

# **Citizen's Charter**



## **GAIL GAS Limited**

**3<sup>rd</sup> Floor, Infohub Building, GAIL  
Jubilee Tower, B-35-36, Sector - 1,  
Noida, Uttar Pradesh-201301**

## Objective

*The main objective of the Citizen's Charter is to improve the quality of public services.*

*This is done by letting people know the mandate of the Company, how one can get in touch with its officials, what to expect by way of services and how to seek a remedy if something goes wrong.*

*The Citizen's Charter does not by itself create new legal rights, but it surely helps in enforcing existing ones.*

## **Mission**

*To accelerate and optimize the effective and economic use of Natural Gas in Industries and CGD to the benefit of National Economy*

## **Vision**

*Be the leading company in retailing, distribution and marketing of Natural Gas with focus on City Gas Distribution, committed to customer care, value creation for all stakeholders and environmental responsibility*

### **Key Elements of Vision Statement:**

**Ethics:** We are transparent, fair and consistent in dealing with all people. We insist on honesty, integrity and trustworthiness in all our activities.

**Customer:** We strive relentlessly to exceed the expectations of our customers, both internal and external. Our customers prefer us.

**People:** We believe our success is driven by the commitment and excellence of our people. We attract and retain result-oriented people who are proud of their work and are satisfied with nothing less than the very best in everything they do. We encourage individual initiative by creating opportunities for our people to learn and grow. We respect the individual rights and dignity of all people.

**Shareholders:** We meet the objectives of our shareholders by providing them superior returns and value through their investments in us.

**Safety, Health and Environment:** We promote highest levels of safety in our operations, health of our employees and a clean environment. We strive for continuous development of the communities in which we operate.

**Technology:** We believe technology is the key to the future success of our Organization. We advocate use of 'best-in-class' technologies.

## **The GAIL Gas's Story**

GAIL Gas Limited is a wholly owned subsidiary of GAIL (India) Limited and was incorporated in May 2008 for the smooth implementation of City Gas Distribution (CGD) projects. GAIL Gas Limited is a limited company under the Companies Act, 1956.

### **Glimpse of GAIL Gas**

2008: GAIL Gas Limited was incorporated

2009:PNGRB authorized GAIL Gas to develop CGD infrastructure in Dewas(Madhya Pradesh), Kota(Rajasthan), Meerut (Uttar Pradesh) and Sonipat (Haryana) Geographical Areas(GAs).

2010: SAP ERP system implemented in GAIL Gas.

2011: Agreement signed with Vadodara Mahanagar Seva Sadan(VMSS) to set up GAIL Gas's first Joint Venture Company(JVC) for CGD business.

GAIL Gas records Profit After Tax of Rs 1.1 crores within three years of incorporation, as per the audited accounts for Financial Year 2010-2011.

SHA signed with KSIDC to set up Kerala GAIL Gas Ltd. for CGD projects in Kerala.

SHA signed with APGIC and APGDC for CGD projects in Andhra Pradesh.

Business of CGD in Firozabad (TTZ) transferred by GAIL to GAIL Gas.

2012: Uniform Price Mechanism implemented in TTZ

2013: Vadodara Gas Limited (VGL), a JVC of GAIL Gas incorporated to develop CGD infrastructure in the city of Vadodara (Gujarat) and its adjoining areas.

Rajasthan State Gas Limited (RSGL), a JVC of GAIL Gas incorporated to develop CGD infrastructure in the state of Rajasthan

2014: MoU signed with UPSIDC for Downstream Distribution of Gas in Uttar Pradesh.

2015: PNGRB authorizes GAIL Gas to develop CGD infrastructure in Bengaluru Urban and Rural Districts GA.

PNGRB authorizes consortium of GAIL Gas Limited and Bharat Petroleum Corporation Limited (BPCL) for development of CGD infrastructure in Haridwar District (Uttarakhand) GA.

