



GAIL (India) Limited

NAV-CHETNA

A Booklet On C&P Initiatives



**SEVEN
POSITIVE HABITS
IN
CONTRACTING**

Trust and Mutual
Respect

Positive
approach &
Behavior

Time, Cost
& Quality
Consciousness

Avoiding
Disputes

Government
Transparency

Digitization,
Technology
Upgradation &
Innovation

Training and
Competency
Development

CMD Message



I am happy to learn that Vendor Interactive Meet is being organized during the Vigilance Awareness Week to provide a platform to our stakeholders / partners to come out with ideas, suggestions and feedback which may help in facilitating us to further strengthen our systems & procedures.

Theme of this year's Vigilance Awareness Week is "Integrity - A way of Life" has been aptly chosen to further inspire all of us to make this as a motto of our lives. Adoption of the theme in letter & spirit will lighten our path towards a future with zero tolerance to corruption in our workplace and society. In order to bring Integrity in tendering / contracting, GAIL has implemented Integrity Pact Program since 2007.

GAIL has well established tendering and contract management practices to ensure highest level of Transparency and Integrity. Further, various new initiatives have been taken by GAIL for enhancing efficiency & transparency in tendering/ procurement, striving towards "Zero Disputes" and Ease of Doing Business.

Technology plays an important role in enhancing transparency and improving the overall stakeholder experience. In this direction, "Vendor Grievance Portal- Samadhan" - an online portal for vendor grievance and a portal for submission feedback by Vendor / contractor were developed and available on GAIL's website. GAIL has also adopted the motto of 'THINK DIGITAL' and under taken initiative "Digital Yatra" to maximize the adoption of technology in the process.

Further, I congratulate C&P department for receiving Runners-Up (India) Award on the Topic "Initiatives for Dispute Minimization" at 6th South Asia Procurement Innovation Awards 2018 of World Bank.

We expect vendors/suppliers to read the tender document, submit bid properly and execute the contract within the completion/ delivery period.

I welcome you all to this Vendor Interactive Meet aimed at constructive deliberations for further enhancing the Efficiency, Transparency and Integrity in the procurement processes.

(Dr. Ashutosh Karnatak)

CVO Message



It is the foremost duty of every citizen of the country in general and every employee of the organisation in particular to eradicate corruption from all spheres of life. In order to have a more meaningful participation to decimate corruption in public life, awareness has to be increased amongst the people and orient them towards securing a corruption free India.

The Central Vigilance Commission observes Vigilance Awareness Week (VAW) every year. The theme for this year is "Integrity - A way of Life". The observance of VAW renews our commitment to achieve the goal of promoting integrity, transparency and accountability in governance for a Corruption Free India. In GAIL, various outreach activities are undertaken to enhance awareness against corruption during VAW-2019.

GAIL (India) Limited, a vision driven and value governed organization. The procurement procedure of GAIL is aligned with the Govt. guidelines. In order to enhance efficiency, transparency and Ease of Doing business various initiatives have been taken by GAIL. I am very happy that C&P department has compiled all their initiatives and published in form of this booklet.

Vigilance Department has been always instrumental in helping the organization to progressively adopt initiatives for better governance in our business operations. These initiatives have helped in the development of re-engineered processes, adoption of best practices and higher responsiveness to external and internal organizational demands.

The Vendor Interactive Meet is one more such initiative held every year during the Vigilance Awareness Week to promote transparency and bring in a system of openness and inclusivity. The meet provides a platform to our stakeholders/ partners to come out with their ideas/ suggestions/feedback and help us strengthen the system.

I welcome you all to this Vendor Interactive Meet aimed for the constructive deliberations for further betterment of system and process and expect that we all will maintain a high level of integrity in our personal as well as professional working.

A handwritten signature in black ink, appearing to read 'Suchitra Sharma'. The signature is written in a cursive style and is positioned above a horizontal line.

(Ms. Suchitra Sharma)
Chief Vigilance Officer

ED Message

The theme for this year's Vigilance Awareness Week is "Integrity - A way of Life" and it is so apt to enhance the clean governance processes and practices in organizations. In any good organization, values of honesty, integrity and transparency are the main pillars on which business is carried out.

In GAIL, Integrity Pact Program is implemented since 2007 and Integrity pact is being included in all tenders above prescribed value. All our vendors/ contractors/ suppliers are executing the Integrity Pact with GAIL without any deviation. Further, non-signing of Integrity Pact is a rejection criteria of tender.

In recent past, C&P Department of GAIL has taken a lot of initiatives to for "Ease of Doing Business" which includes online submission of EMD & CPBG, online document transmittal system for LOA, Vendor/Contractor Feedback Mechanism, Vendor Grievance Portal, Introduction of new Vendor Performance Evaluation incorporating Yellow/ Red Card system, Percentage tendering, Rationalization of Mobilization Advance, "Vendor Grievance Portal- Samadhan", Vendor Feedback portal etc.

We expect that you as supplier/ contractor embrace our values and promote sustainable business practices by remaining financially strong, promoting safety, obeying the laws & regulations and actively maintain healthy environment.

Further, GAIL's initiatives for dispute minimization (i.e. Health Monitoring of Contracts, Quarterly Closure of Contract, SAMADHAN Mechanism, Pre-Tender Meeting, EIC Coaching Program Vendor Coaching Program) are being appreciated in Industry. GAIL has bagged the Runners-Up (India) Award on the Topic "Initiatives for Dispute Minimization" at 6th South Asia Procurement Innovation Awards 2018 of World Bank. GAIL is targeting for Zero Dispute.

In last two years i.e. FY 2017-18 and FY 2018-19, GAIL has finalized orders valuing Rs. 8997 Crores and Rs. 8631 Crores without any major issues/ disputes. This could not have been possible without contributions of our stakeholder/ partners i.e. contractors/ suppliers.

We value our business associated and suppliers and consider them as our parent in growth and expect to build long term relation for mutually benefit growth.

Kindly accept my sincere gratitude to the excellent services you are rendering and I look forward to your continued support & participation in GAIL's tenders.



A handwritten signature in blue ink, appearing to read "D. P. Sen".

(D. P. Sen)

Executive Director (C&P)

I. INTRODUCTION

GAIL (India) Limited (GAIL) was incorporated in August 1984 as a Central Public Sector Undertaking (PSU) under the Ministry of Petroleum & Natural Gas (MoP&NG). It is India's principal gas transmission and marketing company. The company was initially given the responsibility of construction, operation and maintenance of the Hazira – Vijaypur – Jagdishpur (HVJ) pipeline project. It was one of the largest cross-country natural gas pipeline projects in the world.



GAIL was conferred with the Maharatna status on 1 Feb 2013, by the Government of India.

Vision of the Company

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

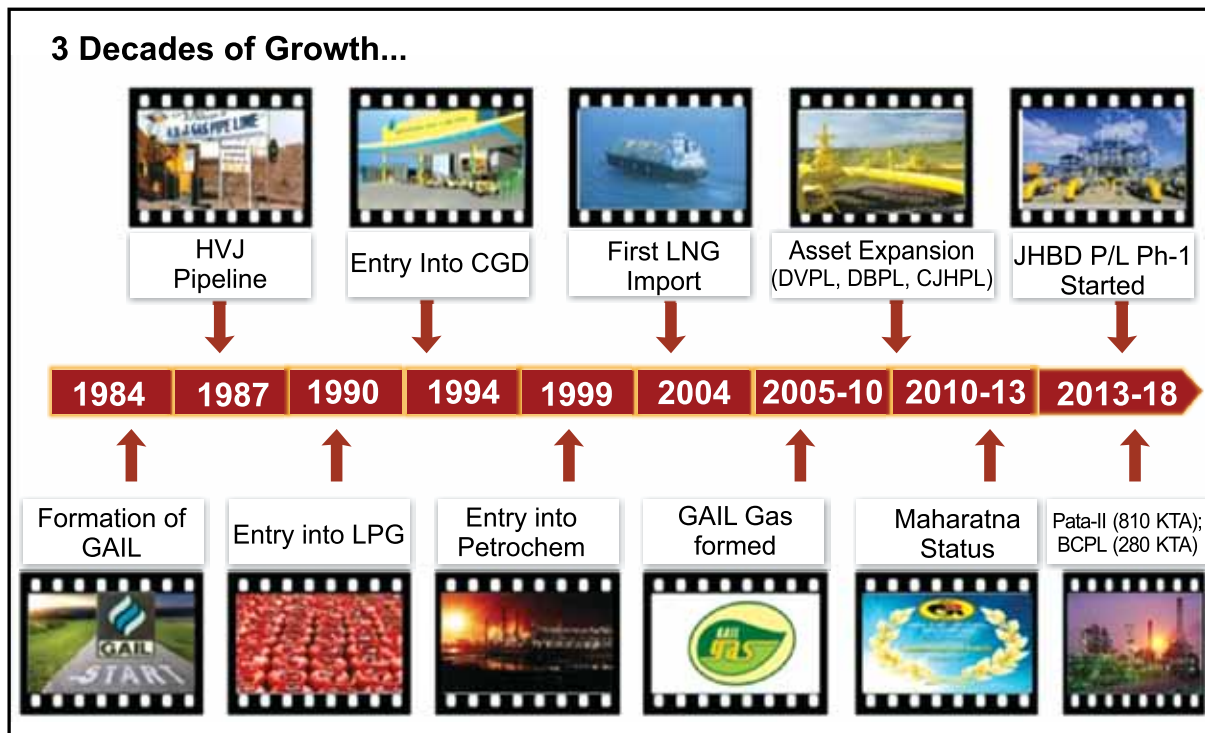
Mission of the Company

“Enhancing quality of life through clean energy and beyond”.

II. THE STORY OF THREE DECADES OF GROWTH-

A JOURNEY FROM “GOOD TO GREAT”

GAIL today has reached new milestones with its strategic diversification into Petrochemicals, Telecom and Liquid Hydrocarbons besides Gas Infrastructure. The company has also extended its presence in Power, Liquefied Natural Gas Re-Gasification, City Gas Distribution and Exploration & Production through participation in equity and joint ventures.



III. CONTRACT & PROCUREMENT IN GAIL

1. C&P Department of GAIL (ISO 9001:2015 certified) is committed and responsible for procurement of Goods, Works, Services, Consultancy services relating to O&M, Business Development, Marketing, HR, Finance and Projects in a fair and

transparent manner, Vendor Management, Managing the Inventory/stores across GAIL, Formulation of policies relating to procurement activities, Implementation of various Govt. policies from time to time including public procurement policies for Micro & Small Enterprises (MSEs), Public Procurement policy for Local Content, Domestically Manufactured Electronic Products, Make in India, Purchase Preference for Telecom Products, works or services and various other activities.

At present, C&P department is available at the following locations across GAIL as detailed below:

1.	Agartala	8.	Gandhar	15.	Khera	22.	Vadodhara
2.	Pata	9.	Noida	16.	Kochi	23.	Karaikal
3.	Bengaluru	10.	Hazira	17.	Ranchi	24.	Rajahmundry
4.	Chainsa	11.	Jaipur	18.	Vijaipur	25.	Bhubaneswar
5.	Vizag	12.	Jamnagar	19.	Mansarampura		
6.	Delhi	13.	Jhabua	20.	Mumbai		
7.	Dibiyapur	14.	Kailaras	21.	Vaghodia		

- 2. Objective of C&P Department:** The objective of the Contracts & Procurement Department is to strategically and ethically acquire quality goods & services at the best value and within the committed time frame by adopting innovative approaches to sourcing, maximizing use of IT tools throughout the procure to pay cycle, providing fair & equal opportunity to the bidders and establishing a progressive model of best practices based on the concept of continuous feedback albeit adhering to the guidelines issued by the Government of India from time to time.

