

# BUSINESS RESPONSIBILITY REPORT

Financial Year 2021-22



GUJARAT GAS

Gujarat Gas Limited

## **BUSINESS RESPONSIBILITY REPORT**

Financial Year 2021-22

### **Section A: General Information about the Company**

**1. Corporate Identity Number (CIN) of the Company:**

L40200GJ2012SGC069118

**2. Name of the Company:**

Gujarat Gas Limited

**3. Registered Address:**

Gujarat Gas CNG Station, Sector 5/C, Gandhinagar – 382006, Gujarat.

**4. Website:**

[www.gujaratgas.com](http://www.gujaratgas.com)

**5. E-mail id:**

[contactbrr@gujaratgas.com](mailto:contactbrr@gujaratgas.com)

**6. Financial Year Reported:**

Financial Year 2021-22

**7. Sector(s) that the Company is engaged in (industrial activity code-wise)**

The NIC Code is 3520. The Company is engaged in City Gas Distribution including sale, purchase, supply, distribution, transport, trading in Natural Gas, CNG, LNG, LPG & other Gaseous form through Pipelines, Trucks/Trains or such other suitable mode for transportation/distribution of Natural Gas, CNG, LNG, LPG & other Gaseous Form.

**8. List three key products/services that the Company manufactures/provides (as in balance sheet)**

Natural Gas

**9. Total number of locations where business activity is undertaken by the Company:**

The Company has total 27 CGD licenses and operates in 21 districts or part thereof in the State of Gujarat, 9 districts or part thereof in the State of Punjab, 5 districts or part thereof in the State of Madhya Pradesh, 4 districts or part thereof in the State of Rajasthan, 2 districts or part thereof in the State of Maharashtra, 2 districts or part thereof in the State of Haryana and is also operating in Dadra and Nagar Haveli in the Union Territory of Dadra & Nagar Haveli and Daman & Diu.

**10. Markets served by the Company – local/state/national/international:**

The Company operates its business in the States of Gujarat, Maharashtra, Punjab, Madhya Pradesh, Rajasthan, Haryana and also in the UT of Dadra & Nagar Haveli and Daman & Diu.

## **Section B: Financial Details of the Company**

1.	<b>Paid Up Capital (INR)</b>	Rs 137.68 Crores
2.	<b>Total Turnover (INR)</b>	Rs 16,787.35 Crores
3.	<b>Total Profit after Taxes (INR)</b>	Rs 1,285.64 Crores
4.	<b>Total Spending on Corporate Social Responsibility (CSR) as percentage of Profit after Tax (%)</b>	Rs *19.14 Crores (1.49 % of PAT)

\* In addition, the Company has transferred total amount of Rs 490.50 Lakhs (Comprising of Rs. 440.15 Lakhs for 2021-22 and Rs. 50.35 lakhs for FY 2022-23) for the on-going project to a separate escrow bank account.

### **5. List of activities in which the expenditure in 4 above has been incurred/ committed.**

- a. GGL helped in setting up of makeshift covid care hospital (Dhanvantri Covid Hospital) with the facility of 900 beds (including 150 ICU beds) at Gujarat University Convention Centre, Ahmedabad to treat affected patients during the second covid wave – Rs. 1000 lakhs
- b. GGL supported in setting up of PSA Oxygen plants at various locations in GMERS operated Government Hospitals of Gujarat critical to meet the increasing demand of oxygen and for future preparedness – Rs. 300 lakhs
- c. Supply of free natural gas to crematoriums across operating locations of the company – Rs. 605 lakhs.
- d. Under its preventive healthcare initiative, GGL runs a Mobile Health Screening Van operating in small villages in tribal district of Narmada. Under the scheme, free preventive medical checkup and basic medicines are provided free of cost – Rs. 7.64 lakhs
- e. 'Nodhara No Aadhar' is a scheme of Narmada district administration of providing free food to homeless, destitute, orphans, etc. GGL is supplying free gas to kitchen operated by district administration in Narmada - an aspirational tribal district – Rs. 1 lakh
- f. To support the strengthening of Radio Diagnostic Services for the treatment, especially for the post covid complications, GGL is setting up latest CT scan/MRI scan units in hospitals and medical colleges of the state – This is an ongoing project. We have entered into contract for providing CSR support in this regard and deposited Rs 490.50 Lakhs (Rs 440.15 Lakhs out of CSR Budget of FY 2021-22 and Rs 50.35 lakhs out of CSR Budget of 2022-23) in a separate escrow bank account as per CSR Rules.
- g. Others activities – NA

