GUJARAT GAS

GGL/SEC/1344/2024 **3rd September, 2024**

To,

BSE Limited, Phiroze Jijibhoy Tower, Dalal Street, Mumbai **Company Code: 539336**	**National Stock Exchange of India Ltd** Exchange Plaza, 5th Floor, Plot No. C/1, G Block, Bandra Kurla Complex, Bandra (East), Mumbai **Company Code: GUJGASLTD**

Sub: Business Responsibility and Sustainability Report – 23 – 24 - Regulation 34 (2)(f) of the SEBI (Listing Obligations and Disclosure Requirements) Regulations, 2015

Respected Sir/ Madam,

Pursuant to regulation 34 (2) (f) of the SEBI (Listing Obligations and Disclosure Requirements) Regulations, 2015, we are submitting herewith the Business Responsibility and Sustainability Report of the Company for the Financial Year 2023 – 24. The said Report also forms part of the Annual Report 2023 – 24.

The Business Responsibility and Sustainability Report for the Financial Year 2023 - 24 is also available on the website of the Company viz. www.gujaratgas.com.

You are requested to kindly take the above information on record.

Thanking you,

For, Gujarat Gas Limited

SANDEEP VISHNUPRASAD DAVE

Digitally signed by SANDEEP VISHNUPRASAD DAVE
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Sandeep Dave
Company Secretary

BUSINESS RESPONSIBILITY & SUSTAINABILITY REPORT-FY 2023-24

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") structure, which includes comprehensive Environmental, Social, and Governance ("ESG") disclosures.

This is the second edition of our Business Responsibility and Sustainability Report, in which we 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), 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	Office No. 4 & 5, Gr. Floor, IT Tower-2, Infocity, Gandhinagar - 382009 District: Gandhinagar, Gujarat.
6.	E-mail	contactbrsr@gujaratgas.com
7.	Telephone	079- 26737400, 079-26737500
8.	Website	www.gujaratgas.com
9.	Financial year for which reporting is being done	2023-24
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	₹ 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.
14	Name of assurance provider	NA
15	Type of assurance obtained	NA

II. Products/services

16. **Details of business activities (accounting for 90% of the turnover):**

Sr.No.	Description of Main Activity	Description of Business Activity	% of Turnover of the entity
1	Electricity, gas, steam and air conditioning supply	City Gas Distribution.	100 %

17. **Products/Services sold by the entity (accounting for 90% of the entity's Turnover)**

Sr.No.	Product/service	NIC Code	% of total Turnover contributed
1	Natural Gas	3520- Electricity, Gas, Steam and Air Conditioning Supply; Manufacture & distribution of Gas	100 %

III. Operations

18. **Number of locations where plants and/or operations/offices of the entity are situated:**

Location	Number of plants	Number of offices	Total
National	840*	64	NA
International	NA	NA	NA

*Includes all CNG stations (COCO, Franchisee, OMC) and other gas installations

Gujarat Gas Limited (GGL) is 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.

19. **Markets served by the entity:**

a. Number of locations

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 Piped Natural Gas to the Industrial, Commercial & Domestic customers and Compressed Natural Gas to Automobiles (CNG run vehicles).

Customer Category	No. of Customers served	% sales volume
Domestic Customers	21 Lakhs+	7.5%
Commercial Customers	15,220+	1.5%
Industrial Customers	4390+	62%
CNG Customers	approx. 4 Lakhs	29%

IV. Employees

20. **Details as at the end of Financial Year:**

a. Employees and workers (including differently abled)

Sr.No.	Particulars	Total (A)	Male		Female	
			No. (B)	% (B/A)	No. (C)	% (C/A)
	Employees					
1.	Permanent (D)	833	782	94%	51	6%
2.	Other than Permanent (E)	30	30	100%	0	0%
3.	**Total employees (D + E)**	**863**	**812**	**94%**	**51**	**6%**
	Workers					
4.	Permanent (F)	109	103	94%	6	6%
5.	Other than Permanent (G)	13447	Not reported as Other than permanent workers are hired by GGL Contractors on need basis for business operations			
6.	Total workers (F + G)	13556	Break-up available only for permanent workers, same is disclosed above			

Note: Total Number of Other than permanent workers' disclosed in this report represents monthly average manpower deployed/hired by GGL contractors/service providers in FY 2023-24

b. Differently abled Employees

Sr.No.	Particulars	Total (A)	Male		Female	
			No. (B)	% (B/A)	No. (C)	% (C/A)
	DIFFERENTLY ABLED EMPLOYEES					
1.	Permanent (D)	8	8	100%	-	-
2.	Other than Permanent (E)	0	0	0	-	-
3.	**Total differently abled employees (D + E)**	**8**	**8**	**100%**	**-**	**-**
	DIFFERENTLY ABLED WORKERS					
4.	Permanent (F)	1	1	100%	-	-
5.	Other than Permanent (G)	0	Not reported as Other than permanent workers are hired by GGL Contractors on need basis for business operations			
6.	Total differently abled workers (F + G)	1	Break-up available only for permanent workers, same is disclosed above			

21. **Participation/Inclusion/Representation of women**

	Total	No. and percentage of Females	
	(A)	No. (B)	% (B / A)
Board of Directors	8	2	25%
Key Management Personnel	2	0	0%

22. **Turnover rate for permanent employees and workers**

	Turnover rate in FY 2023-24			Turnover rate in FY 2022-23			Turnover rate in FY 2021-22		
	Male	Female	Total	Male	Female	Total	Male	Female	Total
Permanent Employees	5.75%	0.00%	4.74%	4.34%	8.00%	4.55%	4.18%	5.94%	4.28%
Permanent Workers	8.37%	0.00%	7.05%	8.55%	0.00%	8.13%	6.35%	0.00%	6.06%

