

# **Citizen's Charter**



**GAIL (India) Limited**

**16 Bhikaiji Cama Place, New Delhi**

*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 Corporation, 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.*

# **GAIL (India) Limited – Citizen’s Charter**

## **Mission**

Enhancing quality of life through clean energy and beyond.

## **Vision**

Be the leader in natural gas value-chain and beyond, with global presence, creating value for stakeholders with environmental responsibility.

## **Key Elements of GAIL's Vision**

### **Quality of life**

We strive to transform the lives of the people we touch by providing improved and environment-friendly products and services in a sustainable way.

### **Clean energy and beyond**

We promote use of superior, sustainable, environment-friendly and efficient energy sources including Natural Gas, Renewables and other clean alternative energy.

### **Stakeholders**

We aspire to fulfil the aspiration of our larger stakeholder community, from our employees to our customers, partners and society by creating sustainable value. We are accountable for delivering superior results, value creation and creating economic opportunities for deprived section.

### **Environmental responsibility**

We promote highest levels of operational safety, employee health and cleaner environment. We strive to minimize our negative impact on the environment and the community.

## **The GAIL Story**

GAIL (India) Limited was incorporated on 16th August, 1984 as a Central Public Sector Undertaking under the Ministry of Petroleum & Natural Gas, Government of India. From its humble beginning as a gas transmission company, in a little over three decades, GAIL has emerged as the leading player in Indian hydrocarbon sector and today, it is the flagship natural gas company of India having presence in entire gas value chain. For its dedicated service to the Nation, GAIL was conferred the status of 'Maharatna' by Government of India, highest status for a public sector company in India providing greater autonomy.

Since inception, GAIL has played a significant role in development of Indian gas sector and moving India towards a gas based economy. Over the years, GAIL has developed the backbone of India's gas infrastructure which includes over 14900 Km of Natural Gas trunk pipelines and five gas processing plants along gas pipelines with combined liquid hydrocarbon production capacity of 1.4 MMTPA. It is operating two LPG Pipelines having length of 2038 Km with 3.8 MTPA Capacity. GAIL is also a pioneer in using gas for producing petrochemicals and has an integrated 810 KTPA gas based petrochemical complex in Uttar Pradesh. GAIL is co-promoter of two other petrochemical plants including 280 KTPA BCPL Complex in Assam and 1.1 MMTPA OPaL project in Gujarat. GAIL holds participating interest in 10 domestic E&P blocks, 2 E&P blocks in Myanmar and 1 shale gas asset in US.

Petronet LNG (a JV of GAIL) operates two LNG regasification terminals at Dahej & Kochi. GAIL is also the promoter of Konkan LNG Private Limited which operates LNG regasification terminal at Dhabol with design capacity of 5 MMTPA. Further GAIL has 14.30% equity stake in Ramagundam Fertilizer and Chemicals Ltd. (RFCL) incorporated by NFL, EIL & FCIL for producing 2200 MTPD Ammonia and 3850 MTPD Urea. GAIL is also in the process of setting up of a Coal Gasification based Fertilizer plant through a JV- Talcher Fertilizer Ltd. (TFL) formed with Coal India Ltd. (CIL), Rashtriya Chemicals & Fertilizers Ltd. (RCF) each having 31.85% equity share and Fertilizer Corporation of India Ltd. (FCI) which has 4.45% equity.

GAIL is a pioneer in City Gas Distribution business in India with 10 JVs, notably Indraprastha Gas Limited (IGL) in Delhi and Mahanagar Gas Limited (MGL) in Mumbai and one wholly owned subsidiary GAIL Gas Ltd. GAIL now operates more than 43% of India's CNG stations through alliances and 67 % share in domestic PNG connections across India. It has presence in 67 Geographical Areas across India. It also holds equity stakes in Fayum Gas Company & National Gas Company in Egypt and in China Gas Holdings Limited in China.

It has opened offices in Singapore, Yangon, Houston and Moscow (Bharat Energy Office). It has a wholly owned subsidiary, GAIL Global (USA) Inc. (GGUI) in USA. GGUI has formed subsidiary, GAIL Global (USA) LNG LLC (GGULL) which has booked 2.3 MMTPA capacity in Dominion Cove Point LNG liquefaction project. GAIL has another wholly-owned subsidiary company viz. GAIL Global (Singapore) Pte. Ltd., for trading in LNG and for undertaking overseas investments. GAIL's total LNG sourcing portfolio is about 14 MTPA.