## **Section C: Other Details**

### **1. Does the Company have any Subsidiary Company/Companies?**



Gujarat Gas Limited (GGL) has no Subsidiary Company.

**2. Do the Subsidiary Company/Companies participate in the BR Initiatives of the parent company? If yes, then indicate the number of such subsidiary company(s)**

GGL has no Subsidiary Company, hence this question is not applicable to the Company.

**3. Do any other entity / entities (e.g. Supplier, distributor etc.) that the Company does business with, participate in the BR initiatives of the Company? If yes indicate the percentage of such entities? (Less than 30%, 30 – 60% and More than 60%)**

No other entity/entities have taken part in BR initiative of GGL.

**Section D: BR Information**

**1. Details of Director/Directors responsible for BR:**

a) The Board of Directors have constituted Business Responsibility Committee for reviewing and recommending the Business Responsibility Report to the Board of Directors, the committee consist of following members:

Name	DIN Number	Designation
Shri Balwant Singh, IAS (Retd.)	00023872	Independent Director
Shri Bhadresh Mehta	02625115	Independent Director
Prof. Yogesh Singh	06600055	Independent Director

b) Details of the Business Responsibility Head

DIN Number (if applicable)	03600655
Name	Shri Sanjeev Kumar, IAS
Designation	Managing Director
Telephone number	079-26462980
e-mail id	<a href="mailto:md@gujaratgas.com">md@gujaratgas.com</a>

## 2. Principle-wise (as per NVGs) BR Policy/Policies

### a) Details of compliance (Reply in Y/N)

No.	Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
1	Do you have policy/policies for.....	Y	Y	Y	Y	Y	Y	Y	Y	Y
		P1: Work Place Behavior Policy, Ethical Behavior & Vigil Mechanism Policy P2: HSE Policy, Sustainable Development Policy, Work Place Behavior Policy P3: Work Place Behavior Policy, Human Rights Policy, HSE Policy, Harassment Policy P4: Sustainable Development Policy P5: Human Rights Policy P6: HSE Policy, Sustainable Development Policy P7: Sustainable Development Policy P8: CSR Policy, Sustainable Development Policy P9: Sustainable Development Policy								
2	Has the policy been formulated in consultation with relevant stakeholders?	Y	Y	Y	Y	Y	Y	Y	Y	Y
		All the policies have been formulated in consultation with the Management of the Company.								
3	Does the policy conform to any national /international standards? If yes, specify? (50 words)	Y	Y	Y	Y	Y	Y	Y	Y	Y
		The policies are based on good corporate practices.								
4	Has the policy been approved by the Board? If yes, has it been signed by the MD/ owner/ CEO/ appropriate Board Director?	Y	Y	Y	Y	Y	Y	Y	Y	Y
		All the policies have been signed.								
5	Does the Company have a specified committee of the Board/ Director/Official to oversee the implementation of the policy?	The BRR Committee of the Board of Directors will oversee the implementation of the Policy.								
6	Indicate the link to view the policy online?	Y	Y	Y	Y	Y	Y	Y	Y	Y
		<a href="http://www.gujaratgas.com/corporate-governance/policies/">http://www.gujaratgas.com/corporate-governance/policies/</a>								



