INTERNATIONAL JOURNAL OF RESEARCH IN COMMERCE, IT & MANAGEMENT



A Monthly Double-Blind Peer Reviewed Refereed Open Access International e-Journal - Included in the International Serial Directories Indexed & Listed at:

Ulrich's Periodicals Directory ©, ProQuest, U.S.A., EBSCO Publishing, U.S.A., Cabell's Directories of Publishing Opportunities, U.S.A.

as well as in

Registered & Listed at: Index Copernicus Publishers Panel, Poland

Circulated all over the world & Google has verified that scholars of more than 1500 Cities in 141 countries/territories are visiting our journal on regular basis.

CONTENTS

Sr. No.	TITLE & NAME OF THE AUTHOR (S)	Page No.
1.	ANALYSIS OF IPOS UNDERPRICING: EVIDENCE FROM BOMBAY STOCK EXCHANGE	1
	ROHIT BANSAL & DR. ASHU KHANNA BANKRUPTCY PREDICTION OF FIRMS USING THE DATA MINING METHOD	•
2.	ATIYE ASLANI KTULI & MANSOUR GARKAZ	8
3.	THE EFFECT OF BASEL III REQUIREMENTS ON IMPROVING RISK-MANAGEMENT CAPABILITIES IN JORDANIAN BANKS	12
	DR. MOHAMMED FAWZI ABU EL HAIJA	
4.	CAPITAL STRUCTURE DETERMINANTS: CRITICAL REVIEW FOR SELECTED INDIAN COMPANIES DR. AVANISH KUMAR SHUKLA	18
5.	IMPACT OF INFLATION ON BANK LENDING RATE IN BANGLADESH	23
	EMON KALYAN CHOWDHURY	
6.	THE PERCEPTION OF BANK EMPLOYEES TOWARDS COST OF ADOPTION, RISK OF INNOVATION, AND STAFF TRAINING'S INFLUENCE ON THE ADOPTION OF INFORMATION AND COMMUNICATION TECHNOLOGY (ICT) IN THE RWANDAN COMMERCIAL BANKS MACHOGU MORONGE ABIUD & LYNET OKIKO	27
7.	ICT, ELECTION AND DEVELOPMENT IN AFRICA	32
	NDUONOFIT, LARRY-LOVE EFFIONG & ONWUKWE, VIVIAN CHIZOMA	
8.	MODERATING ROLE OF EMOTIONAL INTELLIGENCE TOWARDS STRESS AND EMPLOYEE PERFORMANCE IN THE INDIAN BANKING SECTOR BEULAH VIJI CHRISTIANA.M & DR. V. MAHALAKSHMI	35
9.	FACTORS INFLUENCING CUSTOMER LOYALTY IN MOBILE PHONE SERVICE - A STUDY WITH REFERENCE TO COIMBATORE CITY DR. V.T.R. VIJAYAKUMAR & B.SUBHA	39
10.	A STUDY ON OCCUPATIONAL STRESS AMONG GRADE I POLICE CONSTABLES	44
	M.SHUNMUGA SUNDARAM & DR. M. JAYA KUMARAN	
11.	A STUDY ON THE IMPACT OF SPIRITUALITY ON ORGANISATIONAL PERFORMANCE WITH SPECIAL REFERENCE TO ORGANISATIONS IN SALEM CITY DR. M. G.SARAVANA RAJ & R. FLORENCE BHARATHI	49
12.	A COMPARATIVE STUDY OF SELF- EFFICACY AND SUBJECTIVE WELL- BEING AMONG EMPLOYED WOMEN AND UNEMPLOYED WOMEN	54
	DR. K. JAYASHANKAR REDDY	<u> </u>
13.	NETWORK SECURITY THREATS AND SOLUTIONS IN A VIRTUAL MARKETPLACE DR. PANKAJ KUMAR GUPTA & DR. AJAY KUMAR TIWARI	58
14.	A STUDY OF SUPPLIERS CERTIFICATION AT DIFFERENT LAYERS AND ITS IMPACT ON QUALITY IN AUTO COMPONENT INDUSTRY DR. DATTATRY RAMCHANDRA MANE	61
15.	GLOBAL LIFE INSURANCE PENETRATION AND DENSITY	69
	DR. GUDALA SYAMALA RAO	
16.	AN ENHANCE SECURITY OF PLAYFAIR CIPHER SUBSTITUTION USING A SIMPLE COLUMNAR TRANSPOSITION TECHNIQUE WITH MULTIPLE ROUNDS (SCTTMR) GAURAV SHRIVASTAVA, MANOJ DHAWAN & MANOJ CHOUHAN	75
17.	CONSUMERS PERCEPTIONS OF CORPORATE SOCIAL RESPONSIBILITY: EMPIRICAL EVIDENCE AMIT B. PATEL, DR. VIMAL K. BHATT & JATIN K. MODI	79
18.	A STUDY ON FINANCIAL HEALTH OF KINGFISHER AIRLINES LTD: (Z- SCORE APPROACH)	84
10	JIGNESH. B. TOGADIYA & UTKARSH. H. TRIVEDI STRATEGIES OF CUSTOMER RELATION MANAGEMENT IN MODERN MARKETING	00
19.	DR. T. PALANISAMY & K. AMUTHA	88
20.	CORPORATE GOVERNANCE IN OIL & GAS SECTOR: AN EMPIRICAL INVESTIGATION RASHESH PATEL & SWATI PATEL	92
21.	KNOWLEDGE MANAGEMENT & MOBILIZING KNOWLEDGE IN EDUCATION BY FOLLOWING CASE STUDY OF YU;GI-OH WORLD SMITA.S.JAPE	101
22.	STUDY OF CRM THROUGH SOCIAL NETWORKING SITE: A FACEBOOK PERSPECTIVE	107
23.	ORDINARY LEAST SQUARES METHOD AND ITS VARIANTS	114
24.	R. SINGH I T INFRASTRUCTURE IN CREATING POTENTIAL MARKETING OPPORTUNITIES IN INDUSTRIES: AN EMPIRICAL STUDY OF SELECT INDUSTRIES	120
	IN KARNATAKA MANJUNATH K R & RAJENDRA M	
25.	THE IMPACT OF KNOWLEDGE MANAGEMENT ON BUSINESS ORGANIZATION SUNITA S. PADMANNAVAR & SMITA B. HANJE	126
26 .	LOCUS OF CONTROL AMONG HIGH SCHOOL TEACHERS DEEPA MARINA RASQUINHA	129
27.	KNOWLEDGE MANAGEMENT: A CONCEPTUAL UNDERSTANDING AINARY ARUN KUMAR	135
28.	A STUDY ON EFFECTIVENESS OF ORGANIZATIONAL HEALTH IN SMALL SCALE INDUSTRIES DR. J. S. V. GOPALA SARMA	142
29 .	JOB SATISFACTION DURING RECESSION PERIOD: A CASE STUDY OF PUBLIC & PRIVATE INSURANCE IN PUNJAB HARDEEP KAUR	149
30.	BANKING SECTOR REFORMS IN INDIA DR. SANDEEP KAUR	156
	REQUEST FOR FEEDBACK	162

CHIEF PATRON

PROF. K. K. AGGARWAL

Chancellor, Lingaya's University, Delhi Founder Vice-Chancellor, Guru Gobind Singh Indraprastha University, Delhi Ex. Pro Vice-Chancellor, Guru Jambheshwar University, Hisar

SH. RAM BHAJAN AGGARWAL

Ex. State Minister for Home & Tourism, Government of Haryana Vice-President, Dadri Education Society, Charkhi Dadri President, Chinar Syntex Ltd. (Textile Mills), Bhiwani

CO-ORDINATOR

AMITA

Faculty, Government M. S., Mohali

ADVISORS

DR. PRIYA RANJAN TRIVEDI

Chancellor, The Global Open University, Nagaland

PROF. M. S. SENAM RAJU

Director A. C. D., School of Management Studies, I.G.N.O.U., New Delhi

PROF. M. N. SHARMA

Chairman, M.B.A., Haryana College of Technology & Management, Kaithal

PROF. S. L. MAHANDRU

Principal (Retd.), Maharaja Agrasen College, Jagadhri

EDITOR

PROF. R. K. SHARMA

Professor, Bharti Vidyapeeth University Institute of Management & Research, New Delhi

CO-EDITOR

DR. BHAVET

Faculty, M. M. Institute of Management, Maharishi Markandeshwar University, Mullana, Ambala, Haryana

EDITORIAL ADVISORY BOARD

DR. RAJESH MODI

Faculty, Yanbu Industrial College, Kingdom of Saudi Arabia

PROF. SANJIV MITTAL

University School of Management Studies, Guru Gobind Singh I. P. University, Delh

PROF. ANIL K. SAINI

Chairperson (CRC), Guru Gobind Singh I. P. University, Delhi

DR. SAMBHAVNA

Faculty, I.I.T.M., Delhi

DR. MOHENDER KUMAR GUPTA

Associate Professor, P. J. L. N. Government College, Faridabad

DR. SHIVAKUMAR DEENE

Asst. Professor, Dept. of Commerce, School of Business Studies, Central University of Karnataka, Gulbarga **MOHITA**

Faculty, Yamuna Institute of Engineering & Technology, Village Gadholi, P. O. Gadhola, Yamunanagar

ASSOCIATE EDITORS

PROF. NAWAB ALI KHAN

Department of Commerce, Aligarh Muslim University, Aligarh, U.P.