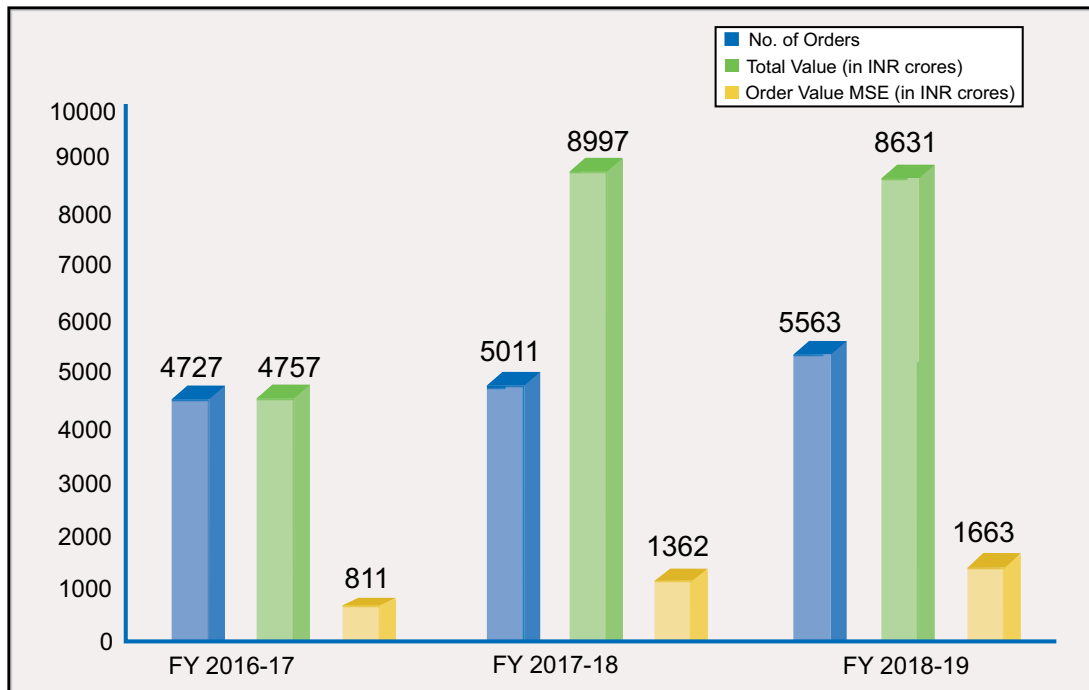
3. **Vision of C&P Department:** To provide resources at right time, quality, quantity, and value by extending fair and equitable opportunity to resource providers and satisfaction of all stakeholders as per defined KPIs and maintaining ethics, transparency, efficiency and striving for zero dispute with continuous improvement in processes and procedures.
4. **Proud Moment for C&P Department:** World Bank, South Asia Regional Public Procurement Network (SAPPN) and Procurement iNET have invited entries for South Asia Public Procurement Innovation Award 2018. The key objective of 2018 award was to enhance learning and knowledge sharing from innovative approaches adopted by Procurement entities and systems across the South Asia region.



**Runners-Up (India) Award at the
6th South Asia Procurement Innovation Awards 2018**

GAIL (India) Ltd. has bagged the Runners-Up (India) Award on the Topic **“Initiatives for Dispute Minimization”** at 6th South Asia Procurement Innovation Awards 2018.

5. The Details of Orders Placed by C&P Department of GAIL are as under

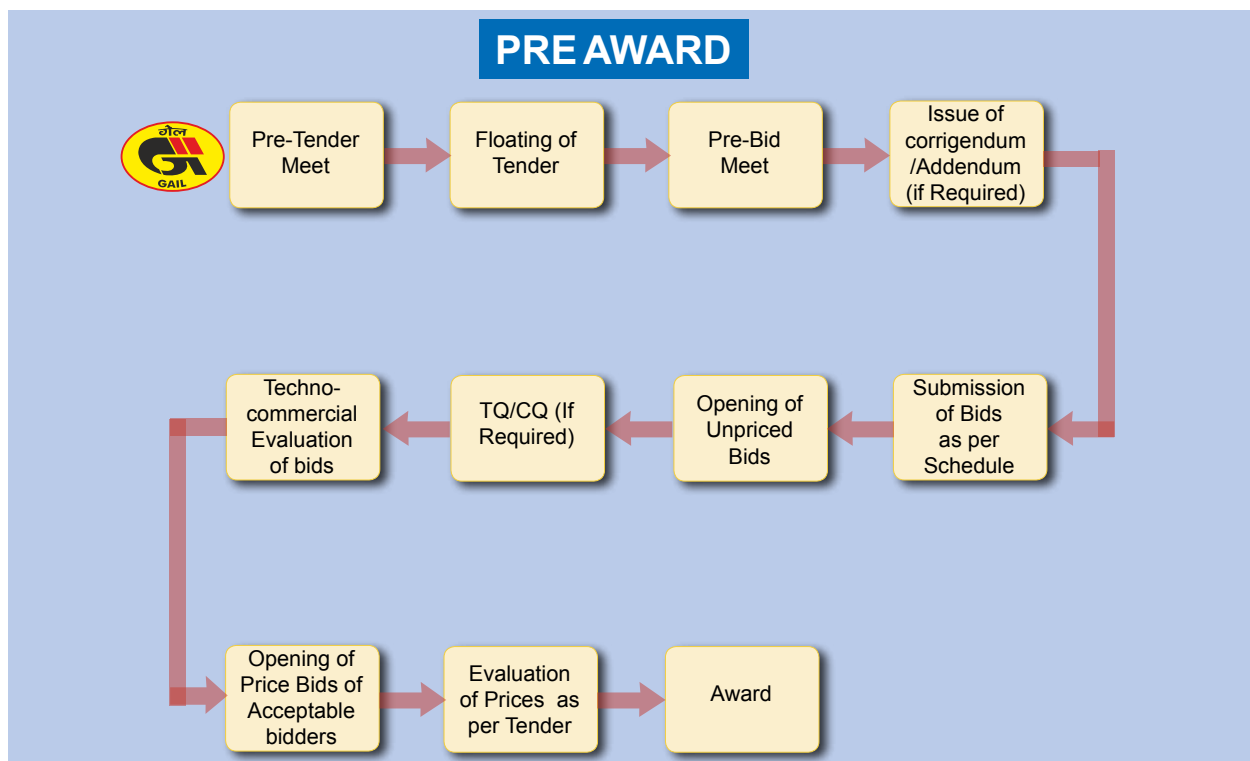


6. Procurement of Goods, Works, Services and Consultancy done as per Contract and Procurement (C&P) Procedure Manual which is based on guidelines of Govt. & CVC and basic principles of public procurement i.e. Fairness, Transparency and Equal opportunity Tendering activities cover from generation of requirement till award and execution & closure of contract. In GAIL Contracts are awarded on:
- Lowest techno-commercially acceptable bid basis
 - Quality and Cost Based Selection (QCBS) method
7. The types of Contracts awarded in GAIL are as below:
- Procurement of Goods
 - Hiring of Services
 - Works Contract
 - Appointment of Consultants
8. There are various modes thru which aforesaid procurement activities are carried out in GAIL, some of them are as follows:
- Purchase through Government e-Marketplace (GeM)
 - Open Domestic Tenders

- (iii) Limited Domestic Tender
- (iv) Open International Competitive Bidding(ICB)
- (v) Limited International Competitive Bidding (LICB)
- (vi) Nomination order/ award
- (vii) OEM/Proprietary Purchase
- (viii) Petty Purchase/works/services/Hand quotation for petty orders
- (ix) Annual Rate Contracts
- (x) Purchase by Board of Officers
- (xi) Emergency Purchase
- (xii) Purchase from Governmental co-operative commercial outlets
- (xiii) Quality and Cost Based Selection (QCBS) for Services

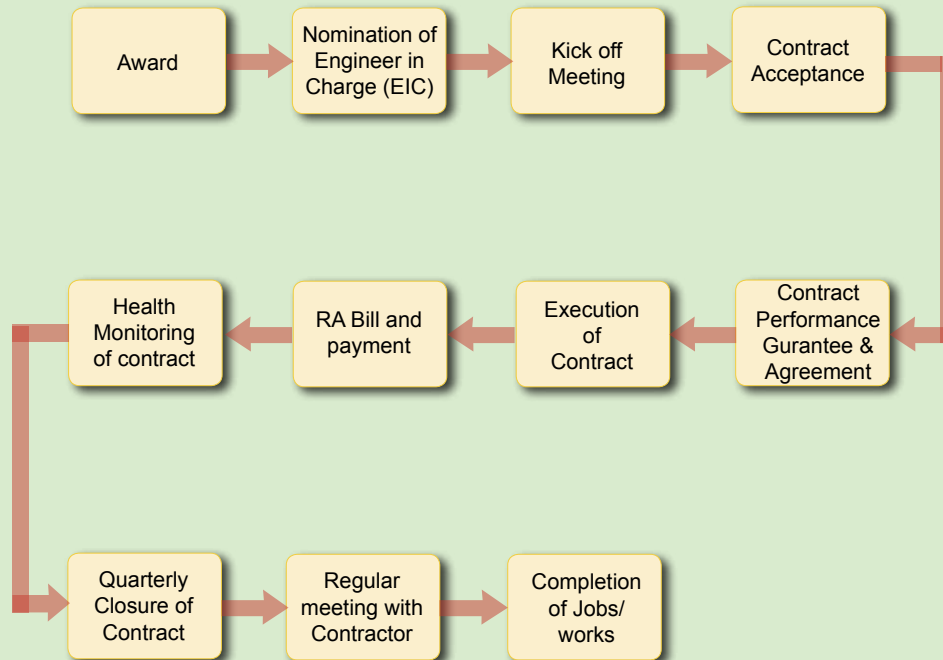
9. Tendering and Contracting involves three stages

- a) Pre-Award Stage
- b) Post Award (Execution of contract)
- c) Closure of Contract

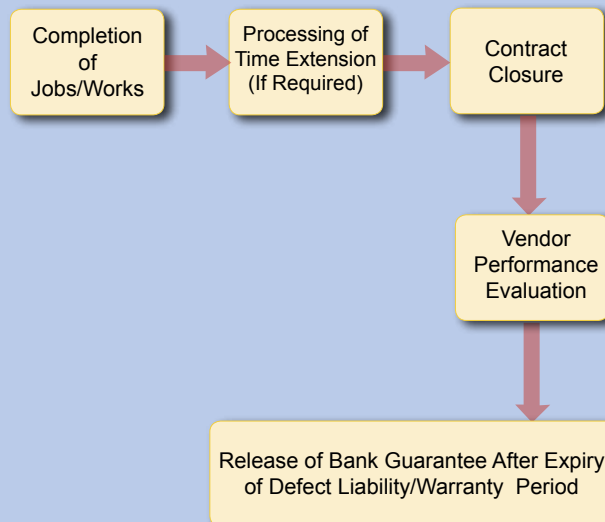




POST AWARD (EXECUTION OF CONTRACT)



CLOSURE OF CONTRACT



IV. INITIATIVES TOWARDS EASE OF DOING BUSINESS

No.	Initiatives Implemented
1.	Review of CPBG in Work Contracts & time period for submission of CPBG
2.	Review of Procedure for Vendor Performance Evaluation (Yellow/ Red Card)
3.	Introduction of Percentage tendering in other Services/Works
4.	Revised dispute resolution mechanism clause
5.	Provision for submission of security deposit/ contract performance guarantee through additional mode- online bank transaction
6.	Methodology for transaction on trade receivable discounting system (TReDS) in GAIL
7.	Relaxation of Prior Experience-Prior Turnover Criteria Norms for Startups
8.	Dispensing the requirement of publication of NIT in newspapers
9.	Modification In Public Procurement Policy, 2012 for MSEs
10.	Policy to provide Purchase Preference To Domestically Manufactured Electronic Products In Furtherance To Public Procurement Policy (Preference To Make In India), Order 2017
11.	Policy guidelines to encourage development of indigenous sources on continuous basis
12.	General Conditions of Contract for Services
13.	Verification and certification of documents pertaining to bid evaluation criteria (BEC)
14.	Rationalization of Mobilization Advance
15.	Provision for Pradhan Mantri Suraksha Bima Yojna (PMSBY) And Pradhan Mantri Jeewan Jyoti Bima Yojana

No.	Initiatives Implemented
16.	VENDOR DEVELOPMENT PROGRAM FOR MSEs: 16 VDPs were conducted for MSEs and 3 VDPs specifically for MSEs owned by SC/ST entrepreneur
17.	DO'S & DON'T'S : Do and Don't for Contractor published and circulated all sites.
18.	VENDOR INTERACTIVE MEET: Vendor Interactive meet was conducted during Vigilance Awareness Week on 02.11.2018 in Indian Habitat Center which attended by Director (Projects) and IEMS. Approx. 150 vendors/contractors the attended the meet.

