

Business Responsibility Report





Business Responsibility Report

Section A: General Information about the Company

1	Corporate Identity Number (CIN) of the Company	L40200DL1984G01018976
2	Name of the Company	GAIL (India) Limited
3	Registered address	16 Bhikaiji Cama Place, RK Puram, New Delhi - 110066
4	Website	http://www.gailonline.com
5	E-mail id	investorqueries@gail.co.in
6	Financial Year reported	2012-2013
7	Sector(s) that the Company is engaged in (industrial activity code-wise)	As per National Industrial Classification, Ministry of Statistics & Programme Implementation, the Company is engaged in activities as grouped below: 493- Transport via pipeline 201- Manufacture of basic chemicals, fertilizer and nitrogen compounds, plastics and synthetic rubber in primary forms, 061- Extraction of crude petroleum, 062- Extraction of natural gas, 351- Electric power generation, transmission and distribution
8	List three key products/services that the Company manufactures/provides (as in balance sheet)	1. Natural Gas Marketing and Transmission 2. Petrochemicals (Polyethylene and polypropylene) 3. Liquid Hydrocarbons Production - (LPG, Propane, Pentane, Naphtha etc.)
9	Total number of locations where business activity is undertaken by the Company i. Number of International Locations (Provide details of major 5) ii. Number of National Locations	USA, Singapore, Egypt GAIL has pan India presence through a stream of businesses like Gas Marketing and Transmission, LHC production, Gas imports etc. The major locations are listed as under: <ul style="list-style-type: none"> LPG plants (7): Two plants at Vijaipur (M.P.), one each at Vaghodia (Gujarat), Lakwa (Assam), Auraiya (U.P.), Gandhar (Gujarat) and Usar (Maharashtra) Petrochemicals Plant at Pata (U.P.) Compressor stations at Vijaipur, Khera, Jhabua & Kailaras (M.P.), Hazira, Vaghodia (Gujarat), Auraiya (U.P.), Chainsa (Haryana) 11 Zonal Marketing Offices at Delhi, Kolkata (W.B.), Chennai (T.N.), Bengaluru (Karnataka), Bhopal (M.P.), Chandigarh (Haryana), Jaipur (Rajasthan), Hyderabad (A.P.), Lucknow (U.P.), Mumbai (Maharashtra), Ahmedabad (Gujarat). 2 GAIL Training Institutes at Noida (U.P.) and Jaipur (Rajasthan)
10	Markets served by the Company - Local/State/ National/International/	National

Section B: Financial Details of the Company

1	Paidup Capital	₹ 1268.48 Crore
2	Total Turnover	₹ 47333 Crore
3	Total profit after taxes	₹ 4022 Crore
4	Total Spending on Corporate Social Responsibility (CSR) as percentage of profit after tax (%)	Total spending: ₹ 64.65 Crore 1.77% of PAT
5	List of activities in which expenditure in 4 above has been incurred:-	a. Education/Literacy Enhancement b. Healthcare/Medical Facility c. Skill Development/Empowerment d. Drinking Water and Sanitation e. Community Development f. Infrastructure g. Environment Protection/Horticulture

Section C: Other Details

1	Does the Company have any Subsidiary Company/ Companies?	Yes. The number of subsidiary companies of GAIL as on 31st March, 2013 is 5
2	Do the Subsidiary Company/Companies participate in the BR Initiatives of the parent Company? If yes, then indicate the number of such subsidiary company(s)	Yes Two major subsidiaries of GAIL - BCPL (Project under construction) and GAIL Gas (started operations recently) have taken up CSR and other BR initiatives.
3	Do any other entity/entities (e.g. suppliers, distributors etc.) that the Company does business with, participate in the BR initiatives of the Company? If yes, then indicate the percentage of such entity/entities? [Less than 30%, 30-60%, More than 60%]	Yes. < 30%

Following is the list of Principles referred to in Section D and Section E:

Principle No.	Principles to assess compliance with Environmental, Social and Governance norms (NVG-SEE) Issued by Ministry of Corporate Affairs
Principle 1:	Businesses should conduct and govern themselves with Ethics, Transparency and Accountability
Principle 2:	Businesses should provide goods and services that are safe and contribute to sustainability throughout their life cycle
Principle 3:	Businesses should promote the wellbeing of all employees
Principle 4:	Businesses should respect the interests of, and be responsive towards all stakeholders, especially those who are disadvantaged, vulnerable and marginalized.
Principle 5:	Businesses should respect and promote human rights
Principle 6:	Business should respect, protect, and make efforts to restore the environment
Principle 7:	Businesses, when engaged in influencing public and regulatory policy, should do so in a responsible manner
Principle 8:	Businesses should support inclusive growth and equitable development
Principle 9:	Businesses should engage with and provide value to their customers and consumers in a responsible manner



