private refineries like Reliance India Limited (RIL) and Essar Oil.</p> <p>Natural gas buyers are Gujarat Gas, Gujarat Narmada Valley Fertiliser Company Limited (GNVFC), Gas Authority India Limited (GAIL) and China Light and Power India Private Limited (CLPIPL).</p>

Section B: Financial Details of the Company

1	Paid up Capital (INR)	19,102,381,540
2	Total Turnover (INR)	175,241,415,824
3	Total profit after taxes (INR)	120,563,954,070
4	Total Spending on Corporate Social Responsibility (CSR) (INR) as percentage of profit after tax (%) In terms of Section 135 of Company's Bill, 2011 (INR) As percentage of profit after tax (%)	208,569,170 The Company's Bill 2012 has not yet been enacted and hence Section 135 is not yet applicable 0.17%
5	List of activities in which expenditure in 4 above has been incurred:-	<ol style="list-style-type: none"> 1. Economic Development – 8.65% 2. Education – 22.25% 3. Health – 23.80% 4. Infrastructure Development – 44.85% 5. Impact Assessment – 0.45%

Section C: Other Details

Cairn India has five Joint Venture partnerships in India. These are with:

1. Oil and Natural Gas Corporation (ONGC), Cairn Energy Hydrocarbon Limited (CEHL) and Cairn India Limited (CIL) for RJ-ON-90/1 Block
2. ONGC, Tata Petrodyne Limited (TPL) and CIL for CB/OS-2 Block
3. ONGC, Videocon India limited (VIL), Ravva Oil Singapore (ROS) and CIL for Ravva Block
4. ONGC and CIL for KG-ONN-2003/1, and
5. ONGC, TPL and CIL for PR-OSN-2004/1 Block

All subsidiaries of Cairn India are unlisted wholly owned foreign companies. These subsidiaries have their own Board of Directors having the rights and obligations to manage such companies in best interest of the Company. The Company has its representatives on the Boards of subsidiary companies and regularly monitors the performance of such companies.

As on 31 March, 2013, the Company had 31 subsidiaries including indirect subsidiaries. All these companies are 100% beneficially owned by Cairn India Limited.

1 Does the Company have any Subsidiary Company/ Companies?

1. Cairn Energy Asia Pty Limited
2. Cairn Energy Australia Pty Limited
3. Cairn Energy India Pty Limited
4. Cairn Energy Investments Australia Pty Limited
5. Cairn India Holdings Limited
6. Cairn Lanka (Private) Limited
7. CEH Australia Limited
8. CEH Australia Pty Limited
9. CIG Mauritius Holding Private Limited
10. CIG Mauritius Private Limited
11. Sydney Oil Company Pty Limited
12. Wessington Investments Pty Limited
13. Cairn Energy Cambay BV
14. Cairn Energy Cambay Holding BV
15. Cairn Energy Group Holdings BV
16. Cairn Energy Gujarat BV
17. Cairn Energy Gujarat Holdings BV
18. Cairn Energy India Holdings BV
19. Cairn Energy India West BV
20. Cairn Energy India West Holding BV
21. Cairn Energy Netherlands Holdings BV
22. Cairn Energy Discovery Limited
23. Cairn Energy Gujarat Block 1 Limited
24. Cairn Energy Holdings Limited
25. Cairn Exploration (No.2) Limited
26. Cairn Exploration (No.4) Limited
27. Cairn Exploration (No.6) Limited
28. Cairn Exploration (No.7) Limited
29. Cairn Petroleum India Limited
30. Cairn Energy Hydrocarbons Limited
31. Cairn South Africa Proprietary Limited

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)

The JV partners are not directly involved with the 'Responsible Business' initiatives. However, the terms and the operating framework of the Production Sharing Contracts address areas like Health, Safety and Environment(HSE), regulatory compliance, ethics, human rights etc.

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? [Less than 30%, 30-60%, More than 60%]

Entities like suppliers are not directly involved with the 'Responsible Business' initiatives. However, our contracts address areas like HSE, ethics, human rights etc that our suppliers are obliged to strictly adhere to.