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

23 **Names of holding / subsidiary / associate companies / joint ventures**

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

VI. CSR Details

24.	(i) Whether CSR is applicable as per section 135 of Companies Act, 2013: (Yes/No) (ii) Turnover (in ₹) - ₹ 16,292.97 Crores (FY 2023-24) (iii) Net worth (in ₹) - ₹ 7787.04 Crores (as on 31st March, 2024) The amount disbursed for CSR Projects during FY 2023 – 24 is ₹ 89,925,343/-. In addition, ₹ 281,073,965/- is transferred to unspent CSR account, the total expenditure during FY 2023 – 24 is ₹ 370,999,308/-.	Yes

VII. Transparency and Disclosures Compliances

25. **Complaints/ Grievances on any of the principles (Principles 1 to 9) under the National Guidelines on Responsible Business Conduct:**

Stakeholder group from whom complaint is received	Grievance Redressal Mechanism in Place (Yes/No) (If Yes, then provide web-link for grievance redressal policy)	FY 2023-24 (Current Financial Year)			FY 2022-23 (Previous Financial Year)		
		Number of complaints filed during the year	Number of complaints pending resolution at close of the year	Remarks	Number of complaints filed during the year	Number of complaints pending resolution at close of the year	Remarks
Communities	**Yes, Refer Links below**	-	-	-	-	-	-
Investors (other than shareholders)		-	-	-	-	-	-
Shareholders		65	0	-	49	0	-
Employees and workers		-	-	-	1	1	-
Consumers		1,82,160	9,935	Complaints include issues like delay in gas connection, improper billing, wrong meter reading etc.	161,223	8,239	Complaints include issues like delay in gas connection, improper billing, wrong meter reading etc.
Value Chain Partners		-	-	-	-	-	-
Other (please specify)					NA		

The Company has a base of more than twenty lakh domestic PNG customers. Resolution of customers complaints is an ongoing process, and it is an endeavor of the Company to attend/ resolve complaints within defined timeline.

Link: https://www.gujaratgas.com/corporate-governance/brsrpolicies/

26. **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 us 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 & workers 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 and enhance employee & worker confidence and morale.	• GGL has a comprehensive Health safety policy and places a high priority on implementation of the same. • Robust OHS Management system with HSE specific SOPs & Guidelines to prevent Health & Safety related incidents • All critical activities are carried out after detailed risk assessment & mitigations are implemented in line with OHS risk registers.	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	**O-** Natural gas combustion emits fewer pollutants and GHGs as compared to coal or other polluting fuel 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 polluting fuel can also have a positive impact on business operations	NA	Positive, increase in operations will lead to reduction of carbon emissions as compared to polluting fuels & increase in the overall profitability of the Company.
			R - Emission of natural gas directly into atmosphere from pipeline damage / equipment or as part of project & maintenance activities since Natural gas is predominantly methane which is a GHG.	• Effective coordination with digging agencies to prevent network damages. • Prompt emergency response for quick isolation of the damaged section. • Isolation valves at regulator-defined distances to reduce emissions after isolation. • Effective preventive maintenance plan & adherence to reduce breakdown instances • Efficient commissioning SOP to reduce natural gas emissions, among other things.	Negative, Damages/failure of pipeline /equipment or planned release of gas as part of operation will lead to lost product (natural gas) into the atmosphere may lead to financial loss in terms of lost unbilled gas.

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)
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 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 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 GGL critical assets – pipelines, CGS, CNG Stations through safety engineering studies tools like below to ensure risks are under ALARP (As Low As Reasonably Practicable):- • Hazard Operability study (HAZOP) • Quantitative Risk assessment (QRA) • Escape Muster Evacuation & Rescue Analysis (EMERA) • Hazardous Area Classification (HAC) The Company also complies with the international safety standards and local laws and regulations.	Negative, Major Incidents / Disasters could result in significant revenue losses, increase in liabilities and also loss of reputation.
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, Non-compliance with laws and regulations which could have a direct financial implication.

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)
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 business-critical data & also personal data including that of customers 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: • Use of renewable sources of energy • Switching to Gas based vehicles from traditional fuels like petrol and diesel • Strengthening Gas leak detection systems & process. • Optimum utilization of resources • Timely & effective preventive maintenance to ensure efficient energy utilization • Reducing water consumption proportionately • Ensuring authorized disposal/treatment of hazardous waste such as Used Oil for re-refining	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										
	Policy and management processes	**P1**	**P2**	**P3**	**P4**	**P5**	**P6**	**P7**	**P8**	**P9**
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*	https://www.gujaratgas.com/corporate-governance/brsrpolicies/								
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, Trustee standards (e.g. SA 8000, OHSAS, ISO, BIS) adopted by your entity and mapped to each principle.	• ISO 9001:2015 Quality management System • ISO 14001:2015 Environmental Management System • ISO 45001:2018 Occupational Health & Safety Management System								
5.	Specific commitments, goals and targets set by the entity with defined timelines, if any.	• **Plantation of Trees & Saplings** **Background:** Plantation of trees and saplings aid in making environment better. It purifies the air, conserves water, helps in climate control, preserves soil and benefits the overall environment in several other ways. **Goal:** In FY 2024-25, GGL plans to carry out plantation of around 3000 sapling/trees. • **Digitalization of processes for transparency in Governance, ease of operations & reduction in paper usage** **Background:** GGL is taking up various automation related IT initiatives for different aspects of the Company – PNG, CNG, Customer Care, Vendor invoicing, E-filing approval, HR & Admin support processes. These automations are being proposed with an aim to bring in process efficiency, transparency, speed up business process, ease to customer & vendor and reducing paper usage with ultimate goal of benefitting environment & bringing governance efficiency. **Goal:** In FY 2024-25, GGL plans to completely automate Customer care requirements which will enable customers to raise all their request online without requiring to visit GGL offices. GGL also plans to draw future vision/roadmap for digitization & automation of entire business operations in FY 2024-25. • **Investing in Renewable Energy** Background: Solar energy is a renewable energy and one of the cleanest & greenest form of energy which causes neither pollution nor causes any damage to environment and is also economically cheap **Goal:** GGL plans to procure Green power from Solar power generation plants equivalent to the power requirements of all its COCO CNG stations (30 Mn+ KWH of annual power) to ultimately reduce Scope-2 emissions in FY 2024-25.								