Section D: BR Information

1	Details of Director/Directors responsible for BR	Sustainable Development Committee of Board of Directors								
	a. Details of the Director/Directors responsible for implementation of the BR policy/policies									
(i)	DIN Number	00063359								
	Name	Sh Arun Agarwal								
	Designation	Independent Director								
(ii)	DIN Number	02705827								
	Name	Sh R.D. Goyal								
	Designation	Director (Projects)								
(iii)	DIN Number	02766927								
	Name	Sh S.L. Raina								
	Designation	Director (HR)								
(iv)	DIN Number	03006541								
	Name	Sh Prabhat Singh								
	Designation	Director (Marketing)								
(v)	DIN Number	03039646								
	Name	Sh S. Venkatraman								
	Designation	Director (BD)								
(vi)	DIN Number	02145534								
	Name	Sh P.K. Jain								
	Designation	Director (Finance)								
	b. Details of the BR head	Director (BD)								
	1. DIN Number (if applicable)	03039646								
	2. Name	Sh. S Venkatraman								
	3. Designation	Director								
	4. Telephone number	011-26182130								
	5. e-mail id	venkat@gail.co.in								
2	Principle-wise (as per NVGs) BR Policy/policies (Reply in Y/N)									
	Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
1	Do you have a policy/policies for....	Y	Y	Y	Y	Y	Y	Y	Y	Y
2	Has the policy being formulated in consultation with the relevant stakeholders?									
	a. External Stakeholders	NA	NA	NA	Y	N	NA	N	Y	Y
	b. Internal Stakeholders	Y	Y	Y	Y	Y	Y	Y	Y	Y
3	Does the policy conform to any national /international standards? If yes, specify? (50 words)	Y Ref: A	Y Ref: B	Y Ref: C	Y Ref: D	Y Ref: E	Y Ref: F	N	Y Ref: G	Y Ref: H



		<p>A: DPE Guidelines on Sustainable Development, DPE guidelines on Corporate Governance, Listing Agreement, PIDPI Resolution No.89 of GOI, Transparency International B, C: National Policy on Safety, Health and Environment at Work Place, Ministry of Labour and Employment, Government of India D: DPE guidelines on Sustainable Development E: The Contract Labor (Regulation and Abolition) Act 1970 F: National Policy on Safety, Health and Environment at Work Place, Ministry of Labour and Employment, Government of India G: The Contract Labor (Regulation and Abolition) Act 1970, DPE Guidelines on CSR H: DPE Guidelines on Sustainable Development</p>								
	Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
4	Has the policy been approved by the Board? If yes, has it been signed by MD/owner/CEO/appropriate Board of Director?	Y	Y	Y	Y	Y	Y	Y	Y	Y
		Y	Y	Y	Y	N	Y	N	Y	Y
5	Does the Company have a specified committee of the Board/ Director/Official to oversee the implementation of the policy?	Y	Y	Y	Y	Y	Y	Y	Y	Y
6	Indicate the link for the policy to be viewed online?	Y Ref: A, B, C	Y Ref: D	N	Y Ref: D	N	Y Ref: D	N	Y Ref: E, D	Y Ref: D
		<p>All policies relevant to External Stakeholders are hosted on GAIL Website- http://gailonline.com/final_site/index.html, on following addresses: A. Code of Conduct: http://www.gailonline.com/final_site/pdf/code_of_conduct.pdf B. Fraud Prevention Policy: http://www.gail.nic.in/final_site/pdf/Draft_Policy2012.pdf C. MoU between GAIL (India) Ltd and TII http://www.gail.nic.in/final_site/pdf/MOU-With-TII-23rd.July-2007.pdf D. Sustainable Development Policy: http://gailonline.com/final_site/pdf/GAIL_Sustainable_Development_Policy_English.pdf E. GAIL CSR Policy: http://gailonline.com/final_site/pdf/final_policy2010.pdf All policies that are relevant to internal stakeholders are available at GAIL Intranet Portal.</p>								
7	Has the policy been formally communicated to all relevant internal and external stakeholders?									
	External Stakeholders (Communicated through Website, meetings)	Y	Y	NA	Y	N	Y	N	Y	Y
	Internal Stakeholders (Communicated through emails, circulars etc.)	Y	Y	Y	Y	Y	Y	Y	Y	Y
8	Does the Company have in-house structure to implement the policy/policies?	Y	Y	Y	Y	Y	Y	Y	Y	Y
9	Does the Company have a grievance redressal mechanism related to the policy/policies to address stakeholders' grievances related to the policy/policies?	Y	Y	Y	Y	Y	Y	Y	Y	Y
10	Has the Company carried out independent audit/evaluation of the working of this policy by an internal or external agency?	Y	Y	Y	Y	Y	Y	N	Y	Y
2a	If answer to S.No.1 against any principle, is 'No', please explain why: (Tick up to 2 options)									



	Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
1	The Company has not understood the Principles	NA	NA	NA	NA	NA	NA	NA	NA	NA
2	The Company is not at a stage where it finds itself in a position to formulate and implement the policies on specified principles	NA	NA	NA	NA	NA	NA	NA	NA	NA
3	The Company does not have financial or manpower resources available for the task	NA	NA	NA	NA	NA	NA	NA	NA	NA
4	It is planned to be done within next 6 months	NA	NA	NA	NA	NA	NA	NA	NA	NA
5	It is planned to be done within the next 1 year	NA	NA	NA	NA	NA	NA	NA	NA	NA
6	Any other reason (please specify)	NA	NA	NA	NA	NA	NA	NA	NA	NA

3 Governance related to BR	
Indicate the frequency with which the Board of Directors, Committee of the Board or CEO to assess the BR performance of the Company. Within 3 months, 3-6 months, Annually, More than 1 year	Within 3 months
Does the Company publish a BR or a Sustainability Report?	Yes
What is the hyperlink for viewing this report?	http://gail.nic.in/final_site/Sustainable_Development_report.html
How frequently it is published?	Yearly

The following section provides information in line with suggested BRR format; however for further details on Sustainability activities, GAIL's Sustainability Report 2012-13 may be referred which would be available at this link: http://gailonline.com/final_site/Sustainable_Development.html

Section E: Principle-wise Performance

	Principle 1
1	<p>Does the policy relating to ethics, bribery and corruption cover only the Company? Yes/No.</p> <p>Does it extend to the Group/Joint Ventures/Suppliers/Contractors/NGOs/Others?</p>
	<p>No</p> <p>The Code of Conduct, CDA Rules and Whistle Blower Policy are applicable to all concerned employees whether they are working in GAIL or in any subsidiary or Joint Venture Company.</p> <p>Further, 'Integrity Pact' and "Fraud Prevention Policy" extend to Suppliers, contractors etc.</p>
2	<p>How many stakeholder complaints have been received in the past financial year and what percentage was satisfactorily resolved by the management?</p> <p>If so, provide details thereof, in about 50 words or so.</p>
	<p>Shareholder/Investor Complaints: Received: 26 In Process: 0 % Resolved: 100%</p> <p>Customer Complaints: Received: 112 In Process: 3 % Resolved: 97.3%</p> <p>Employee Complaints: Received: 32 In Process: 2 % Resolved: 93.75%</p> <p>Vigilance Complaints: Received: 123 In Process: 24 % Resolved: 80.48%</p>