Section D: Business Responsibility (BR) Information

1	Details of the Director/Director responsible for implementation of the BR policy/policies	1
	DIN Number	06475821
	Name	Elango Pandarinathan
	Designation	Interim CEO & Whole Time Director
	Telephone	0124 4593000
	Email Id	Elango.P@cairindia.com
2	Details of the BR head	1
	DIN Number	06475821
	Name	Elango Pandarinathan
	Designation	Interim CEO & Whole Time Director
	Telephone	0124 4593000
	Email Id	Elango.P@cairindia.com

Governance related to BR

1	Indicate the frequency with which the Board of Directors, Committee of the Board or CEO to assess the BR performance of the Company. Within 3 months, 3-6 months, Annually, More than 1 year	The Board of the Company meets every quarter to assess the business and financial performance of the company. As part of Board deliberation, it also discusses among other points, the business responsibility issues.
2	Does the Company publish a BR or a Sustainability Report? What is the hyperlink for viewing this report? How frequently it is published?	The Company has been including data and information on the BR aspects as integral part of its Annual Report. This can be viewed on the Company's website (http://www.cairindia.com). The company has also been providing relevant data for inclusion in the sustainability report of its previous majority shareholders (Cairn Energy Plc) and in the FY 2012-13 to the present majority shareholders (Vedanta Resources Plc). Cairn India Limited proposes to publish its first Sustainability Report based on GRI G3.1 Guidelines in the last quarter of 2013.

Questions	Response								
	Principle 1	Principle 2	Principle 3	Principle 4	Principle 5	Principle 6	Principle 7	Principle 8	Principle 9
Do you have a policy/policies for....	Yes*1	Yes*1	Yes*1&2	Yes*1	Yes*1&2	Yes*1	No*3	Yes*1	Yes*1
Has the policy been formulated in consultation with the relevant stakeholders?	Yes	Yes	Yes	Yes	Yes	Yes	NA	Yes	Yes
Does the policy conform to any national /international standards? If yes, specify? (50 words)	Yes	Yes	Yes	Yes	Yes	Yes	NA	Yes	Yes
Has the policy being approved by the Board?	Yes	Yes	Yes	No	Yes	Yes	NA	No	No

If yes, has it been signed by MD/owner/CEO/appropriate Board Director?	Yes	Yes	Yes	Yes	Yes	Yes	Yes	NA	Yes	Yes
Does the company have a specified committee of the Board/Director/Official to oversee the implementation of the policy?	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Indicate the link for the policy to be viewed online?	No	No	Yes	No	No	No	No	No	Yes	No
Has the policy been formally communicated to all relevant internal and external stakeholders?	Yes	Yes	Yes	Yes	Yes	Yes	Yes	NA	Yes	Yes
Does the company have in-house structure to implement the policy/policies.	Yes	Yes	Yes	Yes	Yes	Yes	Yes	NA	Yes	Yes
Does the Company have a grievance redressal mechanism related to the policy/policies to address stakeholders' grievances related to the policy/policies?	Yes	Yes	Yes	Yes	Yes	Yes	Yes	NA	Yes	Yes
Has the company carried out independent audit/evaluation of the working of this policy by an internal or external agency?	Yes	Yes	Yes	No	Yes	Yes	Yes	NA	No	No

*1 Website - www.cairnindia.com - a) Code of Business Ethics b) CSR Policy c) HSE Policy

*2 Intranet - a) Whistle Blower Policy b) Anti-bribery Management System

*3 Table under Principle 7.

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? Yes/ No. Does it extend to the Group/Joint Ventures/ Suppliers/ Contractors/NGOs /Others?

Our policies cover ethics, bribery and corruption and extend to Group, Joint Ventures, Suppliers, Contractors, NGOs and all other associated entities. This is implemented through strict adherence to the provisions of this Code as a condition of employment. Compliance with this code is ensured through our

contracts with all entities that we engage with.

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.

We received a total of 461 queries/complaints (458 queries/complaints from shareholders and 3 complaints from employees) during April'12 to Mar'13. Shareholder complaints were related to non -receipt of Annual Report, dividend etc. and the employee complaints were related to harassment. All shareholder complaints have been resolved successfully except one complaint received from SEBI on

31.3.2013 resolved by the Company on 1.4.2013 and closed by SEBI on 4.4.2013. Appropriate disciplinary action has been taken with respect to the employee related complaints.

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

1. List up to 3 of your products or services whose design has incorporated social or environmental concerns, risks and/or opportunities.

Our crude oil & natural gas processing facilities at Central Processing Terminal have been built based on the concept of 'Design for Environment'. We only produce 'processed crude' and

natural gas. The processed crude and the natural gas meets the buyer's specification. The crude that does not meet the quality requirements is automatically routed to Off-spec tank for reprocessing. Thus waste product generation and disposal is completely eliminated. The hydrocarbon production from the Rajasthan hydrocarbon block contributes significantly to India's indigenous hydrocarbon production and we make all efforts to ensure that we produce and process hydrocarbons in a safe and environmentally responsible manner.

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

i) Reduction during sourcing/ production/ distribution achieved since the previous year throughout the value chain?

