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## SAP User Licences in the Refineries of Assam

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The table shows the number of SAP Licences in use in the Refineries of Assam across various departments. The data is provided by the IS/ISS Department of the respective refineries. The total number of licences in use is 1210.

<b>Department</b>	<b>Bongaigaon Refinery<sup>1</sup></b>	<b>Digboi Refinery<sup>2</sup></b>	<b>Guwahati Refinery<sup>3</sup></b>	<b>Numaligarh Refinery<sup>4</sup></b>
Commercial	NA <sup>5</sup>	NA	NA	38
Commercial (Warehouse)	NA	NA	NA	1
Co-ordination	NA	NA	NA	4
Corporate Communications	1	1	NA	2
Corporate Communications & Corporate Social	NA	NA	1	NA

<sup>1</sup> Data made available on July 14, 2014

<sup>2</sup> Data made available on March 2, 2014

<sup>3</sup> Data made available on February 15, 2014

<sup>4</sup> Data made available on January 11, 2014

<sup>5</sup> Not Applicable

**Appendix 2: SAP User Licences in the Refineries of Assam**

<b>Department</b>	<b>Bongaigaon Refinery<sup>1</sup></b>	<b>Digboi Refinery<sup>2</sup></b>	<b>Guwahati Refinery<sup>3</sup></b>	<b>Numaligarh Refinery<sup>4</sup></b>
Responsibility (CC & CSR)				
Corporate Planning	NA	NA	NA	2
Developmental Maintenance	NA	NA	NA	2
Electrical Maintenance	NA	NA	NA	12
Engineering Services	8	6	13	NA
Executive Director /General Manager's (ED/GM) Secretariat	12	1	NA	NA
Finance	52	62	39	NA
Finance & Accounts	NA	NA	NA	27
Fire & Safety	6	1	7	5
Health, Safety & Environment (HSE)	2	2	3	NA
Human Resource	31	25	11	5
Information Systems	5	5	5	NA
Integrated Information Systems (IIS)	NA	NA	NA	15
Internal Audit	2	3	4	6
Inspection	5	NA	6	4
Instrumentation	14	16	17	NA
Instrumentation Maintenance	NA	NA	NA	6

**Appendix 2: SAP User Licences in the Refineries of Assam**

<b>Department</b>	<b>Bongaigaon Refinery<sup>1</sup></b>	<b>Digboi Refinery<sup>2</sup></b>	<b>Guwahati Refinery<sup>3</sup></b>	<b>Numaligarh Refinery<sup>4</sup></b>
Legal	NA	NA	NA	1
Maintenance	NA	NA	NA	2
Maintenance & Planning	NA	NA	NA	7
Maintenance Civil	8	20	10	5
Maintenance Mechanical	30	23	28	24
Marketing	NA	NA	NA	53
Marketing & Corporate Planning (CP)	NA	NA	NA	1
Marketing Operations	NA	NA	NA	2
Materials	NA	27	28	NA
Materials & Contract	46	NA	NA	NA
Medical	2	4	2	NA
Numaligarh Refinery Marketing Terminal (NRMT)	NA	NA	NA	2
Operation	NA	NA	NA	23
Personnel & Administration	NA	NA	NA	17
Production	58	29	44	NA
Projects	3	4	4	30
Power and Utilities (P&U)	39	22	38	1

**Appendix 2: SAP User Licences in the Refineries of Assam**

<b>Department</b>	<b>Bongaigaon Refinery<sup>1</sup></b>	<b>Digboi Refinery<sup>2</sup></b>	<b>Guwahati Refinery<sup>3</sup></b>	<b>Numaligarh Refinery<sup>4</sup></b>
Quality Control (QC)	9	2	6	3
Technical Services	6	13	4	17
Technical Services & Inspection	NA	NA	NA	1
Total Productive Maintenance (TPM)	3	1	NA	NA
Township & Estate	NA	NA	NA	1
Township & Infrastructure	NA	NA	NA	5
Training & Development	NA	NA	NA	1
Utility	NA	NA	NA	1
Vigilance	1	1	1	NA
Others	NA	NA	NA	2
<b>Total</b>	<b>343</b>	<b>268</b>	<b>271</b>	<b>328</b>

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## Departments of the Respondents of this Study

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The table shows the departments of the respondents who participated in this study. Total number of respondents is 239.

<b>Department</b>	<b>Bongaigaon Refinery</b>	<b>Digboi Refinery</b>	<b>Guwahati Refinery</b>	<b>Numaligarh Refinery</b>
Commercial	NA <sup>1</sup>	NA	NA	5
Commercial (Warehouse)	NA	NA	NA	0
Co-ordination	NA	NA	NA	0
Corporate Communications	0	0	NA	0
Corporate Communications & Corporate Social Responsibility (CC & CSR)	NA	NA	0	NA
Corporate Planning	NA	NA	NA	2

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<sup>1</sup> The particular department is not there in the refinery concerned

**Appendix 3: Departments of the Respondents of this Study**

Developmental Maintenance	NA	NA	NA	0
Electrical Maintenance	NA	NA	NA	0
Engineering Services	4	1	3	NA
Executive Director /General Manager's (ED/GM) Secretariat	0	0	NA	NA
Finance	9	20	14	NA
Finance & Accounts	NA	NA	NA	5
Fire & Safety	0	0	0	1
Health, Safety & Environment (HSE)	1	0	1	NA
Human Resource	7	5	1	4
Information Systems	1	3	6	NA
Integrated Information Systems (IIS)	NA	NA	NA	6
Internal Audit	1	1	2	3
Inspection	0	NA	2	1
Instrumentation	1	13	0	NA
Instrumentation Maintenance	NA	NA	NA	2
Legal	NA	NA	NA	0
Maintenance	NA	NA	NA	1
Maintenance Planning	NA	NA	NA	0
Maintenance Civil	0	1	1	0

**Appendix 3: Departments of the Respondents of this Study**

Maintenance Mechanical	3	5	6	2
Marketing	NA	NA	NA	5
Marketing & Corporate Planning (CP)	NA	NA	NA	0
Marketing Operations	NA	NA	NA	3
Materials	NA	9	4	NA
Materials & Contract	10	NA	NA	NA
Medical	0	2	2	NA
Numaligarh Refinery Marketing Terminal (NRMT)	NA	NA	NA	2
Operation	NA	NA	NA	1
Personnel & Administration	NA	NA	NA	0
Production	5	8	1	NA
Projects	0	0	1	4
Power and Utilities (P&U)	1	5	6	0
Quality Control (QC)	4	3	1	1
Technical Services	4	5	1	5
Technical Services & Inspection	NA	NA	NA	0
Total Productive Maintenance (TPM)	0	0	NA	NA
Township & Estate	NA	NA	NA	0

**Appendix 3: Departments of the Respondents of this Study**

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Township & Infrastructure	NA	NA	NA	0
Training & Development	NA	NA	NA	0
Utility	NA	NA	NA	0
Vigilance	0	0	0	NA
Others	NA	NA	NA	2
<b>Total</b>	<b>51</b>	<b>81</b>	<b>52</b>	<b>55</b>