	<p>Complaints from media, advertising agencies:</p> <p>Received: NIL</p> <p>Total Stakeholder Complaints received: 293</p> <p>In Process: 29</p> <p>% Resolved: 90.10%</p> <p>Note: The mentioned complaints are total complaints irrespective of the Principle under which they fall.</p>
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Principle 2	
1	List up to 3 of your products or services whose design has incorporated social or environmental concerns, risks and/or opportunities.
	i. Natural Gas & LPG Transmission
	ii. Liquid Hydrocarbon
	iii. Petrochemicals (HDPE & LLDPE)
2	<p>For each such product, provide the following details in respect of resource use (energy, water, raw material etc.) per unit of product (optional):</p> <p>i. Reduction during sourcing/production/distribution achieved since the previous year throughout the value chain?</p> <p>i. Natural Gas & LPG Transmission:</p> <p>In the entire value chain, the Company is having the responsibility of transmission of natural gas & LPG from source to customers through pipeline & Compressor/Pumping stations.</p> <p>From 2012-13 we have started monitoring our material consumption (associated consumable materials Lube oil etc.) data for NG & LPG Transmission business which are 52.19 MT & 6.04 MT respectively.</p> <p>2.4% Reduction in total energy consumption & 13% reduction in total water consumption achieved in 2012-13 compared to 2011-12 for our operation.</p> <p>ii. Liquid Hydrocarbon:</p> <p>GAIL's LPG plants converts the Natural Gas to its value added products i.e. Liquid Hydrocarbons. LPG is sold in bulk to LPG retailing companies and other liquid hydrocarbon products are sold to industries for our operation.</p> <p>~0.55 % increase in LHC recovery (efficiency of production), ~4% Reduction in total energy consumption & ~2.7% reduction in total water consumption achieved (excluding PATA plant which is an integrated complex for Petrochemical and LPG) in 2012-13 compared to 2011-12 for our operation.</p> <p>iii. Petrochemicals (HDPE & LLDPE):</p> <p>In GAIL's petrochemical plant, ethane-propane (C₂/C₃) is recovered from natural gas in the Gas Processing Unit and is cracked in the Gas Cracker Unit to produce ethylene and propylene. Ethylene is converted to final products - HDPE (High Density Polyethylene) and LLDPE (Linear Low Density Polyethylene) in the two polymer units.</p> <p>There has been 3.76% reduction in C₂/C₃ shrinkage (where C₂/C₃ is the raw material), ~5.4 % Reduction in total energy consumption & ~0.7% reduction in total water consumption (in Petrochemical Complex) achieved in FY 2012-13 compared to FY 2011-12 for our operation.</p> <p>Refer to Note 1</p>
	ii. Reduction during usage by consumers (energy, water) has been achieved since the previous year?
	Refer to Note 2
3	<p>Does the Company have procedures in place for sustainable sourcing (including transportation)?</p> <p>No</p> <p>i. If yes, what percentage of your inputs was sourced sustainably?</p> <p>Not applicable</p> <p>Also, provide details thereof, in about 50 words or so.</p>



4	Has the Company taken any steps to procure goods and services from local & small producers, including communities surrounding their place of work?	Yes, GAIL's procurement policy is based on least price approach for mentioned specifications in tender document. In addition, GAIL provides benefits to MSME (Micro, Small and Medium Enterprises) as per schemes of Govt. of India.
	If yes, what steps have been taken to improve their capacity and capability of local and small vendors?	In order to encourage participation of small and micro enterprises, following facilities are extended: 1. (a) Issue of tender documents free of cost (b) Exemption from payment of EMD/bid security etc. 2. Purchase preference granted to small and micro enterprises, thereby encouraging micro and small enterprises to participate and secure orders in GAIL's tenders. 3. Spot purchases done from the local market. 4. Trial orders for import substitution and development of local vendors
5	Does the Company have a mechanism to recycle products and waste? If yes what is the percentage of recycling of products and waste (separately as <5%, 5-10%, >10%). Also, provide details thereof, in about 50 words or so.	Yes Covered under Sustainable Development Policy. Further, design of products and processes are made in a manner for NIL/ minimum wastage. GAIL ensures usage of maximum amount of waste water in its installations. Products recycled: NIL 45% of wastewater recycled Refer to Note 1

Principle 3		
1	Please indicate the Total number of employees.	3961
2	Please indicate the Total number of employees hired on temporary/contractual/casual basis.	11184
3	Please indicate the Number of permanent women employees.	234
4	Please indicate the Number of permanent employees with disabilities.	83
5	Do you have an employee association that is recognized by management?	Yes GAIL upholds the freedom of Association and effectively recognizes the right in collective bargaining by generously recognizing and promoting the Workers' Unions, Officers' Associations, Women's Forums, SC/ST Employees etc. In GAIL, there are two Unions representing the interests of their respective workmen/ staff. GAIL Employees Association (GEA) is a representative body of non-executives posted at various Field Offices/ Plants/ Installations across the Country except Corporate Office. Non-executives posted at Corporate Office are represented by GAIL Karamchari Sangh (GKS). Whereas, officers of GAIL are represented by GAIL Officers Association (GOA).
6	What percentage of your permanent employees is members of this recognized employee association?	Majority of non-executives are members of recognised unions. Majority of executives up to DGM level are members of GAIL Officers Association (GOA).
7	Please indicate the Number of complaints relating to child labour, forced labour, involuntary labour, sexual harassment in the last financial year and pending, as on the end of the financial year	
	Category	No. of complaints filed during the financial year
	Child labour/ forced labour/ involuntary labour	0
	Sexual harassment	0
	Discriminatory employment	0