V. KEY PRACTICES OF CONTRACT MANAGEMENT

1. Pre-Award Stage

- a) Integrity Pact Program
- b) Pre-tender
- c) Pre-bid meetings
- d) Tenders uploaded on GAIL's website and CPP portal
- e) Uploading of details of award on CPP portal
- f) Public Opening of Bids
- g) Addressing complaint received at various stages of processing
- h) Communication of reason of rejection of bids, if requested by bidder
- i) E-tendering above 7 lakhs
- j) Ordering cycle for processing of tender (120 days)
- k) Clarity in scope of works

2. Post Award/ Execution Stage

- a) Conducting Kick off meeting
- b) Nomination of Engineer-in-charges (EIC) who is responsible for execution of contract from GAIL side and nomination of Site-in-charges for work sites.

- c) Provision space to build the office/ workshop by the contractor (wherever applicable)
- d) Informing the contractor Health, Safety and Environment policy and work permit system of GAIL
- e) Timely release of payment
- f) E-Payment on real time basis
- g) Bill Watch System
- h) Timely closure of contract
- i) Preventive Dispute Resolution Mechanism and Settlement Advisory Committee
- j) Health Monitoring and Quarterly Closure of contracts
- k) Migration from reactive to proactive contract management by innovative technique

VI. INNOVATIVE TECHNIQUES IN CONTRACT MANAGEMENT

1. Vendor Interactive Meet-2018

a) **Corporate Contracts & Procurement Department** organized a Vendor Meet on 02.11.2018 at India Habitat Centre during the Vigilance Awareness Week with the objective of making our business partners aware of the steps taken by GAIL (India) Limited in making the system more Transparent and to understand the challenges faced by vendors while working with GAIL (India) Limited.

The meet was graced by the presence of Shri Anil Kumar, **IEM-GAIL**, Shri Sunil Krishna, **IEM-GAIL**, Shri K S Ramasuban, **IEM-GAIL** and the Chief Guest of the program Shri Ashutosh Karnatak, **Director (Projects)**.

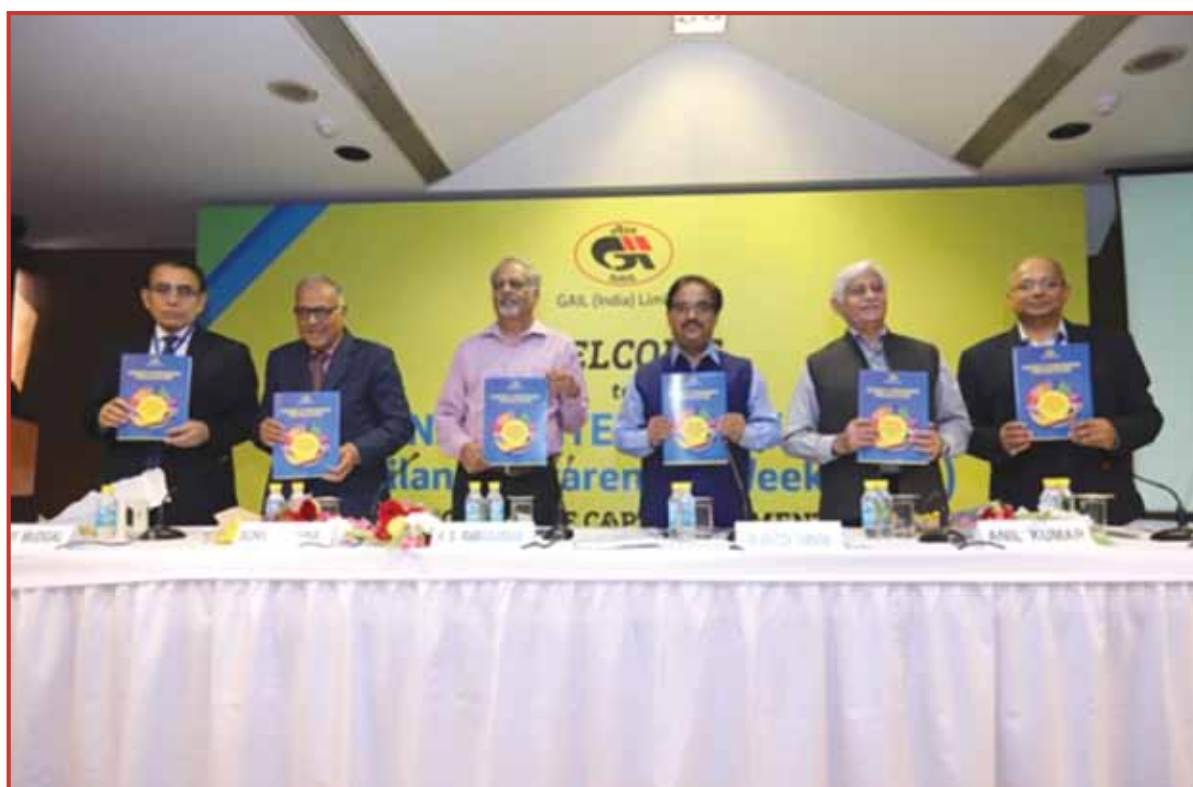
Shri D.P Sen, ED (C&P) welcomed the assemblage and the dignitaries to the meet. He shared the importance of such meets in addressing the vendor grievances. The event kicked off with the traditional lighting of lamp ceremony. A booklet containing a compendium on Contract & Procurement Practices in GAIL was released at the event. Shri Vijay Mudgal, CGM (Vigilance) administered the Integrity Pledge.

Independent External Monitor (IEM)-GAIL, Sh. Sunil Krishna gave a presentation to the audience. The presentation was centred around the importance of Integrity Pact as a tool to tackle corruption in public procurement.

Shri Ashutosh Karnatak, Director (Projects) commended the efforts of C&P Department in implementing various initiatives. He briefed the assemblage of the various industry first initiatives such as Health Monitoring, Quarterly Closure, PDRM, EIC Coaching etc. taken by GAIL to increase its efficiency & transparency. He requested all the vendors to deliver quality work within the specified time schedule in order to avoid abrupt cost escalation and issues thereof. He highlighted the importance of having a responsible and accountable system. Thereafter, Sh. Karnatak inaugurated the Online Vendor Grievance Portal of GAIL.

A panel comprises of ED (C&P), ED (Projects), CGM (C&P), CGM (C&P)-Projects and CGM (F&A) addressed the issues raised by the vendors during the meet.





The ATR of suggestions received during VIM 2018 are as under:

Sl. no.	Suggestion / Feedback	ATR
1.	<ul style="list-style-type: none"> • The percentage of CPBG sought in the Construction Sector tender should be reduced. • As per the present scenario Banks are reluctant to issue CPBG to construction industry. • Which results in non-participation of prospective bidders in tenders, which in turn reduce competition & increases cost. • GAIL may consider initial 2.5% in form of CPBG and rest 7.5% may be deducted from the RA bill. 	Provision of Initial SD @5% and remaining to be deducted from RA Bill has been implemented in tenders for works.

2.	Many times during the time of execution of contract, contractors are asked to carry out the activities which are not the part of the Scope of Work. Hence, the scope mentioned in the tender should be well defined.	Approval of scope of works is being obtained before floating tender. However, change of scope due to site condition, change in route can not be avoided and there is provision in contract to deal with.
3.	GAIL in its tender asks to accept the complete tender terms & conditions, but various provisions mentioned therein are not applicable to few vendors. How vendors can convey the acceptance to these conditions?	GAIL's tender are zero deviation tender.
4.	In contracts Price Reduction Schedule (PRS) to be levied on the contractor after considering the concurrent delays / delays attributable to GAIL as well.	For application of PRS, detailed delay analysis is being done.
5.	The scope of work mentioned in the contract should be well defined. In absence of which contractor are sometimes asked to carryout the additional works even after closure of the contract.	Approval of scope of works is being obtained before floating tender.
6.	As per the requirement of the contract, contractor is asked to obtain the Public Liability Insurance for premises of GAIL. Contractor find it difficult to obtain the same as GAIL has already in possession of the same.	All the insurance specified in the tender are required to be obtained by the contractor.
7.	GAIL may consider to pay the interest on the delayed payments.	As per Govt. Guidelines, interest for delay payment is applicable only in case of MSEs.

8.	<ul style="list-style-type: none"> Mechanism of Samadhaan may be elaborated. Timelines may be earmarked for resolution of matter thru Samadhaan. 	A Online system for Vendor Grievance Resolution-Samadhan along with time line and esclation provision has already been implemented.
9.	<ul style="list-style-type: none"> GAIL may review the requirement of authentication of documents from TPI, as they charge very hefty amount for authentication. If not, then more and more such agencies to be shortlisted. 	Nos of TPI agencies for document verification has been increased to 14.
10.	Provision of Online Billing and payment (paperless billing system) may be introduced.	Matter is under deliberation in GAIL.
11.	In contract for transportation of polymer penal clause to be relaxed in event of strike of transporters.	Matter is under deliberation in GAIL.
12.	Payment is getting delayed beyond 60 days in some instances.	In order to contain delay, a functionality for system generated email/ report is implemented.

2. Reward and Recognition

GAIL has the policy which defines the requirements and method/ procedure for recognizing and acknowledging contributions of C&P Work centers that lead to achievement of organizational and department goals. Recognition are motivational tools to encourage to take an active part in improving operations by making full use of skills and ideas of C&P employee deployed at concerned work centers. Such motivational tools applied to the functioning of C&P Department. This policy applies to all C&P Work Centers spread across various locations of GAIL (India) Limited including Corporate and Projects C&P Department.

The award provided in all activities of C&P Department.



3. Logos of C&P Initiatives

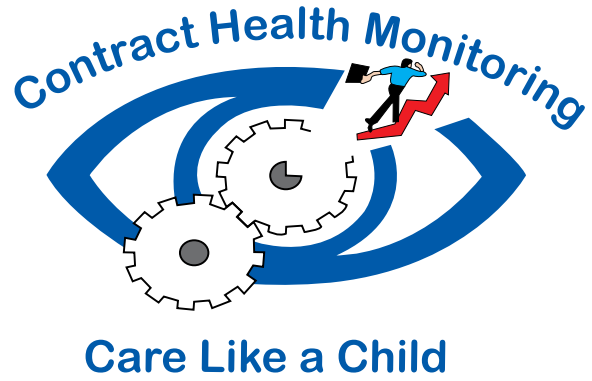
C&P Department has taken various initiatives to enhance the effectiveness and efficiency in working. Some of the major initiatives are as under:

- (i) EIC Coaching Program
- (ii) Vendor Coaching Program
- (iii) Health Monitoring and Quarterly Closure of Contract
- (iv) Samadhan
- (v) Inter unit Audit (Samiksha)
- (vi) Exclusive email ID for clarifications on procedure
- (vii) C&P Executive Meet

In order to publicize these initiatives, it was decided to assign a logo for the above initiatives. Accordingly, all employee of C&P Department was requested for suggest logos for these initiatives.

