

**BUSINESS RESPONSIBILITY & SUSTAINABILITY REPORT-FY 2022-23****SECTION A: GENERAL DISCLOSURES**

Gujarat Gas Limited (GGL or the Company) is dedicated towards fostering an atmosphere of transparency and accountability by working in partnership and empowering our stakeholders. To protect and for the benefit of all our stakeholders, we strive to promote sustainable development. GGL considers its responsibility towards sustainable development as an opportunity to succeed by taking actions which are beneficial for society as a whole.

We applaud the Securities and Exchange Board of India's ("SEBI") introduction of the "Business Responsibility and Sustainability Reporting" ("BRSR") reporting structure, which includes comprehensive Environmental, Social, and Governance ("ESG") disclosures.

This is the first edition of our Business Responsibility and Sustainability Report, in which we have attempted to provide all non-financial disclosures in accordance with clause (f) of sub-regulation (2) of Regulation 34 of the Securities and Exchange Board of India (Listing Obligations and Disclosure Requirements) Regulations, 2015. This report provides all our stakeholders with a comprehensive view and insight into our company's contribution to the economy, the environment and society, which can be utilized to showcase GGL dedication towards long-term growth. In order to meet the expectations of our investors and other stakeholders, we are improving the transparency of our report, as well as our strategic approaches to create value for our stakeholders while minimizing risk in the external environment.

**I. Details of the listed entity**

1.	Corporate Identity Number (CIN) of the Listed Entity	L40200GJ2012SGC069118
2.	Name of the Listed Entity	Gujarat Gas Limited
3.	Year of incorporation	2012
4.	Registered office address	Gujarat Gas CNG Station, Sector 5/C, Gandhinagar – 382006, Gujarat.
5.	Corporate address	2, Shanti Sadan Society, Near Parimal Garden, Ellisbridge, Ahmedabad - 380006 District: Ahmedabad, Gujarat.
6.	E-mail	contactbrsr@gujaratgas.com
7.	Telephone	079-26462980, 079-26460095
8.	Website	www.gujaratgas.com
9.	Financial year for which reporting is being done	2022-23
10.	Name of the Stock Exchange(s) where shares are listed	BSE Limited (BSE) and National Stock Exchange of India Limited (NSE)
11.	Paid-up Capital	INR 137.68 Crores
12.	Name and contact details (telephone, email address) of the person who may be contacted in case of any queries on the BRSR report	Mr. Naveen Sharma Vice-President +079-26737400 naveen.sharma@gujaratgas.com
13.	Reporting boundary - Are the disclosures under this report made on a standalone basis (i.e. only for the entity) or on a consolidated basis (i.e. for the entity and all the entities which form a part of its consolidated financial statements, taken together).	The disclosures under this report are made on a standalone basis.

**II. Products/services**

14.	<b>Details of business activities (accounting for 90% of the turnover):</b>			
	<b>Sr.No.</b>	<b>Description of Main Activity</b>	<b>Description of Business Activity</b>	<b>% of Turnover of the entity</b>
	1	Electricity, gas, steam, and air conditioning supply	City Gas Distribution.	100 %
15.	<b>Products/Services sold by the entity (accounting for 90% of the entity's Turnover)</b>			
	<b>Sr.No.</b>	<b>Product/service</b>	<b>NIC Code</b>	<b>% of total Turnover contributed</b>
	1	Natural Gas	3520- Electricity, Gas, Steam and Air Conditioning Supply; Manufacture & distribution of Gas	100 %



**III. Operations**

<b>16. Number of locations where plants and/or operations/offices of the entity are situated:</b>			
Location	Number of plants	Number of offices	Total
National	824*	48	NA
International	NA	NA	NA

\*Includes CNG stations and other gas installations

Gujarat Gas Limited (GGL) is one of India's largest City Gas Distribution (CGD) Company in terms of sales volume operating in 44 districts in 6 states of Gujarat, Maharashtra, Rajasthan, Haryana, Punjab & Madhya Pradesh and 1 Union territory of Dadra and Nagar Haveli.

<b>17. Markets served by the entity:</b>	
<b>a. Number of locations</b>	
Locations	Numbers
National (No. of States)	7*
International (No. of Countries)	Nil

\* 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 and Diu.

b. What is the contribution of exports as a percentage of the total turnover of the entity? Nil

c. A brief on types of Consumers –  
Gujarat Gas Limited is into the business of developing City Gas Distribution (CGD) Networks to supply natural gas (Compressed Natural Gas & Piped Natural Gas) to the Industrial, Commercial, Domestic and Transport sector.

**IV. Employees**

<b>18. Details as at the end of Financial Year:</b>						
<b>a. Employees and workers (including differently abled)</b>						
Sr.No.	Particulars	Total (A)	Male		Female	
			No. (B)	% (B/A)	No. (C)	% (C/A)
<b>Employees</b>						
1.	Permanent (D)	879	828	94%	51	6%
2.	Other than Permanent (E)	31	31	100%	-	-
3.	<b>Total employees (D + E)</b>	<b>910</b>	<b>859</b>	<b>94%</b>	<b>51</b>	<b>6%</b>
<b>Workers</b>						
1.	Permanent (F)	118	112	95%	6	5%
2.	Other than Permanent (G)	-	-	-	-	-
3.	<b>Total employees (F + G)</b>	<b>118</b>	<b>112</b>	<b>95%</b>	<b>6</b>	<b>5%</b>
<b>b. Differently abled Employees</b>						
Sr.No.	Particulars	Total (A)	Male		Female	
			No. (B)	% (B/A)	No. (C)	% (C/A)
<b>DIFFERENTLY ABLED EMPLOYEES</b>						
1.	Permanent (D)	8	8	100%	-	-
2.	Other than Permanent (E)	-	-	-	-	-
3.	<b>Total differently abled employees (D + E)</b>	<b>8</b>	<b>8</b>	<b>100%</b>	<b>-</b>	<b>-</b>
<b>DIFFERENTLY ABLED WORKERS</b>						
4.	Permanent (F)	1	1	100%	-	-
5.	Other than Permanent (G)	-	-	-	-	-
6.	<b>Total differently abled workers (F + G)</b>	<b>1</b>	<b>1</b>	<b>100%</b>	<b>-</b>	<b>-</b>



<b>19. Participation/Inclusion/Representation of women</b>			
	<b>Total</b>	<b>No. and percentage of Females</b>	
	<b>(A)</b>	<b>No. (B)</b>	<b>% (B / A)</b>
Board of Directors	7	2	28.57%
Key Management Personnel	3	-	-

<b>20. Turnover rate for permanent employees and workers</b>									
	<b>Turnover rate in FY 2022-23</b>			<b>Turnover rate in FY 2021-22</b>			<b>Turnover rate in FY 2020-21</b>		
	<b>Male</b>	<b>Female</b>	<b>Total</b>	<b>Male</b>	<b>Female</b>	<b>Total</b>	<b>Male</b>	<b>Female</b>	<b>Total</b>
Permanent Employees	4.34%	8.00%	4.55%	4.18%	5.94%	4.28%	3.57%	-	3.37%
Permanent Workers	8.55%	-	8.13%	6.35%	-	6.06%	6.69%	-	6.41%

**V. Holding, Subsidiary and Associate Companies (including joint ventures)**

<b>21. Names of holding / subsidiary / associate companies / joint ventures</b>				
<b>Sr.No.</b>	<b>Name of the holding / subsidiary / associate companies / joint ventures (A)</b>	<b>Indicate whether holding/ Subsidiary/ Associate/ Joint Venture</b>	<b>% of shares held by listed entity</b>	<b>Does the entity indicated at column A, participate in the Business Responsibility initiatives of the listed entity? (Yes/No)</b>
1	Gujarat State Petroleum Corporation Limited	Holding Company	Nil	No
2	Gujarat State Petronet Limited	Holding	54.17%	No
3	Guj Info Petro Limited	Associate	49.94%	No

**VI. CSR Details**

22. (i) Whether CSR is applicable as per section 135 of Companies Act, 2013: (Yes/No)	Yes
(ii) Turnover (in Rs.) - Rs. 17,306.16 Crores (FY 2022-23)	
(iii) Net worth (in Rs.) - Rs. 7,097.02 Crores (as on 31 st March 2023)	
The amount disbursed for CSR projects during FY 2022 – 23 is Rs. 19,35,94,951/. In addition Rs. 11,95,35,000/- is transferred to unspent CSR account, the total CSR expenditure during FY 2022 – 23 is Rs. Rs.31,31,29,591/-.	

**VII. Transparency and Disclosures Compliances**

<b>23. Complaints/ Grievances on any of the principles (Principles 1 to 9) under the National Guidelines on Responsible Business Conduct:</b>							
<b>Stakeholder group from whom complaint is received</b>	<b>Grievance Redressal Mechanism in Place (Yes/No) (If Yes, then provide web-link for grievance redress policy)</b>	<b>FY 2022-23</b>			<b>FY 2021-22</b>		
		<b>Number of complaints filed during the year</b>	<b>Number of complaints pending resolution at close of the year</b>	<b>Remarks</b>	<b>Number of complaints filed during the year</b>	<b>Number of complaints pending resolution at close of the year</b>	<b>Remarks</b>
Communities	<b>Yes, Refer Links below</b>  1	-	-	-	-	-	-
Investors (other than shareholders)		-	-	-	-	-	-
Shareholders		49	-	-	41	-	-
Employees and workers		1	-	-	-	-	-
Consumers		169,464	8,239	-	155,344	564	-
Value Chain Partners		-	-	-	-	-	-
Other (please specify)		NA					
<b>Links: <a href="https://www.gujaratgas.com/corporate-governance/bsrpolices/">https://www.gujaratgas.com/corporate-governance/bsrpolices/</a></b>							



**24. Overview of the entity’s material responsible business conduct issues**

Indicate material responsible business conduct and sustainability issues pertaining to environmental and social matters that present a risk or an opportunity to your business, rationale for identifying the same, approach to adapt or mitigate the risk along-with its financial implications, as per the following format

GGL has Identified most significant issues which are crucial for addressing the sustainable development goals in the line of business in which it operates. Material issues are identified by management based on their experience and the industry. GGL is working on procedures to create a framework that will assist it in regularly reviewing the material issues if there are significant developments in either the external or internal environment that have an influence on the long-term, sustainable growth with involvement of all other stakeholders.

Sr. No.	Material issue identified	Indicate whether risk or opportunity (R/O)	Rationale for identifying the risk / opportunity	In case of risk, approach to adapt or mitigate	Financial implications of the risk or opportunity (Indicate positive or negative implications)
1	Occupational health, Safety and wellbeing	Risk	Employees are the most important resources at GGL. Owing to the nature of business staff health and safety is critical for the Company. It is important for the Company to provide a safe working environment to its employees and workers to retain employee and enhance worker confidence and morale.	<ul style="list-style-type: none"> <li>GGL has a comprehensive Health safety policy and places a high priority on it.</li> <li>Robust OHS Management system with HSE specific SOPs</li> <li>All critical activities are carried out after detailed risk assessment &amp; mitigations are implemented in line with OHS risk registers.</li> </ul>	Negative, As Loss of Life or Loss of Working days due to work-related illness and injury, which may impede the work or supply and will involve compensations and other financials impacts.
2	GHG & Carbon Emissions	Opportunity/ Risk	<p><b>O</b>- Natural gas combustion emits fewer pollutants and GHGs than coal and oil combustion. As a result, GGL has a significant opportunity as it expands operations to deliver natural gas, an environment friendly fuel. Government/ Authority regulations on non-usage of non-polluting fuel can also have a positive impact on business operations</p> <p><b>R</b> - Emission of natural gas directly into atmosphere from pipeline damage / equipment or as part of project &amp; maintenance activities since Natural gas is predominantly methane which is a GHG.</p>	<p>NA</p> <ul style="list-style-type: none"> <li>Effective coordination with digging agencies to prevent network damages.</li> <li>Prompt emergency response for quick isolation of the damaged section.</li> <li>Isolation valves at regulator-defined distances to reduce emissions after isolation.</li> <li>Effective preventive maintenance plan &amp; adherence to reduce breakdown instances</li> <li>Efficient commissioning SOP to reduce natural gas emissions, among other things.</li> </ul>	Positive, increase in operations will lead to reduction of carbon emissions as compared to polluting fuels & increase in the overall profitability of the Company.



3	Climate Change	Risk	Climate changes can harm the Company by disrupting its infrastructure, installations and the distribution network. Government regulations and norms on climate and emissions can also have an impact on its business operations for e.g. use of cleaner energy sources like hydrogen powered vehicles, EVs.	GGL has been identifying and evaluating climate change risks that could potentially impact to the company its operations and will plan to and take necessary mitigating and adapting steps to combat such climate change risk.	Climate change could negatively impact the operations of the Company, resulting in financial losses.
4	Asset & Product Safety	Risk	Since, the company operates a city gas distribution business, asset & product safety is of utmost importance. Critical shortcoming in asset & product safety can cause major or man-made disasters which may have consequential impact on the Company's operations and could negatively impact the company's reputation	The Company regularly carries out health and safety campaigns among customers, and communities to address the risk. Risk management is done for all critical assets – pipelines, CNG Stations through safety engineering studies like :- <ul style="list-style-type: none"> <li>• Hazard Operability study (HAZOP)</li> <li>• Quantitative Risk assessment (QRA)</li> <li>• Escape Muster Evacuation &amp; Rescue Analysis (EMERA)</li> <li>• Hazardous Area Classification (HAC)</li> </ul> The Company also complies with the international safety standards and local laws and regulations.	Negative, Loss of reputation or any hazards could result in significant revenue losses and increase in liabilities.
5	Human Rights	Risk	Any infringement of human rights will result in consequences. Additionally, it may have an impact on GGL's image and ability to attract talent.	GGL has a Human Rights Policy and the Company is committed to protect the human rights of all its stakeholders	Negative, As Non-compliance with laws and regulations which could have a direct financial implication.
6	Community Development	Opportunity	GGL promotes self-reliance and independence within the communities it serves in order for them to develop sustainably. Through a dedicated team that is focused on determining the requirements of the community surrounding its operating locations, the Company has been conducting CSR projects.	na	Positive. Supporting the community development activities helps GGL to create a meaningful impact for the surrounding communities.



7	Data Privacy and Security	Risk	GGL is into city gas distribution business and distributes gas to domestic households, industries etc. A substantial amount of personal data is collected by the Company on a regular basis. In order to ensure the protection and security of the data being recorded, the Company takes necessary precautions.	By carrying out a cyber risk assessment, putting in place a business continuity plan for IT platforms and adhering to the information security & data privacy policy, GGL ensures the privacy and security of data.	Negative, Cyber security and data privacy issues could have a negative impact on the day to day operations of the Company and financial losses.
8	Energy Water & Waste	Risk and opportunity	Improving energy efficiency throughout its business operations is a key component of GGL's Energy Strategy. GGL is working on Increasing the percentage of renewable power for combatting emissions.	GGL has taken the following steps to combat the risk: <ul style="list-style-type: none"> <li>• Use of renewable sources of energy</li> <li>• Switching to Gas based vehicles from traditional fuels like petrol and diesel</li> <li>• Strengthening Gas leak detection systems &amp; process.</li> <li>• Optimum utilization of resources</li> </ul>	Positive, Shifting towards renewable energy might reduce overall maintenance costs. It also contributes to a cleaner and greener environment.