PROF. ABHAY BANSAL

Head, Department of Information Technology, Amity School of Engineering & Technology, Amity University, Noida

PROF. A. SURYANARAYANA

Department of Business Management, Osmania University, Hyderabad

DR. SAMBHAV GARG

Faculty, M. M. Institute of Management, Maharishi Markandeshwar University, Mullana, Ambala, Haryana

PROF. V. SELVAM

SSL, VIT University, Vellore

DR. PARDEEP AHLAWAT

Associate Professor, Institute of Management Studies & Research, Maharshi Dayanand University, Rohtak

DR. S. TABASSUM SULTANA

Associate Professor, Department of Business Management, Matrusri Institute of P.G. Studies, Hyderabad **SURJEET SINGH**

Asst. Professor, Department of Computer Science, G. M. N. (P.G.) College, Ambala Cantt.

TECHNICAL ADVISOR

Faculty, Government H. S., Mohali

MOHITA

Faculty, Yamuna Institute of Engineering & Technology, Village Gadholi, P. O. Gadhola, Yamunanagar

FINANCIAL ADVISORS

DICKIN GOYAL

Advocate & Tax Adviser, Panchkula

NEENA

Investment Consultant, Chambaghat, Solan, Himachal Pradesh

LEGAL ADVISORS

Advocate, Punjab & Haryana High Court, Chandigarh U.T.

CHANDER BHUSHAN SHARMA

Advocate & Consultant, District Courts, Yamunanagar at Jagadhri

SUPERINTENDENT

3.

CALL FOR MANUSCRIPTS

We invite unpublished novel, original, empirical and high quality research work pertaining to recent developments & practices in the area of Computer, Business, Finance, Marketing, Human Resource Management, General Management, Banking, Insurance, Corporate Governance and emerging paradigms in allied subjects like Accounting Education; Accounting Information Systems; Accounting Theory & Practice; Auditing; Behavioral Accounting; Behavioral Economics; Corporate Finance; Cost Accounting; Econometrics; Economic Development; Economic History; Financial Institutions & Markets; Financial Services; Fiscal Policy; Government & Non Profit Accounting; Industrial Organization; International Economics & Trade; International Finance; Macro Economics; Micro Economics; Monetary Policy; Portfolio & Security Analysis; Public Policy Economics; Real Estate; Regional Economics; Tax Accounting; Advertising & Promotion Management; Business Education; Management Information Systems (MIS); Business Law, Public Responsibility & Ethics; Communication; Direct Marketing; E-Commerce; Global Business; Health Care Administration; Labor Relations & Human Resource Management; Marketing Research; Marketing Theory & Applications; Non-Profit Organizations; Office Administration/Management; Operations Research/Statistics; Organizational Behavior & Theory; Organizational Development; Production/Operations; Public Administration; Purchasing/Materials Management; Retailing; Sales/Selling; Services; Small Business Entrepreneurship; Strategic Management Policy; Technology/Innovation; Tourism, Hospitality & Leisure; Transportation/Physical Distribution; Algorithms; Artificial Intelligence; Compilers & Translation; Computer Aided Design (CAD); Computer Aided Manufacturing; Computer Graphics; Computer Organization & Architecture; Database Structures & Systems; Digital Logic; Discrete Structures; Internet; Management Information Systems; Modeling & Simulation; Multimedia; Neural Systems/Neural Networks; Numerical Analysis/Scientific Computing; Object Oriented Programming; Operating Systems; Programming Languages; Robotics; Symbolic & Formal Logic and Web Design. The above mentioned tracks are only indicative, and not exhaustive.

Anybody can submit the soft copy of his/her manuscript anytime in M.S. Word format after preparing the same as per our submission guidelines duly available on our website under the heading guidelines for submission, at the email address: infoijrcm@gmail.com.