After review, following logos has been selected:







4. Integrity Pact Program

(I) Adoption of IP in GAIL

GAIL, as part of its endeavour to maintain and foster most ethical and corruption free business environment, adopted the Integrity Pact, a tool developed by the Transparency International, to ensure that all activities and transactions between the Company (GAIL) and its Counterparties (Bidders, Contractors, Vendors, Suppliers, Service Providers/ Consultants etc.) are handled in a fair and transparent manner, completely free of corruption. Accordingly, an MOU on Integrity Pact has been signed on 23.07.2007 by GAIL with Transparency International India.

Integrity Pact provisions are being included in all tenders of value Rs. One (1) crore and above. In case a bidder does not sign the Integrity Pact, his bid is liable for rejection.

As a matter of transparency and to give wider publicity, copies of the said MoU and Integrity Pact Program have been hosted on our website which is available in public domain.

(II) Role of IEMs

At present there are three IEMs namely:-

- i) Shri K.S. Ramasubban (email id: ramamma@hotmail.com)
- ii) Shri Sunil Krishna (email id: iem.gail.sunil@gmail.com)
- iii) Dr. Meeran Chadha Borwankar (email id : mcborwankar@gmail.com)

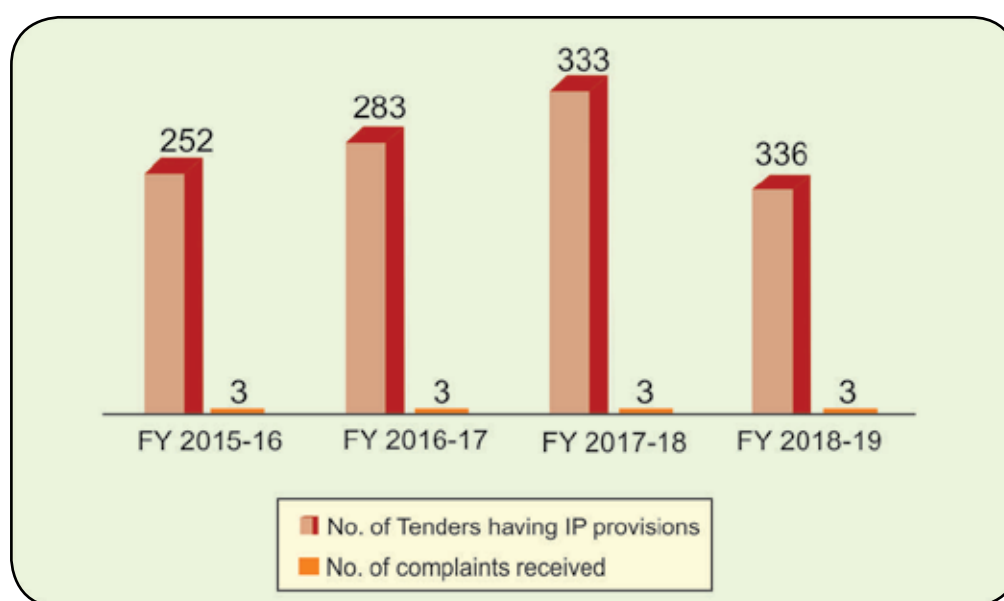
Integrity Pact is implemented through a panel of Independent External Monitors (IEMs). The IEMs are eminent personalities of high integrity and reputation and appointed with the consent of CVC.

Further, in May 2019, the proforma of Integrity Pact was comprehensively reviewed based on revised SoP and draft proforma circulated by CVC. The major changes are as under:

- Bidder(s) / Contractor(s) who have signed the Integrity Pact shall not approach the Courts while representing the matter to IEMs and shall wait for their decision in the matter.
- In case of Sub-Contracting, the Principal Contractor shall take the responsibility of the adoption of Integrity Pact by the Sub-contractor.
- The Monitor will submit a written report to the Chairperson of the Board of the Principal within 10 days as far as possible from the date of reference or intimation to him by the 'Principal' and should the occasion arise, submit proposals for taking corrective measures.
- The monitor has also signed declarations on 'Non-Disclosure of Confidential Information' and of 'Absence of Conflict of Interest'. In case of any conflict of interest arising at a later date, the IEM shall inform Chairperson of the Principal and recuse himself / herself from that case.
- In case of any complaints referred under IP Program, the role of IEMs is advisory and would not be legally binding and it is restricted to resolving the issues raised by an intending bidder regarding any aspect of the tender which allegedly restricts competition on bias towards some bidder.
- Issues like warranty / guarantee, etc. shall be outside the purview of IEMs

(III) Details of orders in IP in last year are as follows:

No.	Period	Value of Orders with IP (₹ in Cr.)	No. of orders with IP
1.	01.04.2016 to 31.03.2017	3623	335
2.	01.04.2017 to 31.03.2018	7012	409
3	01.04.2018 to 31.03.2019	5298	354

(IV) Details of complaints to IEMs

These complaints are generally related to rejection of bids against tender or delay/non-release of payment against contract.

5. Standardization of Terms and Conditions with OEM

GAIL is procuring certain Materials/Goods through various OEMs. Corporate C&P has taken an initiative to conduct an exercise for standardization of terms & conditions with OEMs who are common to various work centers and where requirement is repetitive.

Standardized GPCs have been finalized with following fourteen (14) OEMs:

- (i) M/s BHEL-GE Gas Turbine Services Pvt. Ltd.
- (ii) M/s EagleBurgmann India Pvt. Ltd.

- (iii) M/s Daniel Measurement Solutions Pvt. Ltd.
- (iv) M/s Apex Automation Pvt. Ltd.
- (v) M/s HBL Power Systems Limited
- (vi) M/s Nirmal Industrial Controls Pvt. Ltd.
- (vii) M/s Kirloskar Ebara Pumps Limited
- (viii) M/s Endress+Hauser (India) Pvt. Ltd.
- (ix) M/s Elster-Instromet India Pvt. Ltd.
- (x) M/s Emerson Process Management (India) Pvt. Ltd.
- (xi) M/s Siemens Ltd. - Power Generation Services Division
- (xii) M/s Dresser Rand India Pvt. Ltd.
- (xiii) M/s Rotork Controls India Pvt. Ltd.
- (xiv) M/s Detection Instruments (India) Pvt. Ltd.

6. Industry Meet - Meeting with Heads of PSUs

A meeting of C&P Head of CPSUS was held on 26.10.2018 at Manekshaw Centre, New Delhi. The meeting was attended by representatives from ONGC, IOCL, BHEL, PGCIL, GAIL, HPCL, OIL, NRL, SAIL, OVL and Mecon.

Sh. D.P Sen, ED (C&P), GAIL extended a warm welcome to all the participants and extended his special regards to the participants from PSUs other than oil PSUs. He expressed his appreciation to all participants for extending their whole-hearted support for the Meet on such a short notice.

Important industry wide initiatives and issues were deliberated in the meeting. At the end of the meet, participants appreciated and thanked GAIL for taking the initiatives and organizing such meet. Further, they expressed that this session provided a common platform to share their views to bring more clarity on various contract related activities.



7. Procurement Thru Gem Portal

Government of India has introduced an online procurement portal – ‘Government e-Marketplace (GeM)’ with the aim to transform the way in which public procurement of goods and services is done by the Government Ministries/Departments, PSUs, autonomous bodies etc.

The objective of the Government to introduce GeM is to create a one stop Marketplace to facilitate online procurement of commonly used Goods & Services required by various Government Departments / Organizations / PSUs. GeM aims to enhance transparency, efficiency and speed in public procurement. It provides the tools of e-bidding, reverse e-auction and demand aggregation to facilitate the government users achieve the best value for their money.

Accordingly, GAIL has implemented the Policy for Procurement of Goods / Works/ Services from Government e-Marketplace (GeM). All the work-centres have obtained the login credentials (for Primary & Secondary users) and procurement for GeM portal is successfully implemented in GAIL. Till date in GAIL more than 359 orders have been placed on the GeM portal valuing approximately Rs. 16.50 Crores [As on Sept-2019]. Also GAIL is continuously making the best efforts to maximize the procurement from the GeM Portal.

GAIL is also encouraging all the associated vendors / contractors to register themselves on the GeM Portal so that they can increase the visibility of their products / services to the complete horizon of the public procurement throughout the nation.

8. Trade Receivable Discounting System (TReDS)

In order to facilitate MSME vendors to get their Trade Receivables, Department of Financial Services has established Trade Receivable Discounting System (TReDS) platform. It is an online electronic institutional mechanism for facilitating the financing of trade receivables of MSMEs through multiple financiers. The TReDS Platform will enable discounting of invoices/bills of exchange of MSME, Sellers against large Corporates including Govt. Departments and PSUs, through an auction mechanism, to ensure prompt realization of trade receivables at competitive market rates.

TReDS is a digital platform for facilitating MSMEs to auction their trade receivables at competitive rates through transparent online bidding by multiple financiers. The main objective of the TReDS platform is to address the critical needs of MSMEs i.e. promptly finance the trade receivables and financing their trade receivables based on Buyers credit profile.

Presently, RBI has issued license to the following entities to provide the TReDS platform:

- (i) M/s Receivable Exchange of India (RXIL)
- (ii) M/s Mynd Solutions Private Limited (Mynd)
- (iii) M/s Invoicemart

Accordingly, GAIL has signed the Master Agreement with all the three TReDS platform owners and extending the bill discounting facilities to the MSEs whenever requested.

GAIL has also reached to all its MSE vendors to sensitize them regarding the discounting facility introduced by Govt. of India.

9. Verification and Certification of Documents Pertaining to Bid Evaluation Criteria (BEC)

Earlier bidders were required to furnish the documents pertaining to BEC (Technical) duly attested or certified by Chartered Engineer and Notary Public. Recently, GAIL has allowed the verification and certification of documents pertaining to Technical BEC for tenders above special value to be carried out by any one of the following independent third party inspection agency:

1. Société Générale de Surveillance (SGS)
2. Gulf Lloyds Industrial Services (India) Pvt. Ltd (GLISPL)
3. International Certification Services (ICS)
4. Bureau Veritas (Ind.) Pvt. Ltd (BVIS)
5. DNV GL
6. TUV Rheinland (India) Pvt. Ltd.
7. TÜV SÜD South Asia Pvt. Ltd.
8. TUV India Pvt. Ltd. (TÜV Nord Group)

9. Intertek India Pvt. Ltd.
10. Moody International (India) Pvt. Ltd.
11. RINA India Pvt. Ltd.
12. Tata Projects Ltd.
13. Competent Inspectorate and Consultants LLP
14. ABS Industrial Verification (India) Pvt. Ltd.

10. Publication of Do And Don't for Contractor

To sensitize the Vendors / Contractors regarding various pre-award and post-award activities in tendering process of GAIL. A pocket booklet on DO's & DON'T's FOR CONTRACTORS was published by C&P Department. The booklet was circulated among all the work-centers and concerned C&P centers were advised to distribute the same among the vendors / contractors of the respective sites for wider publicity.

