

**DEVELOPING AN INTERNET OF THINGS (IoT) BUSINESS  
MODEL FOR INCREASING OPERATIONAL EFFICIENCY  
AND EMPLOYEE PRODUCTIVITY IN INDIAN PUBLIC  
SECTOR RETAIL OIL OUTLETS**

**By  
SUDIP DAS**

**COLLEGE OF MANAGEMENT AND ECONOMICS STUDIES**

Submitted

**IN PARTIAL FULFILLMENT OF THE REQUIREMENT OF  
THE DEGREE OF DOCTOR OF PHILOSOPHY**

TO



**UNIVERSITY OF PETROLEUM AND ENERGY STUDIES  
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**Under the guidance of**

Internal Guide:  
Dr. S. K. Pokhriyal  
Professor (Oil & Gas),  
UPES

Internal Co-Guide:  
Dr. Geo Jos Fernandez  
Asst. Professor (Sr. Sc.)  
(Oil & Gas), UPES

External Guide:  
Dr. D. C. Patra  
GM (Planning),  
BPCL