



ब्रह्मपुत्र क्रैकर एंड पॉलिमर लिमिटेड

## BRAHMAPUTRA CRACKER AND POLYMER LIMITED

(भारत सरकार का उपक्रम)/ (A Govt. of India Enterprise)

प्रशासनिक बिल्डिंग , बी. सी. पी. एल, प्रोजेक्ट साईट, लेपेट्कटा -786006, डिब्रूगढ़ , असम.  
Administrative Building, BCPL Project Site, Lepetkata-786006, Dibrugarh, Assam.

### CITIZEN CHARTER

#### About the company

**Brahmaputra Cracker and Polymer Limited (BCPL)** has implemented the prestigious Assam Gas Cracker project. The project came as a part of the historic Assam Accord signed on 15th August, 1985 with the motive of overall socio-economic development of the region. It was approved by the Cabinet Committee on Economic Affairs (CCEA) on 18th April, 2006. Subsequently a Joint Venture Company BCPL was incorporated on 08th January, 2007 as Central Public Sector Enterprise under the Department of Chemicals & Petrochemicals, Govt. of India. The project is expected to generate scope for substantial investments in setting up of downstream plastic processing industries, thereby will generate both direct as well as indirect employment.

GAIL (India) Limited is the main promoter having 70% of equity participation and the rest 30% is equally shared by Oil India Ltd (OIL), Numaligarh Refinery Limited (NRL) and Government of Assam.

The Complex is spread over 3000 Bighas of Land at Lepetkata, and situated at approximately 15 Kilometers away from the Tea City Dibrugarh. Gas Dehydration and Compressor facilities are established at Duliajan in Dibrugarh district and Gas Sweetening Unit cum C2+ Recovery Section established at Lakwa in Sivasagar district are the integral part of BCPL.

The project has been commissioned on 02.01.2016 and subsequently dedicated to the Nation by Hon'ble Prime Minister of India on 05.02.2016.

## Vision

To emerge as a dominant petrochemical player in the northeast region, providing value to stakeholders, offering best-in class products & services, contributing to economic growth while remaining environmentally conscious.

## Mission

To establish significant presence in the north-east region in petrochemical sector by way of production / sourcing and marketing of quality products, deploying efficient distribution and marketing channels to cater to the needs of target customers.

## Objectives

- ❖ To produce petrochemical products using natural gas, naphtha or any petroleum products as feedstock and devise an effective distribution system for the same in North-east region of India.
- ❖ To develop market for petrochemical products, mainly in North-East region of the country.
- ❖ To relentlessly strive to exceed the expectations of the customers in delivering quality products through use of state of the art technologies and implementation of best practices in the areas of operations, safety, health and environment.

## Details of Business transacted by the Organization;

The Feedstock for BCPL is Natural Gas and Naphtha. OIL and ONGC is supplying Natural Gas and Naphtha is being supplied by NRL. The end products of the Complex are High Density Polyethylene (HDPE) and Linear Low Density polyethylene (LLDPE) totaling 2, 20,000 Tonnes per Annum (TPA) and 60,000 TPA of Polypropylene (PP). The other products include Hydrogenated Pyrolysis Gasoline and Fuel oil.

### **Properties and Application of Polymer:**

- Properties can be altered to suit needs
- Good strength/weight ratio
- Tough & Durable
- Chemical/Moisture resistant
- Good heat & electrical insulators
- Easy processibility
- Can be produced in aesthetic colors
- Reusable/Recyclable, etc.

LLDPE is used for plastic bags and sheets, plastic wrap, stretch wrap, pouches, toys, covers, lids, pipes, buckets and containers, covering of cables, geo membranes, and mainly flexible tubing.

HDPE is used in products and packaging such as milk jugs, detergent bottles, margarine tubs, garbage containers and water pipes.

PP is used for manufacturing high clarity packaging applications like hosiery, books, stationary, confectionary items, overwrap films, furniture, housewares items, carpet backing, packaging of cements, food grains, leno bags, ropes etc.

## Details of Customers/Clients;

BCPL is producing Petrochemical Products from the raw materials received from ONGC, OIL and NRL and the products are being marketed by GAIL through a chain of Stockists and Retailers. BCPL products are marketed to business entities engaged in the business of manufacturing plastic goods. The supply of these Goods and Services to Business Entities are governed by well-defined contracts which are monitored by professional experts from these organizations. Any issue that may arise would be resolved as per the provisions of these contracts.

## Transactions/processes which may affect Citizens in general

SI No.	Transaction/Process	Stakeholder	Service Standard
1	Externalities arising of BCPL's operations such as safety Hazards, environmental pollution, etc.	People in extended operational area of BCPL	BCPL is deeply committed to the Preservation of Environment & Ecology, Sustainable Development, enrichment of the quality of life of employees, customers and the community around its operational areas and in order to achieve this BCPL has developed a Health Safety and Environment Policy.
2	Existing CSR projects undertaken by BCPL	Beneficiaries of BCPL's existing CSR Projects	A number of CSR schemes have been undertaken by BCPL in and around its operational areas. These schemes cover the area of education, health and socio-economic development and have been devised to cater to the specific need and development of the people in the vicinity.
3	Contract & Procurement	Contractors and suppliers	BCPL is committed and responsible for procurement of goods & service in a fair and transparent manner complying strictly with CVC guidelines. Implementing public procurement policies for MSEs development and development of vendor based for North East Region

## Details of grievance redressal mechanism and how to access it;

Affected Stakeholders can submit their complaints to the BCPL under the Citizen Charter.

The grievance redressal mechanism will be three fold:

- 1) NODAL OFFICER - Department Heads
- 2) APPELLATE OFFICER - Chief Operating Officer
- 3) REVIEWING AUTHORITY - Managing Director

## Review of Citizen Charter

Citizen Charter may be reviewed from time to time by BCPL.