11. Health Monitoring of Contracts

For any organization to be successful in today's competitive environment, three key areas that need to be taken care of are: Performance, Health and Perception. While Performance builds the brand image for any organization, Health and Perception impacts the long term sustenance of such success streak. One of the key stakeholders who can influence the organizational perception in external environment due to their close access, are the Vendors and Contractors community.

Good stakeholder management practices w.r.t. vendors/contractors mainly include consistency and transparency in tendering procedure (pre-award, execution and post execution stages) and prompt resolution of disputes in an amicable manner. Similar to Health monitoring of plants/installations, a system of health monitoring of contracts at fixed intervals and quarterly closure of contracts were implemented in GAIL to ensure that the contracts are managed and executed with quality, within the timelines, without any cost over-run and with the satisfaction of all the stakeholders.

The health monitoring of the contracts includes various contract management aspects such as settlement of claims for extra/additional work, deviations, amendments, and issues/disputes etc. which are to be addressed promptly, so that the disputes/issues do not pile up for resolution at the time of final closure of the contracts and become cumbersome and difficult to resolve due to long time gaps. The Health Monitoring reports in prescribed format are to be submitted on a monthly basis to Management.

Subsequent to implementation of this policy in GAIL, following changes were observed:

- (a) Timely settlements of claims for extra/additional works, deviations, amendments & issues/deviations etc.
- (b) Prompt resolution in case of disputes
- (c) Disputes/Issues do not pile up for resolution at closure
- (d) Good Stakeholder Management
- (e) Good Brand Image
- (f) Transparency in Tendering procedure

12. Quarterly Closure of Contracts

Issues (including AHR items, Extra Items, Time Extension, Hindrance, disputes etc.) identified during monthly health monitoring of contracts to be closed/resolved on quarterly basis. Any issue not amicably resolved at EIC, EIC can refer the matter to 'SAMADHAN Committee'

Committee discusses with the contractor and EIC to resolve the matter in an amicable manner.

Quarterly meeting with vendor/contractor to be held to close/resolve issues promptly.

13. Samadhan Mechanism

During execution of contracts/ orders of Projects and O&M, on number of occasions, contractual disputes arise between Vendors /Contractors and GAIL due to lack of clarity in contracts, different interpretations etc.

These contractual disputes, if not settled amicably during currency of contracts, will turn into much larger arbitrations & legal disputes later on. While these arbitrations / legal disputes consume considerable man-hours from GAIL, more often than not, they also may have huge financial impacts on GAIL due to adverse judgments / awards.

Therefore, Preventive Dispute Resolution Mechanism (SAMADHAN) was developed and adopted in GAIL so that the no. of disputes turning into arbitrations / legal disputes can be minimized to the extent possible. The Mechanism essentially address two requirements – (i) timely redressal of disputes arising during contract execution through SAMADHAN Forum (consisting of representative from Indenting/Project, F&A and C&P and (ii) minimizing disputes through improving contract management practices as a long-term measure. 21th / 29st day of each month is celebrated as SAMADHAN Day in order to strive towards the Zero Dispute

The various observed benefits of the policy are as under:-

- (a) Timely settlements of claims for extra/additional works, deviations, amendments & issues/deviations etc.
- (b) Disputes/Issues do not pile up for resolution at closure of contracts.
- (c) Since, disputes are resolved as & when they arise there is no impact of change of Engineer-In-Charge during the currency of the contract
- (d) Samadhan fortnight was observed from 03.12.2018 to 15.12.2018 for laying contractor.

14. Settlement Advisory Committee (SAC)

- a) Conciliation Rules 2010 framed in conformity with supplementary to Indian Arbitration and Conciliation Act for speedier, cost effective and amicable settlement of disputes through conciliation.
- b) Issues/disputes, which are not mutually resolved within a reasonable time, are referred to SAC.

- c) SAC consist of Conciliators who are persons of unquestionable integrity and good public standing.
- d) SAC facilitate:
 - i) voluntary resolution of the dispute(s)
 - ii) communicate the view of each party to the other(s)
 - iii) assist them in identifying issues
 - iv) reducing misunderstandings, clarifying priorities, exploring areas of compromise
 - v) generating options in an attempt to solve the dispute(s).

15. EIC Coaching Program

In order to make Engineer-in-Charges (EICs) aware on various aspects of contract and its management so as to make them better equipped to deal with different situations that may arise during the execution of the contracts and various existing provisions of the C&P procedures an EIC coaching program are being held regularly.

Every year GAIL is placing approx. 4500 orders/ contract for procurement of Goods, Works & Services relating to O&M and Projects. The responsibility for execution of Works/Services contracts lies with Engineer-in-charges (EIC) nominated by site/Project in charge based on the contract value.

From the experience of previous contracts, the following issues are often encountered during the execution of contracts:

- (i) Interpretation of contractual clauses
- (ii) Application of Price Reduction Schedule (PRS) / Liquidated Damages (LD)
- (iii) Compensation for working beyond contractual periods due to issues related to Owner (such as delays in handing over of work fronts, Free Issue material etc.)
- (iv) Determination of Compensation for Extra Works / Scope Variation Settlement of Extra Works Claim

- (v) Unsettled Claims where there is a difference of opinion between Vendor / Contractor and Owner.
- (vi) Situations arising during execution which were not envisaged at the time of award of contracts and hence no provisions exists in contracts to deal such situations.

To make Engineer-in-Charges (EICs) aware on various aspects of contracts and its management so as to make them better equipped to deal with different situations that may arise during the execution of the contracts EIC Coaching Program are being conducted in GAIL.

During the coaching program various sessions are organized to make EICs aware about the various aspects of Contract Management. Some of them are as follows:

- a) Various aspects of Pre Award Contract Activities
- b) Engineer-In-Charge Legal Obligations
- c) Various aspects of Contract and its Management
- d) Contract Management System (Preventive Dispute Mechanism, Health Monitoring of Contract & Quarterly Closures of Contract)
- e) Closure of Contracts

Till date 20 EIC Coaching Programs have been conducted with was attended by approx.. 600 EICs of GAIL and its subsidiary companies. In FY 2018-19, 9 EIC Coaching Program has been conducted as below:

S.No.	Location	Programs Conducted	No. of Participants
1.	Delhi-CO	5	190
2.	GTI-Noida	1	30
3.	Ranchi	1	25
4.	Pata	1	50
5.	Kochi	1	30

16. Vendor Coaching Program

About 1% of tenders are retendered due to no bid/ no techno-commercially acceptable bid. Re-tendering not only causes delay in award of order/ contract and its execution but also results in wastage of efforts and resources.

From the experience of previous tenders and contracts/ orders, it has been observed that bids get rejected/ ordering gets delayed for non-intentional/ avoidable reasons such as:

- (i) Many bidders/ vendors are submitting their bids incomplete, which lead to TQs/CQs and delays in overall processing time.
- (ii) Bids get rejected due to submission of incomplete documents or non-submission of authenticated documents as per tender provision.
- (iii) Prices are not submitted by bidder as per format of tender document.
- (iv) There are very less participation in pre-tender/ pre-bid meetings.
- (v) Several bidders take deviations to Rejection Criteria of tender document without realizing the implication thereof.

In order to contain the same, it is considered prudent to develop vendors by imparting training. Accordingly, Vendor Coaching Programs are conducted by GAIL which are attended by large nos. of bidder. These programs are aimed to eliminate the gaps in understanding by coaching vendors on the common lapses in tender process and contract execution.

It is expected that the vendor development programme(s) shall benefit the vendors as under:-

- (i) The bidders shall be conversant with the bidding process of GAIL
- (ii) Rejections due to non-intentional/ avoidable mistakes shall come down
- (iii) The bidders shall be aware of the important provisions of the tender documents.
- (iv) The process shall bring in transparency and increase stake-holder engagement.

Vendor Coaching Programs are conducted on regular intervals in GAIL for vendors to meet the following objectives:

- a) eliminate the gaps in understanding
- b) inform the consequences of Corrupt/ Fraudulent/ Collusive /Coercive Practices
- c) reduce the disputes, disagreements, arbitrations, etc.

During FY 2018-19, four (04) nos. of Vendor Coaching Programs were conducted as under:-

S.No.	Location
1	Vadodara
2	Noida
3	Mumbai
4	Rajahmundry

17. Pre-Tender Meeting (PTC)

PTC is first step to meet the above objectives of competitive bidding and to eliminate hinderance / disruptive forces in tendering. In PTC all issues pertaining to scope, specifications, design details/data, specific requirements, etc. are discussed with prospective bidders and their feedback on the same are captured. The bidders feedback and discussion helps to firm up these aspects for tendering and ensures a better document, wider participation and reduction in deviations taken by bidders. Therefore, it is essential to conduct PTC with such bidders before freezing the technical specifications/design details & data/scope etc. of required equipment(s), works & services.

Pre-Tender meeting conducted to attain the following objectives:

- a) To discuss technical and financial qualification criteria, specifications / scope of work and other conditions of tender
- b) To obtain feedback from prospective bidders
- c) To assess of bidders' credentials,
- d) To reduce technical and commercial queries during the tender processing

In PTC, all issues pertaining to scope, specifications, design details/data, specific requirements, if any, etc. shall be open for discussion. Pre-Tender meeting gives a better understanding of technical and financial qualification criteria, specifications / scope of work and other terms and conditions of tender, feedback from prospective bidders on the same, fair assessment of bidders' credentials, avoid technical and commercial queries during the tender process and reduces lead time for ordering.

In GAIL, Pre-tender meeting are being conducted in most of tender especially for first time/ complex /high value requirements. The modifications/ adjustments in the tender based on Pre-Tender meeting (without compromising with quality of bidders and the requirements) results in preparation of a better tender document , attracts better competition, minimizes post-bid queries and hence reduces lead time.

18. Revised Dispute Resolution Mechanism Clause

GAIL has revised and simplified its Dispute Resolution Mechanism provisions which includes terms of CONCILIATION, ARBITRATION, GOVERNING LAW AND JURISDICTION and DISPUTES BETWEEN CPSE'S/GOVERNMENT DEPARTMENT'S/ORGANIZATIONS. As per the revised mechanism the party invoking the Arbitration shall have the option to either opt for Ad-hoc Arbitration or Institutionalized Arbitration. The cost of arbitration proceedings shall be shared equally by the parties.

List of Excepted matters:

- a) Dispute(s)/issue(s) involving claims below Rs 25 lakhs and above Rs 25 crores.
- b) Dispute(s)/issue(s) relating to indulgence of Contractor/Vendor/Bidder in corrupt/fraudulent/collusive/coercive practices and/or the same is under investigation by CBI or Vigilance or any other investigating agency or Government.
- c) Dispute(s)/issue(s) wherein the decision of Engineer-In-Charge/owner/GAIL has been made final and binding in terms of the Contract.

19. Payment Terms

In GAIL the payment to the vendors/contractors are done as per the terms and conditions of the contract. However, some of the salient features of the payment system in GAIL are as follows:

- a) E-payment on real time basis
- b) Payment against Monthly Running Bill (RA)
- c) In certain cases fortnightly payment
- d) 10% Mobilization advance in minimum two installments
- e) Rate of interest on Mobilization advance reduced to Marginal Cost of Fund based Lending Rate (MCLR)
- f) Release of 70% Running bill payment within a period of 07 days on case to case basis.
- g) GAIL is registered on the following three TReDS platform to facilitates the early payment to MSEs:
 - i) M/s Receivables Exchange of India Limited (RXIL)
 - ii) M/s Mynd Solutions Pvt. Ltd
 - iii) M/s A.TREDS Ltd.

