

EDITORIAL

MOVE YOUR MEETS ONLINE *Go digital. Stay clear. Stop Spread*

Offices are opening and business and life are slowly treading back to normal. This new normal includes a list of practices that have been mandated over the outbreak of COVID pandemic a few months ago.

Of these, the most important ones are to stop the spread, use face masks, wash hands intermittently and maintain social and physical distancing. One of the swiftest transitions that has taken the world by storm is the adoption of digital technologies and conveniences.

At Kochi Refinery too, we are relying heavily on digital as part of our *Go Digital* mission of BPCL and as the mandate of safety protocol for social distancing. Reviews and meetings have all moved to the online mode and for the first time we completed a shutdown with complete real-time relay for international licensors and vendors. Read all about the digital initiatives introduced by Kochi Refinery recently in this issue.

The recent e-transformation of *JwalaDhwani* is here to stay and we would be moving forward in this mode from now on. This is further to a Central Government initiative to avoid prints and rely more on digital technology for communication.

So let's welcome the new norm to stay digital, stay safe and stay concerned and connected!

Warmly,
Editor

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KR COMPLETES A UNIQUE SHUTDOWN IN TIMES OF A UNIQUE CRISIS

BPCL sets new trend in Refinery turnaround through digital relay.

For any shutdown, the activities are challenging even under planned or normal circumstances. For the shutdown at VGO-HDS and DHDS during the COVID 19 outbreak, the challenges were multi-fold; opening up an entirely different experience with a new kind of checklist to think and act from. Team Kochi Refinery adapted to the mission mode instantly accepting the reality of COVID 19 in no time. We relied heavily on digital technology for relaying the catalyst replacement activities to the suppliers via real-time live-streaming. As international lockdown had restricted travel to India, catalyst suppliers UOP and Albemarle monitored the onsite process from their home-locations through the live-streaming, our first time for such a process.

All the teams involved in this extraordinary shutdown exhibited exceptional confidence for probing all sides, going the extra-mile to understand the challenges and changing the entire game-plan for the shutdown, drawing in all the rules and SOPs of COVID 19 health and safety mandates. The entire process was completed in bit-size packages investing smartly on digital. Executing jobs with limited manpower was equally challenging when posed with critical criteria like time and quality. Moreover, the responsibility vested in Kochi Refinery was not only completing the jobs, but managing and controlling safe operations through the people engaged externally for the shutdown of VGOHDS/DHDS.

As expressed by Mr. Murali Madhavan, Executive Director (Kochi Refinery), "The confidence shown by each team, each day, gives me the confidence to say that the Refinery never sleeps!"

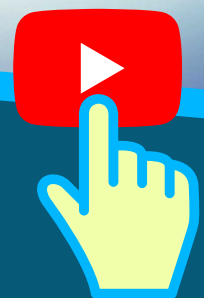


WE RELIED HEAVILY ON DIGITAL TECHNOLOGY

ATMANIRBHAR

BHARAT PETROLEUM KOCHI REFINERY

A UNIQUE SHUTDOWN DURING A UNIQUE CRISIS



WATCH FULL VIDEO

KOCHI REFINERY CRM PORTAL

COMPLAINTS REDRESSAL & MANAGEMENT

LAUNCHED BY SHRI R RAMACHANDRAN, DIRECTOR (REFINERIES), BPCL ON 29 AUGUST 2020



VIRTUAL LAUNCH OF KR CRM PORTAL

In line with the concept of Bharat Petroleum's robust and reliable Customer Care System (CCS) that caters to all queries and complaints raised by customers on the products and services from BPCL, Kochi Refinery has developed an exclusive Complaints Redressal and Management (CRM) Portal, to aggregate all complaints/queries received through various modes namely from Govt of India thru PMO-PG Portals, Parliament Queries, VIP References, RTI, Govt of Kerala, District Administration and local complaints that are detrimental to the operations and services of Kochi Refinery.