8	What percentage of your under mentioned employees were given safety & skill up-gradation training in the last year?	
	Permanent Employees	20% (Safety Training) 95% (Skill up gradation training)
	Permanent Women Employees	12% (Safety Training) 93% (Skill up gradation training)
	Casual/Temporary/Contractual Employees	100% (Safety Awareness)
	Employees with Disabilities	0% (Safety Training) 96% (Skill up gradation training)
	Principle 4	
1	Has the Company mapped its internal and external stakeholders? Yes/No	Yes GAIL has identified all the internal and external stakeholders. In addition to mapping internal stakeholder (i.e. employees), GAIL has also broadly mapped external stakeholders like investors, media, empanelled agencies, policy makers and general public at large.
2	Out of the above, has the Company identified the disadvantaged, vulnerable & marginalized	Yes
3	Are there any special initiatives taken by the Company to engage with the disadvantaged, vulnerable and marginalized stakeholders. If so, provide details thereof, in about 50 words or so.	All CSR initiatives of the Company are aimed at the holistic development of the disadvantaged vulnerable and marginalised sections of the community. GAIL allocates 2% of its previous FY's PAT towards CSR activities with the main focus on bettering the lives of the community people, mostly around the major installations/ work centers of GAIL. This is illustrated by CSR projects like GAIL Utkarsh programme, Skill Training programmes to the disadvantaged youth in areas of Guna (M. P.), Dediapada (Gujarat) and Tandur (Andhra Pradesh), Project Arogya (Mobile Health Van Project in 240 villages of UP and MP), Project Anhad Gram (Livelihood Opportunities to 25 tribal villages of Jhabua, MP). These programmes address the various needs of the marginalized strata of the society, like education, healthcare, purposeful livelihood opportunities, etc. On policy front, GAIL focuses on effective resettlement and rehabilitation (R&R) of PAPs and also community development works in and around the projects. GAIL addresses R&R issues with an objective that after a reasonable transition period, the affected families improve or at least regain their previous standard of living, earning capacity.
	Principle 5	
1	Does the policy of the Company on human rights cover only the Company or extend to the Group/Joint Ventures/Suppliers/Contractors/NGOs/Others?	GAIL recognizes and respects the human rights of all stakeholders and groups within and beyond the workplace, including that of communities, consumers and vulnerable and marginalized groups.
2	How many stakeholder complaints have been received in the past financial year and what percent was satisfactorily resolved by the management?	Shareholder/Investor Complaints: Received: 26 In Process: 0 % Resolved: 100% Customer Complaints: Received: 112 In Process: 3 % Resolved: 97.3% Employee Complaints: Received: 32 In Process: 2 % Resolved: 93.75%