VII. DIGITAL INITIATIVES

1. Online Vendor Feedback Mechanism

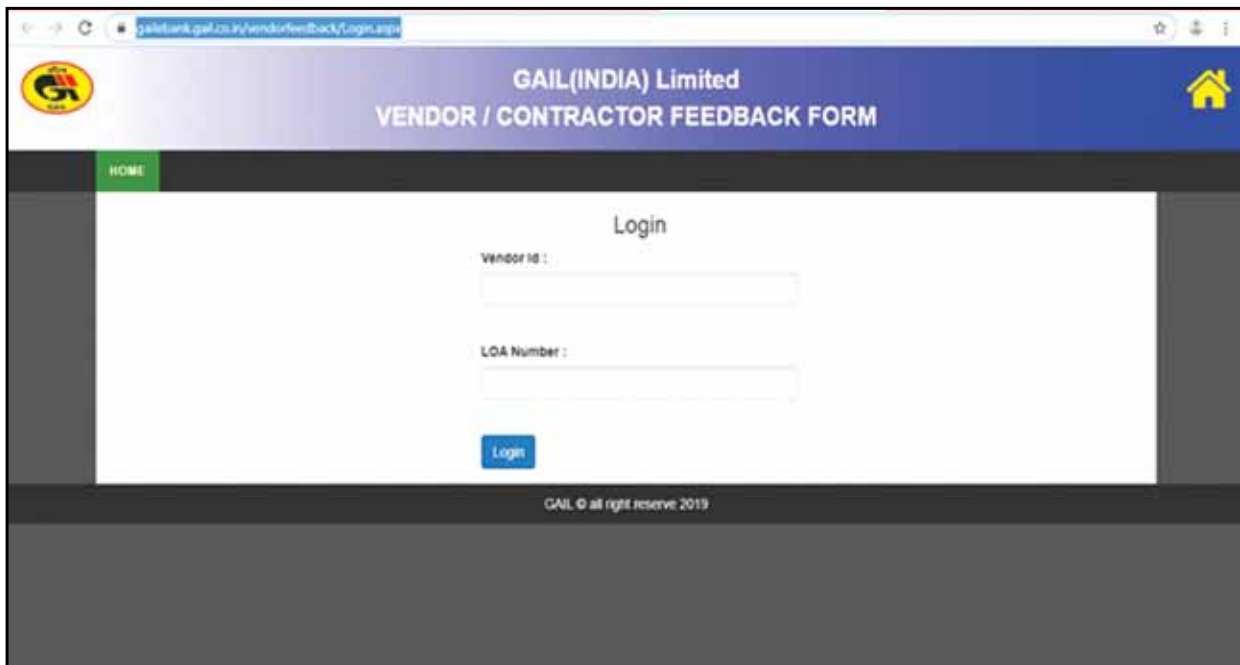
GAIL (India) Ltd always strives to meet the best industry standards by way of continuous improvements in the systems. In this regard, many initiatives such as pre-tender meeting, pre-bid meeting, vendor development meets, vendor coaching etc. are organized so as to have similar approach and understanding to various issues that come across. Further, GAIL focuses on fair & transparent processes, prompt responses to queries, resolving various issues of vendors/contractors, timely release of payments etc.

Considering its vendors / contractors as esteemed partners, GAIL requested them all to provide their valuable feedback on the experience they had while doing business with

GAIL. For providing their feedback an online functionality is developed where vendor / contractor can login using its vendor code and furnish the feedback.

The response received against this initiative is huge and enormous feedbacks were posted on the portal.

All vendors / contractors are requested to provide the feedback on the link given below:
<https://gailebank.gail.co.in/vendorfeedback/Login.aspx>

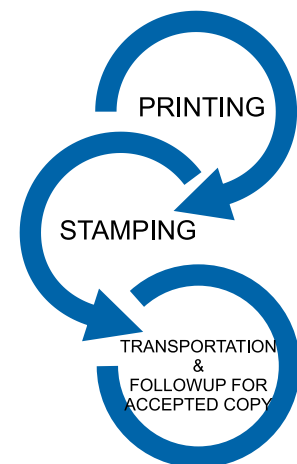


The screenshot shows a web browser window displaying the login page for the GAIL(INDIA) Limited Vendor / Contractor Feedback Form. The page has a blue header with the GAIL logo on the left and a home icon on the right. Below the header is a navigation bar with a 'HOME' button. The main content area is white and contains a 'Login' form with two input fields: 'Vendor Id : ' and 'LOA Number : '. A blue 'Login' button is positioned below the input fields. At the bottom of the page, there is a footer that reads 'GAIL © all right reserve 2019'.

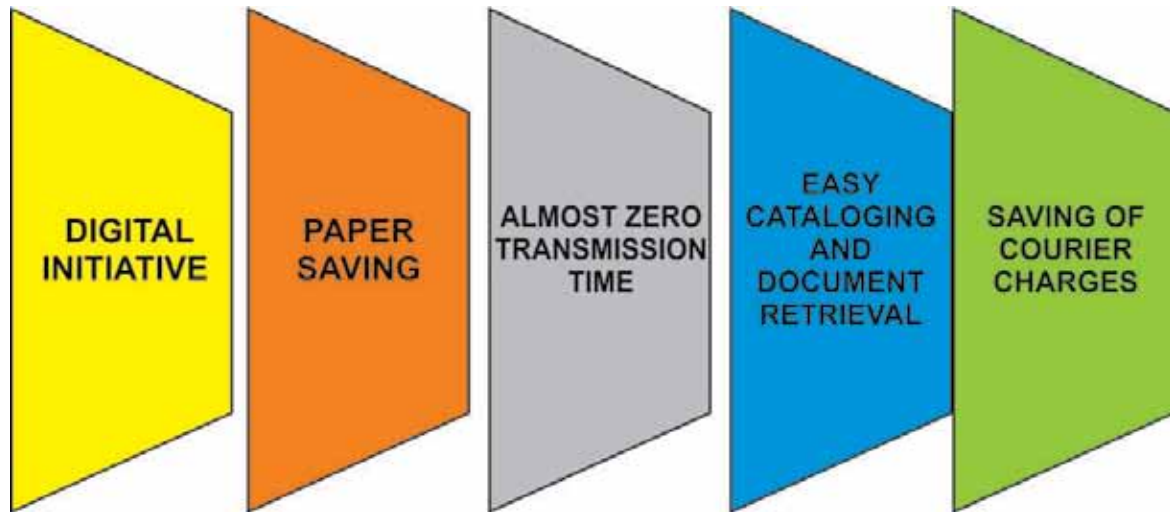
2. Online Document Transmission System

As per the existing system the voluminous orders awarded are printed in triplicate and signed by the issuing authority on each and every page before forwarding to the contractors. Which are further counter-signed by the contractor and returned back to GAIL. This activity includes printing of huge documents, stamping & signing on each and every page, forwarding, follow-up, etc which are time consuming as well as resource consuming.

In order to digitize this activity and to reduce the lead time, GAIL has introduced the Online Document Transmission System



wherein the system generated order is digitally signed by the GAIL official is transmitted online to the contractor and he inturn counter-signed the order using digital signatures and forward back to GAIL thru the system. Currently, this system has been introduced in Project Department, slowly & gradually shall be implemented all across GAIL.



3. Online Vendor Grievance Portal-'Samadhan'

In recent past various initiatives have been taken for transforming from "Reactive to Pro-active organization". Our goal is to move towards "Zero Disputes". With this objective, a Vendor Grievance Portal-"Samadhan" has been developed in association with BIS department where Vendor/Supplier/Contractor/Consultant can submit their issue (s) online.

Vendor Grievance Portal-"Samadhan" is made for orders/contracts of Pipeline Projects.

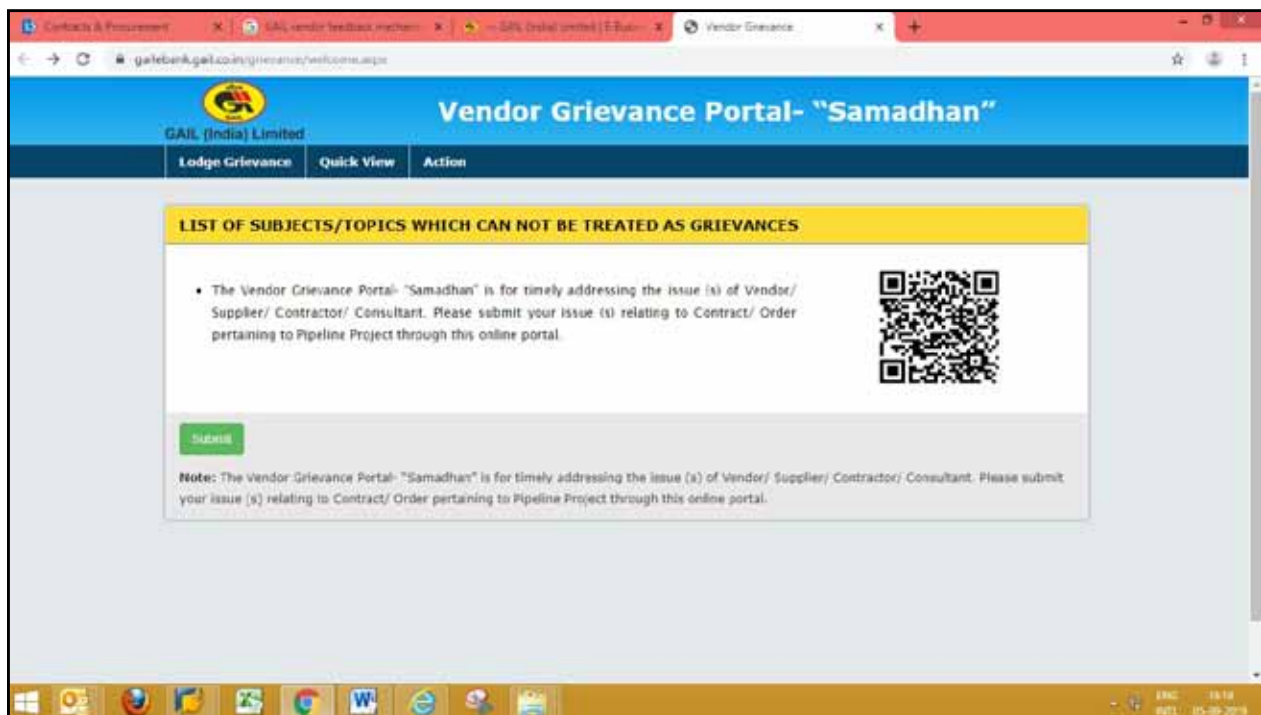
The salient feature of Vendor Samadhan (Grievance) Portal is as under:

- (i) Vendor/Supplier/Contractor/Consultant can submit their issue (s) to Vendor Samadhan Portal--"Samadhan".
- (ii) The same is to be addressed by concerned officials within 15 days.
- (iii) There is provision of escalation to higher authority in GAIL.
- (iv) The escalation can be exercised by Vendor/Supplier/Contractor/Consultant for two times. The first time the issue will be escalated to concerned higher officials.

- (v) After second escalation, the matter will be referred to Samadhan Committee.
- (vi) The above escalation option is also available to GAIL's personnel.
- (vii) Further, issue(s) can only be submitted upto 1 month after closure of respective Order/LoA/Contract.

The link of Online Vendor Grievance Portal-'Samadhan' is given below:

<https://gailebank.gail.co.in/grievance/welcome.aspx>



4. Provision for Submission of EMD and CPS through Additional Mode-Online Bank Transaction

The Government of India has also launched 'Digital India' campaign to ensure that Government transactions are made available electronically by improved online infrastructure and by increasing Internet connectivity or by making the country digitally empowered in the field of technology.