		• **Green Hydrogen Blending with Natural Gas for CGD** **Background:** Based on successful running operations of the Pilot project at 5% Green H_2 blending in Gas distribution network for more than 10 months, GGL was authorized by PNGRB to increase H_2% in blended gas from 5% to 8% in Nov 2023, implemented since Dec 2023. This Pilot project results will support in finalization of way forward for H_2 transportation through existing gas pipelines and ultimately contributing to emission reduction. **Goal:** Increase the green hydrogen concentration (to 10% and beyond) in the Pilot project and test performance, post approval from regulator based on satisfactory results of 8% blending in FY 2024-25. • **Injection of Bio-Gas into PNG/CNG system:** **Background:** GGL has existing agreements with Bio-Gas manufacturers for supplying Bio-gas to be injected into GGL PNG/CNG system. This initiative of Bio-gas injection into CGD is being driven by regulator and will help in waste management, air pollution control and also reduces dependency on imported fossil fuel since Bio Gas is produced as a side product in the agricultural/food waste transformation process developed indigenously. **Goal:** Based on Bio-gas manufacturers readiness to ensure technical & safety requirements for supply GGL will commission two projects on Biogas injection into GGL PNG/CNG system at Hoshiarpur-Gurdaspur/Bharuch/Surendranagar/Indore in this FY 2024-25. • **Setting up new CNG stations:** **Background:** 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. **Goal:** In FY 2024-25, GGL plans to set up 22 new CNG stations across GGL operational areas. GGL also plans to upgrade 62 existing CNG station in terms of capacity enhancement, Daughter to Daughter Booster and Daughter / Daughter Booster to Online. • **Setting up LNG storage and regasification facility for CNG/PNG supply** **Background:** Liquefied Natural Gas (LNG) is a natural gas, predominantly methane (CH_4) 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 supplier transmission pipeline.

		Goal: In FY 2024-25, GGL plans to set up 2 new facilities for LNG storage and regasification. • **Relocation of Corporate Offices** **Background:** GGL has currently three Corporate offices located in different parts of Ahmedabad city, this requires employee movement, courier transfers, vehicles plying between these offices for various business requirement **Goal:** In FY 2024-25, GGL plans to relocate all of these three corporate offices at one single location in Gandhinagar which will save both time & travel for employees in movement between offices, administrative cost and will also reduce vehicle emissions. • **Social Commitments** **Background:** GGL remains committed to give back to the society through its various CSR activities. These CSR activities are planned in order to serve the community specially the marginalized and vulnerable part of the society **Goal:** In next three Financial years following activities will be done as part GGL social responsibility in association with recognised institutions/NGO/Government: · Imparting industry responsive skill development to needy and unemployed youth (Around 500 numbers) through M/s Aspire Disruptive Skill (ADS) Foundation · Support construction of a new building for Kanya Ashram Shala and Indian Institute of Information Technology (IIIT), Surat · Development/upgradation of approx.225 anganwadis including aspirational districts of Gujarat. · Mangalam Canteen - Create sustainable livelihood and income generation through promotion of traditional food products & culinary skill of women · Micro Enterprise Development - Encouraging rural women to start economical activities at small scale to change their socio-economic status by ensuring sustainable living · Provide access to cost effective farm mechanization to the small & marginal women farmers at a reasonable rate and also to generate livelihood · Increase income of women farmers and provision of quality feed for cattle through establishment of cattle feed unit · Increase income of women by developing value chain and processing unit for millet and other bakery related food items · Development of Proof of Concept of Optical Camera based Smart Navigation System – Health development project by IKDRC to develop a computer navigation system for assisting total knee joint arthroplasty

Disclosure Questions		
6.	Performance of the entity against the specific commitments, goals and targets along-with reasons in case the same are not met.	• GGL has increased green hydrogen percentage in blended gas from 5% to 8% in Dec 2023, upon approval from PNGRB. This pilot project will provide learnings to the industry and act as case model for future projects of H_2 blending in PNG contributing to reduced emission & de-carbonization. • GGL has kick-started the operation of injecting of Compressed Biogas produced from agricultural / food waste, into GGL CNG system at Sanchor, Jalore-Sirohi GA in Nov 2023. 15000 Kg of CBG which has been dispensed to CNG Customers till March 2024. This contributed to waste management and pollution control & supports reducing country's dependency on imported fuel. • GGL during World Environment Day 2023 celebration planted more than 2100 sapling/trees across locations • GGL in FY 2023-24 has implemented various automated process modules – Online approval, Vendor Invoice, Travel, LNG Tanker Management, IT & hardware, etc. for efficiency, transparency, speed & access of data & status for both internal as well as external stakeholders • GGL has contributed to society through various CSR initiatives such as imparting industry responsive skill development to needy and unemployed youth, purchase of school bus for physically challenged students, providing artificial limbs to persons with disabilities, establishing the industry 4.0 technology lab, construction of a new building for Kanya Ashram Shala. GGL over-all contributed ₹ 37.09 Crore towards these CSR projects. • GGL has initiated installation & implementing of smart pre-paid gas meters to benefit in terms of eliminating the need for manual meter reading, centralized monitoring for real-time consumption tracking and collecting payments in advance. Currently 200+ smart meters have been installed. • GGL has directly sourced 54% of its total input materials (except NG) from MSME which is ₹158.16 Crore • GGL has upgraded 23 Daughter & Daughter Booster CNG stations into Online stations which will now be supplied gas through pipeline instead of Mobile Cascade Vehicle (MCV) • GGL has set-up 37 new CNG stations across locations & 1 LNG station at Alang providing clean & environment friendly fuel to customers
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 2023-24.