**SECTION B: MANAGEMENT AND PROCESS DISCLOSURES**

**Disclosure Questions**

<b>Policy and management processes</b>		<b>P1</b>	<b>P2</b>	<b>P3</b>	<b>P4</b>	<b>P5</b>	<b>P6</b>	<b>P7</b>	<b>P8</b>	<b>P9</b>
1.	a. Whether your entity's policy/policies cover each principle and its core elements of the NGRBCs. (Yes/No)	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
	b. Has the policy been approved by the Board? (Yes/No)	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
	c. Web Link of the Policies, if available	<a href="https://www.gujaratgas.com/corporate-governance/brsrpolicies/">https://www.gujaratgas.com/corporate-governance/brsrpolicies/</a>								
2.	Whether the entity has translated the policy into procedures. (Yes / No)	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
3.	Do the enlisted policies extend to your value chain partners? (Yes/No)	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
4.	Name of the national and international codes/ certifications/ labels/ standards (e.g. Forest Stewardship Council, Fairtrade, Rainforest Alliance, Trustea) standards (e.g. SA 8000, OHSAS, ISO, BIS) adopted by your entity and mapped to each principle.	<ul style="list-style-type: none"> <li>• ISO 9001:2015 Quality management System</li> <li>• ISO 14001:2015 Environmental Management System</li> <li>• ISO 45001:2018 Occupational Health &amp; Safety Management System</li> </ul>								



<p>5. Specific commitments, goals and targets set by the entity with defined timelines, if any.</p>	<ul style="list-style-type: none"> <li>• <b>Hydrogen Blending with Natural Gas for CGD</b> GGL &amp; NTPC have now commissioned the pilot project with 5% hydrogen blending in Natural Gas after due approval from the regulator. NTPC produces and supplies the required green Hydrogen which is blended with Natural Gas through Blending skid and GGL distributes this blended gas at the NTPC township in Kawas, Hazira. GGL and NTPC will be presenting a proposal to its regulator for phase-wise increasing of such hydrogen concentration (Up to 20%) in the blended mixture by FY 2024-25.</li> <li>• <b>Set up EV Charging Facility at CNG stations</b> As a part of Pilot Project and to promote use of electric vehicles, GGL has set up an electrical charging facilities at its operating COCO CNG Station at Kevadia location (near to Statue of Unity) in Narmada GA. The Installed charger having capacity of 50 KW Fast Charging facility. The charger also supports AC and DC Fast Charging facilities. GGL plans to set up 4 other similar facilities at GGL CNG station in line with the arrangement with M/S Tata Power Solapur Limited (TPSL) by end of FY2024-25.</li> <li>• <b>Setting up new CNG stations:</b> GGL is influencing automobile users in its operational areas to use compressed natural gas as a clean automotive fuel through various campaigns. GGL has made it a priority to expand CNG transportation and dispensing infrastructure and facilities. CNG is a popular alternative fuel because of its clean burning characteristics and low carbon emission in air. Natural gas helps to reduce the environmental impact of vehicular emissions caused by the use of other polluting fuels such as petrol and diesel. In FY 2023-24, GGL plans to set up 61 new CNG stations across GGL operational areas. Out of these, 39 CNG stations are planned to be set up in new geographical areas of GGL.</li> <li>• <b>Setting up LNG storage and regasification facility for CNG/PNG supply</b> Liquefied Natural Gas (LNG) is a natural gas, predominantly methane (CH<sub>4</sub>) that has been liquefied for ease of storage and transportation. This LNG is pressurized and re-gasified through ambient vaporizers for dispensing to customer vehicles as an automotive fuel and Piped natural gas to domestic, commercial and industrial customers on priority in areas far away from gas supply point of transportation pipeline. GGL plans to set up 4 new facilities for LNG storage and regasification by the end of FY2023-24.</li> <li>• <b>Injection of BioGas into Natural Gas Pipeline:</b> GGL has planned to commission a project for injection of Biogas in existing Natural Gas pipeline network at two locations in Hoshiarpur-Gurdaspur GA / Bharuch GA for supply to customers by end of FY24. GGL has already established agreements with Biogas manufacturers to supply Biogas to GGL at desired pressure for these projects.</li> </ul>
<p>6. Performance of the entity against the specific commitments, goals and targets along-with reasons in case the same are not met.</p>	<p>The Company is in the process to develop and map the performance against the specific commitments.</p>



Governance, leadership and oversight										
7.	Statement by director responsible for the business responsibility report, highlighting ESG related challenges, targets and achievements (listed entity has flexibility regarding the placement of this disclosure)	The statement on sustainability related risks, goals, commitments and the Company's contribution is available in Annexure-7 of the Board's Report for the FY 2022-23.								
8.	Details of the highest authority responsible for implementation and oversight of the Business Responsibility policy (ies).	The Board of Directors have constituted a Business Responsibility & Sustainability Reporting (BRSR) Committee for reviewing and recommending the Business Responsibility & Sustainability Report to the Board of Director's including oversight of policies.								
9.	Does the entity have a specified Committee of the Board/ Director responsible for decision making on sustainability related issues? (Yes / No). If yes, provide details.	Business Responsibility & Sustainability Reporting (BRSR) Committee comprising of the following members: 1. Shri Balwant Singh, IAS (Retd.) 2. Shri Bhadresh Mehta 3. Prof. Yogesh Singh								
10.	<b>Details of Review of NGRBCs by the Company:</b>									
	<b>Subject for Review</b>	<b>Indicate whether review was undertaken by Director / Committee of the Board/ Any other Committee</b>								
		<b>P1</b>	<b>P2</b>	<b>P3</b>	<b>P4</b>	<b>P5</b>	<b>P6</b>	<b>P7</b>	<b>P8</b>	<b>P9</b>
	Performance against above policies and follow up action	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
	Compliance with statutory requirements of relevance to the principles, and, rectification of any non-compliances	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
	Frequency (Annually/ Half yearly/ Quarterly/ Any other – please specify)	Reviews are undertaken periodically as and when required.								
11.	Has the entity carried out independent assessment/ evaluation of the working of its policies by an external agency? (Yes/No). If yes, provide name of the agency.	<b>P1</b>	<b>P2</b>	<b>P3</b>	<b>P4</b>	<b>P5</b>	<b>P6</b>	<b>P7</b>	<b>P8</b>	<b>P9</b>
		No								
12.	<b>If answer to question (1) above is "No" i.e. not all Principles are covered by a policy, reasons to be stated:</b>									
	<b>Questions</b>	<b>P1</b>	<b>P2</b>	<b>P3</b>	<b>P4</b>	<b>P5</b>	<b>P6</b>	<b>P7</b>	<b>P8</b>	<b>P9</b>
	The entity does not consider the Principles material to its business (Yes/No)	Not Applicable								
	The entity is not at a stage where it is in a position to formulate and implement the policies on specified principles (Yes/No)									
	The entity does not have the financial or/human and technical resources available for the task (Yes/No)									
	It is planned to be done in the next financial year (Yes/No)									
	Any other reason (please specify)									





**SECTION C: PRINCIPLE WISE PERFORMANCE DISCLOSURE**

**PRINCIPLE 1: Businesses should conduct and govern themselves with integrity, and in a manner that is Ethical, Transparent and Accountable.**



The first principle of BRSR gives information about the governance structure of the organisation. It shows us a bird's-eye view of how the organization's policies are distributed, shared, explained, and put into practice in all of its operations and functions. GGL ensures that business and operations are conducted with integrity, accountability and transparency. The Company's Code of Conduct and ethics strategy are the guiding principles for conducting and governing the business and reflect how we treat our stakeholders including employees, customers, communities, and the environment.

**Essential Indicators**

<b>1. Percentage coverage by training and awareness programmes on any of the Principles during the financial year:</b>					
Segment	Total number of training and awareness programmes held	Topics / principles covered under the training	%age of persons in respective category covered by the awareness programmes		
Board of Directors	4	All principles	100		
Key Managerial Personnel	4	All principles	100		
Employees other than BoD and KMPs	68	Health and Safety, Fire Fighting, Operation and Maintenance – Emergency Handling, Cyber Security Awareness, National and International Conferences on CGD business	NA		
Workers	2	Health & Safety	NA		
<b>2. Details of fines / penalties /punishment/ award/ compounding fees/ settlement amount paid in proceedings (by the entity or by directors / KMPs) with regulators/ law enforcement agencies/ judicial institutions, in the financial year, in the following format (Note: the entity shall make disclosures on the basis of materiality as specified in Regulation 30 of SEBI (Listing Obligations and Disclosure Requirements) Regulations, 2015 and as disclosed on the entity's website):</b>					
<b>Monetary</b>					
	NGRBC Principle	Name of the regulatory/ enforcement agencies/ judicial institutions	Amount (In INR)	Brief of the Case	Has an appeal been preferred? (Yes/No)
Penalty/ Fine	There were no fines / penalties / punishment / award / compounding fees / settlement amount paid in proceedings (by the entity or by directors / KMPs) with regulators / law enforcement agencies / judicial institutions, in the financial year ended March 31, 2023.				
Settlement					
Compounding fee					
<b>Non - Monetary</b>					
	NGRBC Principle	Name of the regulatory/ enforcement agencies/ judicial institutions	Brief of the Case	Has an appeal been preferred? (Yes/No)	
Imprisonment	There were no non-monetary penalties in proceedings (by the entity or by directors / KMPs) with regulators / law enforcement agencies / judicial institutions, in the financial year ended March 31, 2023.				
Punishment					
<b>3. Of the instances disclosed in Question 2 above, details of the Appeal/ Revision preferred in cases where monetary or non-monetary action has been appealed</b>					
Case Details		Name of the regulatory/ enforcement agencies/ judicial institutions			
Since there were no fines / penalties /punishment/ award/ compounding fees/ settlement amount paid in proceedings (by the entity or by directors / KMPs) with regulators/ law enforcement agencies/judicial institutions, in the financial year ended March 31, 2023, there were no appeals/revisions filed.					



<p><b>4. Does the entity have an anti-corruption or anti-bribery policy? If yes, provide details in brief and if available, provide a web-link to the policy.</b></p> <p>Yes, the Company has an Anti-corruption and Anti-Bribery policy. Employees, intermediaries, consultants, dealers, contractors, suppliers, etc. working for or acting on behalf of the Company are subject to Company's anti-corruption and anti-bribery policy. The Policy reflects the Company and its management's commitment for maintaining highest ethical standards while undertaking open and fair business practices and culture and implementing and enforcing effective systems to detect, counter and prevent bribery and other corrupt business practices.</p> <p><b>Refer link for anti-corruption and anti-bribery policy → <a href="https://www.gujaratgas.com/corporate-governance/brsrpolicies/">https://www.gujaratgas.com/corporate-governance/brsrpolicies/</a></b></p>																										
<p><b>5. Number of Directors/KMPs/employees/workers against whom disciplinary action was taken by any law enforcement agency for the charges of bribery/ corruption:</b></p> <table border="1"> <thead> <tr> <th>Particulars</th> <th>FY 2022-23 Current Financial Year</th> <th colspan="3">FY 2021-22 Previous Financial Year</th> </tr> </thead> <tbody> <tr> <td>Directors</td> <td rowspan="4">There were no instances of any disciplinary action taken by any law enforcement agency for the charges of bribery/ corruption against Directors/ KMPs/employees/workers. The senior leadership upholds the highest level of integrity and instills the same in other levels of management.</td> <td colspan="3"></td> </tr> <tr> <td>KMPs</td> <td colspan="3"></td> </tr> <tr> <td>Employees</td> <td colspan="3"></td> </tr> <tr> <td>Workers</td> <td colspan="3"></td> </tr> </tbody> </table>					Particulars	FY 2022-23 Current Financial Year	FY 2021-22 Previous Financial Year			Directors	There were no instances of any disciplinary action taken by any law enforcement agency for the charges of bribery/ corruption against Directors/ KMPs/employees/workers. The senior leadership upholds the highest level of integrity and instills the same in other levels of management.				KMPs				Employees				Workers			
Particulars	FY 2022-23 Current Financial Year	FY 2021-22 Previous Financial Year																								
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<p><b>7. Provide details of any corrective action taken or underway on issues related to fines / penalties / action taken by regulators/ law enforcement agencies/judicial institutions, on cases of corruption and conflicts of interest.</b></p> <p>Not Applicable, as there were no instances of corruption or conflicts of interest, no corrective action was required to be taken on matters pertaining to fines / penalties / action taken by regulators / law enforcement agencies / judicial institutions.</p> <p style="text-align: center;"><b>Leadership Indicators</b></p> <p>1. Awareness programmes conducted for value chain partners on any of the Principles during the financial year:</p> <table border="1"> <thead> <tr> <th>Total number of awareness programmes held</th> <th>Topics / principles covered under the training</th> <th>%age of value chain partners covered (by value of business done with such partners) under the awareness programmes</th> </tr> </thead> <tbody> <tr> <td>Contractor staff – 3100 Customers, general public &amp; other utilities – 627</td> <td>Principle 3,6 &amp; 9 are covered under these programmes. Training / awareness topics for contractor staff – <ul style="list-style-type: none"> <li>• Basic safety training</li> <li>• Technical competency trainings (such as CGD O&amp;M training, Work at height, GI plumbing, Defensive driving, CNG filling, PE welder training etc.)</li> <li>• Fire-fighting training</li> <li>• First Aid training</li> <li>• Lifesaver compliance</li> <li>• PPE usage</li> <li>• Permit to Work system</li> <li>• Hazard identification and site specific risk assessment</li> <li>• Emergency handling</li> <li>• Lessons learnt from incidents</li> </ul>                     Natural Gas related safety awareness sessions for customers, villages along pipeline route, Societies, Schools, other utilities and public in general covering approximately 9000 people                 </td> <td>Contractor staff - 100% Awareness programmes for 100% new customer during commissioning/conversion.</td> </tr> </tbody> </table>					Total number of awareness programmes held	Topics / principles covered under the training	%age of value chain partners covered (by value of business done with such partners) under the awareness programmes	Contractor staff – 3100 Customers, general public & other utilities – 627	Principle 3,6 & 9 are covered under these programmes. Training / awareness topics for contractor staff – <ul style="list-style-type: none"> <li>• Basic safety training</li> <li>• Technical competency trainings (such as CGD O&amp;M training, Work at height, GI plumbing, Defensive driving, CNG filling, PE welder training etc.)</li> <li>• Fire-fighting training</li> <li>• First Aid training</li> <li>• Lifesaver compliance</li> <li>• PPE usage</li> <li>• Permit to Work system</li> <li>• Hazard identification and site specific risk assessment</li> <li>• Emergency handling</li> <li>• Lessons learnt from incidents</li> </ul> Natural Gas related safety awareness sessions for customers, villages along pipeline route, Societies, Schools, other utilities and public in general covering approximately 9000 people	Contractor staff - 100% Awareness programmes for 100% new customer during commissioning/conversion.																
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<p>2. Does the entity have processes in place to avoid/ manage conflict of interests involving members of the Board? <b>(Yes/No)</b>                  If Yes, provide details of the same.                  Yes, the Company has a Code of Conduct policy for the Board of Directors and senior management personnel which provides clear guidelines for avoiding and disclosing an actual or potential conflict of interest with the Company.                  All Directors are required to disclose to the Board their concern / conflict of interest during their onboarding and any subsequent modifications have to be intimated timely.                  The Company receives an annual declaration from its Board of Directors and senior management personnel on the entities they are interested in and ensures requisite approvals as required under the applicable laws are taken prior to entering into transactions with each entity.  <b>Refer link for Conflict of Interest/ Code of Conduct policy → <a href="https://www.gujaratgas.com/corporate-governance/brsrpolicies/">https://www.gujaratgas.com/corporate-governance/brsrpolicies/</a></b></p>
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**PRINCIPLE 2: Businesses should provide goods and services in a manner that is sustainable and safe**



The Second Principle is primarily concerned with production and consumption of resources. It focuses on protecting natural resources by responsible consumption and creating those products which reduces negative impact to environment and society throughout its Lifecycle.

GGL is a company which is into the business of distribution of natural gas, as compared to other fuels it emits less carbon into the environment and has low impacts on the environment. GGL is willing to support local vendors, vulnerable and marginalized groups and other supply chain partners who can help us to achieve our strategic objectives and long-term sustainable aspirations because doing so would mean aiding the support to the economy as a whole. GGL has Sustainable development policy in place to mitigate these issues and tenders general terms & conditions that require vendors to comply with all Health, Safety and Environment, human rights & all other applicable regulatory compliances.