GUIDELINES FOR SUBMISSION OF MANUSCRIPT

		DATED:
Sub	bject: SUBMISSION OF MANUSCRIPT IN THE AREA OF	
(<u>e.</u>	(e.g. Finance/Marketing/HRM/General Management/Economics/Psychology/Law/Computer/DEAR SIR/MADAM Please find my submission of manuscript entitled '	aw/Computer/IT/Engineering/Mathematics/other, please specify)
DE	AR SIR/MADAM	
Ple	ease find my submission of manuscript entitled '	' for possible publication in your journals.
	pject: SUBMISSION OF MANUSCRIPT IN THE AREA OF g. Finance/Marketing/HRM/General Management/Economics/Psychology/Law/Co AR SIR/MADAM ase find my submission of manuscript entitled ' ereby affirm that the contents of this manuscript are original. Furthermore, it has noter review for publication elsewhere. firm that all the author (s) have seen and agreed to the submitted version of the manuscript is accepted, I/We agree to comply with the formalities intribution in any of your journals. ME OF CORRESPONDING AUTHOR: Signation: Biliation with full address, contact numbers & Pin Code: Biliation with full address with Pin Code: Biliation Number (s): B	has neither been published elsewhere in any language fully or partly, nor is it
I af	ffirm that all the author (s) have seen and agreed to the submitted version of th	e manuscript and their inclusion of name (s) as co-author (s).
		lities as given on the website of the journal & you are free to publish our
con	ntribution in any of your journals.	
NA	ME OF CORRESPONDING AUTHOR:	
NA Des	ME OF CORRESPONDING AUTHOR: signation: illiation with full address, contact numbers & Pin Code:	
NA Des Affi	ME OF CORRESPONDING AUTHOR: signation: illiation with full address, contact numbers & Pin Code: sidential address with Pin Code:	
NA Des Affi Res Mo	ME OF CORRESPONDING AUTHOR: signation: illiation with full address, contact numbers & Pin Code: sidential address with Pin Code: bbile Number (s):	7770
NA Des Affi Res Mo Lan	ME OF CORRESPONDING AUTHOR: signation: illiation with full address, contact numbers & Pin Code: sidential address with Pin Code: obile Number (s): ndline Number (s):	CY79
NA Des Affi Res Mo Lan E-m	ME OF CORRESPONDING AUTHOR: signation: illiation with full address, contact numbers & Pin Code: sidential address with Pin Code: obile Number (s): ndline Number (s): nail Address:	773
NA Des Affi Res Mo Lan E-m Alte	ME OF CORRESPONDING AUTHOR: signation: illiation with full address, contact numbers & Pin Code: sidential address with Pin Code: sbile Number (s): ndline Number (s): mail Address: ernate E-mail Address:	77
NA Des Affi Res Mo Lan E-m Alte	ME OF CORRESPONDING AUTHOR: signation: illiation with full address, contact numbers & Pin Code: sidential address with Pin Code: obile Number (s): ndline Number (s): mail Address: ernate E-mail Address:	ersion is liable to be rejected without any consideration), which will start from
NA Des Affi Res Mo Lan E-m Alte	ME OF CORRESPONDING AUTHOR: signation: iliation with full address, contact numbers & Pin Code: sidential address with Pin Code: obile Number (s): ndline Number (s): mail Address: ernate E-mail Address: DTES: The whole manuscript is required to be in ONE MS WORD FILE only (pdf. ve	ersion is liable to be rejected without any consideration), which will start from
NA Des Affi Res Mo Lan E-m Alte	AME OF CORRESPONDING AUTHOR: signation: illiation with full address, contact numbers & Pin Code: sidential address with Pin Code: obile Number (s): ndline Number (s): nail Address: ernate E-mail Address: OTES: The whole manuscript is required to be in ONE MS WORD FILE only (pdf. ve the covering letter, inside the manuscript. The sender is required to mention the following in the SUBJECT COLUMN of	the mail:
NA Des Affi Res Mo Lan E-m Alte	AME OF CORRESPONDING AUTHOR: signation: illiation with full address, contact numbers & Pin Code: sidential address with Pin Code: obile Number (s): ndline Number (s): nail Address: ernate E-mail Address: The whole manuscript is required to be in ONE MS WORD FILE only (pdf. ve the covering letter, inside the manuscript. The sender is required to mention the following in the SUBJECT COLUMN of New Manuscript for Review in the area of (Finance/Marketing/HRM/Gener	the mail:
NA Des Affi Res Mo Lan E-m Alte	ME OF CORRESPONDING AUTHOR: signation: illiation with full address, contact numbers & Pin Code: sidential address with Pin Code: bible Number (s): ndline Number (s): nail Address: ernate E-mail Address: The whole manuscript is required to be in ONE MS WORD FILE only (pdf. verthe covering letter, inside the manuscript. The sender is required to mention the following in the SUBJECT COLUMN of New Manuscript for Review in the area of (Finance/Marketing/HRM/Gener Engineering/Mathematics/other, please specify)	the mail: ral Management/Economics/Psychology/Law/Computer/IT/
NAI Des Affi Res Mo Lan E-m Alte NO a) b)	ME OF CORRESPONDING AUTHOR: signation: illiation with full address, contact numbers & Pin Code: sidential address with Pin Code: obile Number (s): nail Address: ernate E-mail Address: The whole manuscript is required to be in ONE MS WORD FILE only (pdf. vertice) the covering letter, inside the manuscript. The sender is required to mention the following in the SUBJECT COLUMN of New Manuscript for Review in the area of (Finance/Marketing/HRM/Gener Engineering/Mathematics/other, please specify) There is no need to give any text in the body of mail, except the cases where	the mail: ral Management/Economics/Psychology/Law/Computer/IT/ e the author wishes to give any specific message w.r.t. to the manuscript.
NAI Des Affi Res Mo Lan E-m Alte NO a) b)	ME OF CORRESPONDING AUTHOR: signation: illiation with full address, contact numbers & Pin Code: sidential address with Pin Code: sbile Number (s): ndline Number (s): nail Address: ernate E-mail Address: The whole manuscript is required to be in ONE MS WORD FILE only (pdf. vertice) the covering letter, inside the manuscript. The sender is required to mention the following in the SUBJECT COLUMN of New Manuscript for Review in the area of (Finance/Marketing/HRM/Gener Engineering/Mathematics/other, please specify) There is no need to give any text in the body of mail, except the cases where The total size of the file containing the manuscript is required to be below 5	the mail: ral Management/Economics/Psychology/Law/Computer/IT/ e the author wishes to give any specific message w.r.t. to the manuscript. 00 KB.
NA Des Affi Res Mo Lan E-m Alte NO a) b)	ME OF CORRESPONDING AUTHOR: signation: illiation with full address, contact numbers & Pin Code: sidential address with Pin Code: sbile Number (s): ndline Number (s): ndline Number (s): mail Address: ernate E-mail Address: The whole manuscript is required to be in ONE MS WORD FILE only (pdf. vertice that the covering letter, inside the manuscript. The sender is required to mention the following in the SUBJECT COLUMN of New Manuscript for Review in the area of (Finance/Marketing/HRM/Gener Engineering/Mathematics/other, please specify) There is no need to give any text in the body of mail, except the cases where The total size of the file containing the manuscript is required to be below 5 Abstract alone will not be considered for review, and the author is required	the mail: ral Management/Economics/Psychology/Law/Computer/IT/ e the author wishes to give any specific message w.r.t. to the manuscript. 00 KB. to submit the complete manuscript in the first instance.

AUTHOR NAME (S) & AFFILIATIONS: The author (s) full name, designation, affiliation (s), address, mobile/landline numbers, and email/alternate email

ABSTRACT: Abstract should be in fully italicized text, not exceeding 250 words. The abstract must be informative and explain the background, aims, methods,

MANUSCRIPT TITLE: The title of the paper should be in a 12 point Calibri Font. It should be bold typed, centered and fully capitalised.

address should be in italic & 11-point Calibri Font. It must be centered underneath the title.

results & conclusion in a single para. Abbreviations must be mentioned in full.

- KEYWORDS: Abstract must be followed by a list of keywords, subject to the maximum of five. These should be arranged in alphabetic order separated by 5. commas and full stops at the end.
- MANUSCRIPT: Manuscript must be in BRITISH ENGLISH prepared on a standard A4 size PORTRAIT SETTING PAPER. It must be prepared on a single space and 6. single column with 1" margin set for top, bottom, left and right. It should be typed in 8 point Calibri Font with page numbers at the bottom and centre of every page. It should be free from grammatical, spelling and punctuation errors and must be thoroughly edited.
- HEADINGS: All the headings should be in a 10 point Calibri Font. These must be bold-faced, aligned left and fully capitalised. Leave a blank line before each 7.
- SUB-HEADINGS: All the sub-headings should be in a 8 point Calibri Font. These must be bold-faced, aligned left and fully capitalised. 8.
- 9. MAIN TEXT: The main text should follow the following sequence:

INTRODUCTION

REVIEW OF LITERATURE

NEED/IMPORTANCE OF THE STUD

STATEMENT OF THE PROBLEM

OBJECTIVES

HYPOTHESES

RESEARCH METHODOLOGY

RESULTS & DISCUSSION

RECOMMENDATIONS/SUGGESTIONS

SCOPE FOR FURTHER RESEARCH

REFERENCES

It should be in a 8 point Calibri Font, single spaced and justified. The manuscript should preferably not exceed 5000 WORDS.

- 10. FIGURES &TABLES: These should be simple, crystal clear, centered, separately numbered & self explained, and titles must be above the table/figure. Sources of data should be mentioned below the table/figure. It should be ensured that the tables/figures are referred to from the main text.
- EQUATIONS: These should be consecutively numbered in parentheses, horizontally centered with equation number placed at the right. 11
- 12. REFERENCES: The list of all references should be alphabetically arranged. The author (s) should mention only the actually utilised references in the preparation of manuscript and they are supposed to follow Harvard Style of Referencing. The author (s) are supposed to follow the references as per the following:
- All works cited in the text (including sources for tables and figures) should be listed alphabetically.
- Use (ed.) for one editor, and (ed.s) for multiple editors.
- When listing two or more works by one author, use --- (20xx), such as after Kohl (1997), use --- (2001), etc, in chronologically ascending order.
- Indicate (opening and closing) page numbers for articles in journals and for chapters in books.
- The title of books and journals should be in italics. Double quotation marks are used for titles of journal articles, book chapters, dissertations, reports, working papers, unpublished material, etc.
- For titles in a language other than English, provide an English translation in parentheses.
- The location of endnotes within the text should be indicated by superscript numbers.

PLEASE USE THE FOLLOWING FOR STYLE AND PUNCTUATION IN REFERENCES:

BOOKS

- Bowersox, Donald J., Closs, David J., (1996), "Logistical Management." Tata McGraw, Hill, New Delhi.
- Hunker, H.L. and A.J. Wright (1963), "Factors of Industrial Location in Ohio" Ohio State University, Nigeria.

Sharma T., Kwatra, G. (2008) Effectiveness of Social Advertising: A Study of Selected Campaigns, Corporate Social Responsibility, Edited by David Crowther & Nicholas Capaldi, Ashgate Research Companion to Corporate Social Responsibility, Chapter 15, pp 287-303.

Schemenner, R.W., Huber, J.C. and Cook, R.L. (1987), "Geographic Differences and the Location of New Manufacturing Facilities," Journal of Urban Economics, Vol. 21, No. 1, pp. 83-104.

CONFERENCE PAPERS

Garg, Sambhav (2011): "Business Ethics" Paper presented at the Annual International Conference for the All India Management Association, New Delhi, India, 19-22 June.