As a part of its initiative towards reducing carbon footprint and creating a path of sustainable growth, GAIL is building a portfolio of renewable businesses. GAIL has renewable portfolio of ~132 MW including ~118 MW of wind and ~14 MW of solar energy. In addition, GAIL is exploring various business opportunities in the Production and Marketing of Compressed Bio Gas (CBG) from organic waste. Emerging areas including ethanol, hydrogen, etc. are also being explored for new business opportunities. In line with the National Hydrogen Energy Mission, GAIL has successfully commissioned India's First Project for blending of Hydrogen in City Gas Station, at Indore. GAIL is setting up an electrolyser unit of 10 MW capacity to produce 4.3 TPD of Green Hydrogen, at Vijaipur in state of Madhya Pradesh.

### List of Stakeholders/Clients

Sl. No	Stakeholders/Clients
1	Communities
2	Consumers of Natural Gas, Petrochemicals and LHC Products
3	Dealers/Sub-stockists of Petrochemicals
4	Central/State Government/Regulators
5	Public Sector Undertakings
6	Industry Association/Trade associations
7	Employees
8	International Oil Companies/ National Oil companies outside India
9	Vendors/Suppliers/Contractors
10	Statutory and Autonomous Organizations under Ministry
11	Media and academia
12	NGOs
13	Investors



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

### **A. Natural Gas**

Over the past 100 years, natural gas has played a vital role in the development of global energy sector. With only one carbon and four hydrogen atoms per molecule, Natural Gas has the lowest carbon to hydrogen ratio, making it the cleanest of fossil fuels. Due to its different characteristics from other types of petroleum, natural gas has been well accepted as the primary energy source for the world of today and tomorrow and has emerged as a better choice for environment.

Natural gas essentially is a naturally occurring hydrocarbon gas mixture consisting primarily of methane, but commonly including varying amounts of other higher alkanes including ethane, propane, and butane. In addition to hydrocarbon, other components, for instance, carbon dioxide, hydrogen sulphide, nitrogen and water can also be found. The composites can be separated from the gas through processing at gas processing units.

#### **Physical Properties of Natural Gas**

- It is colourless and odourless. For safety and security, a commercial odorant is added sometimes to allow users to detect the gas.
- It is lighter than air with a specific gravity of about 0.6-0.8. If leaks, it disperses upward and dissipates into the air quickly
- It is inflamed during a range of 5-15% by volume of gas in air (Explosive Limits). The auto-ignition temperature of natural gas is 537-540 degrees Celsius

#### **The Use of Natural Gas**

There are two basic uses of natural gas

1. **Fuel:** Natural gas is being used as a source of energy for heating, cooking, and electricity generation. We can directly use natural gas as fuel for power generation and in factories e.g. ceramic, glass, sanitary ware as well as in the cogeneration system. And it can also be used as fuel for Cogeneration system and for vehicles as known as CNG (Compressed Natural Gas)
2. **Feedstock:** Natural gas can be used as chemical feedstock in the manufacture of plastics, Urea and other commercially important organic chemicals.

During the gas processing, various compositions of natural gas can be extracted for a number of products as follows:

**Methane (C1)** is primarily used as fuel for power generation and as a feedstock for producing urea in fertilizer plants. It is also a source of heat in various industries. If compressed in high-pressure cylinder, the product derived is called compressed natural gas or CNG and used as fuel for car/buses/tempo/commercial vehicles in place of petrol/diesel. If the gas is being supplied through pipe to the households/commercial establishments, it is called Piped Natural Gas (PNG) and being used in lieu of LPG cylinders as cooking fuel.

**Ethane (C2)** is used as feedstock in petrochemical industries to produce plastic pellets and fibres for other synthetic products.

**Propane (C3) and Butane (C4)** are being used as feedstock in petrochemical industries and as cooking fuel. The compressed mixture of propane and butane at different proportions stored in a cylinder is called liquefied petroleum gas (LPG).