**Essential Indicators**

<b>1. Percentage of R&amp;D and capital expenditure (capex) investments in specific technologies to improve the environmental and social impacts of product and processes to total R&amp;D and capex investments made by the entity, respectively.</b>			
	<b>FY 2022-23 Current Financial Year</b>	<b>FY 2021-22 Previous Financial Year</b>	<b>Details of improvements in environmental and social impacts</b>
R&D	Nil	Nil	NA
Capex	0.53 Crores	19.79 Crores	<p>☞ <b>Blending of Hydrogen gas with Natural Gas for CGD (City Gas Distribution):</b>                      GGL along with the National Thermal Power Corporation (NTPC) commissioned India's first green hydrogen blending project at NTPC's township in Hazira, Surat, Gujarat. The petroleum and natural gas regulatory board has approved a 5% volume blending of green hydrogen with PNG. Hydrogen is not a greenhouse gas (GHG), nor does it produce GHGs when burned. This makes Hydrogen a potential substitute for reducing the carbon intensity or pollution of some energy or fuel applications.</p> <p>☞ GGL has a unique opportunity to leverage the nature of its integrated natural gas business to explore applications for hydrogen as part of its efforts to reduce GHG emissions.</p> <p>☞ <b>Establishment of LNG/LCNG Station:</b>                      In the previous year, GGL had established a number of LNG (Liquified Natural Gas)/ LCNG (Liquified Compressed Natural Gas) Stations which help to reduce the energy/fuel consumption. Establishment of LNG/LCNG stations leads to reduction in trips for gas transportation made by transport trucks and corresponding decrease in fuel usage. (Establishment of LNG/LCNG Station in Thane, Maharashtra results in reduction of approximately 3000 km/day travel by CNG trucks/ Mobile Cascade Vehicles (MCV)).</p>



2.	<p><b>a. Does the entity have procedures in place for sustainable sourcing? (Yes/No)</b></p> <p><b>b. If yes, what percentage of inputs were sourced sustainably?</b></p> <p>GGL is a City Gas Distribution (CGD) Company which provides natural gas to its consumers. Natural gas reduces approximately around 50% greenhouse gas (GHG) emissions compared to coal used in various industrial applications. It can also be transported through pipelines to various places, thereby replacing the carbon footprint generated by transporting liquid fuel/coal through roads/rails.</p> <p>GGL has also started replacing its diesel driven transport vehicles with CNG (Compressed Natural Gas) as a fuel.</p> <p>The company has a process of procurement through E- tenders which has resulted in reduction in use of paper. E- tenders including the general terms and conditions are accessible on the website of the Company.</p> <p>Additionally, GGL encourages its partners to adhere to Safety and environmental standards like, ISO 14001, and ISO 45001.</p>
3.	<p><b>Describe the processes in place to safely reclaim your products for reusing, recycling and disposing at the end of life, for (a) Plastics (including packaging) (b) E-waste (c) Hazardous waste and (d) other waste.</b></p> <p>The company is a City Gas Distribution (CGD) company, which is involved in distribution of gas. Owing to the nature of the product of the Company, the same cannot be reclaimed and hence the question of reusing, recycling and disposing at the end of life is not applicable to this sector.</p> <p>However, GGL has a well-established process of waste management which includes collection, disposal and further recycling as applicable for waste generated during project and operational activities of the organisation. This includes the following:</p> <p>a) Plastic waste – Plastic waste generated at GGL includes PE pipe short pieces (&lt;5 meters) which cannot be re-used and collected by contractor and submitted to GGL stores. Same is checked through the material reconciliation process. This waste is then sold through auction at MSTC official website.</p> <p>b) E-waste – E-waste generated at GGL is from the offices &amp; owned CNG stations. Waste is collected and sent to Stores and are then disposed of to E-waste authorized vendors</p> <p>c) Hazardous Waste – Hazardous waste generated at GGL comprising used oil from equipment such as CNG compressors are collected by GGL contractor for compressor maintenance and is sent to the pollution control board approved vendors for recycling.</p> <p>d) Other non-hazardous waste – Waste such as food, paper, cardboard, metal, glass etc. are collected and disposed/sold as scrap-to-scrap vendors / municipal waste collectors.</p>
4.	<p><b>Whether Extended Producer Responsibility (EPR) is applicable to the entity's activities (Yes / No). If yes, whether the waste collection plan is in line with the Extended Producer Responsibility (EPR) plan submitted to Pollution Control Boards? If not, provide steps taken to address the same.</b></p> <p>Extended Producer Responsibility (EPR) is not applicable to the company because of the nature of its product and service offerings. GGL has an established SOP on Waste management which clearly defines project &amp; operational waste collection and disposal. GGL when obtaining consent from the State Pollution Control Board (SPCB) submits its hazardous waste management plan and ensures compliance with the requirements of SPCB consent regarding waste management and relevant data reporting to SPCB for the same.</p>

#### Leadership Indicators

1. Has the entity conducted Life Cycle Perspective / Assessments (LCA) for any of its products (for manufacturing industry) or for its services (for service industry)? If yes, provide details in the following format?

NIC Code	Name of product/service	% of total turnover contributed	Boundary for which the life cycle perspective/ assessment was conducted	Whether conducted by an independent external agency	Results communicated in public domain (Yes/No)
Life cycle assessment for any of the products has not been currently performed by GGL.					

2. If there are any significant social or environmental concerns and/or risks arising from production or disposal of your products / services, as identified in the Life Cycle Perspective / Assessments (LCA) or through any other means, briefly describe the same along-with action taken to mitigate the same.

Name of product/ Service	Description of the risk/ concern	Action Taken
Life cycle assessment for any of the products is not currently performed by GGL. There are no significant social or environmental concerns and/or risks arising from production or disposal of products/services have been identified.		



3. Percentage of recycled or reused input material to total material (by value) used in production (for manufacturing industry) or providing services (for service industry).

Indicate Input Material	Recycled or re-used input material to total material	Recycled or re-used input material to total material
	Current Financial Year (2022-23)	Previous Financial Year (2021-22)
GGL is in the business of distribution of natural gas to domestic, commercial, industrial & CNG Consumers. Natural gas and other project inputs materials (pipeline/fittings/equipment etc.) procured generally do not include any recycled/reused material considering safety requirements & standards. Therefore, over-all no recycled or reused input material can be considered for GGL.		

4. Of the products and packaging reclaimed at end of life of products, amount (in metric tonnes) reused, recycled, and safely disposed.

	FY 2022-23			FY 2021-22		
	Re-used	Recycled	Safely Disposed	Re-used	Recycled	Safely Disposed
Plastics (including packaging)	-	-	9.52 MT	-	-	17.58 MT
E-Waste	-	-	4.40 MT	-	-	3.57 MT
Hazardous Waste*	-	82.46 KL	-	-	75.96 KL	-
Battery waste	-	-	18.17 MT	-	-	7.39 MT
Other non-hazardous Waste	-	-	203.63 MT	-	-	347.41 MT

\*Hazardous waste "Used Oil" is Given to PCB (Pollution Control board) approved vendor for recycling

5. Reclaimed products and their packaging materials (as percentage of products sold) for each product category.

Indicate Product Category	Reclaimed products and their packaging materials as % of total products sold in respective category
Not Available as product recycling is not relevant for the industry. GGL product is Natural Gas which is used as fuel therefore no reclaiming is possible considering the very nature of product, also no packaging material is involved.	

**PRINCIPLE 3: Businesses should respect and promote the well-being of all employees, including those in their value chains**



This principle is focused on equity, dignity, and quality of life of the organization employees as well as employees of value chain partners. Entities must comply with the regulatory and statutory Requirements and further provide equal opportunity to all the employees.

GGL places great emphasis on employee growth and well-being because these factors boost output, morale and reduce attrition rates. Workers are an organization's most valuable asset since they not only act as a conduit between the Company and its consumers, but they also significantly contribute to the overall success of the company. GGL has a sharp focus on inclusion and diversity, health and wellbeing and continuous learning and development of its employees and workers. The Company's redressal mechanisms enable workers to report issues from across the organization, allowing them to be addressed rapidly and effectively.



Essential Indicators											
<b>1. a. Details of measures for the well-being of employees:</b>											
Category	% of employees covered by										
	Total (A)	Health insurance		Accident insurance		Maternity benefits		Paternity Benefits		Day Care facilities	
		Number	%	Number	%	Number	%	Number	%	Number	%
<b>Permanent Employees</b>											
Male	828	828	100%	828	100%	-	-	828	100%	-	-
Female	51	51	100%	51	100%	51	100%	-	-	-	-
Total	879	879	100%	879	100%	51	100%	828	100%	-	-
<b>Other than Permanent Employees</b>											
Male	31	31	100%	31	100%	-	-	-	-	-	-
Female	-	-	-	-	-	-	-	-	-	-	-
Total	31	31	100%	31	100%	-	-	-	-	-	-
<b>b. Details of measures for the well-being of workers:</b>											
Category	% of workers covered by										
	Total (A)	Health insurance		Accident insurance		Maternity benefits		Paternity Benefits		Day Care facilities	
		Number	%	Number	%	Number	%	Number	%	Number	%
<b>Permanent workers</b>											
Male	112	112	100%	112	100%	-	-	112	100%	-	-
Female	6	6	100%	6	100%	6	100%	-	-	-	-
Total	118	118	100%	118	100%	6	100%	112	100%	-	-
<b>Other than Permanent workers</b>											
Male	-	-	-	-	-	-	-	-	-	-	-
Female	-	-	-	-	-	-	-	-	-	-	-
Total	-	-	-	-	-	-	-	-	-	-	-
At GGL, workers are hired through "Third Party Contractors" on need basis for completion of identified business operations from time to time and mechanisms are being built to track workers that GGL recruits through "Third Party Contractors".											
<b>2. Details of retirement benefits, for Current Financial Year and Previous Financial Year.</b>											
Benefits	FY 2022-23 (Current Financial Year)			FY 2021-22 (Previous Financial Year)							
	No. of employees covered as a % of total employees	No. of workers covered as a % of total workers	Deducted and deposited with the authority (Y/N/N.A.)	No. of employees covered as a % of total employees	No. of workers covered as a % of total workers	Deducted and deposited with the authority (Y/N/N.A.)					
PF	100%	100%	Yes	100%	100%	Yes					
Gratuity*	93%	100%	Yes	95%	100%	Yes					
ESI*	4%	-	Yes	3%	-	Yes					
Others Please Specify (National Pension Scheme)	Nil	Nil	NA	Nil	Nil	NA					
* For Gratuity and ESI, all eligible employees are covered under the respective schemes.											
<b>3. Accessibility of workplaces</b>											
<b>Are the premises / offices of the entity accessible to differently abled employees and workers, as per the requirements of the Rights of Persons with Disabilities Act, 2016? If not, whether any steps are being taken by the entity in this regard.</b>											
The Company owned offices are accessible to differently abled employees and workers as per the requirements of the Rights of Persons with Disabilities Act, 2016. Wheelchair's facilities are available at the Company owned offices of Gujarat Gas Limited.											



<p><b>4. Does the entity have an equal opportunity policy as per the Rights of Persons with Disabilities Act, 2016? If so, provide a web-link to the policy</b></p> <p>Yes, the company has an equal opportunity policy in place which is applicable to all stakeholders under its human rights policy. The policy states that facilities for people with disabilities will be made, along with the required infrastructure and policies, as well as other privileges like leave of absence, opportunities for learning and growth and other benefits in accordance with legal requirements and accepted business standards.</p> <p>Provide link to the policy: <a href="https://www.gujaratgas.com/corporate-governance/brsrpolicies/">https://www.gujaratgas.com/corporate-governance/brsrpolicies/</a></p>																																																													
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<p><b>7. Membership of employees and worker in association(s) or Unions recognised by the listed entity:</b></p> <p>Presently, there are two unions in GGL i.e. GGCL Employees Union, Surat; GGCL staff Union, Ankleshwar representing the permanent workers of the Company.</p> <table border="1"> <thead> <tr> <th rowspan="2"></th> <th colspan="3">FY 2022-23 (Current Financial Year)</th> <th colspan="3">FY 2021-22 (Previous Financial Year)</th> </tr> <tr> <th>Total employees / workers in respective category (A)</th> <th>No. of employees / workers in respective category, who are part of association(s) or Union (B)</th> <th>% (B / A)</th> <th>Total employees / workers in respective category (C)</th> <th>No. of employees / workers in respective category, who are part of association(s) or Union (D)</th> <th>% (D / C)</th> </tr> </thead> <tbody> <tr> <td><b>Total Permanent Employees</b></td> <td><b>879</b></td> <td>-</td> <td>NA</td> <td><b>879</b></td> <td>-</td> <td>NA</td> </tr> <tr> <td>Male</td> <td>828</td> <td>-</td> <td>NA</td> <td>830</td> <td>-</td> <td>NA</td> </tr> <tr> <td>Female</td> <td>51</td> <td>-</td> <td>NA</td> <td>49</td> <td>-</td> <td>NA</td> </tr> <tr> <td><b>Total Permanent Workers</b></td> <td><b>118</b></td> <td><b>118</b></td> <td><b>100%</b></td> <td><b>128</b></td> <td><b>128</b></td> <td><b>100%</b></td> </tr> <tr> <td>Male</td> <td>112</td> <td>112</td> <td>100%</td> <td>122</td> <td>122</td> <td>100%</td> </tr> <tr> <td>Female</td> <td>6</td> <td>6</td> <td>100%</td> <td>6</td> <td>6</td> <td>100%</td> </tr> </tbody> </table>								FY 2022-23 (Current Financial Year)			FY 2021-22 (Previous Financial Year)			Total employees / workers in respective category (A)	No. of employees / workers in respective category, who are part of association(s) or Union (B)	% (B / A)	Total employees / workers in respective category (C)	No. of employees / workers in respective category, who are part of association(s) or Union (D)	% (D / C)	<b>Total Permanent Employees</b>	<b>879</b>	-	NA	<b>879</b>	-	NA	Male	828	-	NA	830	-	NA	Female	51	-	NA	49	-	NA	<b>Total Permanent Workers</b>	<b>118</b>	<b>118</b>	<b>100%</b>	<b>128</b>	<b>128</b>	<b>100%</b>	Male	112	112	100%	122	122	100%	Female	6	6	100%	6	6	100%
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<b>8. Details of training given to employees and workers:</b>										
Category	FY 2022-23 (Current Financial Year)					FY 2021-22 (Previous Financial Year)				
	Total (A)	On Health and safety measures		On Skill upgradation		Total (A)	On Health and safety measures		On Skill upgradation	
		No.(B)	%(B/A)	No.(C)	%(C/A)		No.(E)	%(E/D)	No.(F)	%(F/D)
<b>Employees</b>										
Male	859	433	50%	192	22%	857	321	37%	161	19%
Female	51	25	49%	6	12%	49	3	6%	7	14%
<b>Total</b>	<b>910</b>	458	50%	198	22%	906	334	37%	180	20%
<b>Workers</b>										
Male	112	14	13%	3	3%	122	10	8%	12	10%
Female	6	3	50%	1	17%	6	-	-	-	-
<b>Total</b>	<b>118</b>	17	14%	4	3%	<b>128</b>	<b>10</b>	<b>8%</b>	<b>12</b>	<b>9%</b>
<b>9. Details of performance and career development reviews of employees and worker:</b>										
Category	FY 2022-23 (Current Financial Year)			FY 2021-22 (Previous Financial Year)						
	Total (A)	No. (B)	%(B / A)	Total (C)	No. (D)	%(D / C)				
<b>Employees</b>										
Male	857	789	92%	865	820	95%				
Female	49	46	94%	52	49	94%				
Total	906	835	92%	917	869	95%				
<b>Workers</b>										
Male	Workers are the union workers whose performance is considered and settled via the settlement agreements determined over a 4year periods.									
Female										
Total										
<b>10. Health and safety management system:</b>										
<b>A. Whether an occupational health and safety management system has been implemented by the entity? (Yes/ No). If yes, the coverage of such a system?</b>										
<p>Yes, GGL has established its Occupational Health, Safety and Environment Management system with reference to ISO standard 45001:2018 and has successfully completed its recertification audits. The certificates show the company's ongoing dedication to health and safety management. GGL ensures that all management choices are consistent with the Company's goals for health and safety, that the management systems follow the best industry standards and are adequately resourced.</p> <p>GGL recognizes that the protection of the health and safety of all those involved in its operation and public at large. It is an integral part of the company's business operations and the prime responsibility of management at each level. GGL's assets have been designed, constructed, commissioned and are operated and maintained, such that the risks to personnel are reduced to as low as reasonably practicable (ALARP). GGL operations are driven by the goal of zero injuries, with the aim to ensure that every employee working for and on behalf of the company returns home safely at the end of each working day.</p> <p>GGL Health and Safety Management system coverage includes GGL HSE Policy, HSE and Departmental Standard Operating Procedures and Guidelines covering HSE performance management, Operational HSE Management, Audits, Permit System, Lifesaver compliances, Training and Competency, Outsourced services HSE management and controls, Document Management, Management reviews etc. GGL HSE Management system is implemented covering all GGL operating locations and corporate functions.</p>										



**B. What are the processes used to identify work-related hazards and assess risks on a routine and non-routine basis by the entity?**

The identification of Health and Safety hazards associated with GGL's activities and facilities is a continuous process that determines the past, current and potential HSE impact of routine and non-routine activities, facilities at GGL workplace and activities of all personnel (i.e., visitors, sub-contractors, suppliers) having access to GGL workplace.

GGL has established procedure:

- To identify the hazards and Environment Impacts associated with GGL's activities and facilities. The procedure starts at an early stage in any development of new facilities, activities, processes, or tasks, to allow good Health, Safety practices to be 'built in'.
- To assess the risk levels and impacts to determine those hazards, which have or can have significant HSE risk level. Risk/Impact assessment considers both the severity of the consequences of a specified adverse event and the probability (the likelihood) of it occurring.
- To implement in time effective control measures to reduce the risks / impacts to tolerable risk level i.e. ALARP level. Tolerable risk / impact or ALARP risk is the risk that has been reduced to a level that can be endured by the GGL having regard to legal obligation and GGL own policy.

