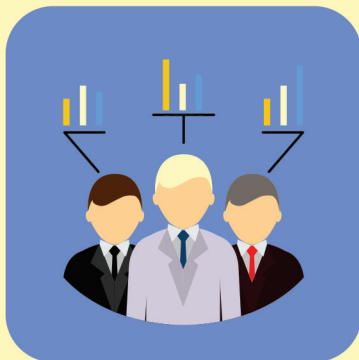




GAIL (India) Limited

# NAV-CHETNA

A Booklet on C&P Initiatives





GAIL (India) Limited

# NAV-CHETNA

A Booklet On C&P Initiatives



## CMD MESSAGE

Self-reliance is a vision of Govt. of India and for the same & to boost the indigenization, mantra of “Atmanirbhar Bharat” and “Vocal for Local” have been given. Further, Integrity is considered as one of the core values which is helpful in growth and development of individuals in society. Thus, the theme of this year’s Vigilance Awareness Week is “**Independent India @75: Self Reliance with**

**Integrity**” is aptly in line with the mission of Govt of India.

The procurement activity of any organization is incomplete without the participation of its Suppliers / Service Providers. Therefore, in order to enhance the participation of the Suppliers / Services Providers in the business activities of the company, the Contracts & Procurement Department of GAIL is organizing the **Business Partner Interactive Meet-2021** during the Vigilance Awareness Week. It provides a platform to suppliers / service providers, who are the biggest stakeholders of the organizational activities, to interact with the management of GAIL and present their views and suggestions which may facilitate us to further strengthen our systems & procedures.

GAIL strive to follow the best procurement and contract management practices in the industry and ensure highest level of Transparency and Integrity. GAIL is also committed towards making its processes simpler and easier for our stakeholders to participate in the tendering process through its Ease of Doing initiatives.

I appreciate the various efforts and initiatives which have been taken by various deptt of GAIL to ease the tendering process during the nationwide lockdown imposed due to COVID-19. The due date of submission of bids were extended, requirement of authenticated documents was relaxed, various meets including Pre-Tender, Pre-Bid, Bid Opening, etc were conducted online. Further, the requirement of the EMD has been discontinued till 31.12.2021 and amount of the required Contract Performance Security (CPS) has been reduced from 10% to 3% of the contract value to promote the Atma Nirbhar Bharat Initiatives.

I hope during this **Business Partner Interactive Meet-2021** we collaborate to have constructive discussions for mutual growth, further strengthening the procurement processes.

**(Manoj Jain)**

Chairman and Managing Director



## CVO MESSAGE

**Vigilance Awareness Week (VAW)** is observed every year as a part of the multi-pronged approach of the Central Vigilance Commission (CVC), to encourage all stakeholders to collectively participate in the prevention of, and the fight against corruption and to raise public awareness regarding the existence, causes and gravity of and the threat posed by corruption.

In 2021, we are celebrating 75th Independence Day with 'Azadi Ka Amrit Mahotsav', which is an initiative of the Government of India to celebrate and commemorate 75 years of Independence of progressive India and the glorious history of its people, culture and achievements. Accordingly, the Vigilance Awareness Week-2021 is being observed this year from 26th October, 2021 to 1st November, 2021 on the theme **"Independent India @75: Self Reliance with Integrity"**.

Self-Reliance for a country is a vision towards activities that are self-supporting in economic terms and indicate reliance on one's own resources and having means to an end. On the other hand, Integrity is how we decide to live and lead our lives without harming others interests. Honesty, Morality and Freedom, form the backbone to fight against Corruption.

Vigilance Department of GAIL works in close co-ordination with all the departments of the company and always encourages them to adopt initiatives for better governance in the business operations.

The procurement procedures of GAIL are well aligned with the guidelines issued by Government of India and CVC from time to time. During this global pandemic situation of Covid-19, GAIL has taken various initiatives for ease of doing business without compromising the efficiency, transparency & integrity. All these initiatives were well appreciated by all the stakeholders and C&P department of GAIL has published various initiatives in form of this booklet-NAV-CHEATNA, whose title also gives a message to develop a new consciousness to make the nation Self Reliant with Integrity.

This Business Partners Interactive Meet-2021 is also an initiative which provides a platform to our Business Partners viz Vendors and Contractors to interact with the Management of GAIL and share their valuable feedback / suggestions. Your inputs will not only contribute to strengthen the procedure of the company but also help us in growing mutually.

I welcome you all to this Business Partners Interactive Meet aimed for the constructive deliberations for further betterment of system and process and expect that we all will work constructively to make our nation Self Reliant with maintaining the highest level of Integrity.

**(Shubha N. Bhambhani)**  
Chief Vigilance Officer



## ED MESSAGE

The theme for this year's Vigilance Awareness Week is "Independent India @75: Self Reliance with Integrity" which highlights the importance of a nation to be Self Reliant alongwith maintaining the apex integrity. Atmanirbhar Bharat Abhiyaan or Self-reliant India campaign is the vision of Govt. of India. This initiation give a boast to trade and allows the local industry to grow and prosper.

In line with the Govt. initiative, GAIL has taken various initiatives under Atmanirbhar Bharat Abhiyaan like no International Competitive Bidding (ICB) tenders are floated below Rs. 200 Crores, Provisions for Procurement from a Bidder which shares a land border with India, various preferential policies like Purchase Preference (linked with Local Content) [PP-LC], Domestically Manufactures Electronic Products (DMEP), Domestically Manufactured Iron & Steel Products (DMI&SP), adoption of revised MSE policy, etc were implemented. Further, procurement plan for the next 05 years has been uploaded on the corporate website and "Lakshya Bharta Portal" developed for this purpose.

It has always been the endeavor of GAIL to be proactive and maintain the highest level of Integrity during the tendering process. Accordingly, GAIL has implemented Integrity Pact Program in 2007 and Integrity pact is being included in tenders.

During last year, entire country has faced the unprecedented business challenges aroused due to the Covid Pandemic and understood that the similar situation is faced by our suppliers / service providers also. Considering the same, many initiatives have been taken for "Ease of Doing Business" during the pandemic period so that the stakeholders may not find it difficult to submit their bids and execute the contract thereafter. Some of these initiatives includes extension of bid due date wherever possible, conducting Pre-Tender , Pre-Bid and Tender Opening online, relaxation in authentication of BEC documents, online submission of CPS, extended timeline for submission of CPS, extension of delivery period if it falls under the lockdown period, requirement of EMD has been removed till 31.12.2021, the percentage of Contract Performance Security (CPS) has been reduced to 3%, etc.

It is noteworthy to mention that during the FY 2020-21, procurement of goods / services worth Rs. 7337 Crores was carried out by GAIL. With this quantum of Business transactions our supplier / service providers have become our biggest assets & Business Partners. We always value our association with you, therefore, to give credits to one of our biggest stakeholders of the organization, this meet has been redefined to Business Partner Interactive Meet since 2020.

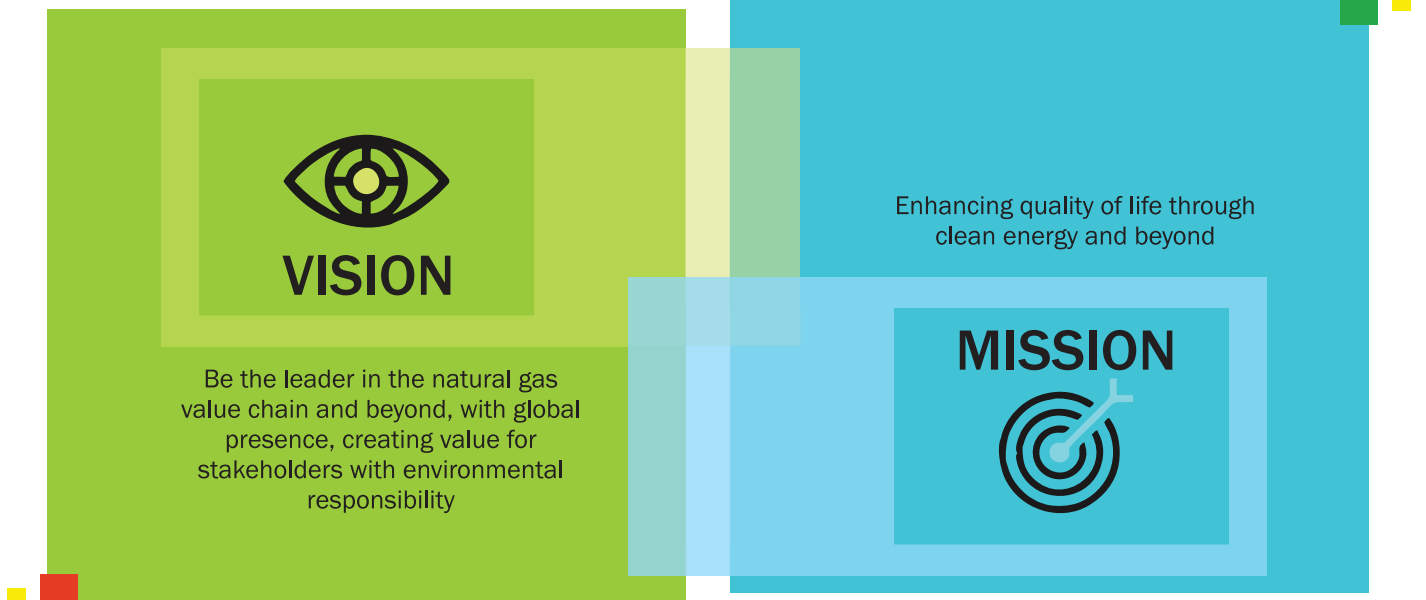
The knowledge & experience you possess have always been beneficial for us to pave our way into the future and I hope that we continue to share the feedback for mutual benefit. We request you to provide your valuable feedback to help us grow "sustainably"

I look forward to your continued support & active participation in GAIL's tenders.

**(K.R.M. Rao)**  
Executive Director (C&P)

# CORPORATE OVERVIEW

## DELIVERING VALUE SERVING OUR PURPOSE



GAIL integrates all aspects of the natural gas value chain and next generation customer solution. Through its commitments and contributions, the Company has remarkably increased its customer base and network across the country by providing value to its stakeholders and promoting environmental sustainability.

## GAIL'S CORE VALUES:

### Integrity and Ethics

It is transparent, fair and consistent in dealing with people. It insists on honesty, integrity and trustworthiness in all its activities and seeks to exhibit highest levels of personal and institutional integrity.



### Respect

It believes in people, recognises its responsibility towards the employees and respects their unique contribution, teamwork, dignity, rights and privacy.



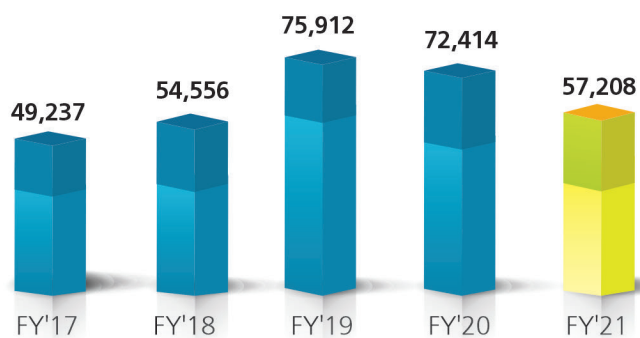
### Customer

It strives relentlessly to exceed the expectations of its customers and to be their first preference by delivering superior products and services, and creating sustainable value.

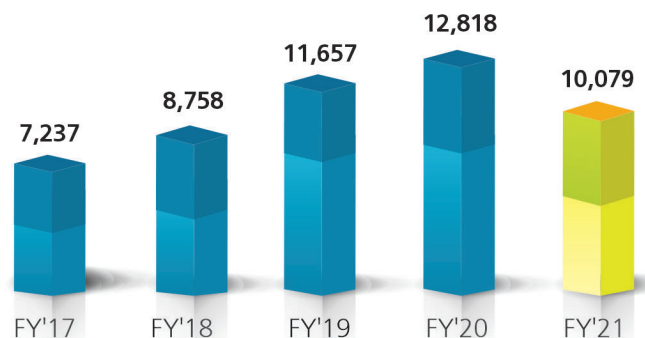


## KEY FINANCIAL HIGHLIGHTS - CONSOLIDATED

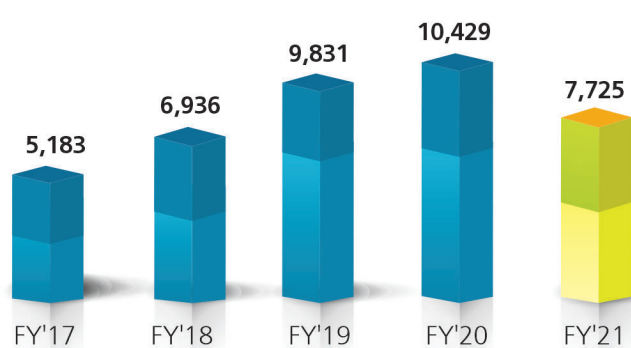
### Gross Sales (₹ in crore)



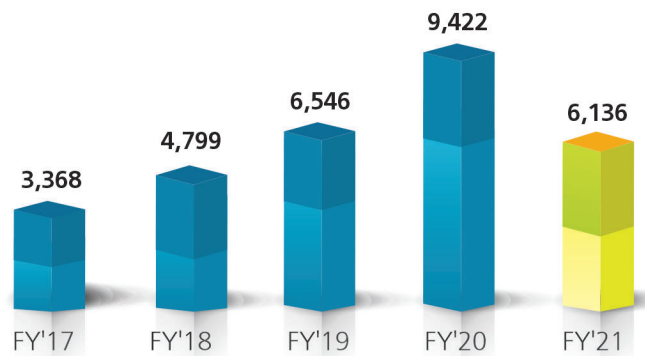
### Gross Margin (₹ in crore)



