



Annual Report 2019-2020



Oberoi Hotels & Resorts has been voted the Best Hotel Group for the third consecutive year by Telegraph Travel Awards, UK – 2019, 2018 and 2017.

Oberoi Hotels & Resorts was voted Best Indian Hotel Group in the Travel + Leisure, India & South Asia India's Best Awards, 2019.

Oberoi Hotels & Resorts was voted the Best Luxury Hotel Brand by Business Traveller UK Awards, 2019.

Oberoi Hotels & Resorts was ranked second amongst the Best Hotel Brand in the World by Travel + Leisure, US, World's Best Awards, 2019.

Our endeavour is to create memories for our guests that last a lifetime. We are unrelenting in our quest for perfection in everything we do - from hotel design and décor to creating an environment for our team that encourages them to provide our guests with warm and intuitive service.

Our commitment to excellence, attention to detail and personalised service has once again been appreciated and recognised by our guests. In 2019, Oberoi Hotels & Resorts was voted the Best Hotel Group by The Telegraph Travel Awards, UK for the third consecutive year. The Oberoi Group has also been recognized as one of the Best Employers in the 'Aon Best Employers India – 2019' survey.

The recognition that we continue to receive is a testament to the vision of our founder, Rai Bahadur M. S. Oberoi. Taking his legacy forward, our Executive Chairman, Mr. P. R. S. Oberoi continues to inspire our employees to set global benchmarks in service excellence.

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The Late Rai Bahadur M.S. Oberoi
Founder of The Oberoi Group
1898-2002

BOARD OF DIRECTORS

Mr. Prithvi Raj Singh Oberoi
Executive Chairman

Mr. Shib Sanker Mukherji
Executive Vice Chairman

Mr. Vikramjit Singh Oberoi
Managing Director & Chief Executive Officer

Mr. Arjun Singh Oberoi
Managing Director – Development

Mrs. Nita Mukesh Ambani
Director

Mr. Manoj Harjivandas Modi
Director

Mr. Anil Kumar Nehru
Independent Director

Mr. Lakshminarayan Ganesh
Independent Director

Mr. Sudipto Sarkar
Independent Director

Mr. Rajeev Gupta
Independent Director

Dr. Chhavi Rajawat
Independent Director

Mr. Sanjay Gopal Bhatnagar (*w.e.f. 27th August 2019*)
Independent Director

CHIEF FINANCIAL OFFICER

Mr. Kallol Kundu

COMPANY SECRETARY & COMPLIANCE OFFICER

Mr. S.N. Sridhar

AUDITORS

Deloitte Haskins & Sells LLP, Chartered Accountants
7th Floor, Building 10, Tower B
DLF Cyber City Complex
DLF City, Phase – II
Gurugram - 122002
Haryana

REGISTERED OFFICE

4, Mangoe Lane
Kolkata - 700001

CORPORATE OFFICE

7, Shamnath Marg
Delhi - 110054



P.R.S. Oberoi, *Executive Chairman*

The Oberoi Dharma

We, as members of The Oberoi Group are committed to display through our behaviour and actions the following conduct, which applies to all aspects of our business :

- Conduct which is of the highest ethical standards - intellectual, financial and moral and reflects the highest levels of courtesy and consideration to others.
- Conduct which builds and maintains team work, with mutual trust as the basis of all working relationships.
- Conduct which puts the customer first, the Company second and the self last.
- Conduct which exemplifies care for the customer through anticipation of need, attention to detail, excellence, aesthetics and style and respect for privacy along with warmth and concern.
- Conduct which demonstrates two-way communication, accepting constructive debate and dissent whilst acting fearlessly with conviction.
- Conduct which demonstrates that people are our key asset, through respect for every employee, and leading from the front regarding performance achievement as well as individual development.
- Conduct which at all times safeguards the safety, security, health and environment of guests, employees and the assets of the company.
- Conduct which eschews the short-term quick-fix for the long-term establishment of healthy precedent.