SmartLine is the all India contact centre for consumers across marketing SBUs i.e. Retail (Petrol Pumps), LPG, Lubes, I&C & Aviation. SmartLine also functions as a 24x7 Emergency Helpline (Gas Leakage) to provide immediate assistance. The Toll-Free number 1800 224344 is the direct connect between customers and field teams through which customers can connect with BPCL anytime. The system is so configured that an SMS/Email confirmation is triggered at the time of registration and closure of a customer interaction.

The CRM Portal of KR is also configured such that an email confirmation is triggered at the time of registration and closure of all complaints. Regular reports and triggers have been scheduled for ED (KR), CGM (Operations), GM(Public Relations), key-role holders in Public Relations and specific role-holders across the Refinery to track and expedite closures.

The CRM portal is an initiative of the Public Relations Department to digitize all complaints received through mail, post, social media, whatsapp, digital media and phone calls or letters with the intention of tracking, addressing, closing and archiving them on real time. The CRM portal which is in compliance to the MHSSEC directive has been developed by Kochi Refinery's IS & Digital team.

In a virtual ceremony hosted by Kochi Refinery, Mr. R Ramachandran, Director (Refineries) launched the KR CRM Portal on 29 August 2020 at a meeting presided over by Mr P Murali Madhavan, Executive Director (Kochi Refinery). Joining from Mumbai on the occasion were Mr. N Vijayagopal, Director (Finance), Mr. PV Ravitej, Executive Director (Mumbai Refinery) and other invitees. From Kochi Refinery Chief General Managers Mr. Subramoni Iyer, Mr. Ajith Kumar K, Mr. Suresh John, Mr. AN Sreeram, Mr. Kurian P Alapatt and Mr. George Thomas, GM (PR & Admin) along with Management Committee Members and special invitees also attended the function, which was one of the last meetings of Director (Refineries) with the senior executives of KR, before his superannuation.

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**CLICK HERE
to know more
about the
KR CRM Portal**





OXYGEN ENRICHMENT FACILITY AT THE SR UNIT LAUNCHED AT KOCHI REFINERY

IREP Sulphur Recovery Unit will now have the capability of processing more sour crudes like Basra Lt without compromising on Crude thruput and maximising GRM.

In a virtual ceremony hosted by Kochi Refinery on 29 August 2020, Mr. R Ramachandran, Director (Refineries), BPCL launched the Oxygen Enrichment Facility at the IREP SR Unit. The meeting was presided over by Mr. P Murali Madhavan, Executive Director (Kochi Refinery) and joining from Mumbai on the occasion were Mr. N Vijayagopal, Director (Finance), Mr. P V Ravitej, Executive Director (Mumbai Refinery) and other invitees. From Kochi Refinery the Chief General Managers Mr. Subramoni Iyer, Mr. Ajith Kumar K, Mr. Suresh John, Mr. A N Sreeram and Mr. Kurian P Alapatt along with other Management Committee Members and special invitees.

Mr. VR Rajan, GM (Technology), detailed about the initiative. With the completion of Oxygen Enrichment facility, the Kochi Refinery IREP Sulphur Recovery Unit will acquire the capability of processing more quantity of sour crudes like Basra Lt without compromising on Crude thruput and maximising GRM. Also, KR will have the much needed operational flexibility and optimisation possibilities in managing sulphur recovery units available in KR. A major highlight of this facility is that it was achieved with the minimum capex possible. A brand new plant of this kind would have cost somewhere around 130 Cr, and KR achieved this at Rs. 13 Cr by interconnecting existing oxygen plant of FCC unit which will be under-utilised post PDPP commissioning. The Oxygen Enrichment facility will also enhance IREP SRU capacity by an additional 25%. Since it was one of his last online reviews with the Refinery Council & MCM of Kochi Refinery, Mr. R Ramachandran also expressed his farewell wishes and shared his fond memories of his long association with Kochi Refinery



INDEPENDENCE DAY CELEBRATIONS

Independence Day was celebrated with patriotic fervour at the largest Indian PSU Refinery BPCL Kochi Refinery on 15 August 2020.

Mr. Murali Madhavan P, Executive Director (Kochi Refinery) hoisted the National Flag at the Refinery in Ambalamugal. Mr. Kurian P Alapatt, CGM (HR) hoisted the flag at the City Office in Kundannur, Maradu and Mr. Sreeram AN, CGM (Project Technical & Petchem) hoisted the flag at the STF Control Office at Puthuvypenn.