7	Has the policy been formally communicated to all relevant internal and external stakeholders?	Y	Y	Y	Y	Y	Y	Y	Y	Y
8	Does the Company have in-house structure to implement its policy/policies?	Y	Y	Y	Y	Y	Y	Y	Y	Y
9	Does the Company have a grievance redressal mechanism related to the policy/policies to address stakeholders' grievances related to policy/policies?	The queries regarding BR policies can be sent to <a href="mailto:contactbrr@gujaratgas.com">contactbrr@gujaratgas.com</a>								
10	Has the Company carried out independent audit/evaluation of the working of this policy by an internal or external agency?	N	N	N	N	N	N	N	N	N

b) If answer against any principle, is 'No', please explain why: (Tick up to 2 options):

S. No	Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
1	The company has not understood the principles	GGL Integrated Management System (IMS) is re-certified by certification body with reference to the requirements of International Standards for Quality management System - ISO 9001:2015, Environmental Management System - ISO 14001:2015 and Occupational Health & Safety Management System - ISO 45001:2018. The Company has a regular process of recertification and the entire process of auditing & recertification involves successful implementation of IMS by all functions and Geographic Areas.								
2	The company is not at a stage where it finds itself in a position to formulate and implement the policies on specified principles									
3	The company does not have financial or manpower resources available for the task									
4	It is planned to be done in the next 6 months									
5	It is planned to be done in the next year									
6	Any other reason (please specify)									

### 3. Governance related to BR

- a) Indicate the frequency with which the Board of Directors, Committee of the Board or CEO to assess the BR performance of the Company. Within 3 months, 3-6 months, Annually, More than 1 year.

BR related performance is reviewed annually by the Board of Directors of GGL.

- b) Does the Company publish a BR or a Sustainability Report? What is the hyperlink for viewing this report? How frequently it is published?



The BR report is being published along with our Annual Report for FY 2021-22. Hyperlink <https://www.gujaratgas.com/investors/annual-reports/>

## **Section E: Principle Wise Performance**

### **Principle 1: Businesses should conduct and govern themselves with Ethics, Transparency and Accountability**

- 1. Does the policy relating to ethics, bribery and corruption cover only the company? Yes/ No. Does it extend to the Group/Joint Ventures/ Suppliers/Contractors/NGOs /Others?**

The policy relating to ethics, bribery and corruption covers GGL and the same is expected to be complied by all concerned.

- 2. How many stakeholder complaints have been received in the past financial year and what percentage was satisfactorily resolved by the management? If so, provide details thereof, in about 50 words or so.**

The Company had received 41 letters of various types of request, inquiries and complaints from its equity shareholders during FY 2021-22, which had been resolved and settled to the satisfaction of the shareholders.

The Company strives to resolve any complaint received from its stakeholders.

### **Principle 2: Businesses should provide goods and services that are safe and contribute to sustainability throughout their life cycle**

- 1. List up to 3 products or services whose design has incorporated social or environmental concerns, risks, and/or opportunities.**

GGL is engaged in "Natural Gas" distribution to Domestic, Commercial, Industrial and Transport customers. Natural Gas being inherently a cleaner fuel is an environmental friendly fuel.

GGL services do not have any major environmental impacts however GGL has identified Environmental aspects related to each of the business activities / processes – pipeline construction, maintenance, natural gas compression etc. and assessed Environmental Impacts related to these aspects and have taken ample mitigation steps in order to ensure that residual risks are as low as reasonably practicable or acceptable levels.

- 2. For each product, provide the following details in respect of resources (energy, water, raw material etc.) per unit of product.**
  - (i) Reduction during sourcing/production/ distribution achieved since the previous year throughout the value chain?**
  - (ii) Reduction during usage by consumers (energy, water) has been achieved since the previous year?**



GGL always encourages and aggressively promotes use of PNG and CNG over conventional energy resources which generates high GHG emission.

- 3. Does the company have procedures in place for sustainable sourcing (including transportation)? If yes, what percentage of your inputs was sourced sustainably? Provide details thereof, in about 50 words or so.**

Natural gas reduces around 50% greenhouse gas (GHG) emissions compared to coal used in various industrial applications including ceramic and tiles industry. It can also be transported through pipelines to various places replacing the carbon footprint generated by transporting liquid fuel/coal through roads.