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

- Our average energy consumption for production operation during the reporting period was 1.12 GJ per T of crude equivalent produced against a global average of 1.6 GJ per T as per the OGP report for exploration & production industry reported for year 2011.
- The associated gas from the well fluid processing is separated and used for captive power generation ensuring that flaring of excess gas is minimal. Our flaring intensity during the reporting period has been approximately 4.5 T of natural gas per 1000 T of HC produced. The global average for exploration and

production upstream operation (the OGP report for exploration & production industry for year 2011) is 15.7 T of gas per 1000 T of HC produced

- Our current greenhouse gas emission intensity is approximately 95 TCO₂E per 1000 T of hydrocarbon produced. The Global average GHG emission intensity was 159 TCO₂E/ per 1000 T of hydrocarbon produced as per the OGP report for exploration & production industry for year 2011.
- The processed crude oil is transported to the buyers through a heated, insulated and buried pipeline designed on the state of art technology. This ensures minimal environmental impact due to crude transportation.

3. Does the company have procedures in place for sustainable sourcing (including transportation)?

i) If yes, what percentage of your inputs was sourced sustainably? Also, provide details thereof, in about 50 words or so.

- Water is a key resource in our processes.
 - The Rajasthan production facility utilises the abundant supply of sub-surface saline water to meet its operational and domestic water needs.
 - The Central Ground Water Authority (CGWA) has accorded approval for the saline water abstraction. An extensive and ongoing ground water monitoring program is in place to track the behavior of the reservoir due to the

proposed abstraction. No adverse impact has been observed.

- The fresh water requirements of the plant are met by the desalination of saline water. The reject from the desalination process is also utilized as injection water so that there is no surface discharge of the reject water.
- The treated produced water is co-mingled with the injection water for re-injection into the oil reservoir so there is no surface discharge of produce water.
- We are also working towards improving our vendor management practices to include 'sustainability' aspects.

4. Has the company taken any steps to procure goods and services from local & small producers, including communities surrounding their place of work?

If yes, what steps have been taken to improve their capacity and capability of local and small vendors?

Cairn India has a 'Local Employment and Contracting Strategy', which is required to be followed by all assets. All major tenders require at least 80% of unskilled labour to be sourced from the local community, subject to availability and this requirement is stated as a key condition of the contract. In addition, specific efforts are made to improve employability of the local community through skill and vocational development initiatives. Refer section on inclusive growth for details on these initiatives.

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

We do have a system of recycling of by-products resulting from our operations.

- The well fluid from the sub-surface reservoir comprises of crude oil, water (produced water) and natural gas (associated gas). The produced water is treated and recycled back into the hydrocarbon reservoir to maintain the reservoir pressure. Cairn India recycles over 95% of the produced water.
- Drill cuttings and used drilling mud

are generated by our operations. The drill cuttings are stored in lined and concrete paved pits. We are conducting studies and discussions to co-process the drill cuttings in cement industry. We are also initiating a study to look at the possibility to bio-remedy the drill cuttings and use it for road construction and soil amendment.

- The crude oil that does not meet buyer's specification is automatically routed for re-processing and thus there is no generation of waste product.
- Waste lubricating oil and oily sludge are sold to government authorised recyclers.
- Tank bottom is sent to cement plant and is reused as fuel addition.

- Organic waste is treated in Organic waste converter and used as bio-manure.
- Treated sewage is used for greenbelt maintenance.

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. We have mapped all our stakeholders both internally as well as by a third party agency. This mapping led to the prioritization and development of

Principle 3: Businesses should promote the wellbeing of all employees

1	Please indicate the total number of employees	1299
2	Please indicate the total number of employees hired on temporary/ contractual/ casual basis	
	• Direct Consultants; Nationals as well as Expats	153
	• Third Party Consultants; Nationals as well as Expats	375
3	Please indicate the number of permanent women employees	106
4	Please indicate the number of permanent employees with disabilities	0
5	Do you have an employee association that is recognized by management?	No
6	What percentage of your permanent employees are members of this recognized employee association?	Not applicable
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?	
	Child labour/forced labour/involuntary labour	0
	Sexual harassment	3
	Discriminatory employment	0
8	What percentage of employees was given safety & skill up-gradation training in the last year?	
	Permanent Employees	100%
	Permanent Women Employees	100%
	Casual/Temporary/Contractual Employees	100%
	Employees with Disabilities	NA

the various plans that included choice of initiatives, budgeting etc.

2. Out of the above, has the company identified the disadvantaged, vulnerable & marginalized stakeholders?

Yes, we have identified the disadvantaged, vulnerable & marginalized stakeholders.