GGL has established various tools including but not limited to these following tools for identification of Hazards & assessment of risks:

- 1) Hazard reporting hard copy formats
- 2) Hazard reporting online system
- 3) Activities like Hazard Hunt
- 4) Occupational Health & Safety risk registers for each kind of job
- 5) Site Specific Risk Assessment before start of each job
- 6) Tool-box Talk before start of each job
- 7) Permit to Work System for each job
- 8) Safety Engineering Studies like Hazard Operability (HAZOP), Quantitative Risk Assessment (QRA) for all new installations & modifications in existing installations

**C. Whether you have processes for workers to report the work-related hazards and to remove themselves from such risks. (Y/N)**

Yes, All GGL employees are trained on Health & Safety related aspects which includes defining Hazards and examples of work-related hazards and methods of reporting hazard including further actions.

GGL has defined targets for reporting hazards for its contractors, so as to get them actively involved in looking out for hazards or hazardous situations. Risk mitigation actions are taken against these reported Hazards on priority depending upon criticality of hazard or its corrective actions which are tracked in the system.

GGL motivates staff and workers on reporting hazards by recognizing and rewarding best reported hazards for each operational area every month.

**D. Do the employees/ workers of the entity have access to non-occupational medical and healthcare services? (Yes/No)**

Yes, GGL has established following policies for employees to support them for non-occupational medical & healthcare services:

- 1) Health Care Policy - Health Check-up & OPD
- 2) Insurance Scheme - Mediclaim Insurance, Group Personal Accident Insurance & Life Insurance

GGL has tie-ups with hospitals in each area of operation to provide employees with medical and healthcare services as needed.



<b>11. Details of safety related incidents, in the following format:</b>						
Safety Incident/Number	Category	FY 2022-23		FY 2021-22		
		Current Financial Year	Previous Financial Year			
Lost Time Injury Frequency Rate (LTIFR) (per one million-person hours worked)	Employees	Nil	Nil			
	Workers	Nil	Nil			
Total recordable work-related injuries	Employees	Nil	Nil			
	Workers	Nil	Nil			
No. of fatalities	Employees	Nil	Nil			
	Workers	Nil	Nil			
High consequence work-related injury or ill-health (excluding fatalities)	Employees	Nil	Nil			
	Workers	Nil	Nil			
<b>12. Describe the measures taken by the entity to ensure a safe and healthy workplace.</b>						
<p>GGL has established its Occupational Health, Safety and Environment management system with reference to ISO standard 45001:2018. GGL has established and maintained a Work permit system to ensure any works potentially hazardous to people, environment, or assets are controlled and conducted safely.</p> <p>GGL has identified 10 Lifesaver areas which are safety critical areas or inherently hazardous processes which have a potential to lead to loss of life situations if safe working practices are not followed. Lifesaver rules are defined to be followed while performing activities in GGL Lifesaver areas. GGL Lifesavers areas are listed below:</p> <ul style="list-style-type: none"> <li>• Safe Systems of Work</li> <li>• Gas Escape Handling</li> <li>• Excavation, Manual boring &amp; Horizontal Directional Drilling (HDD)</li> <li>• Working at Height</li> <li>• Confined Space Entry</li> <li>• Lifting Operation</li> <li>• Electrical</li> <li>• Driving</li> <li>• CNG Handling</li> <li>• LNG Handling</li> </ul> <p>GGL has established two major risk assessment and mitigation techniques to ensure safe &amp; Healthy workplace:                      - Quantitative risk assessment for all installations to establish risk is under ALARP (As low as reasonably practicable) and ensure compliance to all recommendations of such risk assessments; and                      Job Safety &amp; Occupational Health Risk assessment and Site Specific Risk Assessment for all jobs and sites before starting any permit to work and implements mitigation measures.</p> <p>HSE initiatives and programs such as Safety tours by Management, awareness sessions with frontline workers and supervisors on various aspects of Safety are carried out to improve HSE Performance.</p>						
<b>13. Number of Complaints on the following made by employees and workers:</b>						
	FY 2022-23 (Current Financial Year)			FY 2021-22 (Previous Financial Year)		
	Filed during the year	Pending resolution at the end of year	Remarks	Filed during the year	Pending resolution at the end of year	Remarks
Working Conditions	No such complaints for working conditions and health and safety were received.					
Health & Safety						



14. Assessments for the year:	
	% of your plants and offices that were assessed (by entity or statutory authorities or third parties)
Health and safety practices	<ul style="list-style-type: none"> <li>GGL covered 100% of the geographic areas in Internal audit during FY 21-22 and FY 22-23 through visits to Sites and Offices.</li> </ul>
Working Conditions	<ul style="list-style-type: none"> <li>In order to ensure and monitor site safety compliances, GGL regularly conducts HSE tours and Lifesaver-Workplace Inspections (WPI) at Sites. The Lifesaver score is tracked for each geographical region.</li> <li>GGL has successfully conducted compliance audits &amp; applicable recertification audits with respect to below listed PNGRB regulations through Petroleum and Natural Gas Regulatory Board (PNGRB) empaneled Third Party Inspection Agency (TPIA) for Geographical Areas. <ul style="list-style-type: none"> <li><b>First ERDMP Certification Audits:</b> Successfully completed for Eight (8) new Geographical Area (GA) in line with PNGRB Codes of Practices for Emergency Response and Disaster Management Plan, regulations in FY 2022-23. <ol style="list-style-type: none"> <li>Narmada GA,</li> <li>Ahmedabad Rural GA,</li> <li>Jalore-Sirohi GA,</li> <li>Ujjain-Dewas-Indore GA,</li> <li>Jhabua-Banswara-Ratlam-Dungarpur GA,</li> <li>Ferozepur-Faridkot-Sri Muktsar Sahib GA,</li> <li>Hoshiarpur-Gurdaspur GA</li> <li>Sirsa-Fatehabad-Mansa GA</li> </ol> </li> <li><b>First T4S &amp; IMS Certification Audits:</b> Successfully completed for Seven (7) new Geographical Areas in line with PNGRB Technical Standards and Specifications including Safety Standards (T4S), regulations &amp; PNGRB Integrity Management System (IMS), regulations in FY 2022-23. <ol style="list-style-type: none"> <li>Narmada GA,</li> <li>Ahmedabad Rural GA,</li> <li>Jalore-Sirohi GA,</li> <li>Ujjain-Dewas-Indore GA,</li> <li>Jhabua-Banswara-Ratlam-Dungarpur GA,</li> <li>Ferozepur-Faridkot-Sri Muktsar Sahib GA,</li> <li>Hoshiarpur-Gurdaspur GA</li> </ol> </li> <li><b>Periodic IMS Certification Audits:</b> Successfully completed for Fourteen (14) Geographical Areas –as per the defined periodicity of TPIA audits, in line with PNGRB Integrity Management System (IMS), regulations in FY 2022-23. <ol style="list-style-type: none"> <li>Surat Ankleshwar Bharuch GA</li> <li>Hazira GA</li> <li>Dahej GA</li> <li>Navsari GA</li> <li>Valsad GA</li> <li>Bhavnagar GA</li> <li>Gandhinagar GA</li> <li>Nadiad GA</li> <li>Jamnagar GA</li> <li>Rajkot (including Morbi) GA</li> <li>Surendranagar GA,</li> <li>Kutch GA</li> <li>Amreli GA</li> <li>Dahod GA</li> </ol> </li> </ul> </li> </ul>



	<ul style="list-style-type: none"> <li>• <b>Periodic T4S Audit:</b> Successfully completed for Two (2) Geographical Areas in line with PNGRB Technical Standards and Specifications including Safety Standards (T4S), regulations in FY 2022-23 &amp; as per the defined periodicity of TPIA audits.             <ol style="list-style-type: none"> <li>1) Amreli GA</li> <li>2) Dahod GA</li> </ol> </li> <li>• PNGRB multidisciplinary audit carried out for compliance to PNGRB T4S, IMS and ERDMP regulations at Amritsar geographical area in FY 22-23 by multidisciplinary team of PNGRB members and senior members of other CGD companies.</li> <li>• ISO Re-Certification audit carried out with respect to</li> <li>• ISO 9001 -Quality Management System,</li> <li>• ISO 14001 -Environmental Management System</li> <li>• ISO 45001 Occupational Health &amp; Safety Management System.</li> </ul> <p>The ISO Certification body covered 5 GA &amp; Corporate functions &amp; offices in FY 2021-22 and granted certificates for 3 years and 12 GA and Corporate Functions &amp; Office in FY 2022-23 and renewed the certificate.</p>
<p><b>15. Provide details of any corrective action taken or underway to address safety-related incidents (if any) and on significant risks / concerns arising from assessments of health &amp; safety practices and working conditions.</b></p>	<p>All major incidents at GGL are investigated and an investigation report is established and also submitted to regulatory body, PNGRB along with compliance actions. Corrective actions as identified in these investigation reports are implemented to prevent re-occurrence of such incidents.</p> <p>Any significant risk arising from assessment of health &amp; safety practices and working conditions are also captured in risk registers such as occupational health &amp; safety risk register and may also be included in business risk register. All mitigation/assurance activities identified are implemented through existing or new controls. e.g.</p> <ol style="list-style-type: none"> <li>1. To reduce mobile cascade vehicle (MCV) road incidents/accidents various mitigations have been implemented like Speed governors, monitoring of MCV vehicles speed through vehicle tracking system (VTS), MCV route risk assessment &amp; sharing of precautions along the route with drivers</li> <li>2. Checks on steel pipeline network to confirm that no buried (underground) metallic component is without corrosion protection.</li> <li>3. Daily site closure checklist developed for worksites exposed to road traffic risks</li> <li>4. CNG Safety audio message developed and played at CNG stations to raise customer awareness regarding installation of tested and approved CNG cylinders</li> </ol> <p style="text-align: center;"><b>Leadership Indicators</b></p> <p><b>1. Does the entity extend any life insurance or any compensatory package in the event of death of (A) Employees (Y/N)(B) Workers (Y/N).</b></p> <p>(A) Employees: Yes - Company has a detailed HR policy which covers all its employees in the event of his/ her death.</p> <p>(B) Workers: Yes - Permanent workers are covered under Life insurance and Compensatory package in the event of his/her death.</p> <p><b>2. Provide the measures undertaken by the entity to ensure that statutory dues have been deducted and deposited by the value chain partners.</b></p> <p>GGL has mechanisms and systems, which encourage the compliance of statutory dues by value chain partners. The company via its general terms and conditions of the tender documents encourage that statutory dues including Provident Fund, Income Tax, Sales Tax, Goods and Service Tax and other statutory dues have generally been regularly deposited by the Company to the appropriate authorities.</p>



<p><b>3. Provide the number of employees / workers having suffered high consequence work-related injury / ill-health / fatalities (as reported in Q11 of Essential Indicators above), who have been are rehabilitated and placed in suitable employment or whose family members have been placed in suitable employment:</b></p> <p>There is no case noted where employee/worker have suffered high consequence work related injury / ill-health /in FY 2022-23 and FY 2021-22.</p>				
	<b>Total no. of affected employees/ workers</b>		<b>No. of employees/workers that are rehabilitated and placed in suitable employment or whose family members have been placed in suitable employment</b>	
	<b>FY 2022-23 (Current Financial Year)</b>	<b>FY 2021-22 (Previous Financial Year)</b>	<b>FY 2022-23 (Current Financial Year)</b>	<b>FY 2021-22 (Previous Financial Year)</b>
Employees	Nil	Nil	Nil	Nil
Workers	Nil	Nil	Nil	Nil
<p>4. Does the entity provide transition assistance programs to facilitate continued employability and the management of career endings resulting from retirement or termination of employment? (Yes/ No)</p> <p>No, presently there are no transition assistance programs to facilitate continued employability and management of career endings resulting from retirement or termination of employment.</p>				
<p>5. Details on assessment of value chain partners:</p>				
			<b>% of value chain partners (by value of business done with such partners) that were assessed</b>	
Health and safety practices			100% Contractors	
Working Conditions			100% Contractors	
<p>GGL has established SOP on Contractor Performance Assessment with an objective to monitor the performance of Contractors / Service providers in terms of compliance with all applicable GGL policies, processes, standards, procedures, guidelines and other Contractual obligations related to Project/task delivery &amp; HSE. Contractor's/Service provider's performance data are captured on a monthly basis as per CPAR (Contractor Performance Assessment Report) format.</p> <ul style="list-style-type: none"> <li>• Business Performance – 70% Weightage</li> <li>• Contract Management – 5% Weightage</li> <li>• Quality Control – 5% Weightage</li> <li>• HSE Compliance – 10% Weightage</li> <li>• GGL Lifesaver Compliance – 5% Weightage</li> <li>• Key Performance – 5% Weightage</li> </ul>				
<p><b>6. Provide details of any corrective actions taken or underway to address significant risks / concerns arising from assessments of health and safety practices and working conditions of value chain partners.</b></p> <p>Not Applicable, as there were no significant risks / concerns arising from assessments of health and safety practices and working conditions of Company's value chain partners.</p>				

**PRINCIPLE 4: Businesses should respect the interests of and be responsive to all its stakeholders**



According to this principle organizations must consider the expectations of all parties involved in their business, both internal & external. In particular the affected vulnerable group & Communities.

It has become necessary for GGL to continue collecting and disclosing both quantitative and qualitative indicators to demonstrate transparency and effective communication with all its stakeholders and to address sustainability issues that are critical to its business's operations. GGL is continuously engaging with its stakeholders in order to mitigate concerns of any of the stakeholders.



Essential Indicators																																							
<p><b>1. Describe the processes for identifying key stakeholder groups of the entity.</b></p> <p>According to GGL, any individual or group who can influence or are impacted by its business and operations are considered key stakeholders. GGL has developed mechanisms to map both its internal and external stakeholders as part of the sustainability reporting process.</p>																																							
<p><b>2. List stakeholder groups identified as key for your entity and the frequency of engagement with each stakeholder group.</b></p> <table border="1"> <thead> <tr> <th>Stakeholder Group</th> <th>Whether identified as Vulnerable &amp; Marginalized Group (Yes/No)</th> <th>Channels of communication (Email, SMS, Newspaper, Pamphlets, Advertisement, Community Meetings, Notice Board, Website, Other)</th> <th>Frequency of engagement (Annually/ Half yearly/ Quarterly / others – please specify)</th> <th>Purpose and scope of engagement including key topics and concerns raised during such engagement</th> </tr> </thead> <tbody> <tr> <td>Community</td> <td>No</td> <td> <ul style="list-style-type: none"> <li>Night meetings</li> <li>Social &amp; Safety Awareness programs (Street Plays)</li> <li>Canopy Marketing</li> <li>Door to Door Marketing</li> <li>Display tricycle</li> </ul> </td> <td>As and when required</td> <td> <ul style="list-style-type: none"> <li>Marketing &amp; Safety Awareness</li> </ul> </td> </tr> <tr> <td>Shareholders/ Investors</td> <td>No</td> <td> <ul style="list-style-type: none"> <li>Annual Reports</li> <li>Individual communications to shareholders</li> <li>Annual General Meeting</li> <li>Newspaper advertisement</li> <li>Postal Ballot Notice</li> <li>SMS</li> <li>Emails</li> <li>Website</li> </ul> </td> <td>Annual as well as need basis</td> <td> <ul style="list-style-type: none"> <li>Financial Results</li> <li>Business Growth and Profitability</li> <li>Matters pertaining to investor servicing</li> <li>Statutory Communications as per applicable SEBI Laws</li> <li>Performance Highlights</li> </ul> </td> </tr> <tr> <td>Suppliers &amp; 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Employees	No	<ul style="list-style-type: none"> <li>E-mails</li> <li>Circulars</li> <li>Intranet</li> <li>Grievance redressal mechanisms</li> </ul>	As and when required	<ul style="list-style-type: none"> <li>Learning and development</li> <li>Employee wellbeing</li> <li>Quarterly financial Performance &amp; major developments</li> </ul>																																			
Regulatory Bodies	No	<ul style="list-style-type: none"> <li>Website</li> <li>Emails</li> <li>Open house</li> <li>Letter Communications</li> <li>Meetings</li> </ul>	As and when required	<ul style="list-style-type: none"> <li>Industry related Suggestions/Concerns</li> <li>Business plans</li> <li>Advocacy on Public Policy &amp; Regulatory Framework</li> <li>Progress &amp; Compliances Review</li> </ul>																																			
Customers	No	<ul style="list-style-type: none"> <li>Website</li> <li>Mobile application</li> <li>SMS</li> <li>What's-app</li> <li>Pamphlets</li> <li>Safety Awareness Campaign</li> <li>Customer Satisfaction survey (Door to Door survey)</li> </ul>	As and when required	<ul style="list-style-type: none"> <li>Customer surveys</li> <li>Product Quality, Health and Safety</li> <li>Operational concerns</li> <li>Billing matters</li> </ul>																																			



**Leadership Indicators**

**1. Provide the processes for consultation between stakeholders and the Board on economic, environmental and social topics or if consultation is delegated, how is feedback from such consultations provided to the Board.**

GGL recognizes the importance of active interaction with its stakeholders in meeting their needs and increasing stakeholder confidence. The Company's management interacts with key stakeholders within regular intervals. In these meetings, Sustainability related concerns or issues including economic, environmental and social topics are discussed and stakeholders are made aware of sustainability concerns. In the coming years, the Company plans to further enhance its focus on engagement around sustainability related matters in these meetings.