### Profit Before Tax (₹ in crore)



### Profit After Tax (₹ in crore)



# GAIL'S STORY

- First PSU to acquire shale gas acreage in US
- Subsidiary in US

First Petrochemical Plant at Pata

1999



2011



- Achieved Maharatna Status
- Commissioned Dabhol LNG Terminal & Dabhol - Bengaluru Natural Gas Pipeline dedicated to the Nation
- Capacity Booking in Cove Point LNG Terminal in US

2013



1984

Birth of GAIL :  
Natural Gas  
transmission &  
marketing  
Company



1987

India's first  
natural gas  
pipeline-HVJ  
commissioned

2001

JLPL LPG  
transmission  
pipeline  
commissioned



2012

- 2,200 km Dahej-Vijaipur-Dadri- Nangal-Bhatinda pipeline network dedicated to the Nation



- Construction work of Jagdishpur-Haldia-Bokaro-Dhamra Pipeline project launched
- Doubled petrochemical production capacity at Pata

## 2015



- Bengaluru CGD project inaugurated
- CNG stations Inaugurated in Bhubaneswar
- PNG and CNG supply launched in Bhubaneswar

## 2017



- Jamshedpur CGD project inaugurated
- Ranchi CGD project inaugurated
- Patna CGD project inaugurated
- Phase 1 of 'Pradhan Mantri Urja Ganga' Dedicated to the Nation

## 2019



## 2016

- Brahmaputra Cracker & Polymer Ltd. Petrochemical Complex dedicated to the Nation



## 2018



- Launch of commencement of work of Talcher Fertilizers Limited (TFL)
- Varanasi CGD project inaugurated
- India's first LNG cargo from USA received in GAIL's first charter hired vessel
- First LNG cargo under long term contract with Russia received
- CNG Stations inaugurated in Cuttack



## 2021

- Kochi- Mangaluru Natural Gas Pipeline dedicated to the Nation
- Dobhi- Durgapur Natural Gas Pipeline Dedicated to the Nation

## AWARDS AND RECOGNITION IN FY 2020-21

GAIL awarded for making **Highest Procurement** among CPSEs through GeM portal

GAIL conferred with **Investor Relations Award** under ESG Disclosures Category

GAIL won the **Leaders Awards** at the Frost & Sullivan TERI's Sustainability 4.0 Awards 2020

GAIL (India) Limited featured in the Forbes list of **World's Best Employers 2020**

GAIL honoured with the Golder Peacock Award **Excellence in Corporate Governance** National category

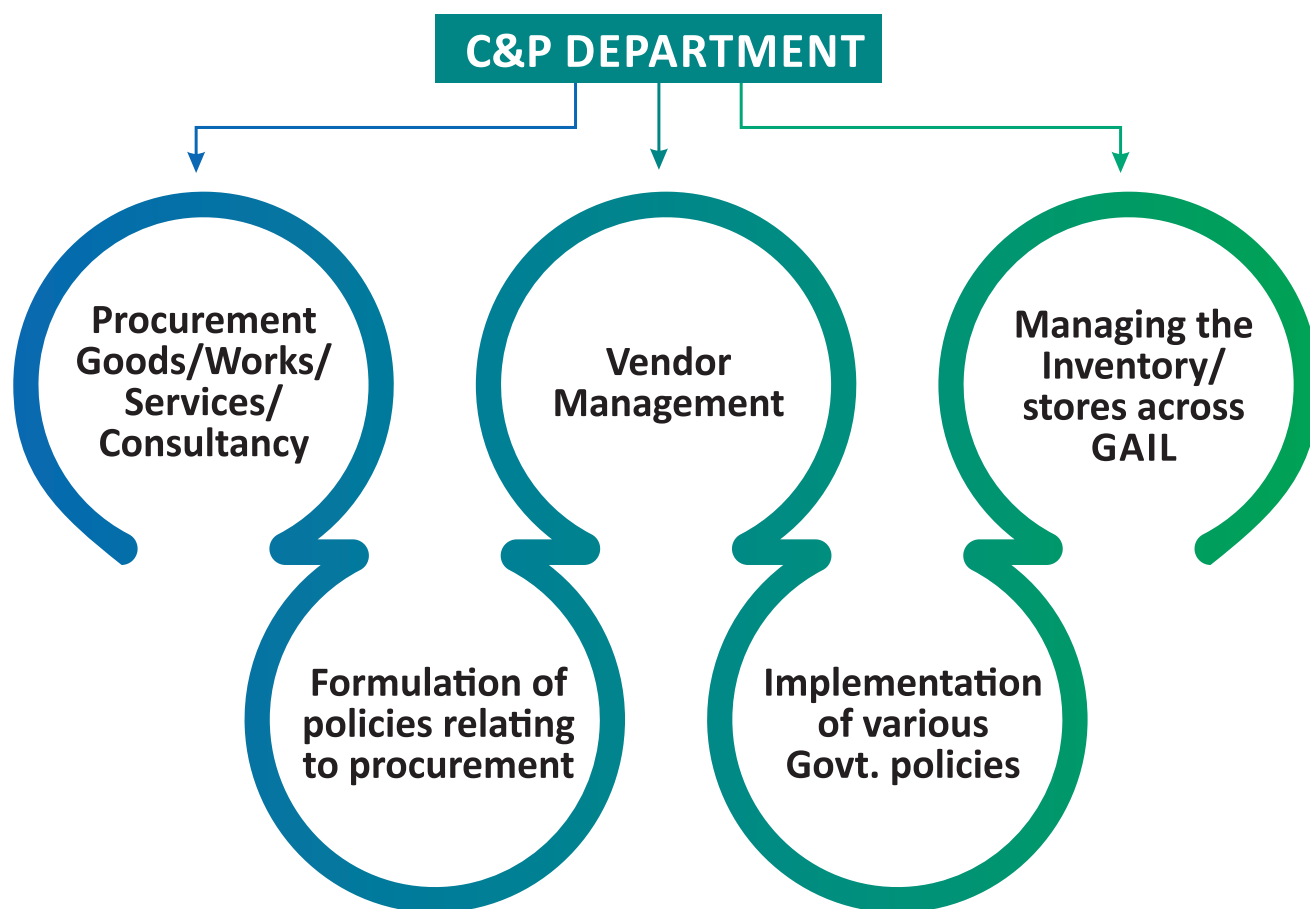
GAIL included in the **"FTSE 4 Good Emerging Index"** for fifth year in a row



The Stakeholder groups were sensitized through access to web-based information and online access to repository of documents on concepts of sustainability

## 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, Tripura	12	Jamnagar, Gujarat	23	Vaghodia, Gujarat
2	Pata, UP	13	Jhabua, MP	24	Vadodhara, Gujarat
3	Bengaluru, Karnataka	14	Kailaras, MP	25	Karaikal, Tamil Nadu
4	Chainsa, Haryana	15	Khera, MP	26	Rajahmundry, Andhra Pradesh
5	Vizag, Andhra Pradesh	16	Kochi, Kerala	27	Bhubaneswar, Orissa

6	Delhi	17	Ranchi, Jharkhand	28	Usar, Maharashtra
7	Dibiyapur, UP	18	Vijaipur, MP		
8	Gandhar, Gujarat	19	Mansarampura, Rajasthan		
9	Noida, UP	20	Mumbai, Maharashtra		
10	Hazira, Gujarat	21	Nasirabad, Rajasthan		
11	Jaipur, Rajasthan	22	Samakhali, Rajasthan		

## 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:

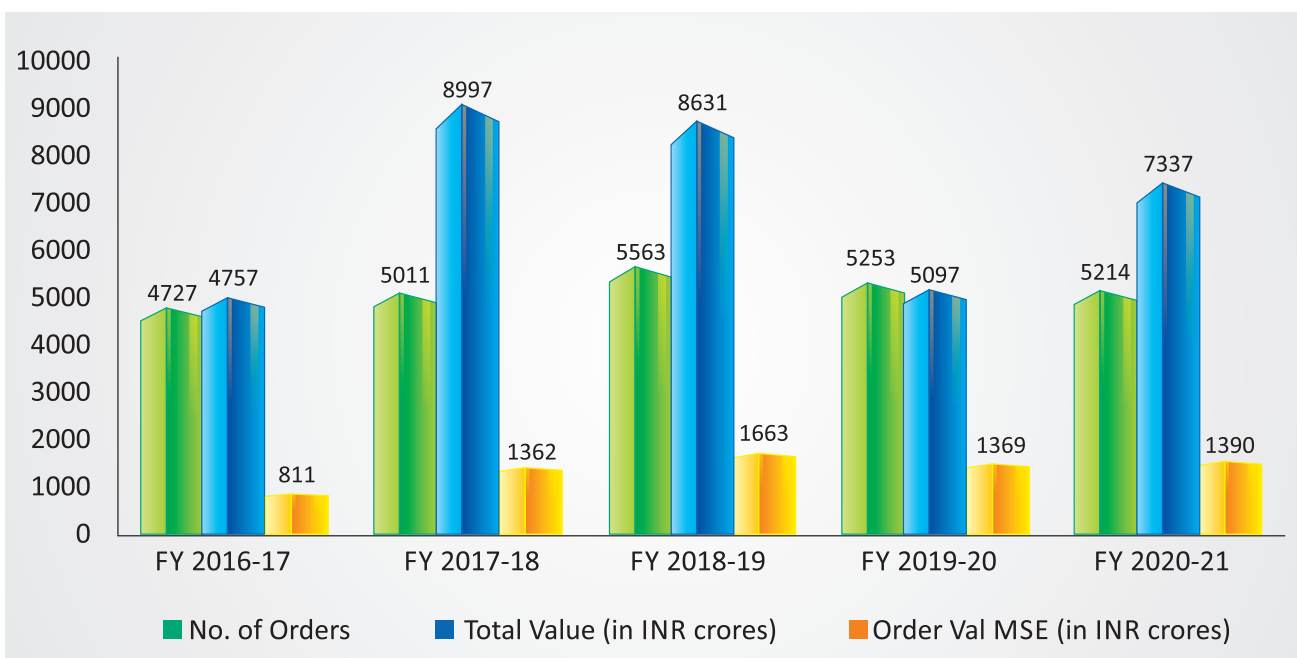
- GAIL has made procurement of Rs. 1033 Crores through GeM and become PSU topper. Further, GAIL awarded by Government e-Marketplace (GeM) for making the highest procurement among Central Public Sector Enterprises (CPSEs) through GeM in FY 2020-21. Sh. Manoj Jain, CMD, GAIL received the award in presence of Mr. A.K. Tiwari, Director (Finance).





- ii) No complaints were received by GAIL in FY 2020-21 against the Integrity Pact Program.
- 5. The COVID-19 pandemic has posed a severe threat to the economy of the country and the government made all efforts to mitigate the negative impact of the unprecedented crisis. The world's biggest lockdown imposed to contain the spread of COVID-19 has severely impacted the domestic economic activities as it brought nearly 70% of economic activity, investment, exports, and discretionary consumption to a standstill. And will adversely impact the GDP growth of the country.

Even in such adverse situation GAIL remain committed toward its duties toward the nation. The C&P Department GAIL placed the orders worth Rs. 7337 Crores during the FY 2020-21. The trend of the 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:

- a) Lowest techno-commercially acceptable bid basis
- b) Quality and Cost Based Selection (QCBS) method