		<p>Vigilance Complaints: Received:123 InProcess:24 % Resolved:80.48%</p> <p>Complaints from Media, advertising agencies: Received:NIL</p> <p>Total Stakeholder Complaints received: 293 In Process: 29 % Resolved:90.10%</p> <p>Note: The mentioned complaints are total complaints irrespective of the Principle under which they fall.</p>
	Principle 6	
1	Does the policy related to Principle 6 cover only the Company or extends to the Group/Joint Ventures/Suppliers/Contractors/NGOs/others.	No The policy doesn't cover only the Company but also extends to other stakeholders excluding Joint Ventures.
2	Does the Company have strategies/ initiatives to address global environmental issues such as climate change, global warming, etc? Y/N. If yes, please give hyperlink for webpage etc.	Yes http://www.gailonline.com/final_site/Sustainable_Development.html at page no. 37 and page no. 40
3	Does the Company identify and assess potential environmental risks? Y/N	Yes
4	Does the Company have any project related to Clean Development Mechanism? If so, provide details thereof, in about 50 words or so. Also, if Yes, whether any environmental compliance report is filed?	Yes Landfill Gas Pilot Project at Ghazipur, Delhi: This project will demonstrate the possibility of extraction of Landfill gas (LFG) from an un-scientifically managed landfill site and convert it in to a clean fuel. The success of this pilot project would open up the possibility of replicating its success all over the country. The project is being carried out in two phases- first phase comprising landfill closure, LFG extraction and flaring, and the second phase comprising purification of LFG and subsequent conversion to CNG. The phase-1 of this project has already been completed and next phase will commence soon. (Please refer to Sustainability Report 2012-13) Yes, environmental clearance has been granted as 'Consent to Establish' has been granted by Delhi Pollution Control Committee (DPCC)
5	Has the Company undertaken any other initiatives on - clean technology, energy efficiency, renewable energy, etc. Y/N. If yes, please give hyperlink for web page etc.	Yes Clean technology, energy efficiency: 1. Utilization of flare gas for PNG (Piped Natural Gas), at GAIL Vijaipur 2. Augmentation of existing STP at GAIL GAON. 3. Replacement of Halon system with clean agent system in LPG C/R. In addition to this, replacement of 20 Nos of Halon system has been carried out with clean agent. 4. Installation of portable vapour recovery compressor during statutory inspection of LPG Spheres, GAIL Vijaipur (For details on above projects, refer to Sustainability Report 2012-13) 5. Implementation of Burner Management System in Hot Oil Heater of GPU Vaghodia 6. Feed Gas cooling from Cold generated due to pressure reduction of RLNG at South Gujarat Pipeline (For details on projects 5,6, please refer to Sustainability Report 2011-12) Renewable: GAIL has undertaken wind and solar projects which are in different phases of implementation (Refer to Sustainability Report 2011-12) GAIL's Sustainability Reports can be found at: http://www.gailonline.com/final_site/Sustainable_Development.html



6	Are the Emissions/Waste generated by the Company within the permissible limits given by CPCB/SPCB for the financial year being reported?	Yes
7	Number of show cause/ legal notices received from CPCB/SPCB which are pending (i.e. not resolved to satisfaction) as on end of Financial Year.	Nil
Principle 7		
1	Is your Company a member of any trade and chamber or association? If Yes, Name only those major ones that your business deals with:	Yes
	a.	International Gas Union
	b.	Standing Conference of Public Enterprises (SCOPE)
	c.	World Energy Council - Indian Member Committee, New Delhi
	d.	Global Compact Network, New Delhi
	e.	TERI Business Council for Sustainable Development
	f.	Petrofed
	g.	Confederation of Indian Industry (CII)
	h.	GIIGNL
2	Have you advocated/lobbied through above associations for the advancement or improvement of public good? Yes/No; if yes specify the broad areas (drop box: Governance and Administration, Economic Reforms, Inclusive Development Policies, Energy security, Water, Food Security, Sustainable Business Principles, Others)	Yes GAIL being a Public Sector Enterprise, formal and informal feedbacks to various government bodies like MoP&NG, Planning Commission, PPAC etc. are provided on regular basis. This forms a significant basis for advancement of public good. In addition, GAIL also is a member of prestigious associations as listed above, to carry out advocacy for public good. In FY 2012-13, GAIL has made the advocacies which are briefly specified as follows- Governance and Administration: • Inclusion of Natural Gas in the category of 'Declared Goods' under CST Act 1956 so that VAT on Natural Gas is restricted to 5% which ranges from 5% to 26% in different states; Economic Reforms: • Additional deduction under section 35AD of the Income Tax Act, 1961 to business of laying and operating Natural Gas pipeline transportation business. • Additional tax incentives to Natural Gas Exploration and Production (E&P) business under section 80IB and section 42 of the Income Tax Act, 1961. Energy security: • In the area of Shale Gas, GAIL has participated in the consultative process of Government of India seeking comments on its draft Shale Gas Policy.
Principle 8		
1	Does the Company have specified programmes/ initiatives/ projects in pursuit of the policy related to Principle 8? If yes details thereof.	Yes The CSR Projects are undertaken in adherence to the principles of Inclusive Growth and Equitable Development. GAIL ensures inclusive and equitable growth through policies like recruitment policy which adheres to GOI guidelines on reservation for SC/ST/OBC/PH, work place policy on HIV/AIDS prevention, and many committees have been formed which ensure equitable growth.
2	Are the programmes/ projects undertaken through in-house team/ own foundation/ external NGO/ government structures/ any other organization?	GAIL has a dedicated CSR Department which oversees the smooth implementation of all its CSR activities. The executing agencies are selected as per the Guidelines on CSR issued by DPE