2016: Haridwar Natural Gas Private Limited (HNGPL), a JVC of GAIL Gas & BPCL incorporated for Haridwar GA.

PNGRB authorizes consortium of GAIL Gas and BPCL for development of CGD infrastructure in North Goa GA.

2017: Goa Natural Gas Private Limited (GNGPL) a JVC of GAIL Gas & BPCL incorporated for North Goa GA.

GAIL Gas entered into a Business Transfer Agreement (BTA) with RSGL for the sale, transfer, conveyance, assignment and delivery of acquired business of GAIL Gas Limited in the GA of Kota.

2018:PNGRB authorizes GAIL Gas to develop CGD infrastructure in Dehradun District (Uttarakhand); Puri- Ganjam- Nayagarh District (Odisha); Sundergarh-Jharsuguda District (Odisha); Dakshin Kannada (Karnataka); Giridih-Dhanbad District (Jharkhand) GAs

2019:PNGRB authorizes GAIL Gas to develop CGD infrastructure in Seraikela-Kharsawan (Jharkhand), West Singhbhum (Jharkhand), Mirzapur-Chandauli-Sonbhadra ((Uttar Pradesh), Raisen-Sehore-Shajapur (Madhya Pradesh) GAs. .

PNGRB authorizes consortium of GAIL Gas Limited, Oil India Limited (OIL) and Assam Gas Company Limited (AGCL) for development of CGD infrastructure in GAs of Cachar, Hailakandi and Karimganj Districts (Assam) and Kamrup & Kamrup Metropolitan Districts (Assam).

Purba Bharti Gas Private Limited (PBGPL), a JVC of AGCL, GAIL Gas & OIL, incorporated for the GAs of Cachar, Hailakandi and Karimganj Districts and Kamrup & Kamrup Metropolitan Districts.

2020: Pioneered the concept of being Service Providers for New CGD Companies through Compression & Associated Services.

Introduced New Policy for LNG Stations, LCNG Stations & Full DODO model.

2021: Awarded as Established CGD Company of the Year 2020 by FIPI.

Launched Sahej platform for DPNG segment including PNG Mitra Mobile App.

## List of Stakeholders/Clients

1. Communities
2. Consumers of Natural Gas
3. Dealers
4. Central/State Government/Regulators/ MoPNG
5. Public Sector Undertakings
6. Trade associations /Industry Association
7. Employees
8. Suppliers/Contractors /Service Providers /Vendors
9. Statutory and Autonomous Organizations under Ministry
10. Media and Academia
11. NGOs
12. Investors
13. Resident Welfare Associations
14. Oil & Gas Marketing companies
15. Consumers of City Gas Distribution
16. National/International Energy Companies



## **Products/ Services /Transactions of GAIL Gas**

### **A. PNG**

Piped Natural Gas (PNG) is Eco-friendly fuel for Domestic Households i.e. your Kitchens, Industries and Commercial Units. Domestic PNG is the convenient, consistent and safer source of fuel for the kitchens. It is supplied to the kitchens through pipeline and does not require the hassle for booking, handling, storing and measuring of cylinder. Being lighter than air, it is safer fuel for cooking.

Similarly, Industries also requires a continuous and reliable natural gas supply which can provide benefits on efficiency and economy. Industrial PNG is used as the source of fuel for Heating in Boiler, Thermic Fluid Heater, Furnace; Cooling through Absorption Chiller; Power- Gas Engine and Gas Turbine; Process- for Dryers, Furnace, Oven etc.

Commercial PNG is used in hotels, restaurants, hospitals, dairies, bakeries, cold storages, malls, shopping complexes, shops, educational institutes, hostels for their kitchens, ovens, boilers, geysers, refrigerators etc.

#### **1. Domestic PNG**

A domestic PNG connection includes laying of pipeline network up to appliance along with necessary fittings, pressure regulator, meter along with conversion of LPG appliance to PNG.

