

LIST OF ABBREVIATIONS

APM	Administered Pricing Mechanism
ATF	Aviation Turbine Fuel
ATM	Automated Teller Machine
BP	British Petroleum
BPC	Bharat Petroleum Corporation Limited
BRPL	Bongaigaon Refineries and Petrochemicals Limited
CAGR	Compounded Annual Growth Rate
CBM	Coal Bed Methane
CEIL	Cairn Energy India Private Limited
CHT	Centre for High Technology
CPCL	Chennai Petroleum Corporation Limited
DE	Dependability
DGH	Directorate General of Hydrocarbons
DS	Dependability Statement
E	Expectations
EF	Expected Score
EIL	Engineers India Limited
EOL	Essar Oil Limited
EP	Evaluated Performance
ES	Empathy Statement
FY	Financial Year
GAIL	Gas Authority of India Limited
GEECL	Great Eastern Energy Corporation Limited
GGCL	Gujarat Gas Company Limited
GOI	Government of India
HA	Human Aspect
HPC	Hindustan Petroleum Corporation Limited
HSD	High Speed Diesel

IBP	Indo Burmah Petroleum Company Limited
IGL	Indraprastha Gas Limited
IOC	Indian Oil Corporation Limited
IRBIP	Integrated Refinery Business Improvement Programme
JV	Joint Venture
KL	Kilolitres
KMO	Kaiser-Meyers-Olkin
KRL	Kochi Refineries Limited
LNG	Liquefied Natural Gas
MGL	Mahanagar Gas Limited
MMT	Million Metric Tonnes
MMTOE	Million Metric Tonnes of Oil Equivalent
MMPA	Million Metric Tonnes Per Annum
MoPNG	Ministry of Petroleum and Natural Gas
MRPL	Mangalore Refineries and Petrochemicals Limited
MS	Motor Spirit
NELP	New Exploration and Licensing Policy
NOC	National Oil Companies
NQ	Normed Quality
NRL	Numaligarh Refineries Limited
OCC	Oil Coordination Committee
OCRC	Oil Costs Review Committee
OIDB	Oil Industry Development Board
OIL	Oil India Limited
OISD	Oil Industry Safety Directorate
ONGC	Oil and Natural Gas Corporation Limited
OPA	Oil Pool Account
OVL	ONGC Videsh Limited
P	Perceptions
PCRA	Petroleum Conservation Research Association
PDS	Public Distribution System

PETROFED	Petroleum Federation of India
PF	Perception Score
PNGRB	Petroleum and Natural Gas Regulatory Board
PPAC	Petroleum Planning and Analysis Cell
PSC	Production Sharing Contract
Q	Service Quality
Q&Q	Quality and Quantity
R&D	Research and Development
RAF	Reliable and Appealing Facilities
REGR	Regression
RIL	Reliance Industries Limited
RLS	Reliability Statement
RO	Retail Outlet
ROI	Return on Investment
RPL	Reliance Petroleum Limited
RPS	Responsiveness Statement
S	Statement
SERVQUAL	Service Quality
SIPL	Shell India Private Limited
SPSS	Statistical Package for Social Sciences
TPT	Throughput
TS	Tangibility Statement
US	United States
UK	United Kingdom