GGL has also started replacing its diesel driven transport vehicles with CNG (Compressed Natural Gas) as a fuel.

- 4. Has the company taken any steps to procure goods and services from local & small producers, including communities surrounding their place of work? If yes, what steps have been taken to improve their capacity and capability of local and small vendors?**

GGL considers "Local" as PAN India and believes in providing equal opportunity to all suppliers/vendors across India. To avoid any discrimination in awarding the project, we hire all our contractors through our online bidding process. This ensures that selection is totally on the basis of merit.

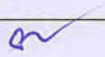
- 5. Does the company have mechanism to recycle products and waste? If yes, what is the percentage of recycling waste and products?**

GGL is solely involved in distribution of Natural Gas through network of pipelines designated as PNG and also in compressed form for use in transport sector designated as CNG. These services generally do not have significant waste generation.

However GGL has established, implemented and maintained a system of proper Waste Management:

- to avoid, reduce or control (separately or in combination) the creation or discharge of any type of waste in order to reduce adverse environmental impacts
- to reuse, refurbishing, recycle and dispose the waste
- to handle the waste from generation to disposal stage effectively in order to comply with legal & statutory requirements
- to protect the environment

Waste generated in form of used batteries, electronic waste, used oil from equipment such as compressor at GGL are sent to pollution control board approved vendors for either recycling or environment friendly disposal.





### **Principle 3: Businesses should promote the wellbeing of all employees**

**1. Please indicate the total number of employees-**

Total number of employees as on 31<sup>st</sup> March, 2022 is 1034.

**2. Please indicate the total number of employees hired on temporary/ contractual/casual basis –**

Total number of Fix-term contract employees as on 31<sup>st</sup> March, 2022 is 27.

**3. Please indicate the number of permanent women employees –**

Total number of permanent women employees as on 31<sup>st</sup> March, 2022 is 55.

**4. Please indicate the number of permanent employees with disability –**

Total number of permanent employees with disability as on 31<sup>st</sup> March, 2022 is 8.

**5. Do you have an employee association that is recognized by management?**

GGL believes in providing the freedom of association to the employees and the same is done through two of our management recognized unions, GGL Staff Union and GGL Employees Union.

**6. What percentage of your permanent employees are a member of this recognized employee association?**

About 12.37 % of the employees are members of the above mentioned association.

**7. Please indicate the Number of complaints relating to child labour, forced labour, involuntary labour, sexual harassment in the last financial year and pending, as on the end of the financial year.**

GGL has a policy on prevention of sexual harassment under which a Committee is formed that is dedicated to cases against sexual harassment in the Company. There has been no complaint received in the FY 2021-22. Due to stringent mechanisms in place for prevention and addressing issues related to sexual harassment, further "NO" such complaint is pending as on the end of financial year.

Similarly, all the work orders issued to contractors have clear instructions regarding compliance to all labour laws, including the prohibition of child labour. As a result of this, there have been "NO" complaints related to forced labour and child labour.

**8. What percentage of your under mentioned employees were given safety & skill up-gradation training in the last year?**

GGL has a well defined safety & functional induction training program for its new joining employees.

GGL always ensures that safety training programs are conducted periodically for employees and contractor staff which includes Basic safety, practical fire-fighting, first aid, defensive driving, Training for emergency preparedness for its Emergency Response Team and other technical competency trainings in various areas such as plumbing, CNG filling, Welding, Working at height etc. More than 1328 Safety & Technical competency training programs have been conducted during FY 2021-22.

GGL also carries out various trainings in order to upgrade skills of its existing employees through organizing or nominating employees for various skill up-gradation online programs/e-conferences including technical, functional, behavioral, health & safety training programs, covering majority of employees.

GGL continuously endeavors to make employees aware about various safety practices through means of frequent mock-drill, safety instructions via sign boards, etc.