The household use of gas has picked up in India, especially when multiple use of natural gas in the houses was demonstrated. The gas can be used for cooking, water heating, space heating, air conditioning, refrigeration and power generation. The concept of a single switch solution in the household sector is picking up momentum. This concept provides that a household could be a self-contained gas user to meet its all energy needs at one go.

Link: ( <https://gailgas.com/products/png> )

#### **2. Industrial PNG**

Industries with the requirement less than 50,000 SCM per day can be catered for supplying fuel under City Gas Distribution.

Cost and supply of energy can play a significant role in industrial operations. Industries require a continuous and reliable natural gas supply which can provide benefits on efficiency and economy. A broad range of industries like chemicals, Food processing, Engineering Goods, power generation, Glass industries etc. are using Industrial PNG. Gas is used by these industries for application like Heating- Boiler, Thermic Fluid



Heater, Furnace; Cooling- Absorption Chiller; Power- Gas Engine and Gas Turbine; Process- for dryers, furnace, oven etc.

Link: ( <https://gailgas.com/products/industrial-png> )

### **3. Commercial PNG**

Requirement of Fuel for Commercial Units like hotels, restaurants, malls shopping complex etc. can be categorized for commercial PNG.

In the commercial sector, city gas has been found to be very useful in applications like cooking, air conditioning and power generation. In fact, a concept of Combined Heat and Power (CHP) is becoming popular in India. This system has much higher thermal efficiency as compared to other conventional services.

The quality of services plays significant role in the Commercial sector. This customer-oriented segment of commercial sector comprises of Hotels, Restaurants, Hospitals, Dairies, Bakeries, Cold Storages, Malls, Shopping Complexes, shops, educational institutes, hostels etc. Major applications of PNG in this category are in kitchens, ovens, boilers, geysers, refrigerators etc. Some complexes, housing offices, malls use PNG for Power Generation and Air Conditioning also.

There is thus no hassle of handling, refilling and changing of cylinders. The uninterrupted supply of the natural gas as fuel to the commercial units helps them to provide better quality of service to its customers. Pipeline delivery relatively reduces the transportation cost. When compared with other available alternative fuels like commercial LPG, it is economically viable fuel. As the cost of the fuel is on lower side, its effect is on the total cost of the services that the commercial units offer.

Link: ( <https://gailgas.com/products/commercial-png> )

### **B. CNG**

CNG is an environment friendly fuel and the emission of CO/ CO<sub>x</sub>, NO<sub>x</sub> & particulate matter is less with its usage. The use of natural gas in the transport sector has contributed to a great extent in containing the pollution due to vehicular exhaust emissions. There is no pilferage of CNG as the gas is stored at high pressure and adulteration is also not possible. Being an economical Fuel, natural gas as CNG has been able to replace high priced hydrocarbon commodity like petrol and diesel.

Link: ( <https://gailgas.com/products/cng> )

### **C. Compressed Bio Gas (CBG)**

Waste / Bio-mass sources like agricultural residue, cattle dung, sugarcane press mud, municipal solid waste and sewage treatment plant waste, etc. produce bio-gas through the process of anaerobic decomposition. The biogas produced contains approximately 55% to 60% methane, 40% to 45% carbon dioxide and trace amounts of hydrogen sulphide. The biogas is purified to remove hydrogen sulphide (H<sub>2</sub>S), carbon dioxide (CO<sub>2</sub>), water vapor and compressed as Compressed Bio Gas (CBG). CBG has calorific value and other properties similar to CNG and hence can be utilized as green renewable automotive fuel. The CBG can be transported through cylinder cascades or pipelines to retail outlets.

Thus, it can replace CNG in automotive, industrial and commercial areas, given the abundance biomass availability within the country.