**7. The types of Contracts awarded in GAIL are as below:**

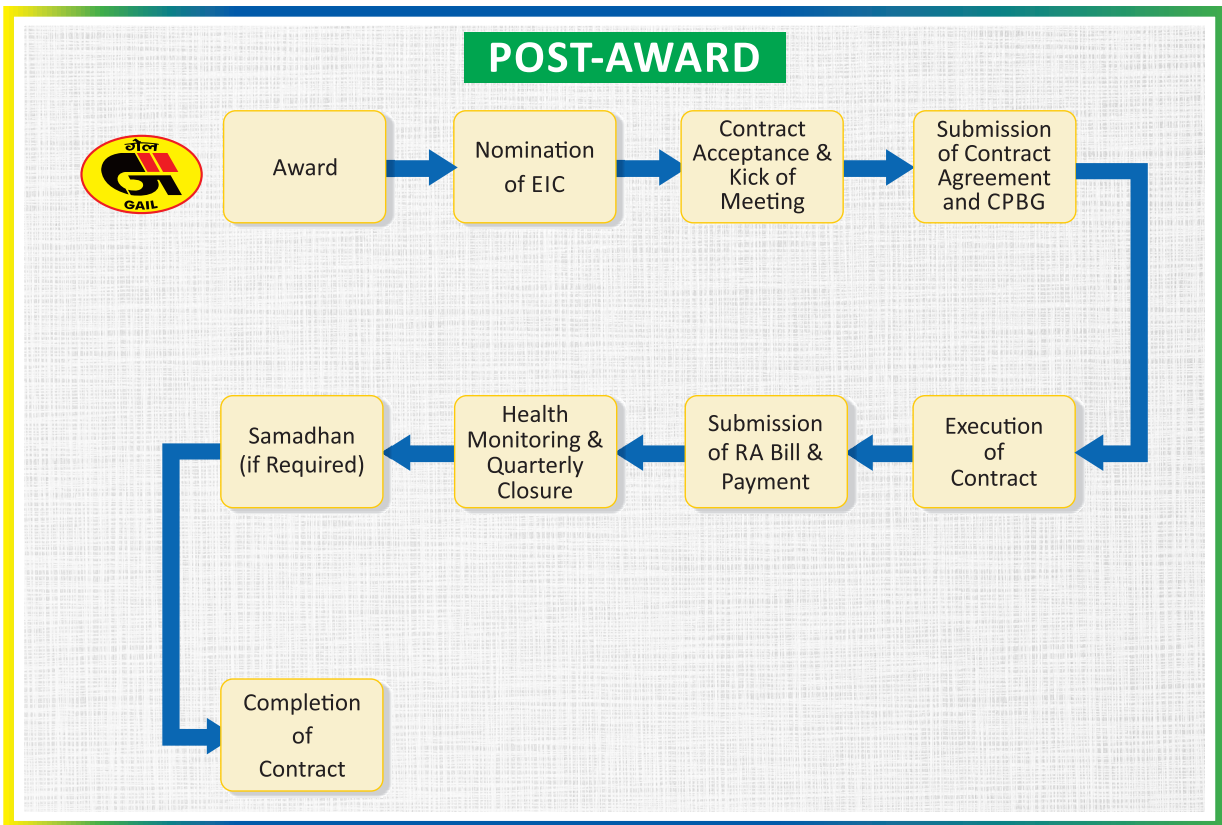
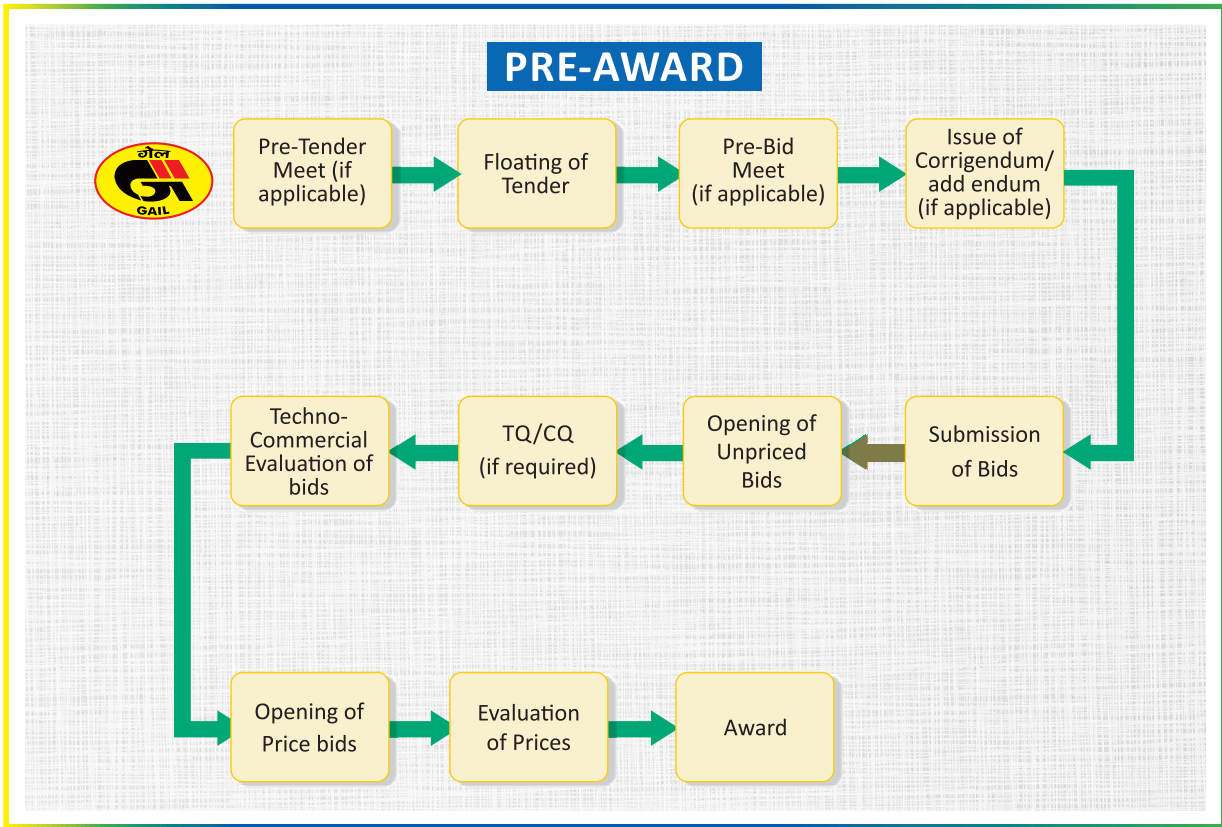
- a) Procurement of Goods
- b) Hiring of Services
- c) Works Contract
- d) Appointment of Consultants

**8. There are various modes thru which aforesaid procurement activities are carried out in GAIL, some of them are as follows:**

- (i) Government e-Marketplace (GeM)
- (ii) 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





## 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, their bid is liable for rejection.

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

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, 2021, the proforma of Integrity Pact was comprehensively reviewed based on the proforma circulated by Department of Public Enterprises / CVC, inputs received from IEMs and that which are being followed by other peer CPSEs.

### (II) EFFECTIVENESS IN ENSURING TRANSPARENCY AND OBJECTIVITY IN PROCUREMENT ACTIVITIES

**Integrity pact consists of following salient features:-**

- The Principal would commit to have most ethical & corruption-free business dealings with Counterparties.
- The Principal will honor its commitments and make payments in a timely manner.
- The Principal will value its relationship with all counterparties and will deal with them in a fair and transparent manner.
- In competitive tenders, the Principal will deal with all counter-parties with equity, transparency & fairness.

**The following aspects have been observed on effectiveness of IP program:**

- Integrity pact imbibes confidence of bidders in tendering process
- Vendors are careful while quoting the tenders and feel comfortable on the post award matters/disputes.
- Minimization of delay due to quicker resolution of tender issues/complaints, thus processing time of Tenders reduced.
- Improved Vendor's awareness, resulting enhanced performance
- Reduction in Motivated/Frivolous Complaints
- Increased comfort level for both organization and vendors.
- Indirect cost saving through minimization of delays in tender finalization. Direct cost saving through finalization of tender at a lower value.
- Critical issues relating to tender finalization have been resolved due to fair, transparent and objective assessment by IEMs



**(III) ROLE OF IEMS**

**At present there are three IEMs namely:-**

- i) Dr. Meeran Chadha Borwankar (email id : mcborwankar@gmail.com)
- ii) Shri Ajit Mohan Sharan (email id : ams057@gmail.com)
- iii) Shri Sanjeev Behari (email id : saloni\_behari@yahoo.co.in)

**The roles and responsibilities of IEM in Integrity Pact Program are as under:-**

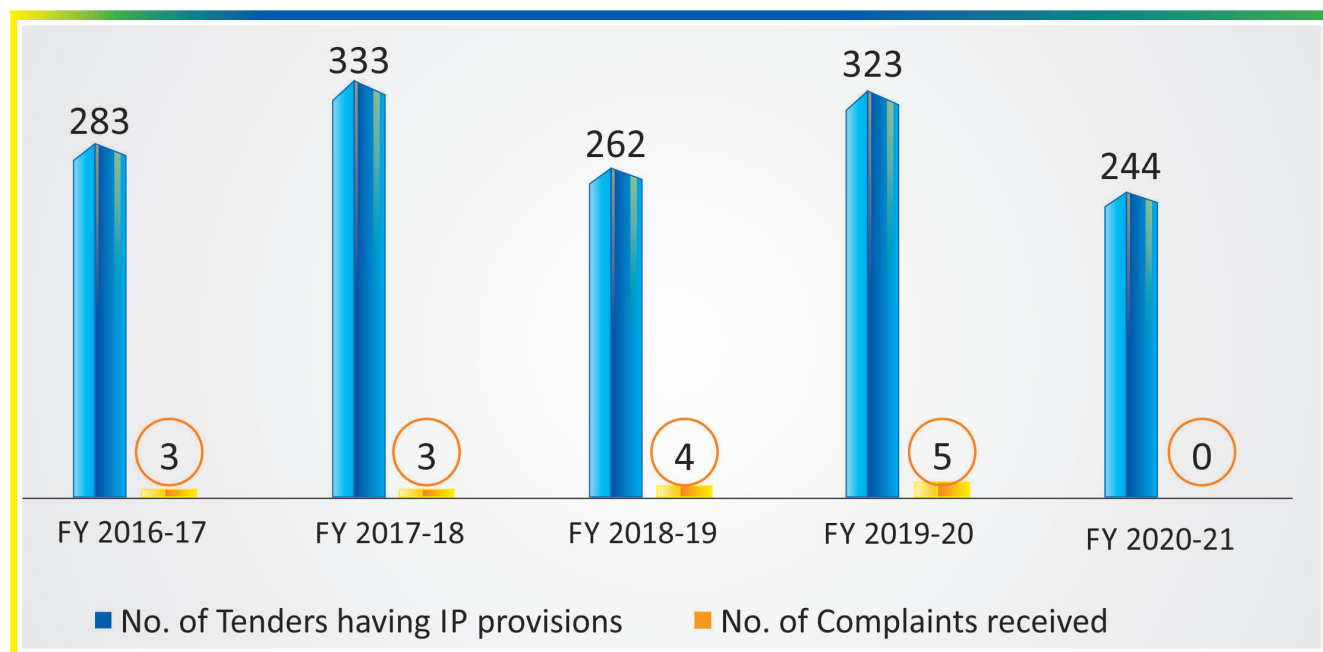
- i) The Principal appoints competent and credible Independent External Monitor for this Pact after approval by Central Vigilance Commission. The task of the Monitor is to review independently and objectively, whether and to what extent the parties comply with the obligations under this agreement.
- ii) The Monitor is not subject to instructions by the representatives of the parties and performs his/her functions neutrally and independently. The Monitor would have access to all documents/records pertaining to the contract for which a complaint or issue is raised before them, as and when warranted. However, the documents/records/information having National Security implications and those documents which have been classified as Secret/Top Secret are not to be disclosed. It will be obligatory for him/ her to treat the information and documents of the Bidders/ Contractors as confidential. He/she reports to the C&MD, GAIL.
- iii) The Bidder (s)/ Contractor (s) accepts that the Monitor has the right to access without restriction to all Project documentation of the Principal including that provided by the Contractor. The Contractor will also grant the Monitor, upon his/her request and demonstration of a valid interest, unrestricted and unconditional access to their project documentation. The same is applicable to Sub-contractors.
- iv) The Principal will provide to the Monitor sufficient information about all meetings among the parties related to the Project provided such meetings could have an impact on the contractual relations between the Principal and the Contractor. The parties offer to the Monitor the option to participate in such meetings.
- v) As soon as the Monitor notices, or believes to notice, a violation of this agreement, he/she will so inform the Management of the Principal and request the Management to discontinue or to take corrective action, or to take other relevant action. The monitor can in this regard submit non-binding recommendations. Beyond this, the Monitor has no right to demand from the parties that they act in a specific manner, refrain from action or tolerate action.
- vi) The Monitor will submit a written report to the C&MD, GAIL within 30 days from the date of reference or intimation to him by the 'Principal' and, should the occasion arise, submit proposals for correcting problematic situations.
- vii) If the Monitor has reported to the C&MD, GAIL, a substantiated suspicion of an offence under relevant IPC/PC Act, and the C&MD, GAIL has not, within reasonable time, taken visible action to proceed against such offence or reported it to the Chief Vigilance Officer, then only in case of very serious issue having a specific, verifiable Vigilance angle, the matter should be reported directly to the Central Vigilance Commission.

- viii) The word 'Monitor' would include both singular and plural.
- ix) 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 or bias towards some bidder.
- x) After award of contract, the IEMs shall look into any issue relating to execution of contract, if specifically raised before them. As an illustrative example, if a contractor who has been awarded the contract, during the execution of contract, raises issue of delayed payment etc. before the IEMs, the same shall be examined by the panel of IEMs.
- xi) Issues like warranty / guarantee, etc. shall be outside the purview of IEMs.

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

Sl. No.	Period	Total Order Value(Rs. In Cr.)	Value of Orders with IP(Rs. in Cr.)	Total No. of Orders	No. of orders with IP
1.	01.04.2016 to 31.03.2017	4757	3623	4727	335
2.	01.04.2017 to 31.03.2018	9007	7012	4027	409
3.	01.04.2018 to 31.03.2019	8631	6265	5563	393
4.	01.04.2019 to 31.03.2020	5097	3535	5403	385
5.	01.04.2020 to 31.03.2021	7337	4133	5214	328

(V) Details of complaints to IEMs



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

## INITIATIVES TAKEN BY GAIL FOR EASE OF DOING BUSINESS AND REDUCING COMPLIANCE BURDEN

### A. EASE OF DOING BUSINESS

#### i. INITIATIVES FOR EASE IN TENDERING/CONTRACTING DURING COVID-19

Since, the Novel Coronavirus (COVID-19) has been declared pandemic by World Health Organization (WHO) and whole country was under lock down and various restrictions were imposed.

Accordingly, in tendering following measures were taken in GAIL:

#### (i) Authentication of BEC Documents:

It was decided to evaluate the bids based on the self-certified documents submitted by Bidders. The authenticated documents will be submitted by bidder, on whom order/ contract is placed, after normalization of situation. Bidders are required to furnish an undertaking to this effect in his Bid.

#### (ii) Pre-Tender Meeting and Pre- Bid Meeting:

Pre-Tender Meeting and Pre – Bid Meetings are being conducted through video Conferencing.

#### (iii) Tender Opening:

Tender openings (both un-priced and priced) are being conducted through video Conferencing where the bidders can witness the opening from their place without physical presence.