**Principle 4: Businesses should respect the interests of, and be responsive to the needs of all stakeholders, especially those who are disadvantage vulnerable, and marginalized.**

**1. Has the company mapped its internal and external stakeholders? Yes/No**

GGL has identified and mapped all its stakeholders and same are mentioned below;

- a) Employees
- b) Shareholders
- c) Customers
- d) Vendors/Suppliers/ Contractors
- e) Government/ Statutory authorities
- f) Banks (Lenders)
- g) Community

**2. Out of the above, has the company identified the disadvantaged, vulnerable & marginalized stakeholders?**

GGL has identified its disadvantaged, vulnerable and marginalized stakeholders and same are mentioned below;

- a) Women
- b) Youth
- c) Rural Communities

**3. Are there any special initiatives taken by the company to engage with the disadvantaged, vulnerable, and marginalized stakeholders? If so, provide details thereof, in about 50 words or so.**

GGL has taken special initiatives for its identified disadvantaged, vulnerable and marginalized stakeholders, few such initiatives are mentioned below;



**a) For Women in rural areas**

GGL has supported the government initiative for providing natural gas supply in rural areas as burning of wood and coal affects health of women and causes health issues such as lung cancer, asthma and others. Under this initiative, GGL has gone extra mile for implementation of PNG in rural areas of Gujarat state and has covered more than 1,000 villages successfully.

**b) For Youth in rural areas**

GGL has identified various locations in the state of Gujarat for implementation of CNG stations for vehicles and successfully installed them. This activity has helped the local youth on employment issues faced by them previously.

**Principle 5: Businesses should respect and promote human rights**

- 1. Does the policy of the company on human rights cover only the company or extend to the Group/Joint Ventures/ Suppliers/ Contractors /NGOs /Others?**

GGL has Human Rights Policy in place which covers all its employees and business associates.

- 2. How many stakeholder complaints have been received in the past financial year and what percent was satisfactorily resolved by the management?**

The Company has not received any complaints from stakeholders with respect to violation of human rights.

**Principle 6: Business should respect, protect, and make efforts to restore the environment**

- 1. Does the policy related to Principle 6 cover only the company or extends to the Group/Joint Ventures/Suppliers/Contractors/NGOs/others.**

The policy related to Principle 6 covers the Company and its contractors and vendors.

- 2. Does the company have strategies/ initiatives to address global environmental issues such as climate change, global warming, etc? Y/N. If yes, please give hyperlink for webpage etc.**

**Promoting Natural Gas as Cleaner Environment Friendly fuel**

**PNG:** GGL by way of its business deals with distribution of Natural Gas as a cleaner environment friendly fuel for Domestic, industrial & commercial purposes. GGL through its pipeline infrastructure is supplying Natural Gas to industries as a cleaner alternate fuel with regards to polluting fuel such as coal. GGL by virtue of its Natural Gas sales to its industrial customers is replacing burning of approximately 15,000 Metric Ton of coal per day.

**CNG:** GGL is influencing the automobile users in its operational areas through various campaigns to use Compressed Natural Gas as a clean automotive fuel. GGL has a dedicated business focus to increase CNG transportation and dispensing infrastructure and facilities. across GGL

operational areas, total of 153 new CNG stations and 2 LNG Station have been commissioned and 34 stations have been upgraded to increase their capacity in FY 2021-22. CNG is an attractive alternative fuel due to its clean burning characteristic and very low amount of exhaust pollution. Natural Gas helps for the reduction of environmental impact caused by vehicular emission due to use of other polluting fuels such as Petrol & Diesel. GGL by virtue of its CNG sales is replacing burning of approximately 2,250 Kilo-Liters of petrol per day.