Link: ( <https://gailgas.com/products/cbg> )

**Corporate Office:**

3<sup>rd</sup> Floor, Infohub Building, GAIL Jubilee Tower, B-35-36, Sector - 1, Noida, Uttar Pradesh-201301

**Registered Office:**

GAIL Bhawan, Bhikaiji Cama Place, New Delhi – 110066

**GAIL Gas Site Office(s):**

Sr. No.	LOCATION	ADDRESS
1	AGRA	C/O GAIL Gas LTD. G-10/8, 3 <sup>rd</sup> Floor, Padamdeep Tower, Sanjay Palace, Agra-282002
2	BENGALURU	C/O GAIL Gas Ltd., 3 <sup>rd</sup> Floor, MS Complex, S-44 New Bell Road, RMV II Stage Bengaluru-560054
3	DEWAS	C/O GAIL Gas Limited, A-7, 1 <sup>st</sup> Floor Gangotri Complex, AB Road, Dewas-455001(MP)
4	MEERUT	C/O GAIL Gas Limited, 1 <sup>st</sup> Floor, C-67/5, Jagriti Vihar, Opposite LLRM Medical College, Garh Road, Meerut - 250004 (Uttar Pradesh)
5	SONEPAT	C/O GAIL Gas Limited, Plot No.2241, HSIIDC Industrial Estate, Phase – II, Biswamill-Jatheri Road, Rai, Sonipat, Haryana, Pin – 131029
6	PURI	C/O GAIL Gas Limited, 1 <sup>st</sup> floor, Janaki Residency Complex, Balagandi, Grand Road, Puri-752001
7	ROURKELA	C/O GAIL Gas Limited, Dua Complex, Panposh Road, Rourkela-769004, Sundargarh, Odisha
8	DHANBAD	C/O GAIL Gas Limited, 511, 5th Floor, Ozone Center, Ashok Nagar, Dhanbad Contact No. - +91 - 0326-2300035
9	DEHRADUN	C/O GAIL Gas Limited, Suite No. 2022, Building no. 2000, Doon Express Business Park, Subhash Nagar, Dehradun- 248002, (Uttarakhand)
10	MANGALURU	C/O GAIL Gas Limited, 2nd Floor, NMPT BDC Building, Panambur, Mangaluru – 575010, Karnataka
11	ADITYAPUR	C/O GAIL Gas Limited, Pankaj Bhawan, H. No. 1839 TATA Kandra Main Road, Opp. Servonagar, Adityapur, Seraikela Kharsawan, Pin-832109
12	MANDIDEEP	C/O GAIL Gas Limited, Plot C-1, Sector-A, Industrial Area, Mandideep, Dist.-Raisen, M.P., Pin-462046
13	DEENDAYAL UPADHYAY NAGAR	C/O GAIL Gas Limited, Kalpataru Complex, Nai Basti, G.T. Road, Pt. Deen Dayal Upadhyay Nagar (Mughalsarai), Distt. Chandauli (U.P.)-232101

## **Health, Safety & Environment (HSE) Policy**

We are committed to promote the highest level of Safety, Health, Environment and loss control in the areas of our CGD projects within and outside the City boundaries, with clear emphasis on improving the environment for sustainable development. The safety and occupational health of our employees and external stakeholders are of paramount importance and all these attributes are embedded within the core organizational values. We provide appropriate levels of training to our employees to ensure that they are able to fulfill HSE responsibilities.

In order to ensure the safety of people & machine and to reduce the number & severity of accidents, safety guidelines for various activities are prepared to avoid any incident & also this will help in reducing the loss of life & property.

Link: ( <https://gailgaspdfdownloads.s3.ap-south-1.amazonaws.com/Corporate+HSE+Policy-English.pdf> )

A TREM card or a Transport Emergency Card as it is also known as is a document that is used when transporting dangerous goods. The TREM card contains important safety information about the vehicles load. In GAIL Gas, natural gas is transported in high pressure cascades through vehicles for supply to customers at various locations in the city, therefore the TREM card has been developed & available with the driver of the vehicle so that same can be referred in case of emergency in the vehicle carrying natural gas.