**2. Whether stakeholder consultation is used to support the identification and management of environmental and social topics (Yes / No). If so, provide details of instances as to how the inputs received from stakeholders on these topics were incorporated into policies and activities of the entity.**

As part of the materiality assessment process, GGL investigates environmental, social and governance related issues that are crucial for the company's success. The company's management has identified material topics based on its experience and industry practice.

**3. Provide details of instances of engagement with and actions taken to, address the concerns of vulnerable/ marginalized stakeholder groups.**

The concerns of the vulnerable/ marginalized stakeholders' groups are mainly addressed over various parameters such as education, empowerment, health, infrastructure, relief, conservation, etc.

GGL has taken initiatives for its identified disadvantaged, vulnerable and marginalized stakeholders, some of which are mentioned below.

• **For Women in rural areas**

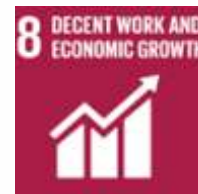
GGL has supported the government initiative to provide natural gas supply in rural areas because the burning of wood and coal causes gas emissions, which have a negative impact on the health of all those coming into contact with those emissions, especially women which used them to cook food and causing adverse health conditions such as lung cancer, asthma etc..

Under this initiative, GGL has gone the extra mile for implementation of PNG in rural areas of its operation and has covered more than 1,000 villages successfully.

• **For Youth in rural areas**

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

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



The core belief of this principle is based on the idea that every human being has inherent rights that cannot be compromised in any way for the benefit of business. According to the UN Guiding Principles on Business and Human Rights, businesses are also held accountable for any violations of human rights and must take reasonable measures to prevent such violations from occurring as a result of their operations.

GGL social responsibility initiatives are focused on providing decent working conditions in all our offices, sites and other locations where the company operates, as well as ensuring the protection of all our stakeholders' human rights. GGL is committed towards continuous improvement and has begun taking steps to effectively incorporate human rights into its business operations.



Essential Indicators										
<b>1. Employees and workers who have been provided training on issues and policy(ies) of the entity, in the following format:</b>										
Category	FY 2022-23 Current Financial Year			FY 2021-22 Previous Financial Year						
	Total (A)	No. of employees / workers covered (B)	% (B/A)	Total (C)	No. of employees / workers covered (D)	% (D / C)				
<b>Employees</b>										
Permanent	879	310	35%	879	51	6%				
Other than Permanent	31	1	4%	27	-	-				
Total Employee	910	311	34%	906	51	6%				
<b>Workers</b>										
Permanent	118	-	-	128	6	5%				
Other than Permanent	-	-	-	-	-	-				
Total Workers	118	-	-	128	6	5%				
<b>2. Details of minimum wages paid to employees and workers, in the following format:</b>										
Category	FY 2022-23 (Current Financial Year)					FY 2021-22 (Previous Financial Year)				
	Total (A)	Equal to Minimum Wage		More than Minimum Wage		Total (A)	Equal to Minimum Wage		More than Minimum Wage	
		No. (B)	%(B/A)	No. (C)	%(C/A)		No. (E)	%(E/D)	No. (F)	%(F/D)
<b>Employees</b>										
Permanent	879	-	-	879	100%	879	-	-	879	100%
Male	828	-	-	828	100%	830	-	-	830	100%
Female	51	-	-	51	100%	49	-	-	49	100%
Other than permanent	31	-	-	31	100%	27	-	-	27	100%
Male	31	-	-	31	100%	27	-	-	27	100%
Female	-	-	-	-	-	-	-	-	-	-
<b>Workers</b>										
Permanent	118	-	-	118	100%	128	-	-	128	100%
Male	112	-	-	112	100%	122	-	-	122	100%
Female	6	-	-	6	100%	6	-	-	6	100%
Other than permanent	-	-	-	-	-	-	-	-	-	-
Male	-	-	-	-	-	-	-	-	-	-
Female	-	-	-	-	-	-	-	-	-	-
All wages are at par and more than applicable minimum wages.										
<b>3. Details of remuneration/salary/wages, in the following format:</b>										
	Male			Female						
	Number	Median remuneration/ salary/ wages of respective category		Number	Median remuneration/ salary/ wages of respective category					
Board of Directors (BoD)*	5	NA		2	NA					
Key Managerial Personnel**	2	1,00,42,132		-	NA					
Employees other than BoD and KMP	859	94,130		51	108,218					
Workers	112	79,798		6	84,268					
*Non-executive members of the Board are paid sitting fees and out of pocket expenses for attending the meetings of the board. Sitting fees of government directors is deposited in government treasury.										
** There are 3 KMP's- MD, CFO & CS, MD is not paid any remuneration. Average remuneration of CFO & CS is disclosed as it is not possible to disclose median remuneration.										





<p><b>4. Do you have a focal point (Individual/ Committee) responsible for addressing human rights impacts or issues caused or contributed to by the business? (Yes/No)</b></p> <p>Yes, in line with the Human rights policy, Grievance redressal committee is responsible for addressing human rights impacts, issues and grievances caused or contributed to by the business.</p>																																																													
<p><b>5. Describe the internal mechanisms in place to redress grievances related to human rights issues.</b></p> <p>GGL has an open and approachable internal procedures and policy for dealing with and resolving any human rights-related issues. The company's Human rights policy and code of conduct aid in resolving complaints regarding any violations of human rights. Any violation of human rights is not tolerated at GGL.</p>																																																													
<p><b>6. Number of Complaints on the following made by employees and workers:</b></p> <table border="1"> <thead> <tr> <th rowspan="2"></th> <th colspan="3">FY 2022-23 Current Financial Year</th> <th colspan="3">FY 2021-22 Previous Financial Year</th> </tr> <tr> <th>Filed during the year</th> <th>Pending resolution at the end of year</th> <th>Remarks</th> <th>Filed during the year</th> <th>Pending resolution at the end of year</th> <th>Remarks</th> </tr> </thead> <tbody> <tr> <td>Sexual Harassment</td> <td>1</td> <td>1</td> <td>-</td> <td>-</td> <td>-</td> <td>-</td> </tr> <tr> <td>Discrimination at workplace</td> <td>-</td> <td>-</td> <td>-</td> <td>-</td> <td>-</td> <td>-</td> </tr> <tr> <td>Child Labour</td> <td>-</td> <td>-</td> <td>-</td> <td>-</td> <td>-</td> <td>-</td> </tr> <tr> <td>Forced Labour/Involuntary Labour</td> <td>-</td> <td>-</td> <td>-</td> <td>-</td> <td>-</td> <td>-</td> </tr> <tr> <td>Wages</td> <td>-</td> <td>-</td> <td>-</td> <td>-</td> <td>-</td> <td>-</td> </tr> <tr> <td>Other related issues</td> <td>-</td> <td>-</td> <td>-</td> <td>-</td> <td>-</td> <td>-</td> </tr> </tbody> </table>								FY 2022-23 Current Financial Year			FY 2021-22 Previous Financial Year			Filed during the year	Pending resolution at the end of year	Remarks	Filed during the year	Pending resolution at the end of year	Remarks	Sexual Harassment	1	1	-	-	-	-	Discrimination at workplace	-	-	-	-	-	-	Child Labour	-	-	-	-	-	-	Forced Labour/Involuntary Labour	-	-	-	-	-	-	Wages	-	-	-	-	-	-	Other related issues	-	-	-	-	-	-
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Wages	-	-	-	-	-	-																																																							
Other related issues	-	-	-	-	-	-																																																							
<p><b>7. Mechanisms to prevent adverse consequences to the complainant in discrimination and harassment cases.</b></p> <p>GGL strives to avert harassment and discrimination in the workplace. It has a system and policy for resolving complaints and grievances. The Human Rights and Anti - Harassment Policies are designed to shield the complainant from unfavourable outcomes in discrimination and harassment situations.</p> <p>GGL is dedicated to creating a pleasant environment where complaints are promptly and fairly resolved. This policy's goal is to promote a workplace free of complaints while also assisting the Company's concerned employees in enhancing their performance and productivity. Any grievances/ complaints are rightly communicated and steps are taken to address the same. There is stepwise mechanism in place for redressal of grievances mentioned under the human right policy.</p> <p>We have implemented an anti - harassment policy at work in accordance with the provisions of the Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013 (the "Act") and Rules issued thereunder.</p> <p>GGL has outlined the processes for filing a complaint and the processes that are followed thereafter. GGL has established an internal investigation committee and inquiry committee to investigate concerns raised by the complainants.</p> <p>To disclose actual or suspected frauds and violations of the company's code of conduct, ethical behavior and vigil mechanism policy, a whistleblower may do so in a number of different ways.</p> <p>The Whistleblower Policy outlines a detailed procedure for making disclosures, responding to concerns and investigating fraudulent activity. Additionally, it provides adequate protection to employees who disclose such fraudulent activities or unethical conduct.</p> <p>Link of Policies: <a href="https://www.gujaratgas.com/corporate-governance/brsrpolicies/">https://www.gujaratgas.com/corporate-governance/brsrpolicies/</a></p>																																																													
<p><b>8. Do human rights requirements form part of your business agreements and contracts? (Yes/No)</b></p> <p>Yes, GGL encourages through the general contract terms that its vendors are complying with Laws and regulations and ethical business practices.</p>																																																													
<p><b>9. Assessments for the year:</b></p> <table border="1"> <thead> <tr> <th></th> <th>% of plants and offices that were assessed (by entity or statutory authorities or third parties)</th> </tr> </thead> <tbody> <tr> <td>Child labour</td> <td rowspan="6">GGL internally monitors compliance for all relevant laws and policies pertaining to these issues in all its offices. GGL has implemented mechanisms by the way of relevant policies and committees to avoid instances of human rights violations.</td> </tr> <tr> <td>Forced/involuntary labor</td> </tr> <tr> <td>Sexual harassment</td> </tr> <tr> <td>Discrimination at workplace</td> </tr> <tr> <td>Wages</td> </tr> <tr> <td>Others – please specify</td> </tr> </tbody> </table>								% of plants and offices that were assessed (by entity or statutory authorities or third parties)	Child labour	GGL internally monitors compliance for all relevant laws and policies pertaining to these issues in all its offices. GGL has implemented mechanisms by the way of relevant policies and committees to avoid instances of human rights violations.	Forced/involuntary labor	Sexual harassment	Discrimination at workplace	Wages	Others – please specify																																														
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**10. Provide details of any corrective actions taken or underway to address significant risks / concerns arising from the assessments at Question 9 above.**

There were no significant risks / concerns arising from the human rights assessments. GGL has an internal system to carry out audits with respect to Labour Laws and compliance with Human Rights requirements.

**Leadership Indicators**

- Details of a business process being modified / introduced as a result of addressing human rights grievances/complaints.  
No business processes were required to be modified / introduced as a result of addressing human rights grievances/complaints
- Details of the scope and coverage of any Human rights due-diligence conducted.  
The Company follows strict adherence to all labor laws and human rights policies. No specific Due diligence exercise is conducted by the Company.
- Is the premise/office of the entity accessible to differently abled visitors, as per the requirements of the Rights of Persons with Disabilities Act, 2016?  
Yes, GGL has wheelchair facilities available at all the corporate offices.
- Details on assessment of value chain partners:

	% of value chain partners (by value of business done with such partners) that were assessed
Sexual Harassment	100%
Discrimination at workplace	100%
Child Labour	100%
Forced Labour/Involuntary Labour	100%
Wages	100%
Others – please specify	NA

- Provide details of any corrective actions taken or underway to address significant risks / concerns arising from the assessments at Question 4 above.  
We experienced zero instances of human rights violations by our value chain partners, including but not limited to sexual harassment, workplace discrimination, child labor, forced labor, involuntary labor, pay and other human rights related issues, accordingly no such corrective action is undertaken.

**PRINCIPLE 6: Businesses should respect and make efforts to protect and restore the environment**



The principle urges organisations to explore and identify the potential environmental impacts arising out of their business operations and supply chain activities carried out in order to deliver and to address them with adequate mitigating measures. It also encourages organisations to find alternative ways of operating by causing fewer impacts to the environment that may cause less harm to the environment.

GGL has increased its efforts, attention and taking actions to preserve the environment. GGL has its HSE and QHSE policy to reflect the company's commitment towards the environment and to people through adherence to policy guidelines & complying with Laws & regulations.

The goal of these policies is to ensure that everyone in the organization is aware of the company's environmental responsibilities. It deals with managing biodiversity, water and waste, efficient utilization of resources, energy and emissions management and climate change.



Essential Indicators		
<b>1. Details of total energy consumption (in Joules or multiples) and energy intensity, in the following format:</b>		
<b>(In Giga Joules)</b>		
Parameter	FY 2022-23 Current Financial Year	FY 2021-22 Previous Financial Year
Total electricity consumption (A)	477,390.29 GJ	484,640.72 GJ
Total fuel consumption (B)	47,837.91 GJ	43,100.70 GJ
Energy consumption through other sources (Renewable Energy)	6.46 GJ	9.95 GJ
Total energy consumption (A+B+C)	525,234.66 GJ	527,751.38 GJ
Energy intensity per rupee of turnover (Total energy consumption/ turnover in rupees)	30.35 GJ / INR Crore	31.44 GJ / INR Crore
Energy intensity (optional) – the relevant metric may be selected by the entity	NA	NA
Note: Indicate if any independent assessment/ evaluation/assurance has been carried out by an external agency? (Y/N) If yes, name of the external agency. No, such independent assessment/evaluation/assurance is carried out by an external agency.		
<b>2. Does the entity have any sites / facilities identified as designated consumers (DCs) under the Performance, Achieve and Trade (PAT) Scheme of the Government of India? (Y/N) If yes, disclose whether targets set under the PAT scheme have been achieved. In case targets have not been achieved, provide the remedial action taken, if any. Not Applicable, as GGL does not have any recognized sites/facilities as a Designated Consumer (DC) under Performance, Achieve &amp; Trade scheme.</b>		
<b>3. Provide details of the following disclosures related to water, in the following format:</b>		
<b>(In Kilolitres)</b>		
Parameter	FY 2022-23 Current Financial Year	FY 2021-22 Previous Financial Year
<b>Water withdrawal by source (in kilolitres)</b>		
(i) Surface water	-	-
(ii) Groundwater	62,774.10	59,810.37
(iii) Third party water	12,543.49	12,230.59
(iv) Seawater / desalinated water	-	-
(v) Others	-	-
<b>Total volume of water withdrawal (in kilolitres) (i + ii + iii + iv + v)</b>	<b>75,317.59</b>	<b>72,040.96</b>
<b>Total volume of water consumption (in kilolitres)</b>	<b>75,317.59</b>	<b>72,040.96</b>
<b>Water intensity per rupee of turnover (Water consumed / turnover)</b>	4.35 Kiloliter / INR Crore	4.29 Kiloliter / INR Crore
<b>Water intensity (optional) – the relevant metric may be selected by the entity</b>	NA	NA
Note: Indicate if any independent assessment/ evaluation/assurance has been carried out by an external agency? (Y/N) If yes, name of the external agency. No, such independent assessment/evaluation/assurance is carried out by an external agency.		
<b>4. Has the entity implemented a mechanism for Zero Liquid Discharge? If yes, provide details of its coverage and implementation.</b>		
Considering that water is not used in the processes, nor it is discharged as industrial effluent as a result of the process, GGL does not have a Zero Liquid Discharge system. GGL Offices, City Gas Station & Compressed Natural Gas Stations only produce residential wastewater, which is disposed through the municipal or district sewer system, a soak pit, or gardening. No treatment is necessary for such a kind of water discharge.		