GGL, as a responsible organization, recognizes and understands the various global challenges with respect to environmental degradation and climate change. Building awareness among the employees and community about these challenges is an effective way of addressing these challenges. GGL put efforts to do so through following initiatives;

### **Celebration of Environmental Day**

In June 2021 GGL celebrated the World Environment Day by organizing various initiatives such as display of custom banners, sapling distribution & plantation by GGL employees across all locations of GGL, Online quiz on Environment related aspects, poster competition for employees and their family members on “Ecosystem Restoration / Environment Conservation” and Engagement (online sessions) with frontline supervisors on appropriate methodology for waste collection, handling and disposal.

### **Reduction of Natural Gas emission:**

GGL endeavors to reduce Natural gas emission from its operations. Natural gas gets emitted into the atmosphere either as part of planned release or unplanned release. While major part of these emissions is due to un-planned release which is caused by network damage by third party. Planned release emissions also contribute to a small part of these emissions and are notably during network or equipment commissioning or preventive maintenance activities. GGL in its bid to reduce these emissions, focuses on various educational programs, utility coordination & campaigns such as dial before dig (detailed below) for third parties working in the same area of GGL underground natural gas pipeline network. GGL has also put in penalization mechanism for each network damage against third parties causing the same as a deterrent to prevent damages. Apart from this GGL also takes various actions/improvements to reduce emissions, few are listed below:

- Fast emergency response to reported damage cases for prompt isolation of the damaged section
- Isolation valves to reduce emissions post isolation
- Effective Preventive maintenance plan and compliance to same to reduce breakdown instances
- Efficient commissioning procedure to reduce natural gas emissions etc.
- To minimize gas pressure to the lowest possible level to reduce the gas volume vented from the pipeline section & storage cascade for testing & maintenance purpose.

GGL monitors Natural Gas emission per 10,000 SCM of gas purchase cumulative month on month in comparison to the last financial year.

### **Dial Before Dig Campaign**





In this campaign, GGL educates and influences stakeholders such as local municipal authorities, other utilities, their contractors and their field staff including heavy machine like JCB, HDD operators etc.) who undertake digging & horizontal directional drilling (HDD) activities as part of their laying or construction activity. The campaign is done to bring their focus on safety and environmental risks of natural gas release in the atmosphere which can occur as a result of damage to GGL's natural gas pipeline network during their digging & HDD operations. The third parties are urged to dial in to GGL to confirm the location prior to starting any digging / excavation / HDD activities so that damage to Natural gas pipeline network can be prevented through effective coordination.

### **Other Initiatives and compliances**

GGL ensures that all its vehicles have timely PUC re-certifications. Awareness regarding regular servicing and proper maintenance of vehicle is also given due importance through awareness activities.

GGL ensures that all relevant equipment are maintained as per defined frequency and monitored for emission levels to be within prescribed limits of Pollution Control Board authorization.

### **3. Does the company identify and assess potential environmental risks? Y/N**

GGL has developed its environmental management system in line with ISO 14001:2015 standard and got the same certified by third party certification body. GGL has identified Environmental aspects related to each of the business activities / processes and assessed Environmental Impacts related to these aspects.

GGL has established **Environmental Aspect-Impact register** comprising of environmental risks arising from its construction, operations & maintenance activities and impacts covered in this register are mentioned below:

- a) Air pollution
- b) Water pollution
- c) Noise pollution
- d) Land contamination
- e) Health effects
- f) Others

This environmental aspect impact register is being reviewed at regular intervals.

### **4. Does the company have any project related to Clean Development Mechanism? If so, provide details thereof, in about 50 words or so. Also, if Yes, whether any environmental compliance report is filed?**

GGL has not undertaken any projects related to Clean Development Mechanism.

### **5. Has the company undertaken any other initiatives on – clean technology, energy efficiency, renewable energy, etc. Y/N. If yes, please give hyperlink for web page etc.**

GGL takes every effort possible to reduce the impact of its operations on the environment. Some of our key initiatives taken in this regard are:

- a) Hydrogen Blending with Natural Gas for CGD: Hydrogen is not a greenhouse gas (GHG), nor does it produce GHGs when burned, making it a potential substitute for reducing the carbon intensity or pollution of some energy or fuel applications. Hydrogen is relevant to GGL through its use as a fuel when blended with natural gas. GGL has a unique opportunity to leverage the nature of its integrated natural gas business to explore applications for hydrogen as part of its push to reduce GHG emissions.