Disclosure Questions		
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 Directors 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 Board Members: 1. Shri Balwant Singh, IAS (Retd.)- Chairman 2. Smt. Mamta Verma, IAS- Member 3. Shri Bhadresh Mehta- Member 4. Prof. Yogesh Singh- Member

10.	**Details of Review of NGRBCs by the Company:**									
	Subject for Review	**Indicate whether review was undertaken by Director / Committee of the Board/ Any other Committee**								
		P1	**P2**	**P3**	**P4**	**P5**	**P6**	**P7**	**P8**	**P9**
	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.								
	Do the enlisted policies extend to your value chain partners? (Yes/No)	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes

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.	**P1**	**P2**	**P3**	**P4**	**P5**	**P6**	**P7**	**P8**	**P9**
		No								

12.	**If answer to question (1) above is "No" i.e. not all Principles are covered by a policy, reasons to be stated:**									
	Questions	**P1**	**P2**	**P3**	**P4**	**P5**	**P6**	**P7**	**P8**	**P9**
	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)									
	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

1. Percentage coverage by training and awareness programmes on any of the Principles during the financial year

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	162	Health and Safety, Fire Fighting, Operation and Maintenance – Emergency Handling, Cyber Security Awareness, National and International Conferences on CGD business, GH2 Exhibition and Conference, Rub the Gold – Basics of City Gas Distribution, World Energy Policy Summit, POSH, etc.	NA
Workers	2247	Health & Safety, Technical Competency, POSH	NA

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 Requirement) Regulations, 2015 and as disclosed on the entity's website)

Monetary

	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, 2024.				
Settlement					
Compounding fee					

Non - Monetary

	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, 2024.			
Punishment				

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

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, 2024, there were no appeals/revisions filed.	

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.

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.

Refer link for anti-corruption and anti-bribery policy https://www.gujaratgas.com/corporate-governance/brsrpolicies/

5. Number of Directors/KMPs/employees/workers against whom disciplinary action was taken by any law enforcement agency for the charges of bribery/ corruption

Particulars	FY 2023-24 (Current Financial Year)	FY 2022-23 (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		

6. Details of complaints with regard to conflict of interest:

Particulars	FY 2023-24 (Current Financial Year)		FY 2022-23 (Previous Financial Year)	
	Number	Remarks	Number	Remarks
Number of complaints received in relation to issues of Conflict of Interest of the Directors	GGL has not received any complaints with respect to conflict of interest. Conflicts of interest can arise when an employee has a personal interest or is engaged in an activity that could impair their capacity to carry out tasks impartially, objectively, and successfully.			
Number of complaints received in relation to issues of Conflict of Interest of the KMPs	The Company upholds highest standards of ethics and compliance in order to prevent any kind of conflict of interest, and we are vigilant in swiftly identifying and minimizing any such occurrences.			

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.

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.

8. Number of days of accounts payables ((Accounts payable *365) / Cost of goods/services procured) in the following format:

Particulars	FY 2023-24 (Current Financial Year)	FY 2022-23 (Previous Financial Year)
Number of days of accounts payables	18.82	18.43

9. Open-ness of business

Provide details of concentration of purchases and sales with trading houses, dealers, and related parties along-with loans and advances & investments, with related parties, in the following format:

Parameter	Metrics	FY 2023-24 (Current Financial Year)	FY 2022-23 (Previous Financial Year)
Concentration of Purchases (Refer note 5)	a. Purchases from trading houses as % of total purchases	0.83%	1.05%
	b. Number of trading houses where purchases are made from	1	1
	c. Purchases from top 10 trading houses as % of Total purchases from trading houses	100%	100%
Concentration of Sales (Refer note 6)	a. Sales to dealers / distributors as % of total sales	21%	17%
	b. Number of dealers / distributors to whom sales are made	5	4
	c. Sales to top 10 dealers/distributors as % of total sales to dealers/distributors	100%	100%
Share of RPTs in (Refer notes 1-4)	a. Purchases (Purchases with related parties / Total purchases)	89.84%	88.59%
	b. Sales (Sales to related parties / Total Sales)	0.003%	0.11%
	c. Loans & advances (Loans & advances given to related parties / Total loans & advances)	-	-
	d. Investments (Investments in related parties / Total Investments made)	25.96%	99.998%

Notes:

1. For reporting of purchases & sales of goods & services, those which are directly linked to the business in which GGL operates have been considered.
2. Advances given in the routine course of business have not been considered for reporting.
3. Investments do not include the investments in deposits made to GSFS in routine course of business.
4. Investments in related party do not include equity investment in GSPC LNG Ltd. during FY 2023-24 being government related entity.
5. Concentration of Purchases include Trading House purchases considering Gas Purchases through Indian Gas Exchange Limited
6. Concentration of Sale includes details for CNG sales made to dealers / distributors (HPCL, BPCL, IOCL, Nayara energy, Reliance BP) as % of Total GGL sales of all segments

Leadership Indicators

1. Awareness programmes conducted for value chain partners on any of the Principles during the financial year:

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 – 2244 Customers, general public & other utilities – 1847	Principle 3, 6 & 9 are covered under these programmes. Training / awareness topics for contractor staff – · Basic safety training · Technical competency trainings (such as CGD O&M training, Work at height, GI plumbing, Defensive driving, CNG filling, PE welder training etc.) · Fire-fighting training · First Aid training · Lifesaver compliance · PPE usage · Permit to Work system · Hazard identification and site-specific risk assessment · Emergency handling Natural Gas related safety awareness sessions for customers, villages along pipeline route, Societies, Schools, other utilities and public in general covering approximately 23826 people	Contractor staff - 100% Awareness programmes for 100% new customer during commissioning/conversion.