As natural gas also contains small percentage of heavier components (Pentane, Hexane, Heptane etc.) in addition to Propane & Butane, whenever natural gas is cooled for the extraction of LPG( mainly mixture of Propane and Butane), these heavier components also get liquefied along with Propane & Butane. LPG is separated from this total liquid by distillation and the balance liquid is called **Natural Gasoline Liquid (NGL)**. This NGL is then further processed to manufacture **Pentane, Naphtha** and **Special Boiling Point Solvent**.

#### **Environment benefit of Natural Gas**

Natural gas being the cost-effective and environmentally benign energy source suffices to be the fuel of 21st century. Natural Gas commonly known as “The Green Fuel” is most cleanest and efficient hydrocarbon because of its chemical properties. The simple chemical composition of natural gas is a molecule of one carbon atom and four hydrogen atoms (CH<sub>4</sub>). When methane is burned completely, the principal products of combustion are carbon dioxide and water vapour. Natural gas has advantages over other fuels due to its fewer impurities, less complex chemical structure and its combustion generally results in less pollution. In most applications, using natural gas produces less of the polluting substances such as CO<sub>2</sub>, SO<sub>x</sub>, NO<sub>x</sub> than oil or coal. When burned, natural gas releases up to 50% less CO<sub>2</sub> than coal and 20-30% less than oil. When used in power generation, natural gas, results in negligible emissions of sulphur dioxide (SO<sub>2</sub>), nitrogen oxides (NO<sub>x</sub>), mercury (Hg), and particulates compared with other fuels. The data compiled by EIA shows lowest level of pollutant emission by natural gas compared to other fossil fuels

#### **Pounds of various pollutants emitted per million British thermal units (Btu) of energy for various fuels:**

Fuels	Pounds of CO <sub>2</sub> emitted per MMBtu
Coal (anthracite)	228.6
Coal (bituminous)	205.7
Coal (lignite)	215.4
Coal (subbituminous)	214.3
Diesel fuel and heating oil	161.3
Gasoline (without ethanol)	157.2
Propane	139.0
Natural gas	117.0

<b>Emission w.r.t. Pounds per Million Btu of Energy Input</b>			
Pollutant	Natural Gas	Oil	Coal
Nitrogen Oxides	0.092	0.448	0.457



Sulfur Dioxide	0.001	1	3
Particulates	0.007	0.084	3

### B. Natural gas and LPG transmission

GAIL has over 15,413 Kms of Natural gas pipeline across India presently operating around 67% of the total Natural Gas transmission in India. GAIL also operates 2 LPG pipeline transmission systems with a network length of 2038 Km and a capacity to transport up to 3.83 MMTPA of LPG.

#### Operational Natural Gas Pipelines of GAIL

##### Common Carrier & Dedicated

Sl. No.	Network/ Region#	Length (KM)*
1	Agartala Network	65
2	Cauvery Basin	272
3	Chhainsa-Jhajjar-Hissar Pipeline Network (CJPL)	442
4	Dabhol-Bengaluru Pipeline Network (DBPL)	1148
5	Dadri-Bawana-Nangal Pipeline Network	909
6	Dahej-Uran-Dabhol Pipeline Network	944
7	Gujarat Regional Pipeline Network	615
8	Integrated HVJ	6726
9	Jagdishpur-Haldia-Bokaro-Dhamra (JHBDPL)	2383
10	KG Basin Pipeline Network	917
11	Kochi-Koottanad-Bengaluru-Mangaluru Pipeline Network (KKB MPL)	642
12	Mumbai Regional Pipeline Network	125
13	Dedicated Networks	225
	<b>Total Length</b>	<b>15413</b>

#As per PNGRB \*As on 31<sup>st</sup> March 2023

### C. Petrochemical & Liquid Hydrocarbons

GAIL has five gas processing plants at five locations in the country with a combined production capacity of 1.4 million MT of LPG and other liquid hydrocarbons i.e., Propane, Pentane and Naphtha.