#### (iv) Submission of Original Integrity Pact (IP) and Power of Attorney (POA):

Bidder(s) is to upload/submit scanned copy of Integrity Pact (IP) and Power of Attorney (POA) in their bids or in response to TQ/CQ as the case may be. The same are being considered for evaluation of bid. The original Integrity Pact (IP) and Power of Attorney (POA) will be submitted by successful bidder(s) after normalization of situation.

#### (v) Affidavit of Self Certification regarding Domestic Value Addition as per extant Policy to provide Preference to Domestically Manufactured Iron and Steel Products:

Bidder is to submit self-certification in prescribed proforma of policy on company letter head along with bid or in response to TQ/CQ as the case may be. The Affidavit of Self Certification in original will be submitted by bidder, on whom order/ contract is placed, after normalization of situation.

#### (vi) Mill demonstration Fee in original with the Bid (specific to Line Pipe tender):

Bidders to submit the Mill Demonstration fee through direct wire transfer for conducting Demo. While remitting, the bidder must indicate Mill Demonstration Fee and tender/E-tender no. under remarks. Bidders is required to submit/ upload the successful transaction details along-with their bid/e-bid.

#### (vii) Reverse Auction Training and Demo auction (specific to Line Pipe tender):

Reverse Auction Training and Demo auction are being conducted through video Conferencing.



**(viii) Submission of Audited Financial Statements:**

For evaluation of Financial Criteria of BEC during this financial year i.e. 2020-21, the Financial Statement of bidder for year 2018-19 (in place of 2019-20) is being considered till 31st December 2020.

**(ix) Time period for submission of Contract Performance Security**

In case due date for submission of Contract Performance Security against order/ contract is falling within the lockdown period, the same was extended till 31.07.2021.

During the aforesaid period, in case any payment is to be made against such order/ contract, the payment to supplier/ contractor/ consultant/ service provider may be released after deduction of Security deposit/ Initial Security Deposit from due payment after getting confirmation from supplier/ contractor/ consultant/ service provider.

**(x) Consider COVID-19 situation under Force Majeure:**

Due to restricted movement during the lockdown, suppliers / service providers were unable to deliver the ordered items / services within the stipulated time schedule. Ministry of Finance vide notification dated 19.02.2020, has stated that spread of COVID-19 should be considered as a case of natural calamity and Force Majeure Clause (FMC) may be invoked, wherever considered appropriate, following the due procedure.

Accordingly, COVID-19 is being considered as a cause under the Force Majeure Clause under respective GCCs.

**ii. INITIATIVES TOWARDS ATMANIRBAR BHARAT**

GAIL has adopted various measures as a part of Atma-Nirbhar Bharat (Self Reliant India) to promote the participation of the local domestic bidders. Some of the measures are highlighted as below:

- No ICB tenders below Rs 200 Crores

Tenders on International Competitive Bidding (ICB) basis not invited for tenders up to Rs. 200 Crores (except OEM / Proprietary/Emergency cases). In exceptional cases where there are special reasons for inviting International Competitive Bidding (ICB) tender upto Rs. 200 Crores, prior approval of competent authority is obtained while recording detailed justification for resorting to ICB Tender. Secretary (Coordination), Cabinet Secretariat shall be the Competent Authority to accord the approval for processing tenders on ICB basis upto Rs. 200 Crores in exceptional cases mentioned above.

- **Restriction on Procurement from countries sharing Land Boarder with India**

Any bidder from a country which shares a land border with India will be eligible to bid in only if the bidder is registered with the Competent Authority.

The above will not apply to bidders from those countries to which the Government of India has extended lines of credit or in which the Government of India is engaged in development projects

- **GAIL associated in development of Portal for “MAKE IN INDIA OPPORTUNITIES IN OIL & GAS SECTOR”**

MoP&NG has constituted a technical group consisting of representative (s) of EIL, ONGC, IOCL, GAIL, BPCL, HPCL & OIL for development of Make in India- Exhaustive portal.

GAIL Actively Participating in development of “Make in India - Exhaustive portal” covering the opportunities in Oil & Gas sector for Indian Manufacturers & Foreign Manufacturers interested in setting up manufacturing base in India.

- **Adopted Revised MSE Definition as per PPP –MSE 2012**

Government has recently modified the definition of the Micro, Small and Medium Enterprises (MSMEs). GAIL has adopted the revised guidelines and imparting the benefits to the beneficiaries.

- **Implementation of Purchase Preference Policy**

Various purchase preference policies have been implemented in GAIL in order to promote the local vendors:

- a) Public Procurement Policy 2021 for MSEs
- b) Policy for Purchase Preference (linked with Local Content) (PP-LC)
- c) Policy to provide Purchase Preference to Domestically Manufactured Electronic Products in Furtherance to Public Procurement Policy (Preference To Make In India), Order 2017
- d) Policy to Provide Purchase Preference to Domestically Manufactured Products of Petroleum and Natural Gas Sector in Furtherance to Public Procurement Policy (Preference To Make In India), Order 2017
- e) Policy for Preference to Domestically Manufactured Products, Services or works Relating to Telecom in Furtherance to Public Procurement Policy (Preference to Make In India), Order 2017
- f) Policy for Providing Preference to Domestically Manufactured Iron & Steel Product

- **Uploading of Annual Procurement Plan for next five years**

GAIL regularly upload the Annual Procurement Plan for MSEs on its GAIL tender website.

In addition to above, Procurement plan for next five years has been uploaded on the GAIL’s website to help domestic manufacturers to set up production. Details of link has been shared with all domestic vendors.

- **Qualification of Indian Bidder Based on Experience of Foreign Supporting Company**

In order to boost Make in India & Atmanirbar Bharat and enhance the participation by Indian bidders, policy has been introduced in GAIL to consider qualification of Indian bidders based on experience of foreign supporting bidders.

- **INDEG Group constituted for development of Import substitution**

INDEG Groups at Apex level and Site level have been constituted in GAIL. Meetings of Apex level and Site level committee are being held regularly.

The objective of INDEG Groups is to take initiative to develop indigenous source of materials/ services, import substitution and reserving materials/ services to be supplied by domestic vendors only.



- **Modification on Provisions Relating to Earnest Money Deposit (EMD) by Vendor/Contractor**

In order to enhance the liquidity of Vendor/ Contractor, the provision of submission of Earnest Money Deposit (EMD) is waived in all tenders to be issued till 31.12.2021.

- **Percentage of Contract Performance Security**

Further, In order to enhance the liquidity of Vendor/ Contractor, the provision of requirement of Contract Performance Security (CPS) has been reduced from 10% of the contract value to 3% of the contract value in all tenders to be issued till 31.12.2021.

**iii. PRE-TENDER MEETING:**

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 meetings are being conducted in most tenders and especially for first time/ complex /high value requirements.

A SoP for pre-tender meeting and standard proforma of presentation for Pre-tender meeting prepared for uniformity all across in GAIL.

Further, details of Pre-tender meetings are also being uploaded on GAIL's website for wide publication.

**iv. MODEL INSTRUCTIONS TO BIDDERS (ITB) FOR ALL TENDERS**

The Instructions to Bidders (ITB) is a very important part of Tender Document. The successful and smooth finalization of any tender depends to a large extent on the terms and conditions contained in ITB.

Model ITB for all categories of tenders incorporating applicable Circulars/ Amendment/ Clarifications issued till date for incorporating the same in Tender Documents. The introduction of Model ITBs shall bring about uniformity in tendering to a large extent across all work centers of GAIL and also facilitate bidders in submitting their bid.

**v. DOCUMENT TRANSMITTAL SYSTEM:**

GAIL has also introduced the Document Transmittal System for signing and countersigning of the bulky contract documents in Projects. Bulky documents are signed by the GAIL official via digital means without taking out the printout of the documents. This digitally signed contract document is transmitted online to the contractor, who in-turn countersigns the document and sends it back to GAIL

**vi. PROVISION FOR SUBMISSION OF SECURITY DEPOSIT/CONTRACT PERFORMANCE GUARANTEE AND EMD THROUGH ADDITIONAL MODE OF ONLINE BANK TRANSACTION :**

For ease of doing business and facilitation to vendors to submit EMD and CPBG, provisions for submission of security deposit/CPBG through online transaction/wire transfer has been introduced in GAIL

**vii. QUALIFICATION OF INDIAN BIDDER BASED ON EXPERIENCE OF FOREIGN SUPPORTING COMPANY**

In order to boost Make in India and enhance the participation by Indian bidder, policy has been introduced in GAIL to qualify the Indian bidder against tender based on experience of foreign supporting bidders.

**viii. RELAXATION NORMS FOR STARTUP**

Relaxation of Prior turnover and prior experience criteria for all Startups [whether Micro & Small Enterprises (MSEs) or otherwise] is provided in the procurement of goods/works/services (including consultancy services) subject to the meeting the quality and technical specifications specified in tender document.

**ix. KICK OFF MEETING**

Immediately after award of contract, EIC organises a kick off meeting with the Contractor. The following major aspects covered during the Kick off meeting:

- (i) Acceptance of Letter of Acceptance (LOA) and signing of agreement
- (i) Submission of Security Deposit (SD)/ Performance Bank Guarantee (PBG)/Contract Performance Security (CPS)
- (ii) Power of Attorney of the authorized representative to be valid till complete execution of contract.
- (iii) Schedule for submission and approval of drawing/ document etc.
- (iv) Work schedule and sub-milestones
- (v) Compliance with Law / Insurance policies and Statutory approvals from Govt./ statutory agencies
- (vi) Owner's and Contractor obligations
- (vii) Any other salient details as per provision of contract.

**x. BILL WATCH SYSTEM**

Bill Watch System is GAIL's another step towards automation and commitment towards its Suppliers and Contractors. BWS helps in tracking Suppliers and Contractors bills and ensuring timely payment to them. Suppliers and Contractors can also keep watch on their bills. Suppliers and Contractors can know the status of their bill just by entering BWS receipt number at <https://gailebank.gail.co.in/billwatch/billwatch3.asp>

**Further, Anjani portal has been implemented in GAIL for online submission and verification of Measurement against contracts.**

**xi. REVIEW OF CPBG IN WORK CONTRACTS & TIME PERIOD FOR SUBMISSION OF CPBG**

Provision of CPBG in work contracts have been modified as 5% initial CPBG and deduction of remaining 5% through Running Bill for ease in submission of CPBG by the contractor.

Further, time period of submission of CPBG has also been rationalized.

**xii. MEASURES TAKEN IN PIPELINE LAYING CONTRACTS**

In tender of pipeline laying, the following provisions have been included to address the liquidity issues being faced by the contractors in the pipeline laying sector:

- (i) Mobilization advance in two installments of 5% each. The applicable rate of interest on Mobilization advance has been reduced to Marginal Cost of Fund based Lending Rate (MCLR) for one year charged by SBI (applicable on the date of disbursement of mobilization advance) plus 2.0% p.a. on reducing balance basis.



- (ii) Release of 70% Running bill payment within a period of 07 days from submission of certified bill to GAIL
- (iii) Defined amount towards Extended stay compensation to the contractor due to reasons attributable to GAIL.

**xiii. PRE-DISPUTE RESOLUTION (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.

Samadhan Mechanism was developed and adopted in GAIL so that the no. of disputes turning into arbitrations / legal disputes can be minimized to the extent possible. Samadhan Mechanism facilitates decision making at an appropriate time with a collaborative approach through the concerned departments within the organization.

Working Principle: IRR (Identify Report Resolve): Identify → Report → Resolve

20th/ 21st of each month is celebrated as Samadhan Day.

GAIL strives towards zero disputes in contracts.

GAIL has developed on line Vendor Grievance Portal for submission of grievance by vendors/ contractors

**xiv. SETTLEMENT ADVISORY COMMITTEE (SAC)**

GAIL has framed the Conciliation Rules 2010 in conformity with supplementary to Indian Arbitration and Conciliation Act for speedier, cost effective and amicable settlement of disputes through conc

The issues/disputes, which are mutually resolved within a reasonable time, are referred to SAC. SAC consist of Conciliators who are persons of unquestionable integrity and good public standing.

Settlement Advisory Committee facilitate voluntary resolution of the dispute(s) and communicate the view of each party to the other(s), assist them in identifying issues, reducing misunderstandings, clarifying priorities, exploring areas of compromise and generating options in an attempt to solve the dispute(s).

**xv. 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.

**xvi. UPLOADING THE PROCUREMENT PLAN OF NEXT FIVE YEAR**

The procurement plan of next five years of GAIL has been uploaded on GAIL's Website to facilitate Indian Manufacturer to plan their business prospectus accordingly.

**xvii. MEASURES TAKEN IN CONTRACT MANAGEMENT UNDER PANDEMIC SITUATION OF COVID-19**

The following measures were taken in GAIL in Contract Management:

Due to restricted movement during the lockdown, suppliers / service providers were unable to deliver the ordered items / services within the stipulated time schedule. Ministry of Finance vide notification dated 19.02.2020, has stated that spread of COVID-19 should be considered as a case of natural calamity and Force Majeure Clause (FMC) may be invoked, wherever considered appropriate, following the due procedure.