2.	**Does the entity have processes in place to avoid/ manage conflict of interests involving members of the Board? (Yes/No) If Yes, provide details of the same.** Yes, the Company has a Code of Conduct 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. Refer link for Conflict of Interest/ Code of Conduct https://www.gujaratgas.com/pdf/ggl-code-of-conduct.pdf

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

1. Percentage of R&D and capital expenditure (capex) investments in specific technologies to improve the environmental and social impacts of product and processes to total R&D and capex investments made by the entity, respectively.

	FY 2023-24 Current Financial Year	FY 2022-23 Previous Financial Year	Details of improvements in environmental and social impacts
R&D	Nil	Nil	Nil
Capex	0.90%	0.05%	☞ **Establishment of LNG/LCNG Station:** GGL has commissioned its 4th LNG Storage & regasification facility (small scale) for PNG supply to predominantly industrial customers along with domestic & commercial customers at Alang. Liquefied Natural Gas (LNG) facilitates ease of storage and transportation of Natural gas. This new LNG station eliminates CNG MCV trips from far-off mother CNG station & use of Decompression Skid (DCS) which was being used to supply gas till date. Commissioning this station has reduced around 9,000 Kms per month of truck/trailer movement reducing fuel consumption & also reduce power consumption used to run Decompression skid

2.	**a. Does the entity have procedures in place for sustainable sourcing? (Yes/No)** **b. If yes, what percentage of inputs were sourced sustainably?** 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. GGL has now mandated operating of all hired Mobile Cascade vehicles on CNG (Compressed Natural Gas) as a cleaner environment friendly fuel. They were previously being run on diesel. The company has a process of procurement through E- tenders which has resulted in reduction in use of paper. GGL E- tenders has defined Scope of work and general terms and conditions that covers aspects of sustainable sourcing in terms of ethical conduct & environmental compliances by linking these material/service sourcing being compliant to GGL SOPs & Guidelines. GGL contractor sources materials from GGL approved Vendor list. These vendors who are part of GGL approved Vendor list go through a qualification assessment process by GGL appointed Third party. Criteria for assessment include ISO certification related to Quality Management system & Environmental Management system. Additionally, GGL encourages its partners to adhere to Safety and environmental standards like, ISO 14001 and ISO 45001.
3.	**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.** 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. 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: a) Plastic waste - Plastic waste generated at GGL includes PE pipe short pieces (<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. b) E-waste - E-waste generated at GGL is from the offices & owned CNG stations. Waste is collected and sent to Stores and are then disposed off to E-waste authorized vendors. 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. 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.
4.	**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.** 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 & 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.

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.		

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 (2023-24)	Previous Financial Year (2022-23)
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 as per the following format

	FY 2023-24 (Current Financial Year)			FY 2022-23 (Previous Financial Year)		
	Re- used	Recycled	Safely Disposed	Re- used	Recycled	Safely Disposed
Plastics (including packaging)	-	-	7.57 MT	-	-	9.52 MT
E-Waste	-	-	1.16 MT	-	-	4.40 MT
Hazardous Waste*	-	91.63 MT		-	72.15 MT	-
Battery waste	-	-	1.4 MT	-	-	18.17 MT
Other non-hazardous Waste	-	-	310.30 MT	-	-	203.63 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

1. a. Details of measures for the well-being of employees:

Category	Total (A)	% of employees covered by									
		Health insurance		Accident insurance		Maternity benefits		Paternity Benefits		Day Care facilities	
		Number	%	Number	%	Number	%	Number	%	Number	%
Permanent Employees											
Male	782	782	100%	782	100%	-	-	782	100%	-	-
Female	51	51	100%	51	100%	51	100%	-	-	-	-
Total	**833**	**833**	**100%**	**833**	**100%**	**51**	**6%**	**782**	**94%**	**-**	**-**
Other than Permanent Employees											
Male	30	30	100%	30	100%	-	-	-	-	-	-
Female	0	0	0	0	0	-	-	-	-	-	-
Total	**30**	**30**	**100%**	**30**	**100%**	**-**	**-**	**-**	**-**	**-**	**-**

b. Details of measures for the well-being of workers:

Category	Total (A)	% of workers covered by									
		Health insurance		Accident insurance		Maternity benefits		Paternity Benefits		Day Care facilities	
		Number	%	Number	%	Number	%	Number	%	Number	%
Permanent workers											
Male	103	103	100%	103	100%	-	-	103	100%	-	-
Female	6	6	100%	6	100%	6	100%	-	-	-	-
Total	**109**	**109**	**100%**	**109**	**100%**	**6**	**6%**	**103**	**94%**	**-**	**-**
Other than Permanent workers											
Male	Not reported as Other than permanent workers are hired by GGL Contractors on need basis for business operations										
Female											
Total	**13447**	**13447**	**100%**	**13447**	**100%**	**-**	**-**	**-**	**-**	**-**	**-**

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 engages through "Third Party Contractors".

c. Spending on measures towards well-being of employees and workers (including permanent and other than permanent) in the following format –

	FY 2023-24 (Current Financial Year)	FY 2022-23 (Previous Financial Year)
Cost incurred on well-being measures as a % of total revenue of the company	0.08%	0.07%

Note: Above disclosed spending measures towards well-being of employees and workers does not include cost incurred on well-being of Other than permanent workers since they are hired by GGL Contractors on need basis for business operations

2. Details of retirement benefits, for Current Financial Year and Previous Financial Year.

Benefits	FY 2023-24 (Current Financial Year)			FY 2022-23 (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*	93.05%	100%	Yes	93.00%	100%	Yes
ESI*	3.48%	0	Yes	4.00%	-	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.
**Details pertaining to workers includes disclosure for Permanent Workers only

3. Accessibility of workplaces

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.