<b>5. Please provide details of air emissions (other than GHG emissions) by the entity, in the following format:</b>			
Parameter	Units	FY 2022-23 Current Financial Year	FY 2021-22 Previous Financial Year
NOx	ppm	Less than 50 ppm in each case (DG set)	Less than 50 ppm in each case (DG set)
SOx	ppm	Less than 100 ppm in each case (DG set)	Less than 100 ppm in each case (DG set)
Particulate matter (PM)	mg/Nm <sup>3</sup>	Less than 150 mg/Nm <sup>3</sup> in each case (DG set)	Less than 150 mg/Nm <sup>3</sup> in each case (DG set)
Persistent organic pollutants (POP)	ppm	Nil	Nil
Volatile organic compounds (VOC)	ppm	Nil	Nil
Hazardous air pollutants (HAP)	ppm	Nil	Nil
Others – please specify	ppm	Nil	Nil
		The primary sources of air pollution are monitored through authorised laboratory/agencies as per the guidelines of the Central and respective State Pollution Control Boards.	
<p>Note: Indicate if any independent assessment/ evaluation/assurance has been carried out by an external agency? (Y/N) If yes, name of the external agency.</p> <p>Fuel Gas emission is monitored for each equipment such as DG set as per Pollution Control Board norms. Environmental monitoring is done by independent Pollution Control Board /Ministry of Environment, Forest and Climate Change approved parties – M/s ABC Techno Labs India Private Limited and M/s Ecoearth Technologies.</p>			
<b>6. Provide details of Green House Gas Emissions (Scope 1 and Scope 2 emissions) &amp; its intensity, in the following format:</b>			
Parameter	Units	FY 2022-23 Current Financial Year	FY 2021-22 Previous Financial Year
Total Scope 1 emissions (Break-up of the GHG into CO <sub>2</sub> , CH <sub>4</sub> , N <sub>2</sub> O, HFCs, PFCs, SF <sub>6</sub> , NF <sub>3</sub> , if available)	Metric tonnes of CO <sub>2</sub> equivalent	2,910.13 MT	2,700.01 MT
Total Scope 2 emissions (Break-up of the GHG into CO <sub>2</sub> , CH <sub>4</sub> , N <sub>2</sub> O, HFCs, PFCs, SF <sub>6</sub> , NF <sub>3</sub> , if available)	Metric tonnes of CO <sub>2</sub> equivalent	94,151.97 MT	95,581.92 MT
Total Scope 1 and Scope 2 emissions per rupee of turnover	Metric tonnes of CO <sub>2</sub> equivalent per Crore rupees of turnover	5.61 MT / INR Crore	5.85 MT / INR Crore
Total Scope 1 and Scope 2 emission intensity (optional) – the relevant metric may be selected by the entity		NA	NA
<p>For Scope 1: Source of emission factors are referred from GHG protocol. For Scope 2: Emission factor for grid electricity is referred from Central Electricity Authority (CO<sub>2</sub> Baseline database for Indian power sector – Version 18)</p> <p>Weighted Average Emission Factor for Grid electricity (RES): 0.71</p> <p>Note: Indicate if any independent assessment/ evaluation/assurance has been carried out by an external agency? (Y/N) If yes, name of the external agency.</p> <p>No, such independent assessment/evaluation/assurance is carried out by an external agency.</p>			
<b>7. Does the entity have any project related to reducing Green House Gas emission? If Yes, then provide details.</b>			
<b>Reduction of Natural Gas emission in Operational &amp; Maintenance Activities:</b>			
<p>GGL strives to lower the emissions of natural gas from its operations, either as part of a planned release or because of an unexpected release. The majority of these emissions are the result of unintentional releases brought on by third-party network damage, but certain emissions are the result of network failure itself.</p> <p>A smaller portion of these emissions are also the result of planned releases, which often occur during preventive maintenance or network / equipment commissioning activities.</p> <p>GGL focuses on various educational programs, utility coordination and campaigns such as dial before dig (detailed below) for third parties working in the same area as GGL with an aim to reduce these emissions.</p>			



Apart from this, GGL undertakes a variety of actions/improvements to reduce emissions, some of which are listed below:

- Prompt emergency response to reported damage cases for prompt isolation of the damaged section.
- Isolation valves at regulator - defined distances to reduce emissions after isolation.
- Effective preventive maintenance plan and adherence to the same to reduce breakdown instances
- An efficient commissioning procedure to reduce natural gas emissions, among other things.

GGL tracks natural gas emissions per 10,000 scm of gas purchased cumulatively on a monthly basis in comparison to the previous fiscal year.

#### **Dial Before Dig Campaign**

GGL educates and influences stakeholders such as local municipal authorities, other utilities, their contractors and their field staff (including heavy machinery entities like JCB, horizontal directional drilling (HDD) operators, etc.) who undertake digging and HDD activities as part of their laying or construction activity through this campaign. The campaign aims to raise awareness of the safety and environmental risks of natural gas release into the atmosphere as a result of damage to GGL's natural gas pipeline network during digging and HDD operations. Third parties are urged to contact GGL to confirm the location before beginning any digging / excavation / HDD activities to avoid causing damage to the natural gas pipeline network.

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

**PNG:** GGL's business is the distribution of natural gas as a cleaner, more environmentally friendly fuel for domestic, industrial and commercial use. GGL supplies natural gas to industries via its pipeline infrastructure as a cleaner alternative fuel to polluting fuels such as coal. GGL by virtue of its Natural Gas sales to industrial consumers reduces the burning of approximately 12770 Metric Tons of coal per day.

**CNG:** GGL is influencing automobile users in its operational areas to use compressed natural gas as a clean automotive fuel through various campaigns. GGL has made it a priority to expand CNG transportation and dispensing infrastructure and facilities. In FY 2022-23, 102 new CNG stations have been commissioned across GGL operational areas and 57 stations have been upgraded to increase capacity. CNG is a popular alternative fuel because of its clean burning characteristics and low carbon emission in air. Natural gas helps to reduce the environmental impact of vehicular emissions caused by the use of other polluting fuels such as petrol and diesel. GGL by virtue of its CNG sales reduces the consumption of approximately 2417 kiloliters of petrol per day.

GGL recognizes and understands the various global challenges and risks related to environmental degradation and climate change as a responsible organization. Building awareness about these challenges and risks among employees and the community is an effective way to address them. GGL made efforts to accomplish this through the following initiatives:

- With the goal of promoting CNG as the most preferred green fuel among potential 4 wheeler users, aggressive CNG marketing is being conducted by organizing CNG Car Melas 'CNG CARAVAN' across various locations in Gujarat in order to engage directly with the target audience. This initiative was also supported by advertisements in mass media outlets such as newspapers and radio stations, as well as a simultaneous campaign on social media platforms such as Google, Facebook, Instagram and YouTube.
- Natural gas is promoted by GGL as a clean fuel for industrial and commercial purposes. GGL, as a responsible utility dealing in clean fuel, ensures the supply of Natural Gas as an environmentally friendly fuel, as well as the related pipeline network setup, while effectively managing any challenges in the shortest possible time.

#### **8. Provide details related to waste management by the entity, in the following format:**

Parameter	FY 2022-23 Current Financial Year	FY 2021-22 Previous Financial Year
Total Waste generated (in metric tonnes)		
Plastic waste (A)	8.46	11.82
E Waste (B)	3.96	4.20
Bio medical waste (C)	-	-
Construction and Demolition Waste (D)	-	-
Battery Waste (E)	17.88	7.85
Radio-active waste (F)	-	-
Hazardous waste. - Used Oil	109.90	91.94
Non-hazardous waste generated (Glass, Metal, Paper, etc. (H) (Break-up by composition i.e. by materials relevant to the sector)	257.97	285.57
<b>Total (A to H) (MT)</b>	<b>398.17</b>	<b>401.38</b>



<b>For each category of waste generated, total waste recovered through recycling, re-using or other recovery operations (in metric tonnes)</b>		
<b>Parameter</b>	<b>FY 2022-23 Current Financial Year</b>	<b>FY 2021-22 Previous Financial Year</b>
<b>Category of waste</b>		
(i) Recycled	72.15	66.46
(ii) Re-used	-	-
(iii) Other recovery operations	-	-
<b>Total</b>	<b>72.15</b>	<b>66.46</b>
<b>For each category of waste generated, total waste disposed by nature of disposal method (in metric tonnes)</b>		
<b>Parameter</b>	<b>FY 2022-23 Current Financial Year</b>	<b>FY 2021-22 Previous Financial Year</b>
<b>Category of waste</b>		
(i) Incineration	-	-
(ii) Landfilling	-	-
(iii) Other disposal operations	235.71	375.94
<b>Total</b>	<b>235.71</b>	<b>375.94</b>
Note: Indicate if any independent assessment/ evaluation/assurance has been carried out by an external agency? (Y/N) If yes, name of the external agency. No, such independent assessment/evaluation/assurance is carried out by an external agency.		
<p><b>9.</b> Briefly describe the waste management practices adopted in your establishments. Describe the strategy adopted by your company to reduce usage of hazardous and toxic chemicals in your products and processes and the practices adopted to manage such wastes.</p> <p>GGL is solely involved in services of distribution of Natural Gas through its network of pipelines designated as PNG and in compressed form for use in the transport sector designated as CNG. These operations generally do not have significant waste generation.</p> <p>However, GGL has established, implemented and maintained a system of proper Waste Management:</p> <ul style="list-style-type: none"> <li>• 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</li> <li>• to reuse, refurbishing, recycle and dispose the waste</li> <li>• to segregate and handle the waste from generation to disposal stage effectively to comply with legal &amp; statutory requirements</li> <li>• to protect the environment</li> </ul> <p>Waste generated in the form of used batteries, electronic waste, used oil from equipment such as compressors at GGL are sent to pollution control board approved vendors for either recycling or environment friendly disposal.</p> <p>All the emissions and waste generated by GGL are within the permissible limits of CPCB/SPCB.</p>		



**10. If the entity has operations/offices in/around ecologically sensitive areas (such as national parks, wildlife sanctuaries, biosphere reserves, wetlands, biodiversity hotspots, forests, coastal regulation zones etc.) where environmental approvals / clearances are required, please specify details in the following format:**

Sr.No.	Location of operations/offices	Type of operations	Whether the conditions of environmental approval / clearance are being complied with? (Y/N) If no, the reasons thereof and corrective action taken, if any.
1	Dadra & Nagar Haveli GA	Natural Gas distribution network by MDPE pipeline by GGL at UT of DNH - Environmental Clearance-reg.; File No.: J- 11011/7/2019-IA-II(I), Issued by GOI-MEF&CC	Yes
2	Thane & Palghar GA	Natural Gas Distribution pipeline Network with associated facilities from Ambadi Naka at Bhiwadi Taluka, Thane District to Village Virar, Taluka Vasai, District Palghar of Maharashtra State (i.e. called Virar Spur Line) including Spur lines at Nala Sopara, Vasai, Kharpada, Sativali covering total length approx. 58.345 km with Diameters 6"/8"/12" - EC No. EC22A027MH171444 Dated 29.07.2022	Yes
3	Thane & Palghar GA	Dahanu Taluka Pipeline Network: For total length 60 Kms (Steel Pipeline: Length:45.77 kms & 8"/12" Dia; MDPE Pipeline: Length 14.228 Kms with 125 MM, 90MM, 63 MM dia) with associated facilities - EC No. EC22A027MH117775 Dated: 21.06.2022	Yes

**11 Details of environmental impact assessments of projects undertaken by the entity based on applicable laws, in the current financial year:**

Name and brief details of project	EIA Notification No.	Date	Whether conducted by independent external agency (Yes/No)	Results communicated in public domain (Yes/No)	Relevant Web link
Environmental Impact Assessment, Environmental Management Plan, Risk Assessment & Disaster Management Plan for Natural Gas Distribution pipeline network in UT of Dadra & Nagar Haveli i.e.: 1. Dapada-Khanvel connectivity - 13.65 kms. 2. Khanvel- Kherdi connectivity - 7.29 kms. 3. Surangi-Kherdi connectivity- 5.8 kms	2006	EIA carried out in Aug 2019 (Project under progress during current year)	Yes	Yes, Public hearing was held	Not Available
Environmental Impact Assessment, Environmental Management Plan, Risk Assessment & Disaster Management Plan for Natural Gas Distribution Pipeline Network with associated facilities from Ambadi Naka at Bhiwadi Taluka, Thane District to Village Virar, Taluka Vasai, District Palghar of Maharashtra State (i.e., called Virar Spur Line) including Spur lines at Nala Sopara, Vasai, Kharpada, Sativali covering total length approx. 58.345 km with Diameters 6"/8"/12"	2006	EIA carried out in Aug 2019 (Project under progress during current year)	Yes	Yes, Public hearing was held	Not Available
Environmental Impact Assessment, Environmental Management Plan, Risk Assessment & Disaster Management Plan for Dahanu Taluka Pipeline Network: For total length 60 Kms (Steel Pipeline: Length:45.77 kms & 8"/12" Diameters; Medium-density polyethylene (MDPE) Pipeline: Length 14.228 Kms with 125 MM, 90MM, 63 MM diameter) with associated facilities	2006	EIA carried out in Oct 2020 (Project under progress during current year)	Yes	Yes, Public hearing was held	Not Available



<b>12. Is the entity compliant with the applicable environmental law/ regulations/ guidelines in India; such as the Water (Prevention and Control of Pollution) Act, Air (Prevention and Control of Pollution) Act, Environment protection act and rules thereunder (Y/N). If not, provide details of all such non-compliances, in the following format:</b>				
<b>Sr.No.</b>	<b>Specify the law / regulation / guidelines which was not complied with</b>	<b>Provide details of the non-compliance</b>	<b>Any fines / penalties / action taken by regulatory agencies such as pollution control boards or by courts</b>	<b>Corrective action taken, if any</b>
Yes, GGL is compliant with the applicable environmental law/ regulations/ guidelines in India; such as the Water (Prevention and Control of Pollution) Act, Air (Prevention and Control of Pollution) Act. There are no such incidences of non-compliances with such Laws & Regulations reported during the current year.				
<b>Leadership Indicators</b>				
<b>1. Provide break-up of the total energy consumed (in Joules or multiples) from renewable and non-renewable sources, in the following format:</b>				
<b>Parameter</b>		<b>FY 2022-23 Current Financial Year</b>	<b>FY 2021-22 Previous Financial Year</b>	
<b>From renewable sources</b>				
Total electricity consumption (A)		6.46 GJ	9.95 GJ	
Total fuel consumption (B)		-	-	
Energy consumption through other sources (C)		-	-	
<b>Total energy consumed from renewable sources (A+B+C)</b>		6.46 GJ	9.95 GJ	
<b>From non-renewable sources</b>				
Total electricity consumption (D)		477,390.29 GJ	484,640.72 GJ	
Total fuel consumption (E)		47,837.91 GJ	43,100.70 GJ	
Energy consumption through other sources (F)				
<b>Total energy consumed from non-renewable sources (D+E+F)</b>		525,234.66 GJ	527,751.38 GJ	
Note: Indicate if any independent assessment/ evaluation/assurance has been carried out by an external agency? (Y/N) If yes, name of the external agency. No, such independent assessment/evaluation/assurance is carried out by an external agency.				
<b>2. Provide the following details related to water discharged:</b>				
<b>Parameter</b>		<b>FY 2022-23 Current Financial Year</b>	<b>FY 2021-22 Previous Financial Year</b>	
<b>Water discharge by destination and level of treatment (in kilolitres)</b>				
i) To Surface water - No treatment - With treatment – please specify level of treatment		Considering that water is not used in the processes, nor it is discharged as industrial effluent as a result of the process, GGL does not have a Zero Liquid Discharge system. GGL Offices, City Gas Station & Compressed Natural Gas Stations only produce residential wastewater, which is disposed through the municipal or district sewer system, a soak pit, or gardening. No treatment is necessary for such a kind of water discharge.		
(ii) To Groundwater - No treatment - With treatment – please specify level of treatment				
(iii) To Seawater - No treatment - With treatment – please specify level of treatment				
(iv) Sent to third-parties - No treatment - With treatment – please specify level of treatment				
(v) Others - No treatment - With treatment – please specify level of treatment				
<b>Total water discharged (in kilolitres)</b>				
Note: Indicate if any independent assessment/ evaluation/assurance has been carried out by an external agency? (Y/N) If yes, name of the external agency. No, such independent assessment/evaluation/assurance is carried out by an external agency.				