#### D. Major Plant Locations

##### The following are the major plant locations of GAIL

- Petrochemical Complex at Pata  
P.O. Pata – 206241, Dist. Auraiya (UP)
- LPG Recovery Plant, Vijaipur  
GAIL Complex, Vijaipur – 473112, Dist. Guna (MP)
- LPG Recovery Plant, Vaghodia  
GIDC Industrial Estate  
Vaghodia – 391760, Dist. Baroda (Gujarat)

- LPG Recovery Project, Gandhar  
Village Rozantankaria Tal. AMOD  
Dist. Bharuch – 392140, (Gujarat)
  
- LPG Recovery Plant, Usar  
P.O. Malyan – 402203  
Tal. Alibagh, Dist. Raigad (Maharashtra)

## Safety

Safety measures conforming to international standards have been adopted by GAIL for transmission and distribution of gas through the pipelines. Systems are being adopted to ensure examination and monitoring at every stretch, round the clock. Modern international safety systems, such as Supervisory Control and Data Acquisition (SCADA) for online monitoring and Impressed Current Cathodic Protection (ICCP) for preventing corrosion, are being incorporated in the pipeline system.

### **Integrated Security Command and Control Centre:**

To enhance the safety and security of GAS/LPG pipelines in the densely populated NCR and across other north Indian states, an Integrated Security Command and Control Center has been established at Infohub, Noida. Round the clock monitoring of functions such as Pipeline ROU surveillance, live CCTV footage of pipeline facilities, critical pipeline maintenance activities etc. are being undertaken along 2000 Kms of gas & LPG pipeline operating in the northern region. Quick response teams (QRT) are deployed round the clock at strategic locations to respond to any emergency at shortest possible time.

### **Pipeline Intrusion Detection System (PIDS):**

In order to ensure real time surveillance of pipelines, GAIL has installed Pipeline Intrusion Detection System (PIDS) on trial basis at Piyala to Loni, 72 km. section and about 175 Kms along Vizag to Secunderabad LPG pipeline networks. The detection system works on Distributed Acoustic sensing Technology utilizing the optical fiber cable (OFC) along the pipeline. Various events like manual excavation using hand tools, machine excavation, vehicle movements, agricultural activities, valve operation detection, fiber break, scrapper pig location etc. are identified automatically and alarm generated accordingly on the operators HMI graphics screen.

### **GAIL Sahyogi**

GAIL has started a scheme by the name 'GAIL Sahyogi Scheme' to engage with involve the villagers residing in nearby area of GAIL pipelines. They will report any unwanted activities such as excavation, encroachment, washout, exposure, drilling, boring, leakage (if any), construction in or nearby pipeline ROU and attempt of any pilferage etc. to nearby maintenance base of GAIL or Toll free number. Sahyogis will get suitable incentive/reward during their association with GAIL. Currently this scheme is being implemented at four GAIL locations on pilot basis and based on the outcome it will be implemented at other locations also.

### **Safety Performance**

Safety performance of GAIL is measured through the “HSE Score” which is evaluated on the basis of important HSE Management System elements. GAIL has achieved the HSE Score of 92.94% in 2016-17 as against the target of 90%.

For further information, please contact CGM (HSE), GAIL Jubilee Tower, B-35-36, Block B, Sector 1, Noida, Uttar Pradesh 110096, Phone - 0120-2446400

## **GAIL's complaints handling mechanism for improving services**

GAIL 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. GAIL has an Online Complaint System which has been introduced as a part of the 360° evaluation GAIL has adopted to ensure outstanding performance of individuals as well as the units, divisions and departments of GAIL as a 'Corporate Citizen'.

### **Customer Relationship Management (CRM) system**

A Customer Relationship Management (CRM) system has been introduced in GAIL where existing customers of Natural Gas, Petrochemical, Liquid Hydrocarbon, 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 24 x 7 online through GAIL's webpage. It also facilitates Customers to place indent through e-sales and service request through e-Services. All customers have been provided internet ID and password to access CRM.

For complaints regarding vigilance such as corruption, forgery, cheating, misappropriation, favours, wilful negligence, reckless in decision making, blatant violation of systems and procedures, irregularities and exercise of delegated powers, complains can be lodged online.