UNPUBLISHED DISSERTATIONS AND THESES

Kumar S. (2011): "Customer Value: A Comparative Study of Rural and Urban Customers," Thesis, Kurukshetra University, Kurukshetra.

ONLINE RESOURCES

Always indicate the date that the source was accessed, as online resources are frequently updated or removed.

WEBSITES

Garg, Bhavet (2011): Towards a New Natural Gas Policy, Political Weekly, Viewed on January 01, 2012 http://epw.in/user/viewabstract.jsp

CORPORATE GOVERNANCE IN OIL & GAS SECTOR: AN EMPIRICAL INVESTIGATION

RASHESH PATEL ASST. PROFESSOR

SHRI JAIRAMBHAI PATEL INSTITUTE OF BUSINESS MANAGEMENT & COMPUTER APPLICATIONS NATIONAL INSTITUTE OF COOPERATIVE MANAGEMENT POST GRADUATE CENTER OF GUJARAT TECHNOLOGICAL UNIVERSITY (MBA) **GANDHINAGAR**

SWATI PATEL ASST. PROFESSOR

SHRI JAIRAMBHAI PATEL INSTITUTE OF BUSINESS MANAGEMENT & COMPUTER APPLICATIONS NATIONAL INSTITUTE OF COOPERATIVE MANAGEMENT POST GRADUATE CENTER OF GUJARAT TECHNOLOGICAL UNIVERSITY (MBA) **GANDHINAGAR**

ABSTRACT

Corporate governance refers to the structures and processes for the direction and control of companies. Corporate governance matters because it improves investee companies' performance and helps develop capital markets. Sound corporate governance reduces risk, adds value to investments, and avoids reputational risks for investors. Given the strong links between good corporate governance and sustainable economic development, improving corporate governance practices has become an important element of the development mission of financial institution and corporate sector. This empirical investigation analyzes the Corporate Governance disclosure practices in Indian Oil & Gas Sector companies with research Objective to examine and compare corporate governance practices of companies of the said sector. Research Methodology undertaken is Corporate Governance Score card for comparison purpose in the light of CG compliance requirements and mandatory/non-mandatory disclosure standards, as envisaged by the recent provisions of the SEBI's "Clause 49 of the Listing Agreement,". We have primarily used secondary sources of information, both from the Reports and literature on corporate governance and the Annual Report of respective companies, for the financial year 2011. For data analysis Descriptive statistics and comparative Score card have been employed and Microsoft Excel has been used to analyze and interpret the data.

KEYWORDS

Corporate Governance, Disclosure Practices, Oil and Gas Industry, SEBI, Clause 49.

CORPORATE GOVERNANCE

ood corporate governance makes good, hard-nosed business sense. Countries with strong corporate governance practices attract capital. Today's domestic and international investors are likely to shy away from countries that do not guarantee investor rights, that do not provide for adequate corporate disclosure, and that do not ensure sound board practices, as put by Mervyn King, Chairman of the King Committee on Corporate Governance, South Africa.(15)

The International Financial Corporations defines it as the structures and processes for the direction and control of companies including Financial Stakeholders (Shareholders); Boards of Directors (Checks and Balances); Control Environment(Accounting, Controls, Internal and External Audit) Transparency and Disclosure, although it may reinforce, Corporate Social Responsibility/Corporate Citizenship; Socially Responsible Investing; Elements of Sustainability; Political Governance; Ethics; Anti-Corruption/Anti-Money Laundering factors.

LITERATURE REVIEW

Florencio Lopez-de-Silanes, Andrei Shleifer, Robert (1997) with study object that of most basic prediction of the legal approach is that investor protection encourages the development of financial markets. Author finds that when investors are protected from expropriation, they pay more for securities, making it more attractive for entrepreneurs to issue these securities and thereby study reveals and applies to both creditors and shareholders' Investor Protection and Corporate Governance.(6)

La Porta, Lopez-de-Silanes, Shleifer, and Vishny (1998) in the working paper discuss a set of key legal rules protecting shareholders and creditors and document the prevalence of these rules in 49 countries around the world. Authors aggregate these rules into shareholder (anti director) and creditor rights indices for each country, and consider several measures of enforcement quality, such as the efficiency of the judicial system and a measure of the quality of accounting standards leading to further possibility of research in the area of aligning the judicial system and laws towards corporate governance principles.(8)

Cyril Lin (2000) in cross comparative analysis between level of economy and status of governance system observes, "Transition and most developing economies have corporate landscape morphologies significantly different from those of advanced market economies. They typically have large and inefficient public sectors. Their corporate landscapes and industrial structures are dominated either by large SOEs or by large founder family-owned and controlled firms". Problem in these economies is not so much insider control (so advocated by Shleifer and Vishny (1997) per se as it is one of which type of insider and/or excessive ownership

Black and Khanna (2007) analyzes Clause 49 of the Listing Agreement to the Indian stock exchange (Bombay Stock Exchange), a major governance reform in India in 2000, which resembles the U.S. Sarbanes-Oxley Act.13. Clause 49 requires that companies have, among other things, audit committees, a minimum number of independent directors, and chief executive officer and chief financial officer certification of financial statements and internal controls.14 Initially, the reforms applied only to larger firms; they reached smaller public firms after a several-year lag. Black and Khanna document that this reform was of greater benefit to firms that need external equity capital and to cross-listed firms, suggesting that local regulation can complement, rather than substitute for, firm-level governance practices.(3)

Afra Afsharipour (2010) in the study of Indian firm's corporate governance benefits and effects find that the larger Indian firms in particular seemed to welcome Clause 49's reforms because they appear to have benefited from the more robust corporate governance rules imposed by Clause 49. In their event study of the impact of Clause 49 reforms on the market value of Indian firms, Professors Black and Khanna found a significant rise in the share price of large firms following SEBI's initial announcement to adopt corporate governance reforms similar to those proposed by the CII. This result reflected investor expectations that corporate governance reforms would increase the market values of larger Indian public firms.(1)

NEED AND IMPORTANCE

INDIAN OIL AND GAS INDUSTRY OVERVIEW

India is the fifth largest consumer of energy in the world, and is likely to surpass Japan and Russia to become the world's third biggest energy consumer by 2030. According to the International Energy Agency (IEA), hydrocarbons satisfy major energy demand in India wherein coal and oil, together, represent about twothirds of total energy use. Natural gas accounts for about 7 per cent share. According to Oil & Gas Journal (OGJ), India has about 5.7 billion barrels of proven oil reserves. India's oil and gas sector has attracted investors round the globe as the country enjoys rich reserves of resources.(13) The petroleum and natural gas industry in India has attracted foreign direct investment (FDI) worth US\$ 3, 332.78 million during April 2000 to December 2011, according to the data provided by Department of Industrial Policy and Promotion (DIPP). The Department further recorded US\$ 196 million during April- December 2011-12, in the industry. Showing the alarming need of regulatory and corporate governance compliance norms as to attract more Investments through better disclosure , transparency and investor safety perspective policies. (13)

CORPORATE GOVERNANCE IN OIL & GAS SECTOR

Dr. Sarkar (2011) eminent analyst states that "Among the Indian national oil companies Indian Oil remains the true to the belief that good corporate governance practices lead to efficient running of the company and help in optimizing value for its stakeholder. The company has been making an effort to uphold the principles of corporate governance to ensure transparency, integrity and accountability in its functioning - elements that are vital to achieve its vision of becoming a major diversified transnational, integrated energy company". With the adoption of, (a) Code of conduct for directors and senior management personnel, (b) code of conduct for prevention of insider trading, (c) policy on risk assessment and minimizing procedures, the company has further enhanced its commitment towards corporate governance. Access to the right to information act manual that addresses the constitutional right to know and access information relating to any private body. BPCL and Reliance Industries RIL have joined the club of select Asian companies to rank high in a Corporate governance Poll. RIL is the only Indian Private Sector company in the Top Five Leagues in Energy Sector, in a recently conducted Corporate Governance Poll published in issue of Asian money magazine. Among the four Indian Companies in the energy sector BPCL, a public sector undertaking is ranked no.1 with the score of 78 and is followed by RIL in second place with the score of 72. India leads with four companies followed by three companies from China, two from Thailand and one from