**3. Water withdrawal, consumption and discharge in areas of water stress (in kilolitres):**  
 For each facility / plant located in areas of water stress, provide the following information:

(i) Name of the area:

- Corporate office of Parimal, GSFC & Avdesh
- Offices, CNG & CGS stations of Dadra & Nagar Haveli (DNH), Gandhinagar, Kutch, Jalore, Sirohi, Ujjain, Dewas, Indore, Ratlam, Jhabua, Banswara, Dungarpur, Amritsar, Bathinda, Hoshiarpur, Gurdaspur, Sirsa, Fatehabad, Mansa, Ferozepur, Faridkot, Sri Muktsar Sahib.
- Warehouses in Silvassa, Gandhinagar, Amritsar, Bathinda, Sirsa, Ratlam, Sirohi.

(ii) Nature of operations: Corporate office, Site offices, CNG & CGD stations & Warehousing Operations

(iii) Water withdrawal, consumption and discharge in the following format: (in Kilolitres)

Parameter	FY 2022-23 Current Financial Year	FY 2021-22 Previous Financial Year
<b>Water withdrawal by source (in kilolitres)</b>		
(i) Surface water	-	-
(ii) Groundwater	6,774.63	4,947.72
(iii) Third party water	1,027.66	530.46
(iv) Seawater / desalinated water	-	-
(v) Others	-	-
<b>Total volume of water withdrawal (in kilolitres)</b>	7,802.29	5,478.18
<b>Total volume of water consumption (in kilolitres)</b>	7,802.29	5,478.18
<b>Water intensity per rupee of turnover</b> (Water consumed / turnover)	0.45 Kiloliter / INR Crore	0.33 Kiloliter / INR Crore
<b>Water intensity</b> (optional) – the relevant metric may be selected by the entity	-	-
<b>Water discharge by destination and level of treatment (in kilolitres)</b>		
i) Into Surface water - No treatment - With treatment – please specify level of treatment	Considering that water is not used in the processes, nor it is discharged as industrial effluent as a result of the process, GGL does not have a Zero Liquid Discharge system. GGL Offices, City Gas Station & Compressed Natural Gas Stations only produce residential wastewater, which is disposed through the municipal or district sewer system, a soak pit, or gardening. No treatment is necessary for such kind of water discharge.	
(ii) Into Groundwater - No treatment - With treatment – please specify level of treatment		
(iii) Into Seawater - No treatment - With treatment – please specify level of treatment		
(iv) Sent to third-parties - No treatment - With treatment – please specify level of treatment		
(v) Others - No treatment - With treatment – please specify level of treatment		
<b>Total water discharged (in kilolitres)</b>		
Note: Indicate if any independent assessment/ evaluation/assurance has been carried out by an external agency? (Y/N) If yes, name of the external agency.		
No, such independent assessment/evaluation/assurance is carried out by an external agency.		



<b>4. Please provide details of total Scope 3 emissions &amp; its intensity, in the following format:</b>			
Parameter	Units	FY 2022-23 Current Financial Year	FY 2021-22 Previous Financial Year
<b>Total Scope 3 emissions</b> (Break-up of the GHG into CO <sub>2</sub> , CH <sub>4</sub> , N <sub>2</sub> O, HFCs, PFCs, SF <sub>6</sub> , NF <sub>3</sub> , if available)	Metric tonnes	17,341.85	16,598.49
<b>Total Scope 3 emissions per rupee of turnover</b>	Metric tonnes per Crore rupees of turnover	1.00 MT / INR Crore	0.99 MT / INR Crore
<b>Total Scope 3 emission intensity (optional)</b> – the relevant metric may be selected by the entity		NA	NA
<p><b>For Scope 3:</b> Source of emission factors are referred from GHG protocol.</p> <p>Note: Indicate if any independent assessment/ evaluation/assurance has been carried out by an external agency? (Y/N) If yes, name of the external agency.</p> <p>No, such independent assessment/evaluation/assurance is carried out by an external agency.</p>			
<b>5. With respect to the ecologically sensitive areas reported at Question 10 of Essential Indicators above, provide details of significant direct &amp; indirect impact of the entity on biodiversity in such areas along-with prevention and remediation activities.</b>			
<p>Environmental Impact Assessment, Environmental Management Plan, Risk Assessment &amp; Disaster Management Plan for Natural Gas Distribution pipeline network in UT of Dadra &amp; Nagar Haveli, Virar Pipeline &amp; Dahanu pipeline networks:</p> <p>There are no direct or indirect biological impacts of high significance rating related to GGL project, however direct or indirect biological impacts of moderate significance along with their prevention and remediation actions are explained below:</p> <ol style="list-style-type: none"> <li>1. Removal of vegetation along the pipeline ROU</li> <li>2. Removal of orchards along the Pipeline ROU</li> </ol> <p><b>Prevention &amp; Remediation Activities related to Environmental Impact</b></p> <p>Proposed pipeline will be laid along the existing road RoW under Public Works Department authority and will not pass through any dense forest area which is conducive for the existence of significant wildlife in such an area. As far as possible, minimum numbers of trees will be cut while laying pipeline. Removing vegetation outside ROU will be strictly prohibited. 10 times the number of trees for every tree cut shall be planted in ROU as per guidelines the Ministry of Environment &amp; Forests.</p>			
<b>6. If the entity has undertaken any specific initiatives or used innovative technology or solutions to improve resource efficiency, or reduce impact due to emissions / effluent discharge / waste generated, please provide details of the same as well as outcome of such initiatives, as per the following format:</b>			
Sr.No.	Initiative undertaken	Details of the initiative (Web-link, if any, may be provided along-with summary)	Outcome of the initiative
1.	All GGL hired MCV now run on CNG instead of Diesel	Approximately 700 CNG transportation vehicles (MCV) hired from contractors for transporting CNG from mother to daughter-DB stations. These were previously being run on Diesel and which are now being mandatorily run on less polluting fuel i.e. CNG	By implementing this initiative GGL has replaced more than 4000 Kilolitres of Diesel fuel with less polluting fuel CNG resulting in reduced SOX, NOX, PM, emissions and carbon emission as well.
2.	Procuring & Use of Gas based CNG compressor	Gas based CNG compressors are being procured instead of electricity run compressors which helps to establish CNG stations at locations with less or no electrical supply	This benefits the environment, as the emissions from operating these compressors are lesser compared to the emissions from correspondingly proportionate amounts of electricity generated using coal and other polluting agents.





3.	Setting up LNG/LCNG Stations	LNG/LCNG Station Liquefied Natural Gas (LNG) is a natural gas, predominantly methane (CH <sub>4</sub> ) that has been liquefied for ease of storage and transportation. LNG is pressurized & re-gasified through ambient vaporizers for dispensing to customer vehicles as an automotive fuel and piped natural gas to domestic, commercial & industrial consumers on priority in areas far away from gas supply point of transportation pipeline.	<ul style="list-style-type: none"> <li>Use of LNG/LCNG as a product reduces the electrical power consumption compared to use of variable inlet CNG compressors. Reduced power consumption is ~0.12 Kwh/Kg, which results in energy saving of ~2000 Kwh/Day considering sale of 16000 Kg/Day at operating LNG/LCNG Stations.</li> <li>With two (2) operational LCNG stations, the CNG transport through vehicles is reduced by approximately 3000 km/day at Thane GA helping reduce the number of trips of MCV and consequently the fuel consumption.</li> </ul>
4.	Hydrogen Blending with Natural Gas for CGD:	GGL & NTPC signed an agreement and now commissioned the pilot project with 5% H <sub>2</sub> blending in Natural Gas after due approval from the regulator. NTPC produces and supplies the required green Hydrogen which is blended with Natural Gas through Blending skid and GGL distributes this blended gas at the NTPC townships in Kawas, Hazira. GGL & NTPC teams carried out detailed testing by setting up a testing riser to ensure homogeneity of blended mixture. Further, GGL and NTPC will be presenting a proposal to the regulator for increasing H <sub>2</sub> concentration in blended gas as per original plan.	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 its integrated natural gas business to explore applications for hydrogen as part of its initiative to reduce GHG emissions.
5.	Electrical Vehicle Charging Facility at GGL CNG Station	As a part of a Pilot Project and to promote use of electric vehicles, GGL in collaboration with TPCL has set up electrical charging facilities at their operating COCO CNG Station at Kevadia location (near to Statue of Unity) in Narmada GA. The Installed charger having capacity of 50 KW fast Charging facility. The charger also supports AC and DC Fast Charging facilities.	This initiative will reinforce the Company's commitment towards sustainability and clean and efficient mobility.
<p><b>7. Does the entity have a business continuity and disaster management plan? Give details in 100 words/ web link.</b></p> <p>In accordance with the PNGRB ERDMP regulations, 2010, amended in 2020, GGL has created ERDMP documents for each of its operational geographic areas, which cover scenarios where undesirable events can be foreseen or suspected. This is carried out to make GGL ready to respond appropriately to any unforeseen and unintentional accidents. The PNGRB empaneled Third Party Agency has audited and certified these documents and GGL's Board of Directors has duly approved them. In accordance with the certification requirements specified by PNGRB, GGL conducted the certification audit of ERDMP for 8 Geographic Areas in FY 2022-23.</p>			
<p><b>8. Disclose any significant adverse impact to the environment, arising from the value chain of the entity. What mitigation or adaptation measures have been taken by the entity in this regard</b></p> <p>GGL is engaged in "Natural Gas" distribution to Domestic, Commercial, Industrial and Transport Consumers. Natural Gas being inherently a cleaner fuel is an environmental friendly fuel.</p> <p>GGL products do not have any major adverse environmental impacts, however GGL has identified and assessed Environmental aspects related to each of its significant business activities / processes – pipeline construction, maintenance, natural gas compression etc. Further, GGL has taken adequate mitigation measures to minimize residual risks to as low as reasonably practicable or acceptable levels.</p>			



<p><b>9. Percentage of value chain partners (by value of business done with such partners) that were assessed for environmental impacts.</b></p> <p>GGL has established SOP on Contractor Performance Assessment. The objective is to monitor the performance of Contractors / Service providers in terms of compliance with all applicable GGL policies, processes, standards, procedures, guidelines and other Contractual obligations related to Project/task delivery &amp; HSE. Contractor's/Service provider's performance data are captured on a monthly basis as per CPAR (Contractor Performance Assessment Report) format.</p> <ul style="list-style-type: none"> <li>• Business Performance – 70% Weightage</li> <li>• Contract Management – 5% Weightage</li> <li>• Quality Control – 5% Weightage</li> <li>• HSE Compliance – 10% Weightage</li> <li>• GGL Lifesaver Compliance – 5% Weightage</li> <li>• Key Performance – 5% Weightage</li> </ul>
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**PRINCIPLE 7: Businesses, when engaging in influencing public and regulatory policy, should do so in a manner that is responsible and transparent**

		<p>This principle guides that it is the organisation's duty to be transparent &amp; responsible while being engaged in advocacy of any public policy.</p> <p>Being a government company GGL takes part in public policy advocacy and it ensures that its policy advocacy positions promote fair competition, business growth and respect for human rights.</p>
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**Essential Indicators**

<p><b>1.</b></p> <p>a. Number of affiliations with trade and industry chambers/ associations. In FY 2022-23, GGL was part of 2 National trade and industry chambers/ associations which are given below.</p> <p>b. List the top 10 trade and industry chambers/ associations (determined based on the total members of such a body) the entity is a member of/ affiliated to.</p>	<table border="1"> <thead> <tr> <th>Sr.No.</th> <th>Name of the trade and industry chambers/ associations</th> <th>Reach of trade and industry chambers/ associations (State/National)</th> </tr> </thead> <tbody> <tr> <td>1.</td> <td>Association of CGD entities (ACE)</td> <td>National</td> </tr> <tr> <td>2.</td> <td>Confederation of Indian Industry (CII).</td> <td>National</td> </tr> </tbody> </table>	Sr.No.	Name of the trade and industry chambers/ associations	Reach of trade and industry chambers/ associations (State/National)	1.	Association of CGD entities (ACE)	National	2.	Confederation of Indian Industry (CII).	National
Sr.No.	Name of the trade and industry chambers/ associations	Reach of trade and industry chambers/ associations (State/National)								
1.	Association of CGD entities (ACE)	National								
2.	Confederation of Indian Industry (CII).	National								
<p><b>2.</b> Provide details of corrective action taken or underway on any issues related to anti-competitive conduct by the entity, based on adverse orders from regulatory authorities.</p>	<table border="1"> <thead> <tr> <th>Name of authority</th> <th>Brief of the case</th> <th>Corrective action taken</th> </tr> </thead> <tbody> <tr> <td colspan="3">There have been no incidents of anti-competitive conduct, accordingly there are no issues that required corrective actions.</td> </tr> </tbody> </table>	Name of authority	Brief of the case	Corrective action taken	There have been no incidents of anti-competitive conduct, accordingly there are no issues that required corrective actions.					
Name of authority	Brief of the case	Corrective action taken								
There have been no incidents of anti-competitive conduct, accordingly there are no issues that required corrective actions.										



Leadership Indicators					
Provide details of public policy positions advocated by the entity					
Sr.No.	Public policy advocated	Method resorted for such advocacy	Whether information available in public domain?	Frequency of Review by Board (Annually/ Half yearly/ Quarterly / Others – please specify)	Web Link, if available
1.	Advocacy on MoPNG guidelines for Domestic gas allocation	Meeting/Open Forum/Email	No	NA	-
2	(Determination of Natural Gas Pipeline Tariff) Amendment Regulations, 2023 and Computation of Unified Tariff (UFT) – PNGRB	Meeting/Open Forum/Email	No	NA	-
3	Advocacy on Kirit Parikh committee recommendation on Domestic gas pricing mechanism	Meeting/Open Forum/Email	No	NA	-
4	(Technical Standards and Specifications including Safety Standards for dispensing of Automotive Fuels) Amendment Regulations, 2023.	Meeting/Open Forum/Email	Yes	NA	<a href="https://pngrb.gov.in/eng-web/public_notice.html">https://pngrb.gov.in/eng-web/public_notice.html</a>
5	(Authorizing Entities to Lay, Build, Operate or Expand City or Local Natural Gas Distribution Networks) Amendment Regulations, 2023".	Meeting/Open Forum/Email	Yes	NA	<a href="https://pngrb.gov.in/eng-web/public_notice.html">https://pngrb.gov.in/eng-web/public_notice.html</a>
6	Draft (Hydrogen Blending with Natural gas) Guidelines, 2022.	Meeting/Open Forum/Email	No	NA	-
7	Draft revision - OISD-STD-226 (Cross Country Natural Gas Pipelines and City Gas Distribution Networks)	Meeting/Open Forum/Email	No	NA	-
8	Draft guideline on CBG injection	Meeting/Open Forum/Email	No	NA	-
9	Advocacy to MoPNG for amendments proposed in PNGRB Act	Meeting/Open Forum/Email	No	NA	-
10	Force Majeure extension on account of Covid pandemic for achievement of MWP targets in various CGD license areas	Meeting/Open Forum/Email	No	NA	-

**PRINCIPLE 8: Businesses should promote inclusive growth and equitable development**



Section 135 of The Companies Act, 2013, on corporate social responsibility which asks for a specific attention on disadvantaged, vulnerable and marginalized populations, serves as the foundation for this Principle.

GGL tries to address the imbalance generated by unequal distribution of economic resources in society.



Essential Indicators						
<b>1. Details of Social Impact Assessments (SIA) of projects undertaken by the entity based on applicable laws, in the current financial year.</b>						
Name and brief details of project	SIA Notification No.	Date of notification	Whether conducted by independent external agency (Yes / No)	Results communicated in public domain (Yes/No)	Relevant Web link	
1. Social Economic Impact assessment has been carried out for projects in ecological and social sensitive areas under Environmental Impact Assessment, Environmental Management Plan, Risk Assessment & Disaster Management Plan for Natural Gas Distribution pipeline network in UT of Dadra & Nagar Haveli i.e.: i. Dapada-Khanvel connectivity - 13.65 kms; ii. Khanvel- Kherdi connectivity - 7.29 kms; iii. Surangi-Kherdi connectivity- 5.8 kms	NA	NA	Yes	No	-----	
2. Natural Gas Distribution pipeline Network with associated facilities from Ambadi Naka at Bhiwadi Taluka, Thane District to Village Virar, Taluka Vasai, District Palghar of Maharashtra State (i.e. called Virar Spur Line) including Spur lines at Nala Sopara, Vasai, Kharpada, Sativali covering total length approx. 58.345 km with Diameters 6"/8"/12"	NA	NA	Yes	No	-	
3. Dahanu Taluka Pipeline Network: For total length of 60 Kms (Steel Pipeline: Length: 45.77 kms & 8"/12" Diameter; MDPE Pipeline: Length 14.228 Kms with 125 MM, 90MM, 63 MM diameter) with associated facilities.	NA	NA	Yes	No	-	
4. Dhanvantri Covid Hospital – A Government of Gujarat Initiative	NA	NA	Yes	Yes	<a href="https://www.gujaratgas.com/projects-report-on-csr-activities/">https://www.gujaratgas.com/projects-report-on-csr-activities/</a>	
5. Purchase and deployment of PSA Oxygen Plants in Gujarat in GMERS operated Government Hospitals	NA	NA	Yes	Yes		
6. Gas supply to Crematoriums in GGL's operating areas	NA	NA	Yes	Yes		
<b>2. Provide information on project(s) for which ongoing Rehabilitation and Resettlement (R&amp;R) is being undertaken by your entity, in the following format:</b>						
Sr.No.	Name of Project for which R&R is ongoing	State	District	No. of Project Affected Families (PAFs)	No. of Project Affected Families (PAFs)	Amounts paid to PAFs in the FY (In INR)
Not applicable, GGL does not have any projects that involve Rehabilitation and Resettlement (R&R).						