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.

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

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 the organization is dedicated to providing the necessary infrastructure and people-centric policies to enable and support individuals with disabilities to participate in the organization's value creation process.

link to the policy: https://www.gujaratgas.com/corporate-governance/brsrpolicies/

5. Return to work and Retention rates of permanent employees and workers that took parental leave.

Gender	Permanent Employees		Permanent Workers	
	Return to work rate	Retention rate	Return to work rate	Retention rate
Male	100%	98%	-	-
Female	100%	100%	-	-
Total	**100%**	**100%**	**-**	**-**

6. Is there a mechanism available to receive and redress grievances for the following categories of employees and workers? If yes, give details of the mechanism in brief.

	Yes/No (If Yes, then give details of the mechanism in brief)
Permanent Workers	Yes, The company has a stage wise grievance redressal procedure as mentioned in Workplace Behaviour policy & Human Rights Policy which is an easily accessible mechanism available to all the employees for redressal of their grievances. Grievance Committee ensures timely redressal of grievance. Managing Director provides final decision on basis of the facts of the case submitted to him or her by the Committee.
Other than Permanent Workers	
Permanent Employees	
Other than Permanent Employees	

7. Membership of employees and worker in association(s) or Unions recognised by the listed entity:

Presently, there are two unions in GGL i.e. GGCL Employees Union, Surat; GGCL staff Union, Ankleshwar representing the permanent workers of the Company.

	FY 2023-24 (Current Financial Year)			FY 2022-23 (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)**
Total Permanent Employees	**833**	**-**	**NA**	**855**	**-**	**NA**
Male	782	-	NA	804	-	NA
Female	51	-	NA	51	-	NA
Total Permanent Workers	**109**	**109**	**100%**	**113**	**113**	**100%**
Male	103	103	100%	107	107	100%
Female	6	6	100%	6	6	100%

8. Details of training given to employees and workers:

Category	FY 2023-24 (Current Financial Year)					FY 2022-23 (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)
Employees										
Male	812	106	13.05%	107	13.18%	859	433	50%	192	22%
Female	51	0	0.00%	0	0.00%	51	25	49%	6	12%
Total	**863**	**106**	**12.28%**	**107**	**12.40%**	**910**	**458**	**50%**	**198**	**22%**
Workers										
Male	103	5	4.85%	0	0%	112	14	13%	3	3%
Female	6	0	0%	0	0%	6	3	50%	1	17%
Total	**109**	**5**	**4.59%**	**0**	**0%**	**118**	**17**	**14%**	**4**	**3%**

9. Details of performance and career development reviews of employees and worker:

Category	FY 2023-24 (Current Financial Year)			FY 2022-23 (Previous Financial Year)		
	Total (A)	No. (B)	% (B / A)	Total (C)	No. (D)	% (D / C)
Employees						
Male	812	776	95.56%	859	742	86%
Female	51	51	100%	51	45	88%
Total	**863**	**827**	**95.82%**	**910**	**787**	**86%**

Note: Performance and career development reviews of employees are conducted once a year, the numbers disclosed represent performance reviews conducted for respective previous Financial years.

Workers	
Male	Permanent Workers are the union workers whose performance is considered and settled via the settlement agreements determined over a 4 years period.
Female	
Total	Other than Permanent Workers are hired by GGL Contractors on need basis for completion of identified business projects & operations from time to time. Performance & Career development review of these workers is not in GGL scope, GGL evaluates the performance of Contractors/Agency and not individuals.

10. Health and safety management system:

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?

Yes, GGL has established its Occupational Health, Safety Management system with reference to ISO standard 45001:2018 and has successfully completed its recertification & periodic audits. The certification demonstrates 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, and that the management systems follow the best industry standards and are adequately resourced.

GGL recognizes 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. GGL ensures Annual Health check-ups of all the employees.

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.

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 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 GGL having regard to legal obligation and GGL own policy.

GGL has established various tools including but not limited to these following 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 safety critical activity
5) Geographical area wise Asset Risk Register
6) Site Specific Risk Assessment before start of each job
7) Tool-box Talk before start of each job
8) Permit to Work System for each job
9) 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.

11. Details of safety related incidents, in the following format:

Safety Incident/Number	Category*	FY 2023-24 (Current Financial Year)	FY 2022-23 (Previous Financial Year)
Lost Time Injury Frequency Rate (LTIFR) (per one million-person hours worked)	Employees	0.490	0
	Workers	0.190*	0.334*
Total recordable work-related injuries	Employees	1	0
	Workers	7	11
No. of fatalities	Employees	0	0
	Workers	2	0
High consequence work-related injury or ill-health (excluding fatalities)	Employees	0	0
	Workers	0	0

*Including in the contract workforce

12. Describe the measures taken by the entity to ensure a safe and healthy workplace.

GGL has established its Occupational Health and Safety management system with reference to ISO standard 45001:2018. Key aspects of its Health & Safety Management focusing towards ensuring safe & healthy workplace are:

Risk Management System: OH&S Risk register have been established identifying & mitigating risks related to all safety critical activities carried out at GGL.