To start the Hydrogen Blending project, GGL & NTPC have signed an agreement where NTPC will supply the required Hydrogen which will be blended with Natural Gas and GGL will distribute this blended gas. The cluster identified for this pilot project is at one of the NTPC townships and end use application is domestic cooking.

- b) With a motive to contribute to energy conservation and make a move towards Digital India initiative, GGL has initiated concept of Paperless office and is continuously working in this direction by introducing online platform for formats under various policies and approvals
- c) Utilization of energy efficient lighting

**6. Are the Emissions/Waste generated by the company within the permissible limits given by CPCB/SPCB for the financial year being reported?**

Yes. Environment monitoring activities are carried out at all relevant installations by SPCB approved agencies and compliance to permissible limits given by SPCB are closely monitored and ensured. All the emissions and waste generated by GGL are within the permissible limits of CPCB/SPCB. The compliance reports of the same are regularly submitted to SPCB.

**7. Number of show cause/ legal notices received from CPCB/SPCB which are pending (i.e. not resolved to satisfaction) as on end of Financial Year.**

There were no show cause or legal notices received from CPCB/SPCB in FY 2021-22.

**Principle 7: Businesses, when engaged in influencing public and regulatory policy, should do so in a responsible manner**

**1. Is your company a member of any trade and chamber or association? If Yes, Name only those major ones that your business deals with:**

GGL is a member of Association of CGD entities (ACE) and Confederation of Indian Industry (CII).

**2. Have you advocated/lobbied through above associations for the advancement or improvement of public good? Yes/No; if yes specify the broad areas (drop box: Governance and Administration, Economic Reforms, Inclusive Development Policies, Energy security, Water, Food Security, Sustainable Business Principles, Others)**



ACE is a company/ an association working with an objective to promote, aid, help, encourage, develop, protect and secure the interests of the companies engaged in the CGD downstream sector in India and other related entities. They also promote awareness about the latest developments in the CGD industry and disseminate knowledge amongst its members and general public regarding such development. They also make representations to various authorities taking into consideration the common concerns of the CGD entities and also provide common platform for exchange of different ideas to innovate and adopt best practices. They also undertake studies to evolve best practices for the industry.

CII being a national body, takes up various initiatives of public good from time to time. GGL supports such initiatives.

**Principle 8: Businesses should support inclusive growth and equitable development**

**1. Does the company have specified programmes/initiatives/projects in pursuit of the policy related to Principle 8? If yes details thereof.**

GGL has undertaken many initiatives in the field of community development, especially along the lines of skill up-gradation. While keeping the activities aligned to the priorities identified by the Government, the relevance of the activities to the business is also considered.

Indigenous people around the areas of our operations are trained and taken on as contractors which not only helps the Company in achieving lower attrition rates of workers but also provides them a means of livelihood.

**2. Are the programmes/projects undertaken through in-house team/own foundation/external NGO/government structures/any other organization?**

Based on the type of program and the feasibility of its execution, implementation is carried out in multiple forms like engaging with NGOs, hiring external agencies, or making use of in-house capabilities as well.

**3. Have you done any impact assessment of your initiative?**

Prior to beginning any activity, the relevance and the need for it is assessed by one or more employees who visits the location and gauges the need of the community. In this manner, the Company can select the best programs for execution which would be relevant and effective.