A MoU was signed with M/s Transparency International India for implementation of Integrity Pact in GAIL thereby bringing transparency in the procurement processes. Independent External Monitors have been appointed, who are responsible for overseeing the implementation of Integrity Pact Program to prevent corruption, bribery or any un-ethical practices at GAIL.

GAIL is committed to enhancing customer satisfaction and standardizing business processes through the implementation of a Quality Management System. GAIL has an on-line SAP based system for obtaining customer feedback through Customer Satisfaction Survey. We achieved a customer satisfaction level of 92.10% during FY 2016-17.

### **Online Customer Suggestion System**

To further involve the customers on the road to growth & development, GAIL has an Online Customer Suggestion System to actively solicit suggestions & ideas from customers so as to improvise GAIL's existing products & services or to come-up with new products & services. Any customer of GAIL who buys a product related to Petrochemicals, Gas or Retail business and having a valid SAP customer code & password provided by the company can submit his/her suggestions through online system. Online Customer Suggestion System can be access through <https://gailebank.gail.co.in/csb/home.asp>

### **Stakeholders' Grievance Redressal Committee**

GAIL also has a board level Stakeholders' Grievance Redressal Committee headed by an Independent Director to redress the grievance of all stakeholders. The committee is empowered to take a decision on the disputes referred for settlement amicably.

**Steps for lodging vigilance Complain:**

1. Register for obtaining Access Code in GAIL website  
[https://gailebank.gail.co.in/extapps/vigilance/new\\_user.asp](https://gailebank.gail.co.in/extapps/vigilance/new_user.asp)
2. To open access code, please fill a valid e-mail ID.
3. Access code will be send to the email id provided and it will be valid for 24 hours from the time of registration.
4. Enter "Access Code" to get the screen for registering complaint.
5. After registering complaint a complaint No will be generated for tracking and future reference
6. In case, access code has expired before registering complaint, one has to again obtain a fresh access code

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

GAIL is maintaining a website by the name of [www.gailonline.com](http://www.gailonline.com). 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 / CAPIO seeking the required information and also mention his address and e-mail ID. If the required information is available and can be provided, the same will be provided within reasonable time.

Any citizen can visit GAIL 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.

Interested people can also send letters or email to the Company seeking the desired (available) information. Presently GAIL does not have any Library Facility for general public.

### **Address for correspondence:**

#### ***Investor Relation Office:***

#### ***Registered & Corporate Office:***

GAIL (India) Limited  
16, Bhikaiji Cama Place,  
R.K. Puram,  
New Delhi – 110066  
Ph: 011-26172580, 26182955  
Fax: 011-26185941  
Email-id: [shareholders@gail.co.in](mailto:shareholders@gail.co.in)

#### ***Registrar and Share Transfer Agent:***

MCS SHARE TRANSFER AGENT LIMITED  
Unit: GAIL (India) Limited  
F-65, Okhla Industrial Area  
Phase – I  
New Delhi – 110020  
Ph: 011-41406149/50/51/52  
Fax: 011-41709881  
Website: [www.mcsregistrars.com](http://www.mcsregistrars.com)  
Email-id: [admin@mcsregistrars.com](mailto:admin@mcsregistrars.com)

#### **For Institutional Investors & Analysts**

Shri Sashi Menon (ED-F&A)  
Email-id: [sashimenon@gail.co.in](mailto:sashimenon@gail.co.in)

#### **For Retail Investors**

Shri Mahesh Kumar Agarwal (Company Secretary)  
Email-id: [shareholders@gail.co.in](mailto:shareholders@gail.co.in)

## **Right to Information in GAIL**

Right to Information has been implemented in GAIL to empower the citizens, to promote transparency and accountability in the working, contain 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.

### **Details of Central Public Information Officer (CPIO)**

CPIO  
GAIL India Limited  
16 Bhikaiji Cama Place  
New Delhi – 110066

GAIL has Assistant Central Public Information Officers (ACPIOs) across various locations and the list of ACPIOs has been displayed in GAIL website under RTI tab.

If RTI applicant desires to prefer an appeal under the Act, in case of non-receipt of a reply or dissatisfaction with the reply/information provided by the CPIO, he may prefer an appeal within the prescribed time, before the concerned “Appellate Authority” and the list of Appellate Authorities has been displayed in GAIL website under RTI tab.