Link: ( <https://gailgaspdfdownloads.s3.ap-south-1.amazonaws.com/Trem-Card.pdf> )

## **Complaints handling mechanism for improving services**

### **CRM**

A Customer Relationship Management (CRM) system has been introduced in GAIL Gas where existing customers of Natural Gas, Gas trading and Transmission business area can log their complaint related to product quality, technical and commercial in nature. CRM provides an online Internet Customer Self Services Portal where Service Request / Complaint / Indents can be raised.

GAIL Gas has a **24 X 7 toll free number 1800-102-9282** for all GAs. Additionally, Local emergency nos. are also been displayed for each CGD GAs, which are mapped to Local control room setups. These Nos are widely circulated at the time of Registration, start of gas supply & periodic Invoices and are also displayed on Pipeline Marker for any emergency reporting.

GAIL Gas has also set-up a Centralized Customer Care Centre mapped to **24 X 7 toll free number 1800-102-9282** exclusively for handling of customer complaints/queries for all the cities in English / Hindi languages and additionally in Kannada for Bengaluru/Mangalore GA, through an outsourced Agency. Further, Customer care executives have also been deployed at Sites to interact with the customers through walk in modes.

Further customer can also send their complaint at GAILGAS HELPLINE e-mail ID [gailgashelpline@gail.co.in](mailto:gailgashelpline@gail.co.in).

For DPNG consumers GAIL Gas has also launched web portal named SAHAJ & customer Mobile app PNG Mitra through which customer can register their complaint, can check their details, do self Billing, view current & past invoices and make online payment. Further, they can also register request for after sales services.

**<https://customer.gailgaspng.com/>**

The complaints received by Customer care center is registered at CRM portal and the same is automatically forwarded from CRM portal to the concerned Departments/ Site officers as per the approved Escalation Matrix,

GAIL Gas is committed to provide services to its stake holders to their satisfaction in a transparent manner by upholding the highest values of corporate governance and ethics.

Link: ( [https://gailebank.gail.co.in:4431/customer\\_complaint.asp](https://gailebank.gail.co.in:4431/customer_complaint.asp) )

GAIL Gas is committed to enhancing customer satisfaction and standardizing business processes through the implementation of a Quality Management System.

### **Corporate Social Responsibility (CSR)**

GAIL Gas remains committed to the principles of Corporate Social Responsibility (CSR) which it strongly believes play a defining role in the development of the country. GAIL Gas follows a Project-based Approach towards all CSR interventions, as detailed in the CSR Policy, GAIL Gas has implemented CSR programmes primarily related to School Education, Healthcare, Community Development, Vocational Training/Education, Sanitation, etc. at various GAIL Gas work centres /installations of the Company.

Link: ( <https://gailgas.com/csr/policy> )

### **Right to Information in GAIL Gas**

Right to Information has been implemented in GAIL Gas to empower the citizens, to promote transparency and accountability in the working, prevent corruption, and to make us work for the stakeholders in genuine sense. It seeks to establish accountable and responsible governance, and is also a mechanism to create a better balance in the equation of power between those who hold and control information and the citizen who is both the author and beneficiary of democracy

#### **Particulars of facilities available to citizens for obtaining information**

GAIL Gas is maintaining a website. Any citizen can visit this website for desired information. If the required information is not available in the website they can write to the concerned CPIO / ACPIO seeking the required information. If the required information is available and can be provided, the same will be provided within reasonable time.

Any citizen can visit GAIL Gas offices for desired information. They can meet the Asst. Central Public Information Officer at various offices of the Company. They can also meet the Central Public Information Officers notified by the Company under the Right to Information Act, 2005.

Link for details of CPIO and ACPIO: ( <https://gailgas.com/rti> )

## **Citizen Care**

### **I. How to get a PNG Connection**

For getting a PNG connection in GAIL Gas's authorized GA, please contact the nearest office of GAIL Gas Limited.

### **II. CNG Availability at nearby location**

To know the availability of CNG at a specific GA/ location, please contact the nearest office of GAIL Gas Limited or visit <https://gailgas.com/products/cng>