Sebastian Molineus -Project Manager IFC, in the IFC Report quotes the reference to the poll conducted among investors by McKinsey, 85% of market participants believe that in evaluating companies in Eastern Europe the level of corporate governance plays the same or even a higher role than their financial performance. Even more impressive is the following fact: 73% of investors investing in Eastern Europe are ready to pay a premium for companies with efficient corporate governance and the premium which investors are ready to pay for Russian companies with good corporate governance is as big as 38% (12)

Greco, Giulio (2012) in their efforts of continuous analyses of Ownership structures, corporate governance and earnings management in the European Oil Industry Research investigates the impact of corporate governance and ownership structure variables on earnings management in the European oil industry. The findings show non-linear relationships among institutional investors ownership and governmental ownership with the magnitude of earnings management.(18)

For institutional investors ownership authors found a positive association within lower levels of ownership (consistently with the short-term transient view of institutional investors shareholding) and a negative association within higher levels of ownership (consistently with the long-term orientation view of institutional investors, playing a monitoring role over the company's financial performance).(Id19)

The corporate governance scorecards " assess a company's governance practices and provide opportunities for systematic improvement. The scorecard is closely related to the corporate governance code and represents all of its relevant criteria. Different scores related to these criteria are assigned thus, the scorecard determines a total value of corporate governance" (16). This approach is designed to depict for companies the quality of their own corporate governance and to facilitate comparisons between companies, which also makes it a source of useful information for investors. Scorecard is derived as per the Corporate Governance guidelines of OECD and Clause 49 of SEBI Listing Agreement which satisfies the mentioned research objectives for studying Oil & Gas Industry corporate governance scenario.

STATEMENT OF THE PROBLEM

The study aims to evaluate the state of compliance of various governance parameters in these companies. The parameters include the Statutory and Non mandatory requirements stipulated by revised Clause 49 of the listing agreement as prescribed by Securities and Exchange Board of India (SEBI), Kumar Mangalam Birla Committee Recommendations. and relative amendments in the Companies Act, 1956 to ascertain and investigate Indian Oil and Gas companies adherence levels to corporate governance principles as per norms prescribed.

OBJECTIVES OF THE STUDY

- To analyze corporate governance practices and differences with respect to the disclosure norms by the selected Indian companies from the oil & gas industry for year ending 2011.
- To study annual reports and corporate governance reports with reference of mandatory and non mandatory disclosure and respective parameters described by SEBI for Indian companies as per Clause 49 of listing agreement.

RESEARCH METHODOLOGY

- The companies selected are ONGC and Cairn India Oil drilling and exploration industry and IOCL & Reliance Industries Limited Refineries Industry with the criteria of having highest market capitalization as on June 2012 as per respective field and listed in NSE/BSE.
- 2) For analysis data was derived from annual reports and corporate governance report of FY 2011 from the official websites of the company. Hence, Parameters based Score card method has been adopted for comparative analysis.
- Descriptive statistics and comparative Score card (Table 1) have been employed and Microsoft Excel have been used to analyze and interpret the data

ANALYSIS, RESULTS AND DISCUSSIONS

TABLE 1: CORPORATE GOVERNANCE SCORE CARD FOR THE YEAR ENDING ON 31-3-2011

No	Governance Parameters	IOCL	ONGC	RIL	CAIRN
		2011	2011	2011	2011
1	Statement of Company's philosophy on code of governance	2	2	2	2
2	Structure and Strength of board	2	2	2	2
3	Chairman & CEO Duality				
1	Promoter Executive Chairman – Cum – MD / CEO	0	0	1	0
li	Non promoter Executive Chairman cum MD / CEO	2	2	0	0
iii	Promoter Non Executive Chairman	0	0	0	1
iv	Non Promoter Non Executive Chairman	0	0	0	0
V	Non Executive Independent Chairman	0	0	0	0
4	Disclosure of Tenure and Age limit of directors	1	1	2	1
5	Disclosure of :				
1	Definition of Independent Director	1	0	1	1
li	Definition of Financial Expert	0	0	0	0
iii	Selection Criteria of Board of Directors incl. Independent directors	1	1	1	0
6	Post Board meeting follow up system and compliance of the board procedures	2	2	2	1
7	Appointment of lead independent director	0	0	2	0
8	Disclosure of other provision as to the boards and committees	1	1	1	1
		1	1	1	1
9 ,	Disclosure of	1	1	1	1
1	Remuneration Policy	1	1	1	1
li	Remuneration of Directors	1	1	1	1
10	Code of Conduct		<u> </u>		
	Information on Code of Conduct	1	1	1	1
li	Affirmation of compliance Board Committee	1	1	1	1
11	Board committee				
Α	Audit Committee				
1	Transparency in composition of audit committee	1	1	1	1
li	Compliance of minimum requirement of the number of independent directors in the committee	1	1	1	1
iii	Compliance of minimum requirement of the number of meetings of the committee.	1	1	1	1
iv	Information about literacy & expertise of committee members.	1	1	1	1
V	information about participation of head of finance, statutory auditor and chief internal auditor in the committee	2	2	2	1
	meeting				
vi	Disclosure of audit committee charter and terms of reference	1	1	1	1
vii	Publishing of audit committee report	1	1	1	1
В	Remuneration / Compensation Committee				
1	Formation of the committee	1	1	1	1
li	Information about number of committee meetings	1	1	1	1
iii	Compliance of minimum requirement of number of non-executive directors in the committee.	1	0	1	1
iv	Compliance of the provision of independent director as a chairman of the committee.	1	0	1	1
V	Information about participation of all members in the committee meeting	1	1	1	1
vi	Publishing of committee report	1	1	1	1
c	Shareholders' / Investors Grievance Committee	1	_	_	
1	Transparency in Composition of the committee	1	1	1	1
li	Information about nature of complaints & queries received and disposed -item wise.	0.5	1	1	1
_					1
iii	Information about number of committee meetings	1	1	1	
iv	information about action taken and investors/shareholders survey.	0.5	1	1	1
V	publishing of committee report	0	1	1	0
D	Nomination Committee				
<u> </u>	i) Formation of the Committee	0	0	1	1
<u> </u>	ii) Publishing of committee charter and report	0	0	0	0
Ε	Health, Safety and Environment Committee	1	1	1	0
F	Ethics and Compliance Committee	0	1	0	1
G	Investment Committee	0	0	1	0
Н	Share Transfer Committee	1	1	1	1
12	Disclosure and Transparency				
Α	Significant related party transactions having potential with the interest of the company conflicts.	2	2	2	1
В	Non Compliance related to capital market matters during last three years.	2	2	2	1
С	Accounting treatment	2	2	2	0
D	Board Disclosure - Risk Management				
	i) Information to the board on Risk Management	2	2	0	0
	ii) Publishing of Risk Management Report	0	0	0	1

v	OLUI	ME NO. 2 (2012), ISSUE NO. 8 (AUGUST)		15	311 223	1-3/30
	F	Shareholders' Information				2
		i) Appointment of new director / re appointment of existing director.	1	1	1	
		ii) Quarterly results and Presentation	1	1	1	2
		iii) Share Transfers	1	1	1	1
		iv) Directors Responsibility Statement	1	1	1	1
	G	Shareholder Rights	1	2	2	1
	Н	Audit Qualification	2	2	2	2
	1	Training of Board Members	2	2	2	2
	J	Evaluation of Non-Executive Directors	0	2	0	2
	Κ	Whistle Blower Policy	2	2	2	2
13	3	General Body Meetings				
	1	Location and time of general meetings held in last three years	1	1	1	1
	li	Details of Special Resolution passed in last three AGMs \EGM'S	1	1	1	1
	iii	Details of resolution passed last year through postal ballot incl. conducting official and voting process.	1	1	1	1
1	4	Means of communication and General shareholder information.	2	2	2	2
1	5	CEO / CFO Certification	2	2	2	2
1	6	Compliance of Corporate Governance and Auditors' Certificate.				
	1	Clean Certificate from Auditor	5	5	5	3
	li	Qualified Certificate from auditors	5	5	5	5
1	7	Disclosure of Stakeholders' interests :				
	1	Environment, Health & Safety Measures (EHS)	1	2	2	1
	li	Human Resource Development Initiative (HRD)	1	2	2	1
	iii	Corporate Social Responsibility (CSR)	2	2	2	1
	iv	Industrial Relation (IR)	1	0	2	1
	V	Disclosure of policies on EHS, HRD, CSR & IR	0	1	1	0
T	OTAL		78	83	87	74
R	ANK		3	2	1	4

Das S C (2007), Corporate Governance Standards and Practices information Technology Industry in India, The Management Accountant, 111-113 Clause 49 Score Card Reference (5)

SUB CATEGORYWISE ANALYSIS

TABLE 2: STATEMENT OF COMPANY'S PHILOSOPHY ON CODE OF GOVERNANCE

No	Governance Parameters	IOCL	ONGC	RIL	CAIRN				
		2011	2011	2011	2011				
1	Statement of Company's philosophy on code of governance	2	2	2	2				

ANALYSIS

All the four selected companies in brief have clearly stated their "Statement of Company's philosophy on code of governance". So they all have scored 100% in this parameter.