Risk and Impact Register maintained by GGL

- Provides information regarding the hazards and environment impacts associated with activities / facilities
- Provides the basis for significance and prioritization for control of risk and impacts
- Forms the basis for an action plan
- Defines the controls to manage the health and safety risks and environment aspects

The established risk and impact registers are periodically reviewed and updated for addition or deletion of hazards and environment impacts & effectiveness of the control measures.

Safety Engineering studies such as HAZOP study, Quantitative Risk Assessment Tools involving Third party subject matter experts & latest software for identifying & Quantifying the probable risks related to any GGL installation/facility – CNG, CGS, Pipeline etc. and implementing mitigation measures recommended as a result of these studies to ensure safe work place for GGL employees & public.

Work Permit System: GGL has established and maintains Work permit system to ensure all works potentially hazardous to people, environment, or asset are controlled and conducted safely.

GGL Lifesavers: GGL has identified 10 Lifesaver areas which are safety critical areas / 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:

- Safe Systems of Work
- Gas Escape Handling
- Excavation, Manual boring, & Horizontal Directional Drilling (HDD)
- Working at Height
- Confined Space Entry
- Lifting Operation
- Electrical
- Driving
- Compressed Natural Gas (CNG) Handling
- Liquefied Natural Gas (LNG) Handling

Providing Personal Protective Equipment: GGL provides PPE kit with all relevant safety gear to all its site going employees and staff and also mandates its contractors to ensure availability of adequate PPEs for their staff to protect the site personnel from injury

Internal Audit: The organization has established a procedure for QHSE management systems audit to be carried out by trained internal auditors independent of the functions/area being audited in order to determine whether or not the QHSE management system has been properly implemented and maintained.

Incident Investigation & Corrective Actions: GGL has established, implemented and is maintaining a process to record, investigate and analyze nonconformities and incidents and to take actions to mitigate any impacts caused and for initiating and completing corrective and preventive actions for avoiding re-occurrence of such incidents in future.

Asset Integrity: GGL 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. To adhere to the QHSE standards, GGL always ensures training and safety awareness campaigns for employees, associates and contractors and PNG/CNG customers.

13. Number of Complaints on the following made by employees and workers:

	FY 2023-24 (Current Financial Year)			FY 2022-23 (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 Working Conditions	• GGL covered 100% of the geographic areas in Internal audit during FY 23–24 through visits to Sites and Offices. • In order to ensure and monitor site safety compliances, GGL management (middle & senior) regularly conducts HSE tours at Sites to assess the safety compliance and coach site team in terms of safety requirements and understand any concerns related to site safety. More than 2000 HSE Tours have been conducted at GGL in FY 2023-24 • In order to ensure and monitor site safety compliances, GGL engineers regularly conducts Lifesaver-Workplace Inspections (WPI) at Sites. The Lifesaver score is tracked for each geographical region. More than 16300 Work place inspections have been done in FY 2023-24 GGL has successfully conducted compliance audits & 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. • **T4S & IMS Certification Audits:** Successfully completed for Four (4) Geographical Area in line with PNGRB Technical Standards and Specifications including Safety Standards (T4S), regulations & PNGRB Integrity Management System (IMS), regulations in FY 2023-24. 1) Sirsa-Fatehabad-Mansa GA (First time) 2) Bathinda GA (Periodic) 3) Amreli GA (Periodic) 4) Kutch (W) GA (Periodic) • **Periodic ERDMP Re-Certification Audits:** Successfully completed for Four (4) Geographical Area (GA) in line with PNGRB Codes of Practices for Emergency Response and Disaster Management Plan, regulations in FY 2023-24. 1) DNH GA 2) Palghar District & Thane Rural GA 3) Amreli GA 4) Kutch (W) GA **ISO 2nd Periodic audit successfully completed with respect to** • ISO 9001 -Quality Management System, • ISO 14001 -Environmental Management System • ISO 45001 Occupational Health & Safety Management System.

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 & safety practices and working conditions.

All major incidents at GGL are investigated through an internal independent enquiry/investigation committee comprising of a Senior experienced Team leader and Technical Manager of that particular domain along with experienced HSE professional. The 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.

Any significant risk arising from assessment of health & safety practices and working conditions are also captured in risk registers such as occupational health & safety risk register and may also be included in business risk register. All mitigation/assurance activities identified during investigation are implemented through existing or new controls. e.g.

1. Refresher briefing for AMC & Conversion team regarding customer awareness on Do's & Don'ts for Safe use of PNG including closing of gas tap after every use and ensuring proper ventilation of kitchen area before starting of gas stove
2. Running Special Drive of awareness programs for customers and societies about safe use of PNG at all such Government Officer Colonies where residents change frequently
3. Procedure for Annual Maintenance & Technical upgradation reviewed & revised to include actions to be taken for Domestic connections where AMC could not be done for consecutive 2 years duration or expired Suraksha Hose validity whichever is earlier
4. Raise awareness amongst CNG customers to avoid installation of modified / welded on-board CNG cylinder. Customer Awareness campaign to include check list for self- verification including cylinder condition, especially at the time of change in CNG kit / ownership of vehicle
5. Awareness of CNG retrofitters in nearby locations about the criticality of ensuring installation of cylinders & kits properly tested and of integrity
6. Frequent safety awareness of customers and general public through bulk SMS, Social media campaigns, advertisement, radio jingles etc.

Investigation report along with corrective actions compliances are reviewed by GGL Risk Management Committee and Board of Directors during quarterly review and suggest actions to ensure preventing reoccurrence of such incidents in future.