3	Have you done any impact assessment of your initiative?	Yes GAIL carries out an annual exercise of Third Party Impact Assessment Study of its major CSR initiatives. The same is carried out through External agencies, NGOs, academic institution like Delhi School of Social Work, Tata Institute of Social Sciences etc. For the year 2012-13, GAIL has engaged the services of Tata Institute of Social Sciences to assess the impact of its major CSR initiatives
4	What is your Company's direct contribution to community development projects- Amount in INR and the details of the projects undertaken?	In FY 2012-13, GAIL has invested approximately ₹ 30 Crores in Community Development and Infrastructure projects. Some of the major initiatives are : i. Installation of Solar Lights and promotion of non-conventional sources of energy in various villages of Uttar Pradesh. ii. Provision of Drinking Water through installation of hand pumps, water coolers, Bore wells etc. in villages of Madhya Pradesh and Uttar Pradesh. iii. Holistic Development of Villages in Auraiya and Guna through Total Sanitation Campaigns iv. Construction of village roads, culverts, drains and other physical infrastructure like bus stops etc. v. Augmentation of public infrastructure in form of libraries, developing school infrastructure and medical infrastructure in states of Rajasthan, U.P, M.P, A.P, Delhi and Gujarat.
5	Have you taken steps to ensure that this community development initiative is successfully adopted by the community? Please explain in 50 words, or so.	Yes All community development initiatives try and incorporate a dimension of community involvement/interaction, awareness generation, engagement, stakeholder interaction and capacity building. The initiatives are taken up through a collaborative effort and a process of engagement with the local community, including local governance structures and institutions. The Company also insists on the implementing agency participating in the community in a phase wise manner, while simultaneously building the community motivation and capability to operate the programme or the service on their own.
Principle 9		
1	What percentage of customer complaints/ consumer cases are pending as on the end of financial year.	Customer Complaints: Received:112 Pending:3 % Resolved:97.3%
2	Does the Company display product information on the product label, over and above what is mandated as per local laws? Yes/No/N.A./Remarks(additional information)	NO
3	Is there any case filed by any stakeholder against the Company regarding unfair trade practices, irresponsible advertising and/or anti-competitive behaviour during the last five years and pending as on end of financial year. If so, provide details thereof, in about 50 words or so.	NO
4	Did your Company carry out any consumer survey/ consumer satisfaction trends?	Yes GAIL annually takes Customer Satisfaction Index survey and results thereof are collated together to work out CSI for entire year. For the year 2013- CSI was 90.4%

Note 1: The data presented covers the following GAIL units:

- Gas Processing Units (GPUs) at Gandhar, Pata, Usar, Vaghodia and Vijaiapur;
- Petrochemical unit at Pata;
- Natural Gas compressor stations at Dibiyapur, Hazira, Jhabua, Khera, Vaghodia and Vijaiapur;
- LPG pumping / receiving stations at Abu Road, Cherlappali, G Konduru, Jamnagar, Kandla, Loni, Mansarampura, Nasirabad, Samakhiali and Vizag;
- Regional pipeline offices at Agartala, Baroda, Mumbai, Puducherry and Rajahmundry;
- GAIL Training Institute (GTI) at Jaipur and Noida;
- Corporate Office at New Delhi; and
- Info Hub at Noida.

Note 2: Reduction during usage by consumers not detailed out because currently GAIL doesn't have mechanism to track reduction in energy, material, and water usage by consumers.



Company's General Information

Statutory Auditors

M/s Rasool Singhal & Co.	Chartered Accountants, Aligarh
M/s M.L. Puri & Co	Chartered Accountants, New Delhi

Cost Auditors

M/s Rohit & Associates	Cost Accountants, Vadodara
M/s R. Nanabhoy & Co.	Cost Accountants, Mumbai
M/s M Goyal & Co.	Cost Accountants, Jaipur
M/s Chandra Wadhwa & Co.	Cost Accountants, New Delhi
M/s Dhananjay V. Joshi & Associates	Cost Accountants, Pune
M/s DGM & Associates	Cost Accountants, Guwahati
M/s Mani & Co.	Cost Accountants, Kolkata
M/s K.L. Jaisingh & Co.	Cost Accountants, Noida

Company Secretary

Shri N.K. Nagpal

Registrar and Share Transfer Agent

MCS Limited	F-65, Okhla Industrial Area Phase-1, New Delhi - 110020
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Bankers

