

IOCL



About IOCL

Indian Oil Corporation Limited (IOCL), commonly known as IndianOil is an Indian state government owned oil and gas company headquartered in New Delhi. It is the largest commercial oil company in the country, with a net profit of INR 19,106 crore (USD 2,848 million) for the financial year 2016–17. It was ranked 1st in the Fortune India 500 list for the year 2016 and 137th in Fortune's 'Global 500' list of world's largest companies in the year 2018. As of 31 March 2017, IndianOil's employee strength is 33,135, out of which 16,545 are in the officer cadre. It is India's largest downstream oil company, with a work force of more than 33,000 employees, a turnover of INR 506,428 crore and a net profit of INR 21,346 crore (2017-18).

The Need of the Client

IOCL required an able customer care specialist to handle the queries, complaints and grievances of its large customer base. Due to the essential nature of fuel services, time of handling and resolution of tickets raised was of essence.

Solution for the Client

A well-thought-out and deeply researched solution/package of services was developed for addressing the specific requirements of IOCL. This included a variety of complementary services, built around the core solution consisting of inbound, outbound, and Social Media support for IOCL petrol related queries & complaints.

Results from the Solution

The services that we delivered included resources, timelines, and overseeing the entire execution process of the solution from implementation to feedback integration.

IOCL gained the utmost in terms of client satisfaction, as the number of grievances addressed grew to eclipse previous performance.

The positive impact of our services on the business of the client was there for all to see, and the client acknowledging the high quality of the services we delivered added another feather to our already burgeoning hat.

Go4customer incorporated the learnings from our solution deployment for IOCL into our existing processes so as to evolve our services for the tech-driven future!