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

The choices of our numerous initiatives are arrived at by detailed social baseline studies. The four key areas of focus are:

- Economic development
- Infrastructure
- Health
- Education

We have paid due attention towards those sections of the local communities, which are disadvantaged, vulnerable & marginalized. Methods are initiated for open communication and their needs are considered while designing community development initiatives. Special focus is laid to target programmes for

- Project Affected People (PAP)
- Village Panchayat functionaries
- Local resident / Villagers
- Vulnerable groups including women, children, persons with disabilities

The local community initiatives within our operating areas include

programmes to improve health service delivery, improvements to quality of education in rural schools, skill development training, and improvement of the infrastructure.

Principle 5: Business 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?

We try to extend our value system to those in our value chain through contracts that set standards for compliance with these values. We are aware of the challenges and we constantly try to extend our circle of influence along the value chain in order to propagate responsible business practices. Apart from the internal stakeholders the policy extends to our Suppliers/Contractors/NGOs.

2. How many stakeholder complaints have been received in the past financial year and what percent was satisfactorily resolved by the management?

So far, we have had three human rights related complaints and these have been resolved as well.

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

1. Does the policy related to Principle 6 cover only the company or extends to the Group/Joint Ventures/Suppliers/Contractors/NGOs/others.

HSE issues are covered in all our decisions and actions. Our contractors,

third-party man-power, and suppliers are also required to comply with our HSE requirements. We obtain in writing compliance to the policies as part of the tender conditions and major non-compliance entails disciplinary action. We seek to work with our contractors to raise the awareness and standards on Health, Safety and Environmental (HSE) performance through training.

2. Does the company have strategies/initiatives to address global environmental issues such as climate change, global warming, etc? Y/N. If yes, please give hyperlink for webpage etc.

We have recently constituted a Sustainability Steering Committee and are in the process of finalising our Sustainability framework and Climate Change Strategy. We monitor our Greenhouse Gas (GHG) emission intensity and endeavour to minimise our gas flaring.

3. Does the company identify and assess potential environmental risks? Y/N

Yes, environmental risks and liability are regularly identified and assessed through the following:

- Environment Impact Assessment Studies carried out by independent expert agencies to identify risks and develop appropriate environment and social management and monitoring plans.
- Bi-annual audit by external Compliance Monitoring Group.
- Integrated HSE audit carried out by an independent internal audit team.
- Hazard Identification (HAZID), Hazard Operability (HAZOP) and

Project HSE Review (PHSER) are carried out as part of designing and establishing any new project or carrying out any major modification.

- Compliance to the Gated process during the project life-cycle.

4. Does the company have any project related to Clean Development Mechanism? If so, provide details thereof, in about 50 words or so. Also, if Yes, whether any environmental compliance report is filed?

Although we do not have any project related to CDM, Cairn India's production facilities are based on the principle of minimal environmental footprint.

5. Has the company undertaken any other initiatives on – clean technology, energy efficiency, renewable energy, etc.? Y/N. If yes, please give hyperlink for webpage etc.

Yes. At Ravva and Suvali limited initiatives have been taken in the application of renewable energy such as solar panels and wind turbines in offshore platform and street lighting within the terminal. We propose to work more in the field of 'Renewable Energy' as part of Sustainability Development goals.

6. Are the Emissions/Waste generated by the company within the permissible limits given by CPCB/SPCB for the financial year being reported?

All our production operation facilities, including the pipeline conveyance system implement a robust environment management system certified to the ISO 14001:2004 International Standards. We enforce

a rigorous internal and external audit regime of our production operation and project sites for compliance to environment standards.

All of our production operations are monitored for emission and discharges through independent agencies. The ambient air quality including noise is monitored on a monthly basis and meets the National Ambient Air Quality Standard (NAAQS). Compliance report as per the regulatory requirement is being submitted to the concerned regulatory agencies.

7. Number of show cause/ legal notices received from CPCB/SPCB which are pending (i.e. not resolved to satisfaction) as on end of Financial Year.