In view of the pandemic COVID 19, safety protocols were maintained and the gathering was limited at each location. CISF and security contingent parade also adhered to the protocols for safety and social distancing.



[View full report](#)

VISION TO SEE, STRATEGY TO STRIVE

R RAMACHANDRAN, A LEADING LIGHT

Our Director (Refineries) superannuated on 31 August 2020 after serving Bharat Petroleum for 38 years. Besides overseeing the operations of BPCL Refineries and its subsidiary Numaligarh Refineries Limited and Joint Venture Company Bharat Oman Refineries Limited (BORL), he was also Non-Executive Chairman of Petronet CCK, till its merger with BPCL, and Petronet India Limited. He was also on the Board of BORL, Bharat Gas Resources Limited and Ratnagiri Refineries & Petrochemicals Limited. In addition, he was also responsible for Research and Development, Supply Chain Management and Operations, International Trade and Shipping, Health Safety Security & Environment (HSSE), Biofuels and cross country Pipelines Operation till recently. His experience in conceptualization to commissioning of grass root and brown field projects is recognized in both Indian and International Oil and Gas Industry. Prior to his tenure as Director in BPCL, he was Managing Director of BORL and is widely acclaimed for his contributions to the growth of that Company. We wish him good luck for healthy and prosperous retired life!



FAREWELL MESSAGE



Watch short-film by Kochi Refinery dedicated to Director (Refineries)

Dear All

The journey I had with each and every one of you during the different phases of my tenure has a special place in my heart. We had confronted many business challenges which looked insurmountable initially, but as a team we succeeded and took our company to a stronger position in the energy sector. Together, we have rebuilt, strengthened, modernized and forged our company to newer heights.

I would like to submit my heartfelt gratitude to all my mentors, peers and colleagues for providing the support, encouragement and co-operation in all my roles spanning across three decades. In fact all these actually shaped me into what I am today. These last 38 years have been a wonderful experience for me and my family. My wife Lalitha, daughter Utthra and son Udit join me in expressing our sincere gratitude for all the kindness and love bestowed on us over the years.

As I move on, the Covid pandemic has left little choice than to bid good bye to most of you through the online mode, but you are welcome to continue this association. Needless to say, please stay in touch, you can call me at 9820583841 or reach me by email at ramachandranxyz@outlook.com.

I wish each and every one of you and your family a prosperous life ahead.

With fond memories,
R. Ramachandran

“The pursuit of Excellence with unrestrained passion can lead to the accomplishment of wonders with unsurpassed joy”

.....

MODEL OUTLET

FIRST STATE RUN BPCL OUTLET OF KERALA LAUNCHED IN KANNUR

Calicut Retail Territory has commissioned BPCL's first Government operated Retail Outlet across Kerala in Kannur district in tie up with Kerala Clays and Ceramic products limited, a state run PSU on 13 August 2020. This outlet is located on the fast developing Pappineseri, Kannapuram – Pilathra KSTP road.

The outlet was inaugurated by Mr. E P Jayarajan, Hon'ble Minister for Industries, Sports and Youth Affairs in the presence of Shri. Prakashan Master, Chairman (KCCPL), Shri. Ashok Kumar, Managing Director (KCCPL) along with Mr. Manoj Kannaril, TM (Retail) Calicut, . The sales was launched on SmartDrive digital transaction, a contact-less payment solution by BPCL. The Retail Outlet is fully operated by the KCCPL employees who were laid-off as a noble gesture to ensuring support to the deserving. The outlet was commissioned with state of the art facilities and customer will have access to all BPCL initiatives like Fino Banking, Quick Oil Change, SmartFleet, SmartDrive, Free Nitrogen Air and all modes of digital transaction.



TRAVEL STORIES



It may not be the best of times to travel, but it is the best of times to share your travel memories and inspire others.

