

# **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) Ltd. was incorporated in August, 1984 as a Central Public Sector Undertaking (PSU) under the Ministry of Petroleum & Natural Gas (MoP&NG), with the mission of “accelerating and optimizing the effective and economic use of Natural Gas and its fractions for the benefit of the national economy”.

GAIL (India) Ltd. is a Maharatna CPSE under the Ministry of Petroleum & Natural Gas. GAIL has a large network of Natural Gas pipelines of ~ 16280 Km; LPG Pipeline of ~ 2040 Km; five Gas Processing plants for production of LPG and other liquid hydrocarbons with a combined production capacity of around 1.4 MMTPA and a gas based integrated petrochemical plant of capacity 810 KTPA of polymer. GAIL is co-promoter of two other petrochemical projects including 280 KTPA Brahmaputra Cracker and Polymer Limited (BCPL) Complex in Assam and 1.4 MMTPA ONGC Petro-additions Limited (OPaL) project in Gujarat. 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 14.72% 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 33.33% equity share and Fertilizer Corporation of India Ltd. (FCI) which has 0.01% equity. GAIL has also acquired 26% stake in ONGC Tripura Power Company and 26% equity stake in M/s LNG Japonica Shipping Corporation Limited. Further, GAIL has acquired JBF Petrochemicals Limited (JBFPL) of 1.25 MMTPA Purified Terephthalic Acid (PTA) through Corporate Insolvency Resolution Process (CIRP). JBFPL has been renamed as GAIL Mangalore Petrochemicals Limited (GMPL) and is now a wholly owned subsidiary of GAIL.

GAIL is a pioneer in city gas distribution (CGD) business in India. It has presence in 72 Geographical Areas across India after completion of 12th CGD Bidding round. GAIL has 8 JVs and three subsidiaries in India for its CGD business.

Further, GAIL has overseas presence in Russia, USA, Singapore, Myanmar, China, and Egypt. 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 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 15.5 MMTPA.

GAIL has participating interest in 13 blocks of which 10 blocks are in India, 2 in Myanmar and 1 shale gas JV in Eagle Ford Basin, Texas, USA. Besides, GAIL has 4.17% equity partnership in South East Asia Gas Pipeline Company (SEAGP) which is transporting gas from Myanmar to China. GAIL has made investments in three companies in downstream business at Egypt and China.

GAIL has renewable portfolio of ~135 MW including ~118 MW of wind and ~17 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, coal gasification, Small Scale LNG unit, LNG retail vertical etc. are also being explored for new business opportunities.

As part of initiatives taken regarding development of Hydrogen value chain, GAIL has been running the pilot Hydrogen blending project in Indore and has commissioned the country’s first

10 MW Green Hydrogen electrolyzer in Vijaipur, Madhya Pradesh, having a capacity to produce 4.3 TPD of Hydrogen through electrolysis using renewable power. GAIL successfully commissioned India's first Small Scale LNG (SSLNG) Skid at GAIL, Vijaipur, showcasing the potential of SSLNG technology in connecting isolated sources and consumers to the natural gas supply chain. GAIL has developed a Net Zero strategy and organization-wide roadmap to achieve a 100% reduction in Scope 1 and Scope 2 emissions by 2035 and 35% reduction in Scope-3 by 2040.

### 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 CO2 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 16,280 Kms of Natural gas pipeline across India presently operating around 65% of the total Natural Gas transmission in India. GAIL also operates 2 LPG pipeline systems with a network length of 2040 Km and a capacity to transport up to 4.58 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)	440
4	Dabhol-Bengaluru Pipeline Network (DBPL)	1147
5	Dadri-Bawana-Nangal Pipeline Network	998
6	Dahej-Uran-Dabhol Pipeline Network	943
7	Gujarat Regional Pipeline Network	608
8	Integrated HVJ	6729
9	Jagdishpur-Haldia-Bokaro-Dhamra (JHBDPL)	3165
10	KG Basin Pipeline Network	919
11	Kochi-Koottanad-Bengaluru-Mangaluru Pipeline Network (KKBMPL)	644
12	Mumbai Regional Pipeline Network	125
13	Dedicated Networks	226
	<b>Total Length</b>	<b>16281</b>

As on 30<sup>th</sup> September 2024

### B. 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.

### C. 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)

## Safety

Safety measures conforming to national & 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 step 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 etc. are being incorporated in the pipeline system.

### **Real-Time Pipeline Hydraulics Monitoring & Control**

Pipeline Hydraulics are being Monitored and Controlled round the clock (24 X 7) from National Gas Management Centre (NGMC), Regional Gas Management Centre (RGMC) and Site Control Room. Provision of remote operated Sectionalizing Valves (SV) have been made to isolate the affected section of pipeline through Regional Gas Management Centre (RGMC) / National Gas Management Centre (NGMC).

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

To enhance the safety and security of NG GAS/LPG pipelines ~~in the densely populated NCR and across other north Indian states~~, an Integrated Security Command and Control Center have been established at Pipeline Networks ~~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~~ in identified NG and LPG pipeline sections, based on risk & threat perception. 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 various elements of HSE Management System. GAIL has achieved the HSE Score of 95.75% in 2023-24 as against the target of 93.5%.

For further information, please contact CGM (HSE), GAIL Jubilee Tower, B-35 & 36, Block B, Sector 1, Noida, Uttar Pradesh 201301, Phone: 0120-2448065

## **GAIL's customer feedback mechanism for improving services**

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

### **Customer Satisfaction Survey**

The CSI survey is aimed to gather feedback from customers in the Petrochemical, Natural Gas and Liquid Hydrocarbon segments of GAIL business through SAP portal every year.

CSI (Customer Satisfaction Index) is online survey for GAIL customers.

### **Methodology of Survey**

The CSI survey is done through online SAP / web portal. The questionnaires for each business segment (Petrochemical, Natural Gas and Liquid Hydrocarbon segments) are reviewed and updated in portal.

Survey is launched for each business segment through SAP for the active customers picked based on the transaction during the last 6 months period.

Customers receive link through email for submission of feedback. Customer taking multiple products, received separate link for each product.

Customer responds to the questionnaire on the scale of 1 to 5, where 5 is Highly Satisfied. Customer feedbacks in the form of scores is translated to CSI %. The Customer Satisfaction Index (CSI) is calculated on average method, based on feedback received from customers on parameters such as Quality, Product Delivery, Technical Support etc.

CSI data is compiled for the following:

- Business Segment wise CSI overall.
- Business Segment wise CSI for all Zonal offices
- Overall CSI

The customer observations captured during the survey are forwarded to the concerned Marketing department for mitigations.

### **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 Complaint:**

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.

### **Public Grievance Redressal**

GAIL addresses all the Public Grievances received through Centralized Public Grievance Redress and Monitoring System (CPGRAMS) portal (<https://pgportal.gov.in>) of Government of India.