Further, with the advancement in the Banking Industry and introduction of Internet Banking / Mobile Banking the money can be transferred from one account to another

digitally almost instantly. In view of above and to move ahead with the digital initiative of Govt. of India, GAIL has allowed submission of EMD/CPBG by utilizing the online transaction.

5. Uploading of General Terms & Conditions on Website

General Conditions of Contract- Goods/Works/ Services/ Consultancy is available on GAIL's Tender website (<http://gailtenders.in/Gailtenders/gccs.asp>). The screenshot is given below:



It has been decided that GCC need not be made a part of the tender documents as a Digital initiative and ease of doing business. This would substantially reduce the size/ volume of tender and shall simplify uploading of tender/bid in e-tendering portal.

6. Uploading of Tenders on GAIL's and Govt. Website

In order to give wider publicity to the tenders floated by GAIL and to ensure the maximum participation all the tenders are uploaded on GAIL's tender website, Govt. website and

GeM portal. If the tender is processed thru E-tender mechanism then the tender is also uploaded on the GAIL's E-Tender portal.

This opens a wider spectrum for a large number of prospective vendors who are scattered in the length & breadth of the nation. Any bidder who meets the Bid Evaluation Criteria (BEC) mentioned in the tender document can download the tender and furnish its offer to participate in the GAIL bidding process.

The uploading of tenders on website ensures transparency; wide circulation and equal opportunity to all the eligible prospective bidders.

7. E-Tendering

- a) At present E-tendering is widely used by various Govt. Departments / Undertakings for their procurement actions. In comparison to the other organizations, E-Tendering was implemented in GAIL much before majority of them i.e. in year 2007. Since then it is evolving and improving day by day.
- b) The biggest advantage of the E-Tendering is that bidders can participate from any location and need not to visit GAIL for submission of bid.
- c) The GAIL E-tender portal is a well secured platform for sending and receiving tenders by electronic means, rather than the old Hard copy method via the Internet. This reduced the use of paper which in turn beneficial for the environment as well.
- d) "E-Tendering" increases automation in system, leads to reduction in paper work and documentation and enhances transparency as well as efficiency.
- e) At present all the tenders with estimated threshold value of Rs. 7 Lacs are mandatorily processed thru E-Tendering.

8. Reverse Auction

- a) The Reverse Auction implemented in 2011.
- b) Reverse Auction is a tool to obtain competitive price through multi bidding online negotiation among short-listed bidders.

- c) The short-listed bidders get an opportunity to reduce their prices online in a transparent and fair manner
- d) The identity of the bidder(s) are not disclosed to other bidders or to officials of GAIL
- e) Reverse Auctions being conducted in all tenders valuing Rs. 50 crores or more and there are more than three acceptable bidders for a section/part/group/item.

9. Bill Watch System

- a) BWS helps in tracking Suppliers and Contractors bills and ensuring timely payment.
- b) Suppliers and Contractors can also keep watch on their bills by entering BWS receipt number at **<https://gailebank.gail.co.in/billwatch/billwatch3.asp>**
- c) The Bill Watch System is a web based application.
- d) The purpose of BWS is to maintain the electronic flow data for each bill

10. Implementation of SAP

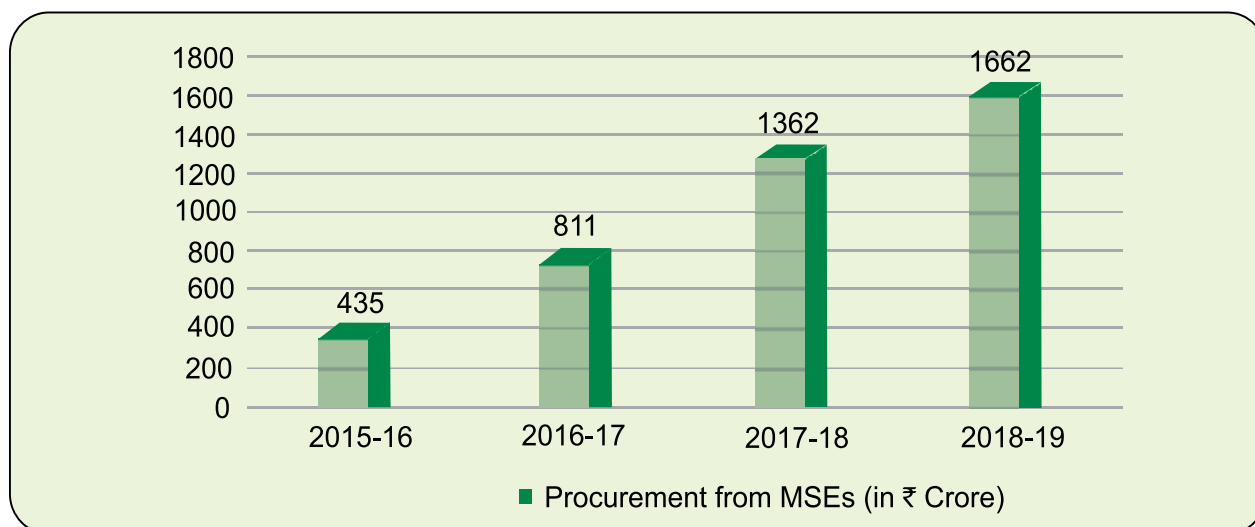
- a) SAP was implemented in GAIL in 2005.
- b) SAP allows all transactions on one platform and facilitates easy review of inventory, customer and vendor activities.
- c) All the ordering and their execution are SAP controlled and are regularly closed after execution in system.

11. Uploading of Pre-Tender Details on Website

A functionality for uploading the details of Pre-Tender Conference (PTC) on GAIL's tender website has been developed. The concerned are required to upload the detailed schedule of PTC on the website for wide publication.

VIII. SPECIAL MENTION

1. Procurement From MSEs



2. Action for Enhancing Participation of MSEs

- a) Task force has been formed at all C&P locations for finalization of annual procurement plan and conducting vendor meet with MSEs including those owned by SC/ST entrepreneurs.
- b) Till date, GAIL has conducted more than 50 Vendor Development Programs at GAIL's various work centers.
- c) In one of Vendor Development Programs, a camp was also organized in association with DIC for registration of MSEs and 59 vendors registered themselves as MSEs with DIC during this camp.
- d) GAIL is also participating in Vendor Development Program/ Conclave being organized by MSME/NSIC/ other PSUs etc. Where participating bidders are apprised, regarding the benefit extended to MSEs, procurement profile of GAIL etc. Till date, GAIL has attended more than 20 such meets held at Panipat, Guhawati, Indore, Bhopal, Karnal, Jaipur, Vadodara, Mumbai, Agartala etc.

- e) All procurement centres have been instructed to make concerted efforts with a focus on development of vendor especially for the MSEs and in particularly MSEs owned by SC/ST Entrepreneur.
- f) In addition, GAIL had made special stall at various forums to showcase the benefit and opportunity for MSEs in GAIL.
- g) GAIL's Annual Procurement Plan along with expected list of items/services where MSEs are likely to participate has been uploaded on GAIL's website.
- h) Nodal officers for each GAIL's procurement centers are designated and list of nodal officers has also been uploaded on GAIL's website along with Annual Procurement Plan.
- i) Common User ID for MSME data bank has been obtained from NSIC and circulated to all procurement centres of GAIL for utilizing data on these portals to reach out to prospective MSEs including SC/ST entrepreneur for procurement of goods and services.
- j) GAIL is regularly organizing Industry meet wherein the initiative taken in other CPSEs to enhance the procurement from MSEs and action plan for increase in participation of MSEs are discussed to have common platform for understanding.
- k) Inter unit audit of works centers to review the implementation of above initiatives all across GAIL and suggest corrective action (s).
- l) GAIL has requested Ministry of MSME for exemption in procurement of certain category of items and services in line with directive of Ministry of MSME.

3. Special Initiatives for SC/ST Owned MSEs

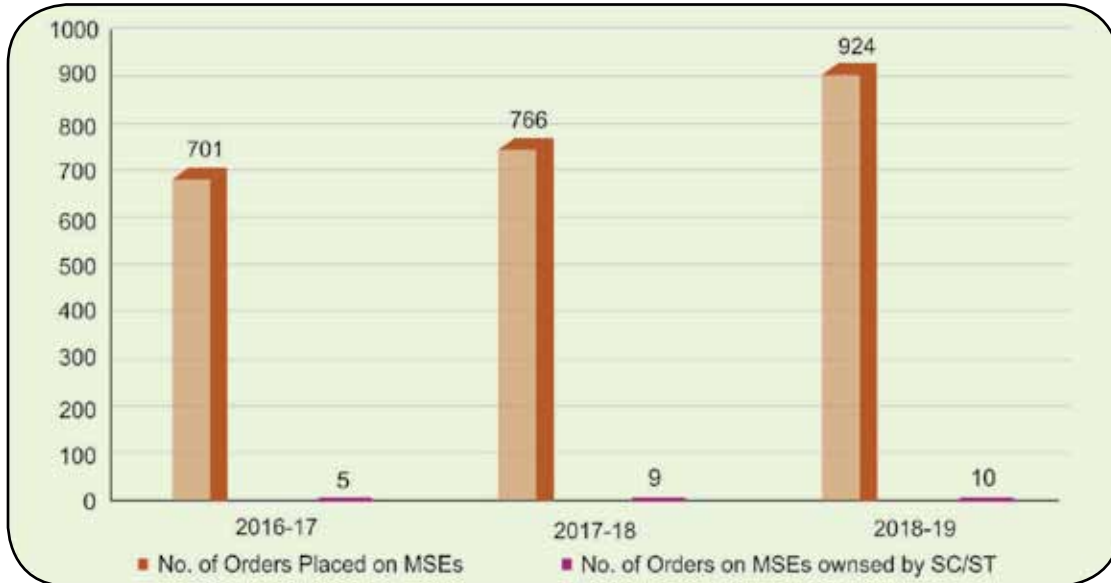
- a) GAIL in association with M/s HPCL has organized an Entrepreneurship Development Project (EDP) for developing SC/ST entrepreneurs. 35 budding entrepreneurs were taught the skill of trade over a 35-days residential program. The program was conducted Skill Development Institute Visakhapatnam. During the program

budding entrepreneurs were taught about the Entrepreneur basics, the business ideas & concept, finalization of business plan and funding process etc. It was a handholding residential program for 35 days where the skills of finance, accounting, marketing, human resource and sourcing etc were taught and 35 SC/ST startups were registered. GAIL's /HPCL's officials had taken sessions regularly on business opportunities and had also motivated the participants.

- b) For enhancing the participation by SC/ST owned MSEs, GAIL requested Dalit Indian Chamber of Commerce and Industry (DICCI) to either inform GAIL's/Govt. tender web links to all enterprises/ entrepreneurs registered with them or upload the same on their website, so that MSEs owned by SC/ST Entrepreneur can easily see details of GAIL's tender and participate against these tenders.
- c) Vendor Development Programs specifically for MSEs owned by SC/ST entrepreneurs are being conducted.
- d) A list of 48 numbers of MSEs owned by SC/ST entrepreneurs registered with M/s Hindustan Petroleum Corporation of India (HPCL) has been obtained and they have been invited to participate in published tenders by sharing the process for participating in our tenders.
- e) GAIL representative attended the Entrepreneurship Development Program for developing SC/ST entrepreneurs conducted by M/s HPCL and M/s BPCL. GAIL representative addressed the budding SC/ST entrepreneurs and informed them the business prospects in GAIL.
- f) National SC-ST Hub (NSSH) have forwarded a list of 96 SC-ST entrepreneurs firms. A communication has been sent to all SC-ST entrepreneurs regarding availability of GAIL tenders on its website and requested them to visit the aforesaid website and participate against GAIL's tenders. Further, all the work centers have been advised to forward the details of tenders to SC-ST entrepreneurs mentioned in the list for required items/ services.