Send us your travel stories in text (English – 1000 words max) with beautiful pictures (Resolution 1 MB plus) that you have taken. You can also send your stories in video format (Duration 10 mins max) with interesting commentary by you in English, Hindi or Malayalam. Please WhatsApp your stories in PDF/ Word format or video format with name, badge number and department to 9967239420. Interesting ones will be shared on YatraLOG on KR Social Media and JwalaDhwani-Mini

EVERY
YATRA
HAS A
STORY
TO BE
TOLD!
SUNO.
SUNAO



Off to **AMARNATH**
with Amit Arora of
Manufacturing team

CONGRATS ON CROSSING YOUR

PERSONAL CAREER MILESTONES



AF Pinheiro
Mfg



V Pugazhendhi
HR/L&D

35 Years



Viswambharan A
OM & S



Narayanan TK
CPO KR



Shihabudeen M J
OM & S



Kanchana Kelkar
Legal

30 Years



Viswesaran SR
CPO KR

25 Years



Satheesh Kumar
CP / OM&S



S Rajeswari
Finance



Anuradha Shenoy
Digital

20 Years



Tusharkanta
Sahoo / F&S



SUGGESTORS WHO FOUND A MARK!



Himanshu Kumar
Gupta (Mfg-I)



Suggestion

Bypassing of Re-contact loop in CCR resulting in reduction of Hydrocarbon flaring and increase in LPG production.

EXCELLENT



Gaurav Ghelot
(Mfg-I)



Suggestion

Routing of stripped water pump discharge from ISWW-202 bottom as reflux for first column (ISW-V-201) in SRU 3, resulting in stoppage of reflux pump of ISW-V-201.



Dhanil CR
(P&U)



Suggestion

Noise reduction during UB12 & UB13 FD fan Turbine start up.



Ratheesh Kumar
KA (Mfg -I)



Suggestion

CP231 A/B pump casing drain to be connected to CBD for safety.



Muraleedharan
Pillai N (P&U)



Suggestion

Simplification of WPH blinding in HRSG-2 .



Shekar
(Mfg-II)



Suggestion

Safe closer interlock for ATF Merox unit wash water vessel CV58 low level control valve

← VERY GOOD →



HAPPY, CONTENT & EVER GRATEFUL

If ever he made enough money, he would want to devote a good share of it for travel and exploring the world. This was Sakthidharan's dream and he is happy he could accomplish it to a great extent.

Sakthidharan Nair M joined erstwhile Cochin Refinery in 1983 after completing his ITI in MMV and is bidding farewell as a happy, content and ever grateful member of the great Refinery family. He also acquired Diploma in Mechanical Engineering from the Govt. Polytechnic, Kalamasserry. He retires as Senior Heavy Equipment Operator from the Maintenance Department.

He hails from Thiruvananthapuram and has settled in Thripunithura with his wife Sugandhu. He remembers with pride and gratitude all the support received from his dear company all through his three decades plus service here.

He is blessed with two sons and both of them did their schooling at the CR School. The elder one, Sandeep, completed his B Tech in Electrical Engineering and is working with Catholic Syrian Bank. His wife Arya is also an Engineer, working with Federal Bank. They have a son, Yuvan.

The younger son Visakh completed his Mechanical Engineering and MS from US and is currently employed with Schneider Logistics. His wife is also an Engineer and they have settled in USA.

JwalaDhwani wishes Sakthidharan and family good health and peace in the days ahead too.

His address:

Ayanivilakam, Kesavanpadi, Thiruvankulam, Ernakulam
Mob : 9446311781. Email : sakthidharan1204@gmail.com

WITH DEEP GRATITUDE



With deep gratitude, **Suresh Babu** who joined Kochi Refinery in 1998 bids adieu to Kochi Refinery. He joined in the Security Department and moved on to OM& S from where he retired in July 2020. A native of Kannur District, he served in the Indian Army for 16 years before joining this Maharatna PSU. His wife Prasanna and he are blessed with a daughter, Neethu Priya and son, Unnikrishnan. Neethu Priya is a PG dentist and has settled with her husband in Hyderabad. Unnikrishnan completed his Marine Engineering and is working in the Merchant Navy.

Suresh Babu has been an active member of the JwalaDhwani resource group serving as a key link for the OM & S department. He has settled in Irumpanam and post retirement he intends to engage more in social activities.