TABLE 3: STRUCTURE AND STRENGTH OF BOARD

No	Governance Parameters	IOCL	ONGC	RIL	CAIRN
		2011	2011	2011	2011
2	Structure and Strength of board	2	2	2	2

ANALYSIS

The companies have aptly stated the structure, strength and composition of their board of directors and thus they have scored full in this parameter.

TABLE 4: CHAIRMAN & CEO DUALITY

No		Governance Parameters	IOCL	ONGC	RIL	CAIRN
		A STATE OF THE PARTY OF THE PAR	2011	2011	2011	2011
3		Chairman & CEO Duality				
	1	Promoter Executive Chairman - Cum - MD / CEO	0	0	1	0
	li	Non promoter Executive Chairman cum MD / CEO	2	2	0	0
	lii	Promoter Non Executive Chairman	0	0	0	3
	lv	Non Promoter Non Executive Chairman	0	0	0	0
	V	Non Executive Independent Chairman	0	0	0	0

ANALYSIS

"The appointment of Chairman of the board carries of critical importance. Separation of chairman and CEO post is considered as one of the best practices in industry in today's corporate world and it is also important from the point of view of non promoters share holders". (Sanjay P. S. Desai & Dr. I Bhanumurthy)(9) ONGC & IOCL being a public company, have Non promoter Executive Chairman cum MD / CEO. In RIL, the chairman is Promoter Executive Chairman - Cum - MD / CEO so it scores low in that parameter. Cairn India scores the maximum with a non-executive chairman.

TABLE 5: DISCLOSURE OF TENURE AND AGE LIMIT OF DIRECTORS

No	Governance Parameters	IOCL	ONGC	RIL	CAIRN
		2011	2011	2011	2011
4	Disclosure of Tenure and Age limit of directors	1	1	2	1

ANALYSIS

RIL is the only company that has disclosed in details about the tenure and age of directors. Others have not mentioned the tenure and thus have scored low on this parameter.

TABLE 6: DISCLOSURE OF DEFINITION AND SELECTION CRITERIA FOR (INDEPENDENT) DIRECTORS

No		Governance Parameters	IOCL	ONGC	RIL	CAIRN
			2011	2011	2011	2011
5		Disclosure of :				
	1	Definition of Independent Director	1	1	1	1
	li	Definition of Financial Expert	0	0	0	0
	lii	Selection Criteria of Board of Directors incl. Independent directors	1	1	1	0
	li	Affirmation of compliance Board Committee	1	1	1	1

ANALYSIS

Clause 49 of listing agreement which applicable to all the listed companies irrespective of size of the company from 1st January 2006 has mandated that every listed company should have 50 percent of board consist of independent directors, if chairman of the board is executive and one-third board members should be independent in case the chairman is non- executive (Prof.Sanjay P. S. Desai & Dr. I Bhanumurthy) All the companies except Cairns India have complied with the disclosure requirement of the clause 49. None of the company have defined "financial expert" in their report. (9)

TABLE 7: POST BOARD MEETING FOLLOW UP SYSTEM AND COMPLIANCE OF THE BOARD PROCEDURES

N	Governance Parameters	IOCL	ONGC	RIL	CAIRN
		2011	2011	2011	2011
6	Post Board meeting follow up system and compliance of the board proced	ures 2	2	2	1

ANALYSIS

All the companies have a well structured mechanism for "Post Board meeting follow up system and compliance of the board procedures", except Cairns, as it does disclose its procedures clearly.

TABLE 8: APPOINTMENT OF LEAD INDEPENDENT DIRECTOR

No	Governance Parameters	IOCL	ONGC	RIL	CAIRN
		2011	2011	2011	2011
7	Appointment of lead independent director	0	0	2	0

ANALYSIS

Khaled Samaha (2010) In view of Agency theory, states" that the presence of non-executive directors in the board of the firms and their supervisory performance as independent individuals, remarkably contribute the declined conflicts of interests existing between shareholders and directors of the firm". (7) RIL is the only company that has specifically mentioned about its appointment of lead independent director. Rest of the companies has not scored at all in this parameter.

TABLE 9: DISCLOSURE OF OTHER PROVISION AS TO THE BOARDS AND COMMITTEES

No	Governance Parameters	IOCL	ONGC	RIL	CAIRN
		2011	2011	2011	2011
8	Disclosure of other provision as to the boards and committees	1	1	1	1

ANALYSIS

Companies under research i.e., IOCL, ONGC RIL & Cairn India follows the disclosure practices of other provisions as to the boards and committees as per mentioned parameter and thus have scored 1 against weightage of 1 point score.

TABLE 10: DISCLOSURE OF REMUNERATION POLICY & REMUNERATION OF DIRECTORS

No		Governance Parameters	IOCL	ONGC	RIL	CAIRN
			2011	2011	2011	2011
9		Disclosure of				
	1	Remuneration Policy	1	1	1	1
	li	Remuneration of Directors	1	1	1	1

ANALYSIS

For current study the corporate governance report of each of the company has clearly laid down the norms of the remuneration of its directors.

TABLE 11: CODE OF CONDUCT

No		Governance Parameters		ONGC	RIL	CAIRN
				2011	2011	2011
10		Code of Conduct				
	1	Information on Code of Conduct	1	1	1	1
	li	Affirmation of compliance Board Committee	1	1	1	1

ANALYSIS

Scott Carson, Mark Baetz, Shelley McGill (2008) describes the codes as Value statements, whether they express preferences or moral requirements, are based on a broader conception of what is right and wrong. Ideally, code items should be very specific and value-based (Robin et al., 1989) (10). In current research study the companies have stated their Code Of Conduct in their Corporate Governance Report and the compliance of the Board Committee for the same. (10)

BOARD COMMITTEES

Naspers (2010) states "the whole board remains accountable for the performance and affairs of the company, it delegates certain functions to subcommittees and management to assist in discharging its duties. Appropriate structures for those delegations are in place, accompanied by monitoring and reporting systems. Each subcommittee acts within agreed, written terms of reference. The chair of each subcommittee reports at each scheduled board meeting "(17). As per the disclosure in Annual Report the study shows that the various committee formed by the board play a very significant role in the control and adherence of corporate governance.

TABLE 12 (A): AUDIT COMMITTEE

No		Governance Parameters	IOCL	ONGC	RIL	CAIRN
				2011	2011	2011
11		Board committee				
1	4	Audit Committee				
1		Transparency in composition of audit committee	1	1	1	1
1	i	Compliance of minimum requirement of the number of independent directors in the committee	1	1	1	1
1	ii	Compliance of minimum requirement of the number of meetings of the committee.	1	1	1	1
1	ν	Information about literacy & expertise of committee members.	1	1	1	1
V	/	Information about participation of head of finance, statutory auditor and chief internal auditor in the committee meeting	2	2	2	1
V	/i	Disclosure of audit committee charter and terms of reference	1	1	1	1
١	/ii	Publishing of audit committee report	1	1	1	1

ANALYSIS

It is one of the most important committee of a company. With regard to audit committee meeting Clause 49 mandates that company audit committee should meet once in a quarter to review the quarterly results. All the companies have adhered to this norm. All have scored well in the above parameters, except Cairns because it has not specified whether the statutory auditor have participated in the meeting or not.