<p><b>3. Describe the mechanisms to receive and redress grievances of the community.</b></p> <p>Community stakeholders may use any of the available channels of communication to raise grievances. As a company that values social responsibility, GGL has been engaged with various CSR initiatives that benefit the communities. These initiatives have covered a broad range of areas, including health, education, women's empowerment, the development of vocational skills, environmental protection and hygiene. To keep a careful eye on any complaints and, if necessary, resolve them, GGL makes sure that its projects are regularly monitored, evaluated and impact assessments would be carried out as per regulatory requirements.</p>											
<p><b>4. Percentage of input material (inputs to total inputs by value) sourced from suppliers:</b></p> <table border="1"> <thead> <tr> <th></th> <th>FY 2022-23</th> <th>FY 2021-22</th> </tr> </thead> <tbody> <tr> <td>Directly sourced from MSMEs/ small producers</td> <td>49%</td> <td>47%</td> </tr> <tr> <td>Sourced directly from within the district and neighboring districts</td> <td>-</td> <td>-</td> </tr> </tbody> </table>				FY 2022-23	FY 2021-22	Directly sourced from MSMEs/ small producers	49%	47%	Sourced directly from within the district and neighboring districts	-	-
	FY 2022-23	FY 2021-22									
Directly sourced from MSMEs/ small producers	49%	47%									
Sourced directly from within the district and neighboring districts	-	-									

**Leadership Indicators**

<p><b>1. Provide details of actions taken to mitigate any negative social impacts identified in the Social Impact Assessments (Reference: Question 1 of Essential Indicators above):</b></p>	
Details of negative social impact identified	Corrective Action taken
<p>Natural Gas Distribution pipeline network in UT of Dadra &amp; Nagar Haveli i.e.:</p> <ol style="list-style-type: none"> <li>Dapada-Khanvel connectivity - 13.65 kms;</li> <li>Khanvel- Kherdi connectivity - 7.29 kms;</li> <li>Surangi-Kherdi connectivity- 5.8 kms</li> </ol> <p>The following are the direct or indirect social economic impacts of high and moderate significance, as well as the prevention and remediation actions:</p> <p>A. Economic implication of loss of seasonal crops &amp; plantations along pipeline ROU</p> <p>B. Limited Human habitation effected since no major habitation to exist within 50m of the ROU.</p>	<ul style="list-style-type: none"> <li>Caution exercised to prevent disrupting existing infrastructure along the pipeline path, such as telephone and electricity cables, water pipes, etc.</li> <li>Payment for compensation acquisition of land for laying the pipeline as per Petroleum &amp; Minerals Pipeline Act, 1962 (Right of User in Land).</li> </ul>
<p>Virar Spur Line including Spur lines at Nala Sopara, Vasai, Kharpada, Sativali covering total length approx. 58.345 km with Diameters 6"/8"/12"</p> <p>Direct or Indirect Social Economic impacts of high &amp; moderate significance as well as their prevention and remediation actions as below:</p> <p>A. Economic implication of loss of seasonal crops &amp; plantations which is close to pipeline ROU</p> <p>B. Limited Human habitation effected since no major habitation to exist within 50m of the ROU</p>	<p>GGL will contribute a minimum of 1% of the estimated cost (Rs.65 lacs) to the public's socioeconomic development. These activities consist of:</p> <ul style="list-style-type: none"> <li>First aid facilities and firefighting equipment in village schools</li> <li>Drinking water facilities at villages in project area</li> <li>Providing toilets in villages - Swachh Bharat abhiyan</li> <li>Health checkup camp in schools/ villages</li> <li>Community plantation.</li> </ul>
<p>Dahanu Taluka Pipeline Network: For total length 60 Kms (Steel Pipeline: Length:45.77 kms &amp; 8"/12" Dia; MDPE Pipeline: Length 14.228 Kms with 125 MM, 90MM, 63 MM dia) with associated facilities</p> <p>Direct or Indirect Social Economic impacts of high &amp; moderate significance along with their prevention and remediation actions as below:</p> <ol style="list-style-type: none"> <li>Economic implication of loss of seasonal crops and plantations along pipeline ROU</li> <li>Limited Human habitation effected since no major habitation to exist within 50m of the ROU</li> </ol>	<p>GGL will contribute a minimum of 1% of the proposed cost to the public's socioeconomic development. These activities consist of:</p> <ul style="list-style-type: none"> <li>Renovations to schools include the installation of solar lighting, RO water and environment friendly LED bulbs, First aid facilities, Improvements to restroom amenities</li> <li>Health checkup camps at 7 villages in Dahanu taluka of Palghar district (Estimated budget - 10 lacs)</li> <li>Community plantation in the school campus and public places of villages (Estimated budget - 10 lacs)</li> </ul>



<b>2. Provide the following information on CSR projects undertaken by your entity in designated aspirational districts as identified by government bodies:</b>				
Sr.No.	State	Aspirational District	Amount Spent (in Rs)	
1	Gujarat	<b>In Narmada District:</b> GGL operated a mobile health screening van from August 2019 until July 2022. It offered medical services for preventative health care at a total project cost of Rs. 1.74 Cr., including recurring expenses. The project provided benefits to 26,401 patients.	Rs. 1.98 lakhs (F.Y. 22-23) + Rs. 7.64 lakhs (FY 2021-22)	
		<b>In Narmada District:</b> GGL offers a free pipeline gas connection and free gas supply to a district administration that operates kitchens which serve free meals to the underprivileged, orphans and individuals in need. These Kitchens are helping feed approximately 150 people a day.	Rs. 0.85 lakhs (F.Y. 22-23) + Rs. 1 lakhs (FY 2021-22)	
		<b>In Narmada District:</b> GGL management has approved free gas distribution to Crematoriums in the district.	Rs 645.22 Lakh in FY 2022-23 Rs. 605 Lakh in FY 2021-22	
2		<b>In Dahod District:</b> GGL management has approved free gas distribution to Crematoriums in the district.	Gas supply to crematoriums in operational areas of Gujarat Gas	
<b>3.</b> (a) Do you have a preferential procurement policy where you give preference to purchase from suppliers comprising marginalized /vulnerable groups? (Yes/No). GGL being a Government Company is required to follow transparent and competitive bidding process for selecting the vendors and hence, no preference can be given to suppliers comprising marginalized /vulnerable groups. (b) From which marginalized /vulnerable groups do you procure? Not applicable, as GGL procures goods based on the vendor selection policy through tenders. (c) What percentage of total procurement (by value) does it constitute? Not Applicable, as stated in 3(a) and 3(b) above.				
<b>4. Details of the benefits derived and shared from the intellectual properties owned or acquired by your entity (in the current financial year), based on traditional knowledge:</b>				
Sr.No.	Intellectual Property based on traditional Knowledge	Owned/ Acquired (Yes/No)	Benefit shared (Yes/ No)	Basis of calculating benefit share
1.	Trademarks	Owned	No	NA
<b>5. Details of corrective actions taken or underway, based on any adverse order in intellectual property related disputes wherein usage of traditional knowledge is involved.</b>				
Name of authority		Brief of the case	Corrective action taken	
		There were no such disputes during the year 2022-23.		





<b>6. Details of beneficiaries of CSR Projects:</b>			
<b>Sr.No.</b>	<b>CSR Project</b>	<b>No. of persons benefited from CSR Projects *</b>	<b>% of beneficiaries from vulnerable and marginalized groups</b>
1	<b>Gas Distribution to Crematoriums:</b> Gas supply to crematoriums across operational areas of Gujarat Gas across different districts of Gujarat. (Rs. 645.22 lakh in FY 2022 -23)	Benefiting the environment and community at large.	Benefits to the Community as a whole. GGL is unable to specifically quantify the benefits.
2	<b>One Gujarat One Dialysis Programme</b> - purchase of 90 dialysis machines for 30 Taluka level centers in Gujarat (Rs. 648 lakh. in FY 2022 -23)	6380 nos. of persons benefitted from Mid Oct. 2022 – March 2023	Benefits to the Community as a whole.
3	<b>Robotic Surgery Systems for Cardio Thoracic and Vascular Surgery</b> - for performing robotic assisted minimal invasive complex cardiac surgery (Rs. 600 lakh. in FY 2022 – 23)	Benefitting the community at large	Benefits to the Community as a whole.
4	<b>Paperless ICU Set up</b> - paperless (digitalization) ICU set up of total 38 beds (Rs. 11.35 lakh in FY 2022 – 23)	Benefitting the community at large	Benefits to the Community as a whole.
5	<b>Nodhara No Aadhar Project</b> - Gas connection & gas supply for Nodhara No Aadhar Project run by Narmada District Administration (Rs. 0.85 lakh in FY 2022 -23)	Benefitting the community at large	Benefits to the Community as a whole.
6	<b>Mobile Health Screening Van</b> - Reimbursement of operational expenses of health screening van operating in Narmada District (Rs. 1.98 lakh in FY 2022 -23)	Benefitting the community at large	Benefits to the Community as a whole.
7	<b>Learning by Doing</b> - An experiment based learning programme in science and math at 10 government schools in rural areas of Morbi (Rs. 12 lakh in FY 2022 – 23)	Benefitting the community at large	Benefits to the Community as a whole.

\* No breakup of marginalised & vulnerable communities is available at present.

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



This Principle relates to the concept that the primary objective of a business is to create wealth by delivering high-quality goods or providing services to the customer base and keeping them satisfied.

GGL understands its responsibility to cater the needs of its customers by delivering its product & services in the best possible manner. GGL has a system in place for engaging with the customers for raising its concerns and providing feedbacks and suggestions.

#### **Essential Indicators**

##### **1. Describe the mechanisms in place to receive and respond to consumer complaints and feedback.**

Gujarat Gas consumers (PNG and CNG) can use several communication modes to register their grievances or complaints and provide suggestions concerning services provided by GGL in the areas of its operations.

Consumers are offered a multichannel experience for submitting complaints or sharing feedback such as Customer Care Centers, Centralized Customer Call Centers, walk-in centers at each geographical area, website, the mobile application, e-mails, Government portals such as Integrated Grievance Redressal Mechanism (INGRAM), Centralized Public Grievance Redress and Monitoring System (CPGRAM), State Wide Attention on Grievances through Application of Technology (SWAGAT) and Social Media handles (Twitter, Facebook etc.).

The team responds and resolves the issue in accordance with the company's SOP(s), guidelines and complaint resolution process to ensure that the consumers' grievances are being resolved and their feedback or suggestions are being considered as appropriate.



<b>2. Turnover of products and/ services as a percentage of turnover from all products/service that carry information about:</b>						
				<b>As a percentage to total turnover</b>		
Environmental and social parameters relevant to the product				100%		
Safe and responsible usage				100%		
Recycling and/or safe disposal				Not applicable, considering the nature of the Company's operations.		
<b>3. Number of consumer complaints in respect of the following:</b>						
	<b>FY 2022-23 Current Financial Year</b>			<b>FY 2021-22 Previous Financial Year</b>		
	<b>Received during the year</b>	<b>Pending resolution at end of year</b>	<b>Remarks</b>	<b>Received during the year</b>	<b>Pending resolution at end of year</b>	<b>Remarks</b>
Data privacy	-	-	Nil	-	-	Nil
Advertising	-	-	Nil	-	-	Nil
Cyber-security	2	-	Complaint received for fake website created by scammers	-	-	Nil
Delivery of essential services	-	-	Nil	-	-	Nil
Restrictive Trade Practices	-	-	Nil	-	-	Nil
Unfair Trade Practices	-	-	Nil	-	-	Nil
Other (Consumer Complaints)	161,223	8,239	Complaints include issues like delay in gas connection, improper billing, wrong meter reading etc.	154,780	564	Complaints include issues like delay in gas connection, improper billing, wrong meter reading etc.
<b>4. Details of instances of product recalls on account of safety issues:</b>						
		<b>Number</b>	<b>Reasons for recall</b>			
Voluntary recalls		GGL distributes gas through pipelines, accordingly product recall disclosure is not applicable.				
Forced recalls						
<b>5. Does the entity have a framework/ policy on cyber security and risks related to data privacy? (Yes/No) If available, provide a web-link of the policy.</b>						
Yes, GGL has a policy on Information Security which is in accordance with our objective to establish and enhance our preparedness for cyber security and reducing our exposure to information security related risks.						
Link to policy : <a href="https://www.gujaratgas.com/corporate-governance/brsrpolicies/">https://www.gujaratgas.com/corporate-governance/brsrpolicies/</a>						
<b>6. Provide details of any corrective actions taken or underway on issues relating to advertising and delivery of essential services; cyber security and data privacy of Consumers; re-occurrence of instances of product recalls; penalty / action taken by regulatory authorities on safety of products / services.</b>						
GGL has started displaying warning Pop-Ups on its website in an effort to raise customer awareness and protect consumers from fake websites and payment links from the scammers.						
GGL has also bought similar domain names to avoid creation of fake look-alike websites by scammers.						



<b>Leadership Indicators</b>	
<b>1. Channels / platforms where information on products and services of the entity can be accessed (provide web link, if available).</b>	GGLWebsite: <a href="https://www.gujaratgas.com">https://www.gujaratgas.com</a>
<b>2. Steps taken to inform and educate consumers about safe and responsible usage of products and/or services.</b>	<p>GGL educates Consumers on proper and safe PNG handling. Customer awareness is done continuously from first interaction with Direct Marketing Agent (DMA), registration, conversion and thereafter through awareness sessions, Welcome mail, SMS updates, radio spots, Customer Service/Fire &amp; Safety Camps, leaflet distribution and digital marketing.</p> <p>To inform Consumers about safe and responsible usage GGL distributes pamphlets at CNG stations, including installation of banners and hoardings at such stations.</p> <p>GGL endeavours to inform prospective and existing consumers about safe usage of products that it delivers to consumers. A variety of safety awareness programs, campaigns, leaflet distribution and digital marketing activities are carried out. For Industrial units, guidelines are in place for safe installations within the customer premise and customers have to submit certificates from PNGRB approved vendors for safety. Emergency numbers are displayed at all the gas installations of all customers.</p> <p>During the current year FY 2022-23, more than 600 direct safety awareness sessions were held by GGL staff members for existing and new consumers, villages, societies, schools and the general public</p>
<b>3. Mechanisms in place to inform consumers of any risk of disruption/discontinuation of essential services.</b>	Yes, GGL informs its end consumers in case of any supply disruption, through messages to the impacted consumers.
<b>4. Does the entity display product information on the product over and above what is mandated as per local laws? (Yes/No/Not Applicable) If yes, provide details in brief. Did your entity carry out any survey with regard to consumer satisfaction relating to the major products / services of the entity, significant locations of operation of the entity or the entity as a whole? (Yes/No)</b>	Yes, GGL displays product information in accordance with Petroleum & Natural Gas Regulatory Board guidelines. Additionally, during the Diwali festival, safety advisories are printed in all local newspapers. Every year, an independent agency conducts a customer satisfaction study for all GGL's operating territories.
<b>5. Provide the following information relating to data breaches:</b>	
<b>(a) Number of instances of data breaches along-with impact</b>	<p>The Company had not noted any known security incidents in FY 2022-23 that led to data breaches of any of the stakeholders.</p> <p>The Information Security &amp; data privacy policy is robust. GGL takes data privacy risks and concerns into account at every stage of our business operations.</p>
<b>(b) Percentage of data breaches involving personally identifiable information of Consumers</b>	<p>No such incidences of data breach have been identified which involved the disclosure of stakeholder information.</p> <p>GGL, manages customer personal data with utmost care and security. We also ensure that the data is processed only for the specific &amp; legitimate business objectives.</p>

**For, Gujarat Gas Limited**  
**Milind Torawane, IAS**  
**Managing Director**

**Date: 18th July, 2023**

**Place: Gandhinagar**