JwalaDhwani wishes him a happy and healthy retired life.

His Address:

Surabhi, Near SNDP School, Irumpanam PO, Ernakulam
Kerala 682309 Mob : 9895982391

**BEST
WISHES TO
COLLEAGUES
RETIRING
THIS MONTH**



Jayaprakash Narayanan K P
joined in the Security
Department in 1999 and is
retiring from OM & S



Raphael MP
joined in the HR
Department in 1985 and is
retiring from OM & S

A HOME FOR THE NEEDY

“There is no exercise better for the heart than reaching down and pulling people up.”



The Reach Out project of 2019-20 found a happy moment when the keys of the house was handed over to a deserving family. An initiative of the Student Council and the PTA, a house was built for a deserving family near the new school. The team identified the project of supporting Mrs Karthika Ayyapan and her four member family in rebuilding their house. Students, staff and member of the PTA donated generously and kept track of the progress of construction of the building. Nearer the final stage, the team also received help from the international charity organization Light In Life. In a small ceremony in July 2020, the key was handed over to the beneficiary family in the presence of Mr. P Murali Madhavan, Executive Director, Mr Kurian P Alapatt, CGM (HR), Adv. Paulose, Mrs Mala B Menon, Principal, CRS and Mr Ajithkumar, PTA President. The tears of gratitude in the eyes of the family were the greatest reward for all the hard work. CRS hopes to carry this project forward into the future to make a difference in more lives in whatever little ways possible.

E-ELECTIONS AT CR SCHOOL

The election of the Student Council Members was conducted virtually this year. The democratic process began with e-campaigning by candidates, followed by E-Votes and finally E-declaration of results by CR School Principal Mrs. Mala B Menon.

The induction of all the elected leaders was done virtually in the Investiture Ceremony on 10 August 2020. **Vimal Raj (XII B) is the Head Boy** and **Darshana Hari (XII A) is the Head Girl** for 2020-21 assisted by Giridhar S (XI C) and Anaswara SP (XI B). Games Captains for the year are Abhinav S (XI A) and Blessy Biju (XII B).

AGNI - House Captains : Febin Biju (XI A) and Vaishnavi Rajeev (XII B).
Assistant Captains : Mikhael Sunil (XI A) and Aneena Shaiju (XI B).

GAGAN - House Captains : Varghese T Job (XI C) and Ashmi C S, XI B.
Assistant Captains : Hariprasad R (XI A) and Sreelakshmi V (XI A).

PRITHVI - House Captains : Neeraj RP (XI A) and Ann Maria Shaji (XI A)
Assistant Captains : Manu Prasanth (XI C) and Sridevi B Nair (XI C)

SAGAR House Captains : Jesvin Shinto (XI B) and Fathima Hannath PA (XI B). Assistant Captains Calvert C Fernandez (XI C) and Gouri Nandana J (XII A)



Namitha Susan Philip,
d/o Philly Cherian (OM & S)
Christu Jayanthi Public School,
Kakkanad (Full A1 - AISSCE XII
COMMERCE)



Sandhra M S,
d/o Suresh M S / QC Lab
DONBOSCO HSS, Irinjalakuda
(Full A1 - STD XII SCIENCE)



Natasha Maria Davis,
d/o Elizabeth Davis / HR
SACRED HEARTS HSS, THEVARA,
(Full A1 - STD XII Humanities)

HEARTY CONGRATS TOP PERFORMERS IN PUBLIC EXAMS

Ann Maria Shaji emerged school topper of Cochin Refineries School in the AISSE-2020 Std X exams scoring 98.2% with A1 in all subjects. Anna James and Nikhil M scored 97.8 % and Nithin Varughese and Aneena Shaiju scored 97.6 % with A1 in all subjects. The success story of 111 students appeared includes 101 distinctions and 10 first class.

With an aggregate score of 98.4% and A1 in all subjects, Shilpa S Menon is school topper of Cochin Refineries School in the AISSE-2020 Std XII Science stream. Adithya Kartha CB with 97.0 % and Kalayani Reji with 96.4% and A1 in all subjects followed in second and third positions. Out of the 75 who appeared for the exams, 65 past with distinction and the rest in first class.