TABLE 12 (B): REMUNERATION COMMITTEE

N	0	Governance Parameters	IOCL	ONGC	RIL	CAIRN
			2011	2011	2011	2011
11	l	Board committee				
	В	Remuneration / Compensation Committee				
	1	Formation of the committee	1	1	1	1
	li	Information about number of committee meetings	1	1	1	1
	lii	Compliance of minimum requirement of number of non-executive directors in the committee.	1	0	1	1
	Ιv	Compliance of the provision of independent director as a chairman of the committee.	1	0	1	1
	V	Information about participation of all members in the committee meeting	1	1	1	1
ĺ	Vi	Publishing of committee report	1	1	1	1

ANALYSIS

The remuneration committee of each company is well formed. The remuneration details of the directors' have also been provided. ONGC is facing a problem related to minimum requirement of directors, as stated earlier in the report, which is reflected in this committee as well. Rest all the companies have complied with the norm.

TABLE 12 (C): SHAREHOLDERS' / INVESTOR'S GRIEVANCE COMMITTEE

No		Governance Parameters	IOCL	ONGC	RIL	CAIRN
			2011	2011	2011	2011
1:	1	Board committee				
	С	Shareholders' / Investors Grievance Committee				
	1	Transparency in Composition of the committee	1	1	1	1
	li	Information about nature of complaints & queries received and disposed -item wise.	0.5	1	1	1
	lii	Information about number of committee meetings	1	1	1	1
I	Ιv	information about action taken and investors/shareholders survey.	0.5	1	1	1
	V	publishing of committee report	0	1	1	0

ANALYSIS

Clause 49 of listing agreement mandates that "every company should have a board committee under the chairmanship of a non-executive director to specifically look into the redressal of shareholder and investors complaints like transfer of shares, non-receipt of balance sheet, non-receipt of declared dividends etc. It has been observed that all the companies have this committee". IOCL scores low on this parameter because it does not provide details about the complaints received in category wise and the action taken to resolve the same. Moreover IOCL & Cairns have not disclosed about the reports being published or not.

TABLE 12 (D): NOMINATION COMMITTEE

No		Governance Parameters		ONGC	RIL	CAIRN
			2011	2011	2011	2011
	D	Nomination Committee				
		i) Formation of the Committee	0	0	1	1
		ii) Publishing of committee charter and report	0	0	0	0

ANALYSIS

Alan Gutterman (2010) states "the responsibilities of the committee should be explicitly spelled out in the charter or a board resolution that is included in the company's proxy statement and posted on the company's website inclusive of recommending nominees to the board and its committees as well as monitoring and safeguarding the independence of the board and developing and recommending a set of corporate governance principles to the board". (2) as per current study Only RIL & Cairns have formed this committee. No disclosures made regarding the reports of the committee being published.

TABLE 12 (E): OTHER COMMITTEES

No		Governance Parameters	IOCL	ONGC	RIL	CAIRN
			2011	2011	2011	2011
	Ε	Health, Safety and Environment Committee	1	1	1	0
	F	Ethics and Compliance Committee	0	1	0	1
	G	Investment Committee	0	0	1	0
	Н	Share Transfer Committee	1	1	1	1

ANALYSIS

These are the committees that enhance the working of the corporate governance of a company. In Oil & Gas companies, health & safety is a priority. it is observed that except Cairns, all the other companies have Health, Safety and Environment Committee. Investment Committee is formed only in RIL. On the other hand, "Share Transfer Committee" is a part of each of the company. It is also observed that Ethics Committee is formed only in ONGC & Cairn. In this industry, the safety committee should be made mandatory by the law.

TABLE 13: DISCLOSURE AND TRANSPARENCY

N	0	Governance Parameters	IOCL	ONGC	RIL	CAIRN
			2011	2011	2011	2011
12	2	Disclosure and Transparency				
	Α	Significant related party transactions having potential with the interest of the company conflicts.	2	2	2	1
	В	Non Compliance related to capital market matters during last three years.	2	2	2	1
	C	Accounting treatment	2	2	2	2
	D	Board Disclosure - Risk Management				
		i) Information to the board on Risk Management	2	2	0	0
		ii) Publishing of Risk Management Report	0	0	0	0
	Ε	Management Discussion and Analysis	2	2	2	2
	F	Shareholders' Information				
		i) Appointment of new director / re appointment of existing director.	1	1	1	2
		ii) Quarterly results and Presentation	1	1	1	2
		iii) Share Transfers	1	1	1	1
		iv) Directors Responsibility Statement	1	1	1	1
	G	Shareholder Rights	1	2	2	1
	Н	Audit Qualification	2	2	2	2
	1	Training of Board Members	2	2	2	2
	J	Evaluation of Non-Executive Directors	0	2	0	2
	Κ	Whistle Blower Policy	2	2	2	2

ANALYSIS

The above mentioned parameters enhance the transparency of the company in various matters related to the shareholder. ONGC scores the highest in this parameter while RIL scores the lowest. The reason being that it does not it does have a separate cell for Risk Management and does not carry out evaluation of non-executive directors.

TABLE 14: GENERAL BODY MEETINGS

N	0	Governance Parameters	IOCL	ONGC	RIL	CAIRN
			2011	2011	2011	2011
13		General Body Meetings				
	1	Location and time of general meetings held in last three years	1	1	1	1
	li	Details of Special Resolution passed in last three AGMs \EGM'S	1	1	1	1
	lii	Details of resolution passed last year through postal ballot incl. conducting official and voting process.	1	1	1	1

ANALYSIS

Clause 49 of listing agreement stipulates that every company board should meet minimum 4 times in a year to approve the quarterly results. All the companies have followed these statutory requirements.

TABLE 15: MEANS OF COMMUNICATION AND GENERAL SHAREHOLDER INFORMATION

No	Governance Parameters	IOCL	ONGC	RIL	CAIRN
		2011	2011	2011	2011
14	Means of communication and General shareholder information.	2	2	2	2

ANALYSIS

All the companies have disclosed their means of communication and General shareholder information in their corporate governance reports as per annual reports year ending 2011.

TABLE 16: CEO / CFO CERTIFICATION

No	Governance Parameters	IOCL	ONGC	RIL	CAIRN
		2011	2011	2011	2011
15	CEO / CFO Certification	2	2	2	2

Clause 49 states that The CEO, i.e. "the Managing Director or Manager appointed in terms of the Companies Act, 1956 and the CFO i.e. the whole-time Finance Director or any other person heading the finance function discharging that function shall certify to the Board that: They accept responsibility for establishing and maintaining internal controls for financial reporting and that they have evaluated the effectiveness of internal control systems of the company pertaining to financial reporting and they have disclosed to the auditors and the Audit Committee, deficiencies in the design or operation of such internal controls, if any, of which they are aware and the steps they have taken or propose to take to rectify these deficiencies"(11). Research observes that all the 4 companies have complied with the CEO/CFO certification as per the clause.

TABLE 17: COMPLIANCE OF CORPORATE GOVERNANCE AND AUDITORS' CERTIFICATE

					-	
No	No Governance Parameters		IOCL	ONGC	RIL	CAIRN
			2011	2011	2011	2011
16		Compliance of Corporate Governance and Auditors' Certificate.				
	1	Clean Certificate from Auditor	5	5	5	5
	li	Qualified Certificate from auditors	5	5	5	5

ANALYSIS

Clause 49 mentions the role of audit committee as to provide oversight of the company's financial reporting process and the disclosure of its financial information to ensure that the financial statement is correct, sufficient and credible. Here It is observed that all the companies have complied with the Corporate Governance & Auditor's Certificate. (11)

TABLE 18: DISCLOSURE OF STAKEHOLDERS' INTERESTS:

No		Governance Parameters	IOCL	ONGC	RIL	CAIRN
17		Disclosure of Stakeholders' interests :				
	1	Environment, Health & Safety Measures (EHS)	1	2	2	1
	li	Human Resource Development Initiative (HRD)	1	2	2	1
	lii	Corporate Social Responsibility (CSR)	2	2	2	1
	Ιv	Industrial Relation (IR)	1	0	2	1
	V	Disclosure of policies on EHS, HRD, CSR & IR	0	1	1	0

ANALYSIS

In the above mentioned parameters, RIL have scored maximum because it has disclosed all measures in brief in its Annual Report except for the policies which are not clearly stated, IOCL & CAIRNS have not disclosed any of the policies.

FINDINGS AND ANALYSIS: EVALUATION OF GOVERNANCE STANDARDS

With respect to disclosures made in the annual reports by respective listed companies as well as corporate governance norms been followed being analyzed with the base of difference parameters of study, the companies are being ranked Excellent, Very Good, Average or Below Average as per the scores calculated on the bases of score card table. As discussed earlier regarding the importance of scorecard with varied level of weight age to difference parameters are analyzed and summarized as to come to the conclusion of comparative analysis of study between four companies under research.