Accordingly, COVID-19 is to be considered as a cause under the Force Majeure Clause under respective GCCs. Further, following is being considered:

- (i) In the event of invocation of Force Majeure by Supplier/ Contractor/ Service Provider/ Consultant and after fulfilling the due procedure, wherever applicable, the delivery period/ contractual completion period of orders/ contracts, where delivery period/ contractual completion period was on or after 20th February 2020, is to be extended for a period not less than three months and not more than six months without imposition of any cost or penalty including Price Reduction Schedule.
- (ii) The period of extension (between three and six months) may be decided based on the specific circumstances of the case and the period for which performance was affected by the Force Majeure events due to lockdown situation or restrictions imposed on account of COVID-19.
- (iii) The invocation of FMC would be held valid only in a situation where Supplier/ Contractor/ Service Provider/ Consultant were not in default of the contractual obligations as on 19th February, 2020. Further, invocation of FMC does not absolve all non-performances of Supplier/ Contractor/ Service Provider/ Consultant to the order/contract, but only in respect of such non-performance as is attributable to a lockdown situation or restrictions imposed under any Act or executive order of the Government/s on account of COVID-19 global pandemic.
- (iv) Subject to above stated, all contractual obligations shall revive on completion of the Force Majeure period.

**B. REDUCING COMPLIANCE BURDEN**

**i. HEALTH MONITORING OF CONTRACTS**

A system of health monitoring of contracts at fixed intervals has been 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.

**i. QUARTERLY CLOSURE OF CONTRACTS**

During execution of contracts/ orders, various deviations from the contract likely to happen on various parameters are such as completion period, Extra/Abnormally High Rated (AHR) items, SOR quantities etc. In order to timely detect the deviation from the specified terms that may occur during the execution of contracts so as to be able to take remedial measures before they assume serious shape and difficult to resolve.

Considering the above objectives, system of Quarterly Closure of Contracts has been implemented in GAIL to resolve all the issues on quarterly basis.

This initiative ensure that the contracts are managed and executed with quality, within the timelines, without any cost over-run, satisfaction of all the stakeholders and finally resulting in ease in contract closure.

**ii. MEETING WITH OEMS FOR STANDARDIZATION OF TERMS AND CONDITIONS WITH OEMS:**

In order to bring uniformity in terms and conditions with OEM all across GAIL, this initiative was under taken. Agreement against GAIL's standard OEM GPC along with Integrity Pact (IP) has been reached with 34 OEMs.

**iii. REVIEW OF THE PROCEDURE FOR VENDOR PERFORMANCE EVALUATION (YELLOW/RED CARD) :**

In order to strengthen the relations with our suppliers, the procedure for vendor performance evaluation for suppliers has been reviewed and concept of issuance of yellow card (watch list) has been introduced instead of Holiday provision.

**iv. CONTRACT MANAGEMENT DOCUMENT (COMAND) :**

With an objective of better contract management, an in house document named COMAND has been launched for the various Engineer-In-Charges containing the various aspects and procedures for a better contract execution.

**v. Dos and DONTs BOOKLET :**

A pocket booklet for Dos and Dont's during bidding and execution of contracts has been developed for our supplier and contractor community.

**vi. VENDOR COACHING PROGRAM**

It has been observed experience of previous tenders and contracts/ orders that bids get rejected/ ordering gets delayed for non-intentional/ avoidable reasons.

Hence, Vendor Coaching Program are being organized for vendors to

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

Till date 40 such Vendor Coaching Programs have been conducted at various locations which have been actively participated by bidders/ vendors.

An online module for Vendor Caching has been developed. Any vendor can login and learn the tendering process of GAIL.

#### **vii. EICs COACHING**

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.

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, an EIC coaching program are being organized. The sessions were taken by experienced executives of various departments like C&P, F&A, Corporate Law, Vigilance Department, BIS-MM, O&M, Projects etc.

Till date 50 such EIC coaching program have been held which were attended by more than 1000 EICs of not only GAIL but its other subsidiary.

In addition to the EIC program conducted by various sites, a module of EIC coaching has been developed on the Learning Management System (LMS) of GAIL. Wherein the EIC can visit the module and go thru various presentations and assessments to enhance the skills to manage the contract more effectively and efficiently. The module has been assigned to all the executives of GAIL during the National Lockdown due to Corona (COVID-19) pandemic.



# INNOVATIVE TECHNIQUES IN TENDERING/ PROCUREMENT

## 1. INDUSTRY MEET - MEETING WITH HEADS OF PSUs:

Corporate C&P department organized an Industry Meet of Contract and Procurement Heads of Central Public Sector Enterprises (CPSEs) at Indian Habitat Center, New Delhi with an objective to identify and adopt the best practices followed in other industry thereby bringing uniformity and consistency in our approach to achieve functional excellence.

The objective of holding the meet is to know the practices followed in other peer CPSEs related to the various Pre-award and Post-award contract activities etc.

ED (C&P), GAIL extended a warm welcome and special regards to the participants from other than oil PSUs.

All the participating CPSEs shared their best practices followed in Contracts and Procurement activities in form of brief presentations. Various provisions pertaining to Price Reduction Schedule (PRS), Reverse Auction (RA), Auctions, Concurrent Commitment, Sub-Contracting, etc were discussed during the meeting.

All the participants thanked GAIL (India) Limited for taking the lead and setting the stage for a common approach on the issues faced by various CPSEs.



## 2. 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 common user 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. 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.

GAIL is continuously making the best efforts to maximize the procurement from the GeM Portal as detailed below:

- GAIL’s policy has been aligned with GeM policy/ procedure. A detailed policy for procurement of items/ services through GeM prepared and being updated from time to time.
- White Paper on GeM procurement has been issued in GAIL which includes process of continuous on boarding of vendors and goods & services available on GeM portal.
- Dedicated task force has been constituted to work in close association with GeM team to enhance and maximize our majority procurement through GeM and to coordinate with respective departments/ work of centers of GAIL to provide details relating to Creation of new categories, Modification in existing categories, Creation of Organizational specific Additional Terms and Condition, Vendors onboarding on GeM and other issues/details sought by GeM from time to time.
- 9th day of every month is celebrated as the GEM DAY by each work-center where users i.e. buyers / sellers of GAIL are invited. Buyers are sensitized regarding the new functionalities available on GeM. Sellers are encouraged to register themselves on the GeM Portal.
- Specifications/ scope of work of more than 4000 items / services have been sent to GeM for on boarding.

The details of total value of procurement done through GeM Portal during last three years are as under:

Financial Year	Procurement Value (in Rs. Crores)
2018-19	1.32
2019-20	62
2020-21	1033

GAIL awarded by Government e-Marketplace (GeM) for making the highest procurement among Central Public Sector Enterprises (CPSEs) through GeM in FY 2020-21.



### 3. 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.

Till date GAIL has discounted bills worth Rs 623.62 Lacs through TReDS portal

### 4. 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 valuing Rs. 50 Crores and above for Projects and Rs. 10 Crores and above for O&M (both excluding taxes and duties) 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.

**5. 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:

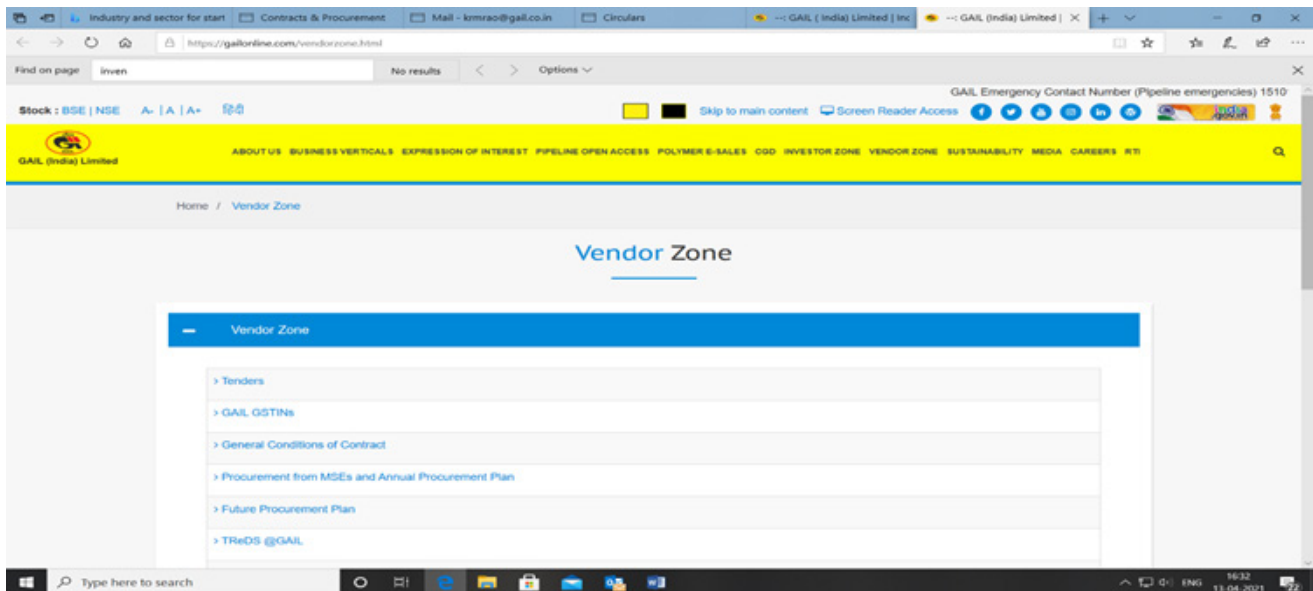
- a) E-payment on real time basis
- b) Payment against Monthly Running Bill (RA)
- c) In certain cases fortnightly payment
- d) 10% Mobilization advance in minimum two installments
- e) Rate of interest on Mobilization advance reduced to Marginal Cost of Fund based Lending Rate (MCLR)
- f) Release of 70% Running bill payment within a period of 07 days on case to case basis.



# DIGITAL INITIATIVES IN TENDERING/PROCUREMENT

## 1. VENDOR ZONE ON GAIL'S WEBSITE

In order to bring all the information relating to Supplier/ Vendor/ Contractor/ Service Provider at one place and ease of access of information by stakeholders, a dedicated Vendor ZONE was developed on GAIL's website.



## 2. E-TENDERING

"E-Tendering" is a process on a secure platform for sending and receiving tenders by electronic means, rather than the old Hard set based method and replicates the process of inserting the documents into an envelope securely via the Internet.

E-tendering was implemented in year 2007. Initially, E-Tendering was made mandatory for tenders having an estimated value of more than INR 50 lakhs. The threshold value of E-Tendering has been further lowered to INR 2 Lakhs

## 3. IMPLEMENTATION OF SAP

SAP was implemented in GAIL in 2005. SAP allows all transactions on one platform and facilitate easy review of inventory, customer and vendor activities. Now all the ordering and their execution are SAP controlled and are regularly closed after execution in system.

## 4. BILL WATCH SYSTEM

Bill Watch System is GAIL's another step towards automation and commitment towards its Suppliers and Contractors. BWS helps in tracking Suppliers and Contractors bills and ensuring timely payment to them. Suppliers and Contractors can also keep watch on their bills. Suppliers and Contractors can know the status of their bill just by entering BWS receipt number at <https://gailebank.gail.co.in/billwatch/billwatch3.asp>

**Further, Anjani portal has been implemented in GAIL for online submission and verification of Measurement against contracts.**



## 5. UPLOADING OF TENDERS ON GAIL'S AND GOVT. WEBSITE

In GAIL, all the tenders are uploaded on GAIL's tender website (<http://www.gailtenders.in>), Govt. website (<http://eprocure.gov.in>) and GeM for wider circulation and participation by eligible bidders. Any bidder who meets the Bid Evaluation Criteria (BEC) can download the tender and can participate in the bidding process. The uploading of tenders on website ensures transparency, wide circulation and equal opportunity to all the eligible bidder.

## 6. UPLOADING OF GENERAL CONDITIONS OF CONTRACT ON WEBSITE OF GAIL AND NON INCLUSION IN TENDER DOCUMENTS :

An effort to minimize the consumption of paper in terms of the size/volume of tenders/bids, the Contract and Procurement Department has taken an initiative to make general conditions of contract (GCC) not be a part of the tender documents. As GCC will be available on GAIL's tender website, stakeholders can simply upload the tender/bid in the e-tendering portal which has led to an increase in the ease of doing business.

## 7. 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>

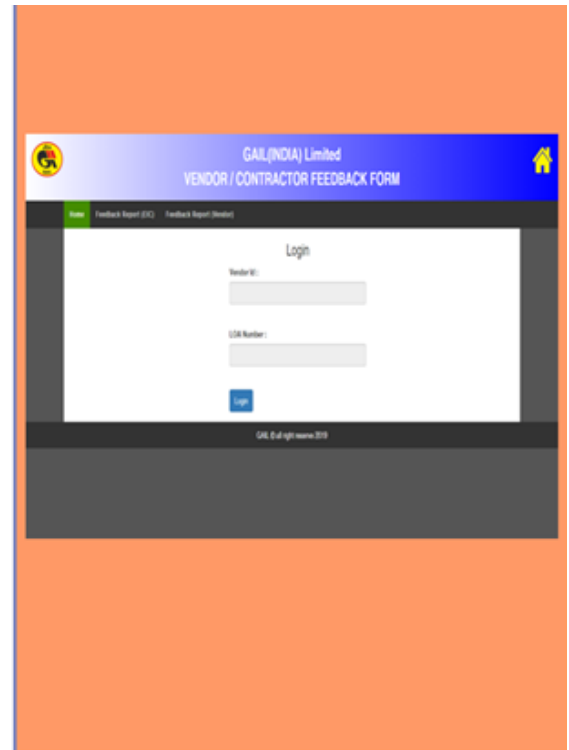
The screenshot displays a web browser window with the URL <https://gailebank.gail.co.in/vendorfeedback/Login.aspx>. The page header features the GAIL logo on the left, the text "GAIL(INDIA) Limited" and "VENDOR / CONTRACTOR FEEDBACK FORM" in the center, and a home icon on the right. A green "HOME" button is visible in the top left corner of the page content. The main content area is titled "Login" and contains two input fields: "Vendor Id :" and "LOA Number :". Below these fields is a blue "Login" button. At the bottom of the page, a footer reads "GAIL © all right reserve 2019".