In Commerce stream, Vysakh V Gopal ranks first with 97%, Ameena Abdul Nasser and Gayatri TS takes second rank with 96.4% and S Adithyan is third with 96.2%. All of them have A1 in all subjects. Seventeen students appeared this year and all have passed with distinction.



Shilpa S Menon,
CRS Topper, XII Science,
d/o I Sasi F & S (PSM), MR



Vysakh V Gopal,
CRS Topper, XII Commerce
s/o Shyjini Kuniyil (HR)

HEARTY CONGRATS TOP PERFORMERS



Anna James,
d/o James P L
HR-ER



Nikhil M,
s/o Muraleedharan
Pillai N (P&U)



Nithin Varughese,
s/o Varughese M K
(OM & S)



Aneena Shaiju,
d/o Shaiju V Jose
(F & S)

Full A1 -AISSE (STD X)



Angel Ann Mathew,
d/o M V Mathai
(Maintenance)



Giridhar S,
s/o Sunil Kumar K N
(Mfg-II)



Niranjana P A,
s/o Ajikumar P K
(Mfg-I)



Nora Maria Jimmon,
s/o Jimmon M J
(HSE)



Anaswara S P,
d/o Sreekumar S
(Maintenance)



Sreenithya Sanil,
d/o T Sanil
(Maintenance)



Vysakh V Gopal,
s/o Shyini Kuniyil (HR)



Alfin Tony,
s/o Tony Manjaly
(Mfg-I)



Kalyani Anup,
d/o Anupkumar K R
(P&U)



Abhijith S,
s/o P Sajith
Retail Territory



Ananya Shaibu
d/o Shaibu Kuriakose
(Mfg- I)

Full A1 - AISSE (XII COMMERCE)



T S Gayatri,
d/o Jayashree K P (CPO)



Shilpa S Menon,
d/o I Sasi
F & S (PSM), MR



Adithya Kartha C B,
s/o Suvitha C
(HR)



Kalyani Reji,
d/o Reji V P
(Mfg-II)



Aromal Pradeep,
s/o P M Pradeepan
(Maintenance)



S Adithyan,
s/o K Saravanan (OM & S)



Bijil K V,
s/o Venugopal V K
(OM & S)



Jiya Joy,
d/o P J Joy
(OM & S)



Parvathy P,
d/o A K Arun
Kumar (F&S)



Andrea A Sen,
d/o Ajith Sen L S
(CPO MR)



P M Anjali,
d/o P K Madhusoodanan
(HR)



Janis Mathew,
d/o Philip Mathew
(P&U)



Gouri Prasad,
d/o B S Prasad
(Mfg-I)



Mariam John,
d/o M G John Panicker
(P&U)



Devika S,
d/o Sivadasan M P
(Maintenance)

Full A1 - AISSE (XII SCIENCE)



WhatsApp Karo, Bharatgas Book Karo

Now Bharatgas Booking Made Simpler

Payment of
Booked Cylinder



Track your
Refill delivery



Emergency
Support



Know
Cylinder Price



SEND 'Hi' TO US AT*
1800 22 4344



Save
Bharat Petroleum
SmartLine Number
1800 22 4344

*From Your Registered Mobile Number

Please scan to avail
Bharatgas Services



Make secure payments
for your LPG refills through
digital medium

Prevent the spread of COVID-19 in 7 STEPS

- 01 Wash your hands frequently
- 02 Avoid touching your eyes, nose and mouth
- 03 Cover your cough using the bend of your elbow or a tissue
- 04 Avoid crowded places and close contact with anyone that has fever or cough
- 05 Stay at home if you feel unwell
- 06 If you have a fever, cough and difficulty breathing, seek medical care early — but call first
- 07 Get information from trusted sources



SOURCE : WORLD HEALTH ORGANISATION

Follow the steps given in KR Standard Operating Procedures for Combating COVID-19

FOR INFO / SUPPORT PLS CONTACT
KR OCCUPATIONAL HEALTH CENTRE
AT 0484-2821425