**4. What is your company's direct contribution to community development projects Amount in INR and the details of the projects undertaken.**

GGL has incurred a total expenditure of Rs 19,13,84,363 for its CSR activities during FY 2021 – 2022. Details of these activities are mentioned below:

1. GGL helped in setting up of makeshift covid care hospital (Dhanvantri Covid Hospital) with the facility of 900 beds (including 150 ICU beds) at Gujarat University Convention Centre, Ahmedabad to treat affected patients during the second covid wave – Rs. 1000 lakhs

2. GGL supported in setting up of PSA Oxygen plants at various locations in GMERS operated Government Hospitals of Gujarat critical to meet the increasing demand of oxygen and for future preparedness – Rs. 300 lakhs
3. Supply of free natural gas to crematoriums across operating locations of the company – Rs. 605 lakhs.
4. Under its preventive healthcare initiative, GGL runs a Mobile Health Screening Van operating in small villages in tribal district of Narmada. Under the scheme, free preventive medical checkup and basic medicines are provided free of cost– Rs. 7.64 lakhs
5. 'Nodhara No Aadhar' is a scheme of Narmada district administration of providing free food to homeless, destitute, orphans, etc. GGL is supplying free gas to kitchen operated by district administration in Narmada - an aspirational tribal district– Rs. 1 lakh
6. To support the strengthening of Radio Diagnostic Services for the treatment, especially for the post covid complications, GGL is setting up of latest CT scan/MRI scan units in hospitals and medical colleges of the state – This is an ongoing project. We have entered into contract for providing CSR support in this regard and deposited Rs 490.50 Lakhs (Rs 440.15 Lakhs out of CSR Budget of FY 2021-22 and Rs 50.35 lakhs out of CSR Budget of 2022-23) in a separate escrow bank account as per CSR Rules.
7. Others activities – NA

**5. Have you taken steps to ensure that this community development initiative is successfully adopted by the community? Please explain in 50 words, or so.**

The initiatives by GGL are based upon identification of the needs. Through the aforementioned initiatives in the form of support for setting up of Dhanvantri Covid Hospital, purchase & installation of PSA Oxygen plants in GMERS operated government hospitals of Gujarat, operating health screening van in villages of tribal district of Narmada, supporting Nodhara no Aadhar in Narmada district, supplying free gas to crematoriums across its operating areas, the company is supporting the community through these initiatives.

**Principle 9: Businesses should engage with and provide value to their customers and consumers in a responsible manner**

**1. What percentage of customer complaints/consumer cases are pending as on the end of financial year.**

The pending complaints in all customer categories for disposal are 9268 out of overall complaint of 1,55,155 i.e. 5.97% as on 31<sup>st</sup> March 2022 as per the requirement of the SLA under the Quality of Services obligations of the Petroleum and Natural Gas Regulatory Board.

**2. Does the company display product information on the product label, over and above what is mandated as per local laws? Yes/No/N.A. /Remarks(additional information)**



GGL as a service provider holds a special responsibility inherently on providing proper and correct information of the services to its customers from various sectors including Industries, Domestic, Commercial and Transport.

In regards to this, GGL always discloses details of its services to its customer through documents such as "Registration forms" for domestic customers, and "Gas Sale Agreement (GSA)" for Industrial and commercial customers before providing the services. The basic concept behind these documents is to provide all details of services by GGL to its customers and brief content of the same is provided below;

- a) Applicable laws
- b) Facilities to customer
- c) Contract and its details
- d) Delivery point
- e) Metering point
- f) Title and Risk
- g) Contracted quantity details
- h) Expiry date
- i) Health, Safety, Security and Environmental norms
- j) Intellectual property
- k) Price
- l) Applicable taxes

3. Is there any case filed by any stakeholder against the company regarding unfair trade practices, irresponsible advertising and/or anti-competitive behavior during the last five years and pending as on end of financial year. If so, provide details thereof, in about 50 words or so.

NIL.

4. Did your company carry out any consumer survey/ consumer satisfaction trends?

On account of COVID-19 pandemic, GGL was unable to carry out any consumer survey during the FY of 2021-22. GGL has initiated the process of conducting customer satisfaction survey in its operating areas.

Top management of GGL also regularly conducts customer meets with its key customers. During such meetings, the issues faced by the customers are highlighted and GGL tries to rectify them and resolve them at the earliest.

For, Gujarat Gas Limited

Sanjeev Kumar, IAS  
Managing Director

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