## Feedback taken on:

- ▶ Tendering
- ▶ Execution
- ▶ Payment
- ▶ Closure of Contract
- ▶ Miscellaneous
- ▶ Overall experience in doing business with GAIL
- ▶ Suggestions if any

No. of Responses  
Received-66

Overall Average  
Rating-7.56



## TOP 03 AREAS

**Transparency & fairness of the tendering process (8.21)**

**Time given to bidders for submission of bids (8.07)**

**Support extended by the officials of GAIL during tendering process (8.0)**

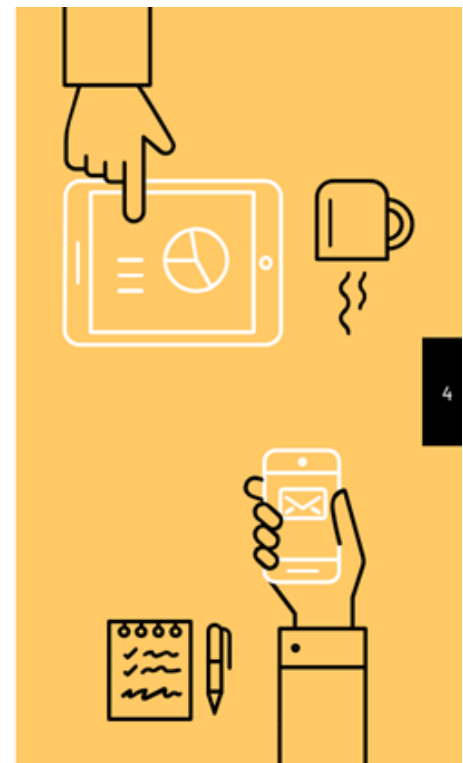
## BOTTOM 03 AREAS

**Promptness in release of payment (7.2)**

**Ease of operating Bill Watch System for tracking of BWS (7.13)**

**Release of Final Bill (wherever applicable) (7.12)**

**Release of the Extra Stay Compensation (wherever applicable) (7.2)**



### TOP 03 AREAS (PAYMENT RELATED)

Clarity in Documentation for Billing in Letter of Acceptance (LOA) (7.9)

Co-ordination & co-operation extended by GAIL during payment processing (7.7)

Ease in bill submission in DAK/to EIC and operating Bill Watch System for tracking of BWS (7.6)

Payment is adequately proportioned with mile stones (7.7)

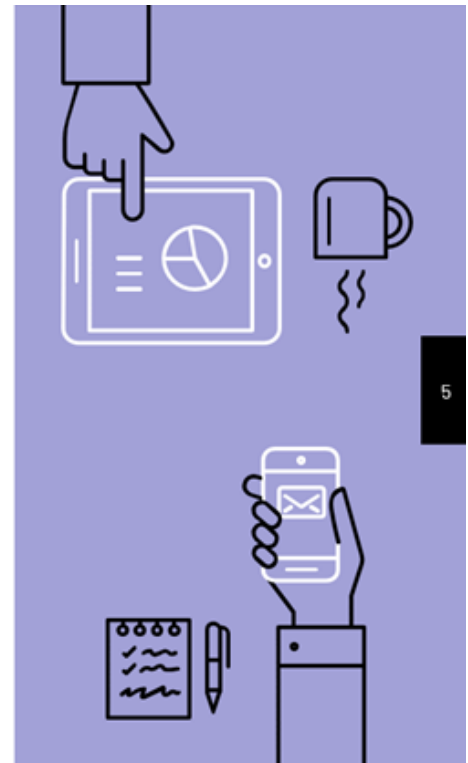
### BOTTOM 03 AREAS (PAYMENT RELATED)

Redressal /Response to payment queries (6.9)

Promptness in Certification of Bills by EIC / SIC / PMC (6.4)

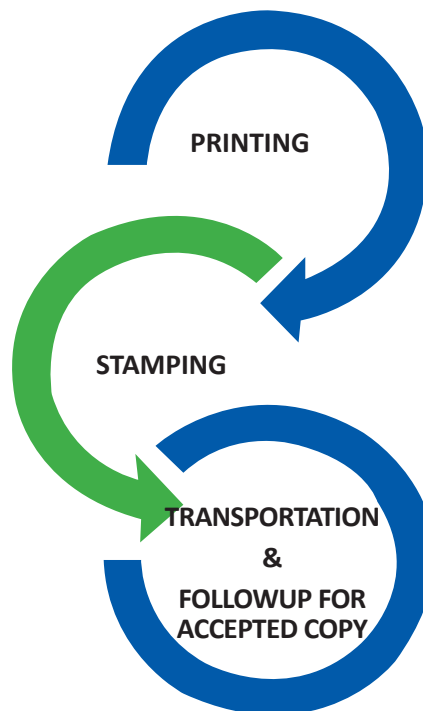
Whether the payment is released within the time period in the contract (6.1)

Immediate release of 70% payments within 15 days from submission of invoice (6.1)

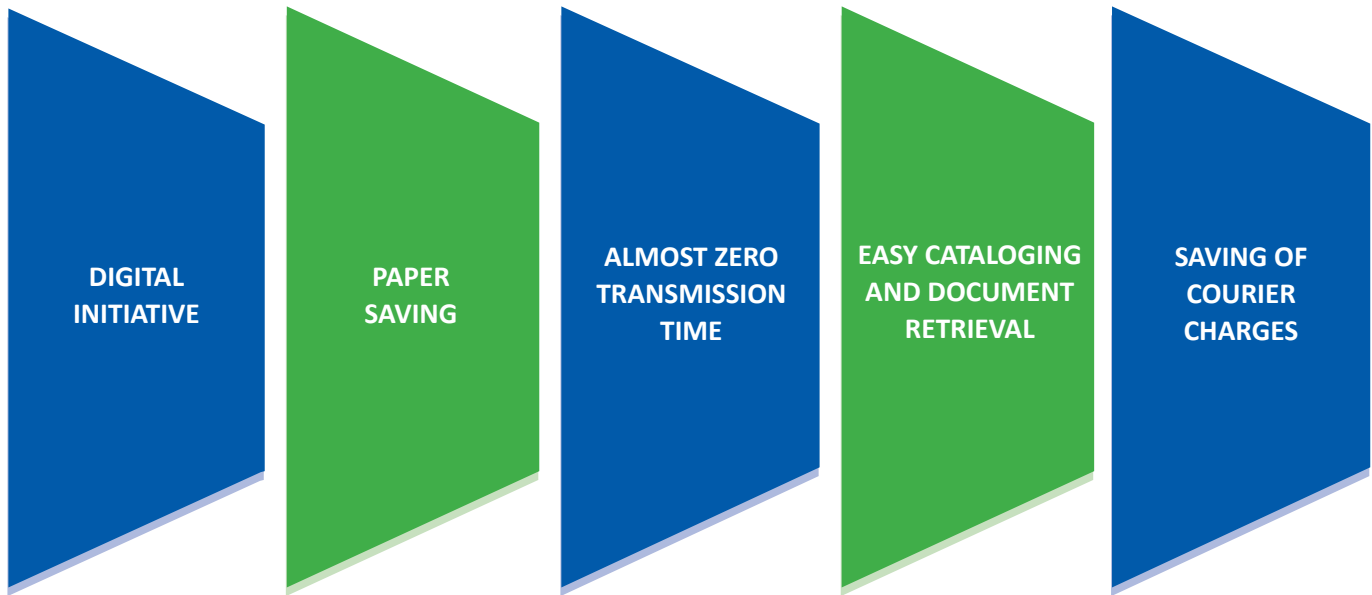


#### 8. ONLINE DOCUMENT TRANSMISSION SYSTEM:

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.



## 9. ONLINE VENDOR GRIEVANCE PORTAL-‘SAMADHAN’

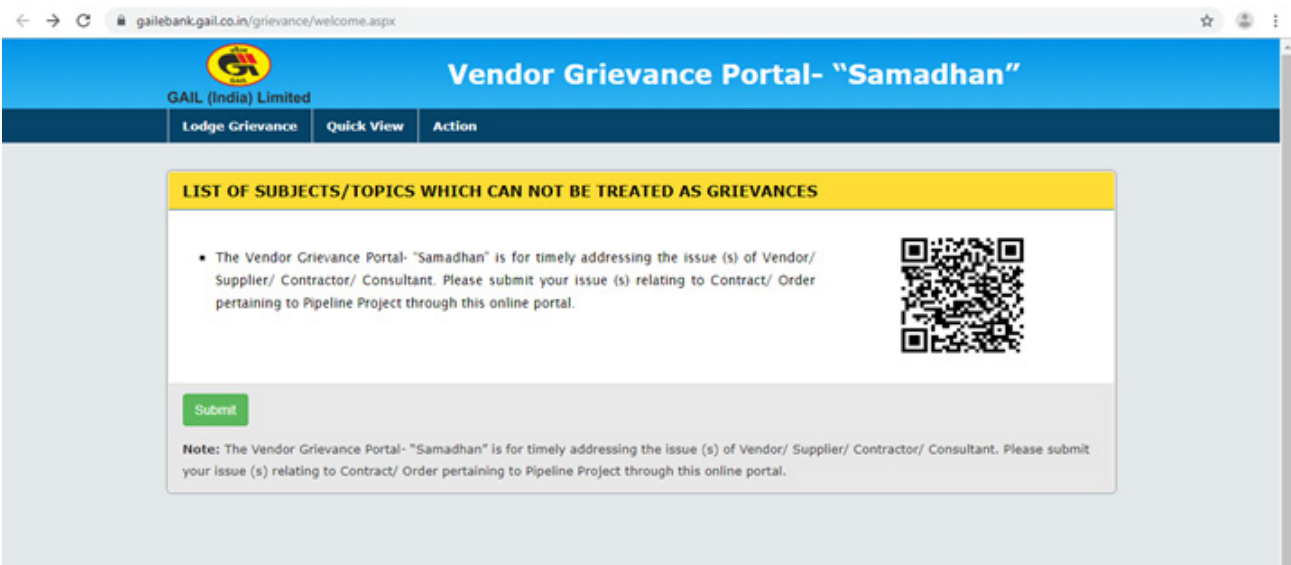
In recent past various initiatives have been taken for transforming from “Reactive to Pro-active organization”. Our goal is to move towards “Zero Disputes”. With this objective, a Vendor Grievance Portal-“Samadhan” has been developed and implemented where Vendor/Supplier/ Contractor/Consultant can submit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

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>



## 10. PROVISION FOR SUBMISSION OF EMD AND CPBG 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.

## 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.

## 12. SPECIAL MENTION

### 1. PROCUREMENT FROM MSEs

- Public Procurement Policy (PPP) for Micro and Small Enterprises (MSE) Order 2012, which is notified under MSMED Act 2006, implemented in GAIL in the year 2012. Any modification to the policy is also implemented from time to time.
- The following benefits are being provided to MSEs participating in GAIL:
  - ▶▶ Issue of Tender Documents to MSEs free of cost.
  - ▶▶ Exemption to MSEs from payment of EMD/Bid Security.
  - ▶▶ Purchase preference of 15% to MSEs
  - ▶▶ Reservation of items for procurement from only MSE vendors.

- GAIL has set an annual target for 25% (revised in 2018 from earlier specified 20%) procurement from MSE Sector out of this 4% and 3% are reserved from MSEs owned by SC/ST entrepreneurs and Women entrepreneurs respectively.
- Trend of Procurement from MSEs in GAIL:

The details of procurement from MSEs during last 3 Financial Years (in Rs. Crores):

Financial Year	Total Eligible Procurement	Total value of Goods & Services procured from MSEs (Including SC/ST & Women Owned entrepreneurs)	Total value of Goods & Services procured from MSEs (owned by SC/ST entrepreneurs)	Total value of Goods & Services procured from MSEs (Owned by Women entrepreneurs)	% of procurement from MSEs (Including SC/ST & Women Owned entrepreneurs)	% of procurement from MSEs owned by SC/ST entrepreneurs	% of procurement from MSEs owned by Women entrepreneurs
2018-19	5677	1662	2.61	8.67	29.27%	0.05%	0.15%
2019-20	3548	1367	10.57	10.18	38.53%	0.29%	0.28%
2020-21	4068	1390	4.77	48.64	34.17%	0.11%	1.20%

- **ACTION FOR ENHANCING PARTICIPATION OF MSEs :**

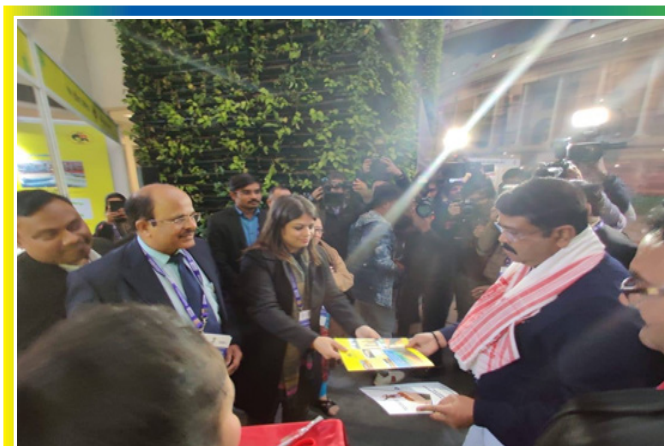
- Task force has been formed at all C&P locations for finalization of annual procurement plan and conducting vendor meet with MSEs including those owned by SC/ST entrepreneurs.
- Till date, GAIL has conducted more than 80 Vendor Development Programs at GAIL's various work centers.
- In one of Vendor 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.
- 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.
- 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.
- In addition, GAIL had made special stall at various forums to showcase the benefit and opportunity for MSEs in GAIL.
- 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.
- 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.