None. We have not received any show cause or legal notices CPCB/SPCB during the reporting 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 chamber or association? If

Yes, Name only those major ones that your business deals with:

Policy advocacy is done in a transparent manner based on a sectoral approach and through industry forums like:

- a) Association of Oil & Gas Operators (AOGO)
- b) Federation of Indian Chambers of Commerce & Industry (FICCI)
- c) Associated Chambers of Commerce & Industry of India (ASSOCHAM)
- d) Confederation of Indian Industries (CII)
- e) Petroleum Federation of India (Petrofed)
- f) International Association of Oil & Gas Producers

2. Have you advocated/lobbied through above associations for the advancement or improvement of public good? Yes/ No; if yes specify the broad areas Governance and Administration, Economic Reforms, Inclusive Development Policies, Energy security, Water, Food Security, Sustainable Business Principles, Others)

As a company policy, Cairn India does not engage in any covert lobbying for issues of corporate interest. However, since we operate in a highly regulated

S.No.	Questions	Principle 7
1.	The company has not understood the principle	NA
2.	The company is not at a stage where it finds itself in a position to formulate and implement policies on specified principles	Yes
3.	The company does not have the financial or manpower resources available for the task	NA
4.	It is planned to be done within the next 6 months	No
5.	It is planned to be done within the next 1 year	Yes
6.	Any other reason (please specify)	NA

industry we need to interact with the Central and State governments at different levels and we have clearly defined controls and methods for such engagement. We have mapped and assigned responsibilities for Cairn India officials for interaction with each level of government. All these are strictly under the overview of the Management.

Cairn India actively engages with these Associations for the policy formulation /advancement / improvement of public good and national interest towards Energy Security, Sustainable Business Principles, Governance and Administration and Inclusive Development Policies. Cairn India also works for a purposeful collaboration across industry and between industry and Government.

Further, Cairn India actively contributes and works closely with the industry associations and the government to arrive at a better informed policy. Some of our recent submissions through industry associations have been:

1. Submissions to the Rangarajan Committee
2. Comments on the Shale Gas Policy
3. Budget Memorandum for the Oil & Gas sector

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 details thereof.

Yes, we have the following policies that support the points defined in principle 8 of the BR report guidelines:

- PSCM (Local Content) Policy
- HSE Policy
- CSR Policy
- Group CR guiding principles
- Cairn India Public Consultation & Disclosure Plan (PCDP)
- Cairn India Land Acquisition & Compensation Plan (LACP)

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

We engage with NGO's and other third party agencies along with our own teams to ensure that we achieve success in effectively translating our vision of promoting inclusive growth successfully.

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

We select our initiatives based on a social baseline studies while trying to understand the impact of our efforts. Our initiatives target the disadvantaged, vulnerable and marginalized stakeholders in the community thus working towards inclusive growth and equitable development. We have carried out independent social impact assessment at our Ravva & Rajasthan assets to ascertain the efficacy of our social development programmes.

4. What is your company's direct contribution to community development projects- Amount in INR and the details of the projects undertaken?

Projects worth approximately INR 21 Crores have been undertaken in the

FY 2012 – 2013 out of which 9.4 Crores were spent on infrastructure projects. Some of the key projects include:

- Solar electrification across villages of pipeline
- Development of anganwadi centres
- Vocational skills for making the youth employable at Cairn Enterprise Centre and Cairn – NASSCOM Centre
- Running the mobile health vans for healthcare support
- Running mobile science vans for science learning

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

We make sure that all our initiatives for the community are well utilized by the communities targeted through initiatives as detailed below:

- Expand the activities of the Enterprise Centre at Barmer to impart vocational and skill education to disadvantaged, vulnerable and marginalized youth
- Mobile health van for bringing healthcare to the door steps of the local community
- Mobile Science van for supplementing science education at rural schools
- Agri Kiosks for vulnerable farmers to sell their produce at a good amount thereby earning extra
- Rural school libraries to develop reading habit amongst rural school students
- Other income generation activities for women

We conduct regular audits to ensure that we can measure the extent of success achieved in our initiatives.

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 are pending as on the end of financial year.

No customer complaints are pending for this FY 2012-13. We have KPI that ensure that all customer complaints are resolved within 48 hours. So far we have been successful in resolving all customer complaints with 24 hours.

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)

Our customers are from both the State and Private sector in oil and gas. Our industry is tightly regulated and strictly monitored by the Ministry of Petroleum & Natural Gas through its regulatory arm. The productivity, quality and the safety of our performance is of prime concern for us and for our customers.

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 on end of financial year. If so,

provide details thereof, in about 50 words or so.

No. The Cairn crude oil pricing formula is approved by the Government of India and most sales are at an arms length. The government nomination and the private seller contracts are revised annually. Any un-nominated oil is sold to private parties based on mutually negotiated price.

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

No. Our crude oil is sold to the refineries and the natural gas to the gas utility companies. In the case of crude oil at the point of sale, we have a daily audit of quality done by the Joint Surveyor comprising of a representative each from Cairn India, the buyer and a third party person. Any disputes that might arise are resolved by a third party. Apart from this, we keep a daily sample of the product if we need to refer to it at a later stage. We also regularly check the integrity of our product pipelines through standard pipeline inspection methods, hardware testing, volumetric calibration and checks through sampling ports.