State Bank of India	Corporate Accounts Group Branch Jawahar Vyapar Bhavan, 11 th & 12 th Floors Tolstoy Marg, New Delhi - 110001
ICICI Bank Ltd.	9A, Phelps Building, Connaught Place, New Delhi - 110001
HDFC Bank Ltd.	1 st Floor, Kailash Building 26, Kasturba Gandhi Marg New Delhi - 110001

Registered Office

16, Bhikaiji Cama Place
R.K. Puram, New Delhi - 110066

Stock Exchange where Shares/GDRs of the Company are listed

BSE Limited	Floor 1, Phiroze Jeejeebhoy Towers, Dalal Street, Mumbai - 400001
National Stock Exchange of India Limited	Exchange Plaza, Plot No. C/1, G Block Bandra-Kula Complex, Bandra (East) Mumbai - 400051
London Stock Exchange (GDRs)	10, Paternoster Square London-EC4M 7LS(U.K.)

Subsidiary Companies

GAIL Global (Singapore) Pte Limited	Wangz Business Centre, # 44-01 Suntec Tower One, 7, Temasek Boulevard, Singapore - 038987
Brahmaputra Cracker and Polymer Limited	Hotel Brahmaputra Ashok, M.G. Road, Guwahati, Assam-781001
GAIL Gas Limited	16, Bhikaiji Cama Place, R.K. Puram, New Delhi - 110066
GAIL Global (USA) Inc.	333 Clay Street, Suite 3300, Houston, Texas 77002, USA
GAIL Global (USA) LNG LLC	1675 South State Street, Suite - B, Dover Delaware - 19901, USA

GLOSSARY

Gas Industry Specific Terminologies

CBM	Coal Bed Methane
CGD	City Gas Distribution
CNG	Compressed Natural Gas
DUPL	Dahej Uran Panvel Pipeline
DGH	Director General Hydro-carbon
DVPL	Dahej-Vijaipur Pipeline
E&P	Exploration and Production
ESA	External Safety Audits
GREP	Gas Rehabilitation and Expansion Project
GPU	Gas Processing Unit
GTI	GAIL Training Institute
HDPE	High Density Polyethylene
HVJ	Hazira Vijaipur Jagdishpur
JLPL	Jamnagar-Loni Pipeline
LLDPE	Linear Low Density Polyethylene
LHC	Liquid Hydro carbons
LNG	Liquefied Natural Gas
LPG	Liquefied Natural Gas
MDPE	Medium Density Polyethylene
MSCM	Million Standard Cubic Meter
MMBTU	Million Metric British Thermal Unit
MMSCMD	Million Metric Standard Cubic Meters Per Day
MMT	Million Metric Tonne
MMTPA	Million Metric Tonne Per Annum
MOP&NG	Ministry of Petroleum and Natural Gas
MOU	Memorandum of Understanding
MT	Metric Tonne
NELP	New Exploration & Licensing Policy
O&M	Operation and Maintenance
OLHC	Other Liquid Hydro-Carbon
PE	Poly-Ethylene
PNG	Piped Natural Gas
PNGRB	Petroleum & Natural Gas Regulatory Board
SBP Solvent	Special Boiling Point Solvent
TPA	Tonnes Per Annum
VSPL	Vizag -Secundarabad pipeline

General abbreviations

BD	Business Development
BIS	Business Information System
CSR	Corporate Social Responsibility
ERP	Enterprise Resource Planning
HR	Human Resource
HSE	Health Safety and Environment
HRD	Human Resource Development
JVCs	Joint Venture Companies
MW	Mega-Watt
PSU	Public Sector Unit
QC	Quality Circle
SCADA	Supervisor Control and Data Acquisition
TQM	Total Quality Management

Financial Terms

BSE	Bombay Stock Exchange
CAGR	Compounded Annual Growth Rate
CAPEX	Capital Expenditure
EBIDTA	Earnings Before Interest Depreciation Tax and Amortization
ED	Excise Duty
EPS	Earning Per Share
GDP	Gross Domestic Product
NSE	National Stock Exchange
PAT	Profit After Tax
PBIDTA	Profit Before Interest Depreciation Tax and Amortization
PBIT	Profit Before Interest and Tax
PBT	Profit Before Tax
ROCE	Return on Capital Employed
ROIC	Return on Invested Capital
RONW	Return on Net-Worth