## 2. 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 inaugurated on 09.09.2017 at 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. The convocation program was held on 14.10.2017.
- 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) has 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.
- g) **Stall put up by Corporate-C&P at Special National Vendor Development Program on Petroleum & Steel sector for SC/ST Entrepreneurs**

A Special National Vendor Development Program on Petroleum & Steel Sector for SC/ST Entrepreneurs was organized on 13th January 2020 at Bhim Hall, Dr. Ambedkar International Centre, 15 Janpath, New Delhi by DICCI wherein a stall was put up by Corporate-C&P. Sh. Dharmendra Pradhan, Hon. Minister of Petroleum & Natural Gas also visited the GAIL's stall.



#### **h) Entrepreneurship Development Programme (EDP):**

GAIL is in process of conducting the Entrepreneurship Development Programme (EDP) exclusively for the SC/ST youth in GTI, Jaipur. During the programme the SC/ST Youth shall be trained regarding the various aspects of the entrepreneurship and sessions shall be taken by various industry experts. The programme shall be completely residential in nature.

The process of shortlisting of the eligible candidates i.e written test and interview has already been done.

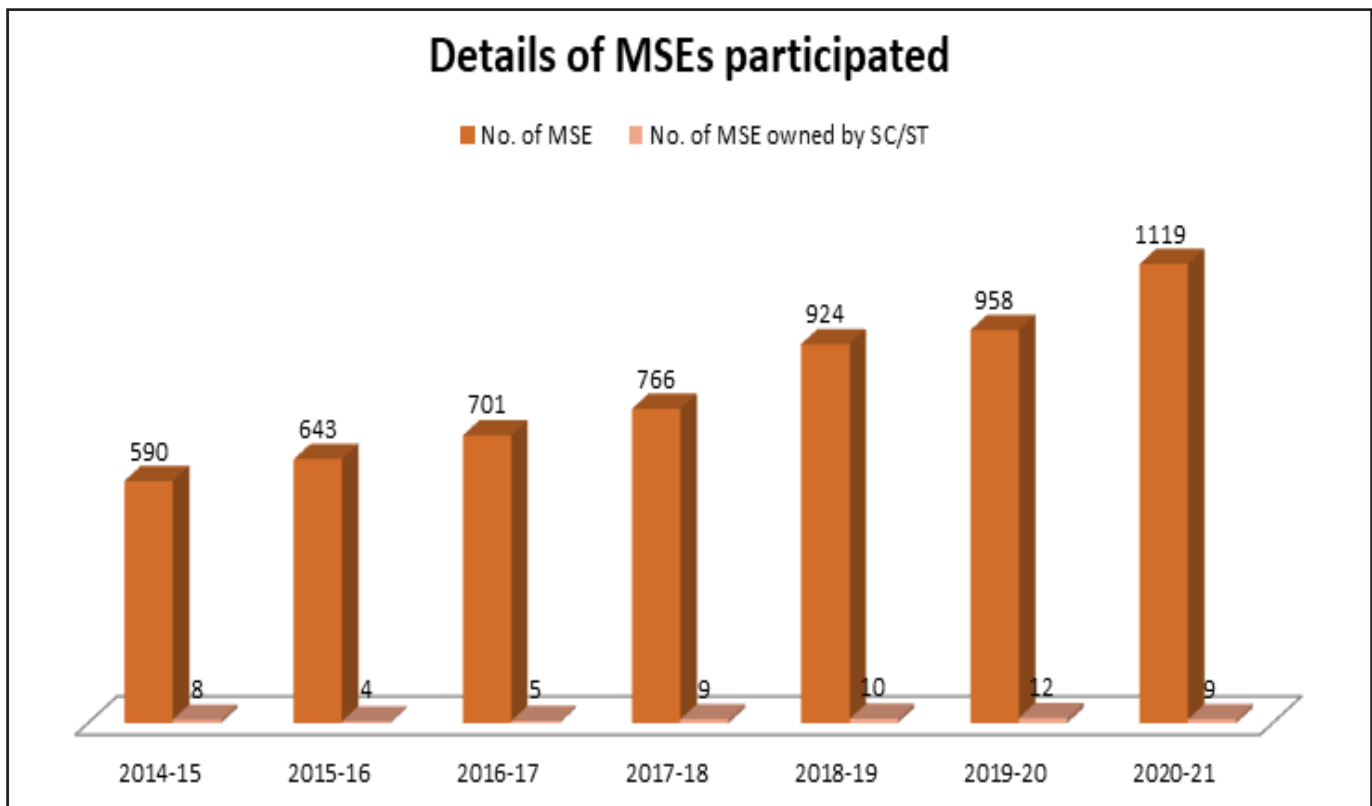
Earlier the programme was scheduled in the month on March-2020 and same has been postponed due to the nationwide lockdown to prevent the spread of Corona Virus (COVID-19).





### 3. TRENDING OF MSE AND SC/ ST PARTICIPATION

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



#### **4. PROVISIONS RELATING TO MSEs INCORPORATED IN GAIL's TENDER:**

(i) Provisions as per Public Procurement Policy (PPP) for Micro and Small Enterprises (MSE) Order 2012

In Tender, participating Micro and Small Enterprises quoting price within price band of L1+15% is also to supply a portion of requirement by bringing down their prices to L1 price in a situation where L1 price is from someone other than a micro and small enterprises and such micro and small enterprises is allowed to supply upto 25% of the total tendered value.

Further, out of above 25%, 4% is reserved for MSEs owned by SC/ST entrepreneurs. Further, 3% is reserved for MSEs owned by women within above 25% reservation.

(ii) **Provisions for engaging MSE Sub-Contractors by Main Contractor**

If against an order placed by GAIL, successful bidder(s) (other than Micro/Small Enterprise) is procuring material/services from their sub-vendor who is a Micro or Small Enterprise, the details like Name, Registration No., Address, Contact No. details of material & value of procurement made, etc. of such Enterprises are to be furnished by the successful bidder at the time of submission of invoice/Bill.

(iii) **Tender provisions for NSIC Consortia and Tender Marketing Scheme**

NSIC has initiated a scheme of "Consortia and Tender Marketing Scheme" under which they are assisting the Micro & Small enterprises to market their products and services through tender participation on behalf of the individual unit or through consortia.

Accordingly, if the MSEs or the consortia, on whose behalf the bid is submitted by NSIC, is meeting the BEC and other terms and conditions of tender their bid will be considered for evaluation.

(iv) **Provision regarding payment through TReDS**

MSME Bidders are requested to kindly register on the TReDS platform. The MSME vendors can avail the TReDS facility, if they want to.

(v) **Relaxation of Prior Experience/ Prior Turnover to Start up MSEs**

Prior turnover and prior experience shall not be required for all MSEs Startups] subject to their meeting the quality and technical specifications specified in tender document.



## GLIMPSES OF VARIOUS EVENT ORGANISED BY GAIL

### VENDOR MEET / VENDOR DEVELOPMENT PROGRAM

#### 1. VENDOR INTERACTIVE MEET-2020

Corporate C&P Department organized Business Partner Interactive Meet 2020 during the Vigilance Awareness Week with the objective of making our business partners aware of the various initiatives taken by GAIL for ease of doing business and to capture and address the concerns/ issues faced by them while working with GAIL.

The meet was graced by Sh. Manoj Jain, C&MD, Ms Shubha Bhambhani, CVO and Independent External Monitors of GAIL and attended by more than 100 Business Partners.

CMD addressed our business partners during the meet and stressed upon the importance of Self Reliant India : **“Atma Nirbhar Bharat”** and emphasized on the ease of doing business in GAIL.

During the meet, Nav-Chetna, a magazine highlighting the initiatives of C&P department was unveiled by the chief guest and other dignitaries and a dedicated section developed on the Corporate Website of GAIL-

Vendor Zone” was launched by C&MD, GAIL.



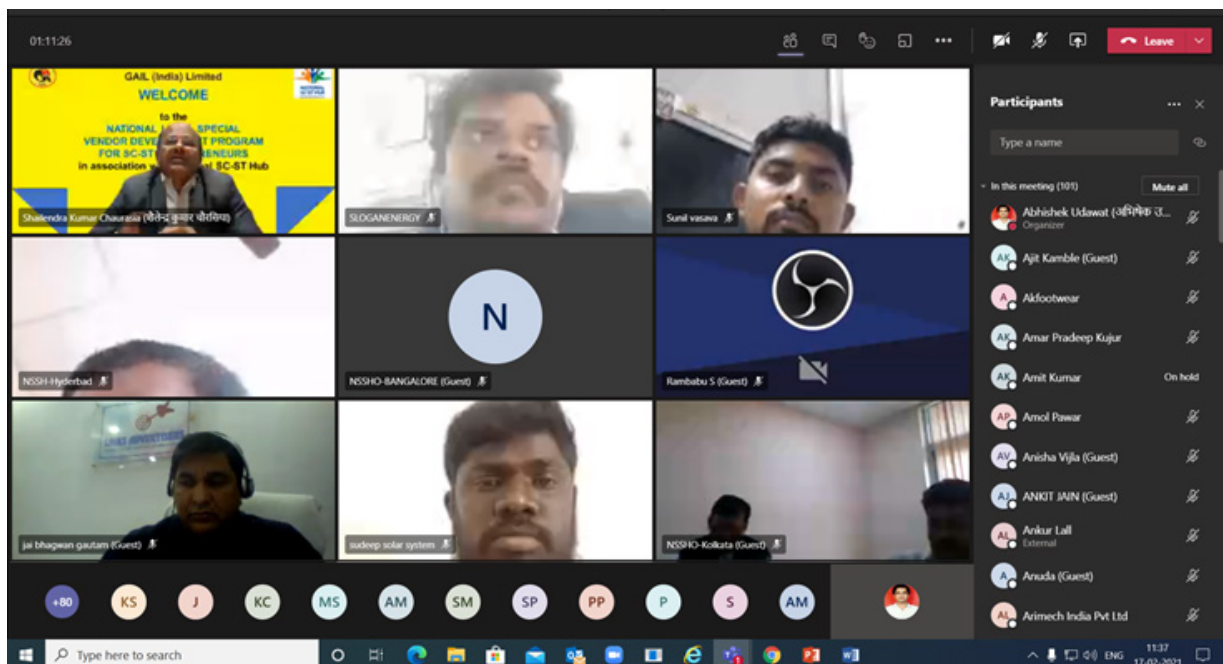


## 2. VENDOR DEVELOPMENT PROGRAM (VDP)

### (i) NATIONAL LEVEL SPECIAL VENDOR DEVELOPMENT PROGRAM FOR SC-ST ENTREPRENEURS-2020-21

National Level Special Vendor Development Program for SC-ST Entrepreneurs was organised by GAIL in association with National SC-ST Hub on 17.02.2021. The objective of the program was to make the MSEs owned by SC/ST Entrepreneurs aware of the various benefits extended by GAIL and SC-ST Hub under Public Procurement Policy. Further SC/ST Entrepreneurs were sensitized regarding the initiatives taken by GAIL for ease of doing business.

One of the additional objectives of this program is to capture and address the concerns / issues faced by the MSEs owned by SC/ST Entrepreneurs. Accordingly, an open house for discussion on various issues/ suggestion of the vendors was held. The vendors suggestions and queries were addressed by ED (C&P) and representatives of SC/ST Hub, GeM and A.TReDS.



- (ii) GAIL HAZIRA conducted Vendor Development program on 27.08.2020 for encouraging extensive involvement, participation and development of Vendors. The Webinar was conducted through Microsoft Teams Wherein Participation of 55 plus vendors was observed. Vendors' were also briefed about GeM and TRedS followed by interactive session wherein Queries raised by various vendors were addressed.
- (iii) A special MSME SC/ST Vendors' and Women Entrepreneurs Development Programme was organized by GAIL, PATA & Compressor Station, Dibiyapur on 8th Sept.,2020 in association with National SC-ST Hub (NSSH) (An Initiative of Ministry of MSME, Govt. of India), Agra and Dalit Indian Chamber of Commerce & Industry (DICCI),Kanpur. The Meet was primarily focused at disseminating awareness about the various MSME SC/ST support measures for increasing participation of SC, ST and Women Entrepreneurs in GAIL procurements. The meet was organized by Shri. Pushpendra Suryavanshi, Branch Manager, National SC-ST Hub (NSSH) (An Initiative of Ministry of MSME, Govt. of India) and Shri. K.Prem Kumar (CGM(C&P),Pata has informed participating vendors with respect to GAIL procurement and services and the efforts being made in encouraging SC/ST entrepreneurs by GAIL and elaborated the focused areas wherein SC/ST entrepreneurs could patronize with GAIL.

Thereupon, a presentation was given highlighting the procurement procedures and the purpose of holding this meet to bring in awareness among the Entrepreneurs about public procurement procedures and preferences available to SC/ST entrepreneurs in GAIL.