4. Trending of MSE And SC/ ST Participation

a) No. of MSEs and MSEs owned by SC/ST to whom order has been placed



The background features a light blue gradient with darker blue wavy shapes at the top and bottom, resembling stylized clouds or water.

GLIMPSES
OF
VARIOUS EVENTS

ORGANISED BY

GAIL

C&P MEETS

1. The 31st C&P Executive meet was held on 15th December 2018 at GAIL, Gandhar. Shri UP Bhagat, CGM (O&M-GPU) extended his warm welcome to all the participants of the C&P Executive meet. He expressed his regards to Corporate C&P Department for conducting the C&P Meet at Gandhar.
Sh. D.P Sen, ED (C&P) welcomed all CGMs, C&P Executives and HODs of GAIL, Gandhar. He said that the C&P Meet is an important forum as it provides the much needed support and guidance to all work centres of GAIL. He informed the importance of the C&P Department to sync with the Management expectations. He informed that a lot of efforts are being under-taken by Corporate C&P Department in streamlining the policies and procedures. He also stressed on RFID stores, automated equipment for store handling etc.
He expressed his sincere thanks to OIC and C&P Team of Gandhar for their hospitality and arrangements.
Sh. K.R.M Rao, CGM (C&P) conveyed his regards to OIC- Gandhar for hosting the 31st C&P Executive Meet. He appreciated the Gandhar C&P team for making the arrangements and welcomed all the participants to the C&P Meet. He apprised the management expectations and advised that HODs to work beyond their traditional purchasing role and branch out to the whole supply chain.
The meeting concluded with vote of thanks proposed by Shri K Premkumar, CGM (C&P).





- The 04th Young C&P Executive meet was held on 10th December 2018 at GTI, Noida. Shri K R M Rao, CGM (C&P)-CO welcomed ED (C&P) and all the participants of the meet. He informed on the importance of the C&P Department to sync its activities with the expectations of the Management. He requested all the Young Executives to work towards meeting the management expectations. He highlighted that Young C&P Executives must have the in-depth knowledge of the C&P Procedures and DoP. He stated that Young C&P Executives to contribute whole-heartedly and suggest suitable improvement in the system.

ED (C&P) extended his warm welcome to all the participants of the Young C&P Executive meet. He stressed on the importance of Young C&P Executive Meet on the importance of bringing new idea, initiatives and technology to the company and further making the process more efficient. He said that in order achieve greater heights, it is imperative that Young Executives of C&P Department contribute their best to the department.

CGM (Trg. And Skill Devepment), GTI Noida has welcomed all the participant and stated the important of young executive in the growth of company.

The meeting concluded with vote of thanks proposed by Shri SK Chaurasia, DGM (C&P)-CO.



3. The 32nd C&P Executive meet was held on 11th March 2019 at GAIL, Noida. Sh. Kunal Kumar Ghosh, CGM (C&P) extended his warm welcome to all the participants of the C&P Executive meet and welcomed them to Noida for the 32nd C&P Executive Meet.

Thereafter, Sh. K.R.M Rao, welcomed the forum and appreciated the recent standardization of documents undertaken by C&P Department which help in processing the cases efficiently.

Shri M V Iyer, ED (Projects & O&M-CO) has informed that the projects department has laid approx. 6000 kms of pipeline in the recent past and that the same would not have been possible without the support of C&P Department.

Sh. D.P Sen, ED (C&P) welcomed all EDs, CGMs and C&P Executives. He congratulated the C&P Department in experiencing no major turbulence(s) while processing/placing the orders during the Financial Year. However, he emphasized that the following areas need special attention by all the concerned:-

- (i) Ordering Cycle
- (ii) Vendor Empanelment
- (iii) Non-Moving Inventory and Disposal
- (iv) Health Monitoring of Contracts (HMC) and Quarterly Closure of Contract (QCC)
- (v) Health of individuals and executives working in C&P Department

The 4th edition of Just In Time (JIT) Magazine was unveiled. Thereafter, a presentation was given by Corporate C&P on the ATR of 31st C&P meet and the issues received from various locations of GAIL were discussed in detail and case studies were presented by GAIL, Noida.

Thereafter the issues received from various locations of GAIL were discussed in detailed.



4. 33rd C&P Executive meet was held from 19th-20th July at GAIL, Jhabua. The meet was inaugurated by Sh. D.P Sen, ED (C&P), Sh. Amarendra Kumar, CGM (C&P), Sh. K R M Rao, CGM (C&P), Sh. K K Ghosh, CGM (C&P) and Sh. Ramray Tudu, GM(O&M) & OIC.

Sh. D.P Sen, ED (C&P) welcomed OIC Jhabua, CGMs and C&P Executives to the Meet. On behalf of C&P Fraternity, he conveyed appreciation to Jhabua team for the outstanding arrangements made by them for the 33rd C&P Executive Meet. He conveyed appreciation for the various initiatives such as Samadhan, procurement from GeM, Industry Meet for various PSUs, Indigenization, E-enablement, EIC Coaching and Vendor Coaching.

A small presentation was given by Jhabua on the activities and initiatives taken at Jhabua.

The Annual Report of C&P department was then unveiled by Sh. D.P Sen, ED (C&P), Sh. Amarendra Kumar, CGM (C&P), Sh. K R M Rao, CGM (C&P), Sh. K K Ghosh, CGM (C&P) and Sh. Ramray Tudu, GM(O&M) & OIC.

Thereafter, Logos for various initiatives of C&P dept. was launched by ED(C&P). It was informed that overwhelming response was received from the employees of C&P department for suggested logos and the employee whose logo was selected were awarded with a memento and a certificate of appreciation.

Subsequently, in line with Reward & Recognition Policy of C&P department, the best performing work-centre in various categories was awarded with a memento and a certificate of appreciation.

A presentation was then given by Corporate C&P on the ATR and issues of various work centers were discussed in detail.





VENDOR MEET / VENDOR DEVELOPMENT PROGRAM

1. GAIL WOMMENOVIATOR VENDOR MEET : GAIL (India) Limited in collaboration with Womenovator organized GAIL Womenovator Vendor Meet at GAIL TRAINING INSTITUTE Noida U.P, Noida, 9th August 2019 for MSE's owned by Women Entrepreneurs to apprise the Women entrepreneurs on procurement policies and opportunities for women entrepreneurs in GAIL in particular and other Govt. Companies in large.

This was the first ever vendor meet for MSE's owned by Women Entrepreneurs organized at GAIL (India) Ltd., GTI Noida and similar meet will be organized at other sites also in future. Around 30 Women Entrepreneurs participated in the meet and they termed it as a good platform for interaction and entrepreneurship development. The vendor meet helped the Women Entrepreneurs to understand the procurement procedure in the company and also interact with the company's top executives.



2. Vendor Development Meet: The objective to associate and to encourage such entrepreneurs to partner and cater to the needs of GAIL. In order to encourage wide participation in the Meet, GAIL partnered with Dalit Indian Chamber of Commerce & Industry (DICCI), National Small Industries Corporation (NSIC) and Receivables Exchange of India Limited (RXIL). The Vendor Development Meet was attended by Eighty Five (85) participants.

As a special gesture, M/s NSIC agreed to extend the benefits of B2B Portal (www.msmemart.com) FREE OF COST to all SC/ST Entrepreneurs going to attend the above stated program.

The program started with Lighting of Lamp by Shri K R M Rao, CGM (C&P), Sh. M. C Gupta, CGM (Training and Skill Development), Shri K K Ghosh, CGM (C&P), Sh. Laxmi Nath, VP-Delhi Chapter DICCI and Sh. Y K Sharma, Sr. Branch Mgr.-NSIC. Thereafter a short film on GAIL was presented.

Shri K.R.M Rao, CGM(C&P) welcomed the assemblage and the dignitaries to the meet. He informed GAIL's commitment to development of MSE sector and increasing its share in the overall procurement. He apprised the gathering of various benefits and initiatives taken by GAIL in the recent past such as Entrepreneurship Development Program. He advised all the entrepreneurs to actively participate in GAIL's tenders and expressed his regards to DICCI and NSIC.

Shri M C Gupta, CGM (Training and Skill Development) addressed the gathering and welcomed all the participants to the meet. He stressed on the importance of this sector to the Indian Economy and growth of the nation. He laid stress on the importance of training and knowledge in development of MSE sector and expressed his gratitude to NSIC for providing such support.

Shri K K Ghosh, CGM (C&P) appreciated the efforts taken by Corporate C&P Department in the direction of increasing participation of MSE vendors in GAIL. He gave an overview of the project activities in GAIL and areas witnessing participation from MSE vendors.

Thereafter, Shri Abhishek Udawat, SO (C&P) gave a presentation on various activities and initiatives undertaken by GAIL to enhance participation from MSE vendors in GAIL.

The GSEWA members Sh.Sushil Kumar, DGM(Mktg-JV), Sh.SR Nirbhavane, CM (Mktg-F&A), Sh.Rambharos Meena, CM (BIS) were also in attendance. Sh.S R Nirbhavane appreciated the efforts of C&P Department and gave a presentation on participation of MSEs owned by SC/ST entrepreneurs in GAIL and the gaps in expectations. He informed all the vendors to be in tandem with GAIL's requirements.

The same was followed by a presentation by NSIC on the various schemes and initiatives undertaken by them. NSIC also distributed the forms for registration on B2B Portal (www.msmemart.com) FREE OF COST. The same was followed by a presentation by Sh. Dipika on Trade Receivables Discounting System (TReDS) of M/s RXIL.

The event concluded with a vote of thanks by Shri R M Jain, GM (C&P).





3. Vendor Development Meet, GAIL-NCR (O&M)





4. MSE Interactive Meet & GeM Familiarization Programme, Noida





5. Vendor Development Program, Ranchi



6. Vendor Development Program cum Handholding session, Gandhar and Vadodara



7. MSE Interactive Meet & GeM Vendor Development Program cum Handholding Session for Micro and Small Enterprises, Jaipur



8. MSME MEET & Vendor Development program, Hazira





9. Vendor Development Programme for MSE, Vaghodia



10. Vendor Development Program, Jhabua



11. Vendor Development Programme cum Handholding session with MSEs – 2019 Vijaipur



12. Vendor Development Program for MSE's, Pata & Dibiyapur





13. Vendor Development Program Cum Handholding Session with MSEs owned by SC/ST & Women Entrepreneurs, Vadodara





14. Vendor Development Program for MSE's, Chhainsa





15. MSE Interactive Meet & GeM Familiarisation Programme, Noida



16. Special Vendor Development Program Cum Handholding Session With MSEs, Vijaipur



17. GeM Orientation Programme, Vaghodia



18. GeM Training Session, Corporate Office



19. EIC Coaching Program, Rajahmundry



20. Vendor Interactive Meet - 2018 Vijaipur, Jhabua & Khera



If a country is to be corruption free and become a nation of beautiful minds, I strongly feel there are three key societal members who can make a difference. They are the father, the mother and the teacher.

— A. P. J. Abdul Kalam

“Power does not corrupt. Fear corrupts, perhaps the fear of a loss of power.”

— John Steinbeck

“The only way to escape the personal corruption of praise is to go on working. One is tempted to stop and listen to it. The only thing is to turn away and go on working. Work. There is nothing else.”

— Albert Einstein

THINK POSITIVE

THINK DIGITAL

THINK POSSIBLE

THINK OPTIONS

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Regd. Off.: 16, Bhikaiji Cama Place, R. K. Puram, New Delhi-110 066
Website : www.gailonline.com