TABLE 19: EVALUATION OF GOVERNANCE STANDARDS

Score Range	Rank
86 – 100	Excellent
71 – 85	Very Good
56 – 70	Good
41 – 55	Average
Below 41	Below Average

Study reveals that there exists difference as to adherence to corporate governance norms as to practice & disclosure. We found that different parameters are given importance by companies as per level of Market capitalization and working laws pertaining to the industry. There is exists inconsistency in relationship between regulatory compliance of corporate governance parameters and respective growth of companies. According to Clause 49 respective weight age have been provided for varied parameters in the score card but being a issue of regulatory policy, varied score cards and regulatory bodies strives to adhere to the principles provided by OECD and other proved governance models across countries.

From the above analysis, it can be concluded that with implementation of Clause 49 of listing agreement companies started corporate disclosure practices in more systematic manner. From this study it is observed that Corporate governance and disclosure practices followed by companies are very good with exception one or two parameters. Cairns also follow a good disclosure practice but it lacks in terms of safety norms disclosures.RIL and ONGC is the top scorer among all the selected companies scoring 87 % (Excellent) and 83% (Very Good) points as per disclosures in Annual Reports ranking 1 and 2. IOCL and CAIRN India adhering to norms of clause 49 of listing agreement with the scores 78% (Very Good) and 74% (Very Good) with 3rd and 4th Rank as per Score Card method.

RECOMMENDATIONS AND SUGGESTIONS

After this study, we would like to give the following suggestion regarding the disclosures of the company

- The norms related to disclosure of qualification, age & tenure of the directors should be mandatory and more narrative.
- The companies should also include Value Based Management parameters like EVA, MVA, and Balance Scorecard ,Brand valuation, Balance sheet including intangible assets, Economic Value-Added (EVA®) statement, Intangible asset scorecard, Risk management report, Human resource accounting etc in their reports as they enhance the value of shareholder's wealth and minimize the occurrence of Agency problems.
- The rules regarding the disclosures should be amended on regular basis in accordance with the need of the changing economies of the world.
- A well defined structure of punitive actions required to be taken in case of non adherence should be developed.

FUTURE RESEARCH DIRECTIONS

Further research study can be conducted as to study the correlation between corporate governance and fund flow, corporate governance adherence and FDI, corporate governance and subscription to Public issues, corporate governance and probable premium as to IPO pricing with cross comparison with EVA model and Risk Management for better insights into the perspectives of Investors and guidance to regulatory bodies.

REFERENCES

JOURNAL REFERENCE

- Afra Afsharipour (2010) THE PROMISE AND CHALLENGES OF INDIA'S CORPORATE GOVERNANCE REFORMS working paper published in Indian Journal of Law and Economics available at http://www.ijle.in
- Alan S Gutterman Corporate Governance Role of the disclosure and nominating /corporate governance committees. Available online at http://alangutterman.typepad.com/files/ecb 03.15.2010.pdf
- Black and Khanna (2010) "THE PROMISE AND CHALLENGES OF INDIA'S CORPORATE GOVERNANCE REFORM" available online at http://www.ijle.in/pdf/The %20Promise%20and%20Challenges%20of%20India s%20Corporate%20Governance%20Reforms.pdf
- Cyril Lin Apirl (2000) PUBLIC VICES IN PUBLIC PLACES: " CHALLENGES IN CORPORATE GOVERNANCE DEVELOPMENT IN CHINA" working paper at http://www.oecd.org/dataoecd/7/26/1931396.pdf
- Das S C (2007), Corporate Governance Standards and Practices information Technology Industry in India, The Management Accountant, 111-113 Clause 49 Score Card Reference
- Florencio Lopez-de-Silanes, Andrei Shleifer, Robert (1997) Department of Economics, Harvard University, Cambridge, MA 02138, "Investor Protection and Corporate Governance "
- Khaled Samaha (2010) "Do Board Independence and Audit Committees Motivate Disclosure on Different Corporate Governance Information Categories in the Annual Reports in Developing Countries? "International Research Journal of Finance and Economics available at http://www.eurojournals.com/ irjfe_57_14.pdf

- La Porta, Lopez-de-Silanes, Shleifer, and Vishny (1998) R. A. I. Van Frederikslust, James S. Ang, P. S. Sudarsanam 2008 Business & Economics, Research Paper, "Corporate Governance and Corporate Finance: A European Perspective"
- Sanjay P. S. Desai & Dr. I Bhanumurthy, Corporate governance and disclosure practices, A study of Sensex (index) companies online source available at http://mba.americaeconomia.com
- Scott Carson, Mark Baetz, Shelley McGill (2008) describes the codes as Value statements, whether they express preferences or moral requirements, are based on a broader conception of what is right and wrong. Ideally, code items should be very specific and value-based (Robin et al., 1989).

ONLINE RESOURCES

- 11. Clause 49 last viewed on 14th June, 2012 www.nseindia.com/getting listed/content/clause 49.pdf,
- 12. Corporate Governance Development Framework "A framework for integrating corporate governance into investment operations" viewed on 18th May 2012, available at http://www.cgdevelopmentframework.com
- "Corporate governance is the system by which companies are directed and controlled." Report of the Committee on the Financial Aspects of Corporate Governance (the UK Cadbury Code), London, 1992, viewed on 15th April, 2012, 10:05 Available online at http://www1.ifc.org
- Dr. Sarkar, Published Report, PetroMin Magazine "Corporate governance in National Gas Industries For Improving Energy Efficiency", last viewed on 14. 11th June 2012 14:00, available online at http://www.petromin.safan.com/mag/pmayjun11/r08.pdf
- Indian brand equity fund secondary research March 2012, viewed on 10th June, 2012, http://www.ibef.org/industry/oilandgas.aspx
- Nasper Media(2010) "Importance of Board committees" viewed on 5th June 2012, available online at http://www.naspers.co.za/corp-govcommittees.php
- Sebastian Molineus, Project manager at IFC (the investment division of the World Bank Group). "Corporate Governance Problems in Russia". The Journal " 17. Management Company "working paper, viewed on 11th June 2012, available at http://www.executive.ru/publications/aspects/article_1642/

Greco, Giulio (2012): "Ownership structures, corporate governance and earnings management in the European Oil Industry". Available http://mpra.ub.uni-muenchen.de/37198/

WEBSITES SOURCES

- Analyzing Marketing Capitalization for selection of companies under study, viewed on June 5, 2012, www.moneycontrol.com
- Reference for Clause 49 viewed on March 10,2012 Clause 49 , last viewed on March 15, 2012 www.nseindia.com/getting_listed/content/clause_49.pdf 20.
- Reliance Industries Annual Report, viewed on April 2012 http://www.ril.com
- ONGC Annual Report, viewed on May 15, 2012 www.ongc.com 22.
- IOCL Annual Report ,viewed on May 15, 2012 www.iocl.com
- Cairn India Annual Report, viewed on May 15, 2012 www.cairnindia.com



REQUEST FOR FEEDBACK

Dear Readers

At the very outset, International Journal of Research in Commerce, IT and Management (IJRCM) acknowledges & appreciates your efforts in showing interest in our present issue under your kind perusal.

I would like to request you to supply your critical comments and suggestions about the material published in this issue as well as on the journal as a whole, on our E-mail i.e. infoijrcm@gmail.com for further improvements in the interest of research.

If you have any queries please feel free to contact us on our E-mail infoijrcm@gmail.com.

I am sure that your feedback and deliberations would make future issues better – a result of our joint effort.

Looking forward an appropriate consideration.

With sincere regards

Thanking you profoundly

Academically yours

Sd/-

Co-ordinator

ABOUT THE JOURNAL

In this age of Commerce, Economics, Computer, I.T. & Management and cut throat competition, a group of intellectuals felt the need to have some platform, where young and budding managers and academicians could express their views and discuss the problems among their peers. This journal was conceived with this noble intention in view. This journal has been introduced to give an opportunity for expressing refined and innovative ideas in this field. It is our humble endeavour to provide a springboard to the upcoming specialists and give a chance to know about the latest in the sphere of research and knowledge. We have taken a small step and we hope that with the active cooperation of like-minded scholars, we shall be able to serve the society with our humble efforts.

Our Other Fournals