- (iv) Vendor Development Program cum Handholding session for GAIL's Business Associates with a focus on MSEs was organised by C&P, Vijapur through virtual mode (Microsoft Teams platform) on 25.09.2020 (Friday). As many as 24 vendors participated on line. In the Program, Mr. D.C. Sahu, Director and Mr. Raj Kumar Mohnani, Assist. Director, MSME-Development Institute, Indore addressed the participants and briefed them about the role of MSME Development Institute and benefits extended to MSEs. Mr. Sumeet Sharma, State Manager- Government e-Marketplace (GeM) also explained the participants about the registration procedure for vendors as seller on the portal. Participating vendors were also apprised about the registration procedure for MSEs, benefits extended to them in the business under PPP-2012 and what provisions GAIL in particular, have for MSEs during the tendering process. Vendors were also introduced with the recently launched E-billing & E-measurement system in GAIL.

The Meet was followed by Question & Answer session (in which lot many doubts raised by the vendors were cleared by MSME, GeM and GAIL for their entire satisfaction).



- (v) C&P Department GAIL, RPNHQ Vadodara conducted a "Vendor Development Program for MSE (SC/ST & WOMEN Entrepreneurs) webinar on 16.10.2020.

The main objectives of the program were to educate SC-ST & WOMEN Entrepreneurs, vendors about Government of India Schemes, provision in tendering and encourage to participate in GAIL-Tendering process and also inform to registered in Govt. Portal E-Marketplace(GeM) and pursue to start business on GeM portal. The program was conducted in association with National SC/ST Hub, Surat and Federation of SC/ST Entrepreneurs (FSSE), Vadodara.

More than 55 vendors attended the program





**अनुसूचित जाति एवं अनुसूचित जन- जाति एवं महिलाओं सूक्ष्म एवं लघु उद्यमियों हेतु विक्रेता विकास एवं समन्वय कार्यक्रम**  
**WEBINAR ON VENDOR DEVELOPMENT & HAND HOLDING PROGRAM**  
**FOR SC/ST & WOMEN MSE ENTREPRENEURS**

**दिनांक : १६ अक्टूबर २०२०**  
**Date : 16<sup>th</sup>-OCT 2020**

on Webinar Microsoft Platform

Organized by

नेशनल एससी-एसटी हब, सुरत  
(मूल्य, लघु एवं मायका उद्यम संवर्धन, भारत सरकार)  
**National SC-ST Hub, Surat**  
(An Initiative of Ministry of MSME, Govt. of India)

**गेल (इंडिया) लिमिटेड, वडोदरा**  
(भारत सरकार का उद्यम - महारत्ना कंपनी)  
**GAIL (INDIA) LIMITED, VADODARA**  
(A Govt. of India undertaking, Maharatna Company)

फेडरेशन ऑफ अनुसूचित जाति एवं अनुसूचित जन-जाति सूक्ष्म एवं लघु उद्यमियों, वडोदरा  
**Federation of SC/ST Entrepreneurs, Vadodara (FSSE)**





- (vi) Vendor Development Program cum Handholding Session with MSEs was organized successfully on 21.10.2020 at GAIL DT Vizag thru virtual mode. The program was chaired by Shri L S Rao, GM (O&M) & OIC, GAIL, Vizag and and HoDs of various departments. The program was attended by total 20 vendor participants. Business Facilitator (ANDAMAN & NICOBAR / ANDHRA PRADESH) - Sh. Sheik Nizamuddeen have also participated and gave presentation on various schemes in GeM. Also Br. MSME-DI – Sh. B. Naidu have shared various developments under MSME Schemes. During the meet, a detailed presentation was given on GAIL's business portfolio, GAIL VSPL portfolio, procurement process in GAIL, business opportunities in GAIL, benefits and achievements towards procurement from Micro and Small enterprises, list of materials and services which are generally procured in GAIL etc. Vendors were informed about GeM Portal and TReDS system. It was suggested to them to get registered on GeM Portal and TReDS system to get maximum benefits out of it. MSE participants appreciated the program and expressed that they learnt much about GAIL's business portfolio, Govt. guidelines on MSEs, GeM Portal, TReDS system etc. Thereafter, question & answer session was conducted wherein queries of vendors were resolved and their suggestions were received. The program was concluded with vote of thanks.
- (vii) A Vendor Development Program for MSEs Owned by SC/ST & Women Entrepreneurs was organized by GAIL-NCR (C&P) in association of "Federation of SC/ ST Entrepreneur (FSSE)" on 11.12.2020 through Microsoft Teams at MP Hall, Jubilee Tower, Noida.

The meet was graced by Shri A. N. Pandey, ED (NR), Shri S. V. Prasad, ED (CO) & Shri Pawan Sharma, CGM (O&M)/OIC-NCR and other members from Team NCR.

75 no. of vendors who either manufacturers or service providers participated in the program and have conveyed their interest to serve GAIL.

Presentation on C&P related activities was followed with presentation by FSSE. This was followed with Q&A session where suggestions for improving participation by such vendors were made by the vendors based on industry practices.





(viii) GAIL, Pata has organized “Vendor Development Program for MSE’s” on 23.01.2021 for the benefit of MSE vendors associated with GAIL, Pata. Suppliers / Contractors providing materials and services to GAIL, Pata have participated in this event.



(ix) A Vendor Development Program for MSEs was organised by GAIL-NCR & GTI (C&P) in association of “The National Small Industries Corporation (NSIC)” on 12.01.2021 at GTI-Noida. The meet was graced by Shri A. N. Pandey, ED (NR); Shri S. V. Prasad, ED (CO); Shri D.V. Shastry, ED (TRNG, R&D & START-UP); Shri Pawan Sharma, CGM (O&M)/OICNCR and other members from Team NCR & GTI-Noida.

41 no. of vendors who were either manufacturers or service providers participated in the program





- (x) Contracts & Procurement Department, Jubilee Tower, Noida organized a MSE Interactive Meet on 29th January 2021. The programme was graced with the presence of ED (O&M) – CO & OIC-NCR, ED (C&P), ED (BIS & GAILTEL), Noida and CGM (C&P) Noida, representative of GeM and other GAIL senior officials.





**(xi) Vendor Development Program with MSE's on 26.02.2021 at GAIL Jhabua**

C&P-Jhabua has organized a Vendor Development Program with MSE's on 26.02.2021 at GAIL Jhabua Compressor Station taking all precautionary measures due to Covid-19. Different stakeholders from MSMEs, NSICs and GeM through Webinars, and officials from SBI, DICCI, Vendors and GAIL has participated.

In his address OIC has emphasized that all vendors, contactors who are associated with GAIL must ensure execution of the work strictly as per the requirement of tender and requested all vendors, contractors to work meticulously abiding by all contractual guidelines. OIC, Jhabua elaborated the vision of GAIL (India) Limited to achieve the objectives & goals.

Detailed presentation was made by Director I/C , MEME-DI, Indore along with Sr. Statistical Officer, MSME-DI, Indore through Webinar. Presentation was made regarding various benefits available for MSEs Vendors.

Presentation was also made by NSIC, Indore. Branch Manager, SBI-Jhabua informed about finance offered by banks, special schemes, loan facilities for MSE's.

Detailed Presentation was made by GAIL wherein overview of GAIL, Jhabua Compressor Station, Various benefits available for MSEs vendors in GAIL's tender, Regarding e-tendering process of GAIL, steps for on line registration & obtaining login ID & P/W, basic requirements of tenders . He has elaborated importance of timely closure of contract and available Bill Watch System. Apart from this, he has addressed TReDS & its benefit.



## (xii) VENDOR DEVELOPMENT PROGRAM CUM HANDHOLDING SESSION WITH MSEs at RANCHI

Vendor Development Program cum Handholding session with MSEs was organized by GAIL Ranchi office on 19.03.2021 in order to ensure effective Implementation of Public Procurement Policy. Due to Covid-19 Pandemic, the program was organized through ZOOM meeting. Director, MSME, Ranchi along with Assistant Director, MSME-DI, Ranchi and official from Government e-Marketplace (GeM), Jharkhand state, also joined the program as a guest who gave detailed presentation on MSME and GeM. Shri J. P. Singh, CGM (Const.), Shri Alok Kumar, GM (CGD), Shri Goutam Koner, GM (F&A), Shri Vijay Kumar, GM(GAILTEL) and Shri U. N. Singh, GM (Const.) were also present during the programme. CGM (Const.) addressed the participant. C&P department also gave the presentation on MSE Policy and procurement which was followed by Q&A session. C&P team at Ranchi extended all out support in organizing the Meet.

Shri C. K. Mishra, GM (C&P) briefed on various achievements of GAIL and the benefits provided to MSEs in Procurement by GAIL. The programme was concluded with vote of thanks by him to the Guests and Dignitaries.



### (xiii) VENDOR DEVELOPMENT PROGRAM CUM HANDHOLDING SESSION WITH MSEs at RAJAHMUNDRY

GAIL (India) Limited, Rajahmundry organised a Vendor Development Program cum handholding Session with MSEs on 30th March, 2021 on virtual mode through Micro soft team meeting. All the invited suppliers and service providers had participated with full enthusiasm in the event.

The programme was inaugurated by Sh. K V S Rao, GM/OIC, GAIL KG Basin.

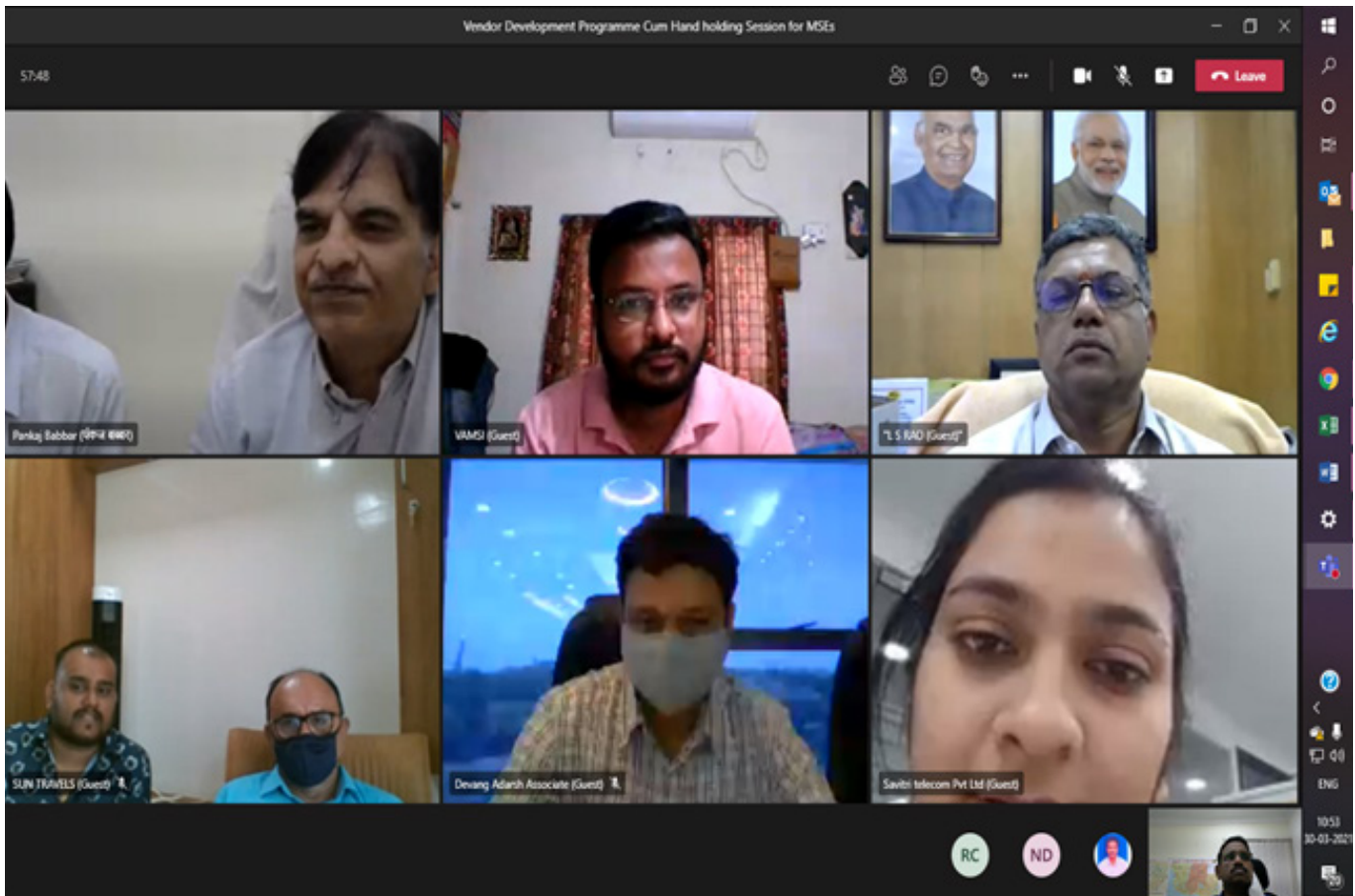
Welcome speech was given by HOD(C&P), describing the importance of procurement from MSEs by Central PSUs and MSMEs role in generation of employment across urban and rural areas and development of new age entrepreneurs and action taken by GAIL in promoting 'Make in India' initiative and benefits to 'start-ups' etc

Further, describing the importance & purpose of GeM, the procurement guidelines and registration process in GeM portal HOD(C&P), Rajahmundry has advised all participants to get registration in GeM portal for participate in all the tender of GAIL.

Sh. K V S Rao, GM/OIC in his speech advised all vendors to participate in all tenders of GAIL and to utilize the benefits being extended to MSE vendors. He has also encouraged vendors to actively participate in the event and to make it as an interactive session to get maximum benefits.

Participants doubts on tendering activities of GAIL and GeM bidding system through this session were clarified by HOD (C&P).

Concluded the event with an encouraging speech by S.O. (C&P) to MSEs participants and new vendors.







## **GAIL (India) Limited**

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