Leadership Indicators

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).

(A) Employees: Yes - Employees are covered under Life insurance and Compensatory package in the event of his/her death.

(B) Workers: Yes – Permanent workers are covered under Life insurance and Compensatory package in the event of his/her death. For 'Other than permanent workers', Contractors as per the terms & conditions of the contract are required to adhere with the statutory compliance as per the applicable rules. i.e., Covered through Employees State Insurance (ESI) Act, Employees Compensation Act and EDLI (Employees Deposit Linked Insurance scheme)

2. Provide the measures undertaken by the entity to ensure that statutory dues have been deducted and deposited by the value chain partners.

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.

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:

There is no case noted where employee/permanent worker have suffered high consequence work related injury / ill-health in FY 2023-24 and FY 2022-23.

	Total no. of affected employees/ workers		No. of employees/workers that are rehabilitated and placed in suitable employment or whose family members have been placed in suitable employment	
	FY 2023-24 (Current Financial Year)	FY 2022-23 (Previous Financial Year)	FY 2023-24 (Current Financial Year)	FY 2022-23 (Previous Financial Year)
Employees	Nil	Nil	Nil	Nil
Workers	2*	Nil	Nil*	Nil

*Affected workers are among 'other than permanent workers' who are hired by GGL contractors / service providers. GGL ensures that affected workers / their family members receive compensation as per the statutory provisions

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)

No, presently there are no transition assistance programs to facilitate continued employability and management of career endings resulting from retirement or termination of employment.

5. Details on assessment of value chain partners:

	% of value chain partners (by value of business done with such partners) that were assessed
Health and safety practices	100% Contractors
Working Conditions	100% Contractors

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 & HSE. Contractor's/Service provider's performance data are captured on a monthly basis as per CPAR (Contractor Performance Assessment Report) format.

- Business Performance – 70% Weightage
- Contract Management & Other Key indicator – 10% Weightage
- Quality Control – 5% Weightage
- HSE & Lifesaver Compliance – 15% Weightage

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.

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.

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
1.	**Describe the processes for identifying key stakeholder groups of the entity.** 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.
2.	**List of stakeholder groups identified as key for your entity and the frequency of engagement with each stakeholder group.**

Stakeholder Group	Whether identified as Vulnerable & Marginalized Group (Yes/No)	Channels of communication (Email, SMS, Newspaper, Pamphlets, Advertisement, Community Meetings, Notice Board, Website, Other)	Frequency of engagement (Annually/ Half yearly/ Quarterly / others – please specify)	Purpose and scope of engagement including key topics and concerns raised during such engagement
Community	No	· Night meetings · Social & Safety Awareness programs (Street Plays) · Canopy Marketing · Door to Door Marketing · Display tricycle · Social Media Campaigns	As and when required	· Marketing & Safety Awareness
Shareholders/ Investors	No	· Annual reports · Individual communications to shareholders · Annual general meeting · Newspaper advertisement · Postal Ballot Notice · SMS · Emails · Website · Quarterly Earning Calls	Annual as well as need basis	· Financial Results · Business Growth and Profitability · Matters pertaining to investor servicing · Statutory Communications as per applicable SEBI Laws · Performance Highlights
Suppliers & Contractors	No	· N-procure website · GGL website · Prebid Meetings · Kick-off Meetings · Contracts · E-mails · Letters · Circulars · Safety & technical competency trainings · Safety Awareness Programs · Grievance redressal mechanism · Monthly Contractors Performance meetings	As and when required	· Scope of work · Quality Health safety & environment · Tender Terms & Conditions · Performance review
Employees	No	· E-mails · Circulars · Intranet · Grievance redressal mechanisms	As and when required	· Learning and development · Employee wellbeing · Quarterly financial Performance & major developments
Regulatory Bodies	No	· Website · Emails · Open house · Letter Communications · Meetings	As and when required	· Industry related Suggestions/Concerns · Business plans · Advocacy on Public Policy & Regulatory Framework · Progress & Compliances Review

Customers	No	• Website • Mobile application • SMS • Whatsapp • Pamphlets • Safety Awareness Campaign • Customer Satisfaction survey (Door to Door survey) • Social Media Campaigns	As and when required	• Customer surveys • Product Quality, Health and Safety • Operational concerns • Billing matters

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. GGL conducts Annual General meeting open for all its shareholders to participate and in process open to receive consultation/concerns on economic, environmental & social aspects related to GGL business. The Company has also started convening quarterly calls after board meeting to address queries of Investors/Analysts at large.
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 vulnerable/ marginalized stakeholders' groups are mainly addressed over various parameters such as education, empowerment, health, infrastructure, conservation, etc.
   GGL has taken Business & CSR initiatives for 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 who use it to cook food, and causing adverse health conditions such as lung cancer, asthma, and others.
     Under this initiative, GGL has gone the extra mile with providing Piped Natural Gas in rural areas in its operational Geographical areas 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 establishing CNG stations. Development & Operations of these stations require local youth manpower. Therefore, this business activity helped the local youth by reducing unemployment issues.
   - **Imparting industry responsive skill development to needy and unemployed youth**
     GGL has collaborated with M/s. Aspire Disruptive Skill (ADS) Foundation for executing one of its CSR activity of conducting skill development programs. The objective of the training is empowering the need, and unemployed youth through industry responsive skill development and enhance the livelihood.
     The core beneficiaries are:
     - Needy and unemployed youth
     - Tribal & woman youth
     - ITI/Diploma/10th & below youth and
     - Up-skilling workforce and certification.

     The implementation consisted of mobilisation of candidates from different locations, training centre & hostel set up, designing course curriculum, candidate counselling, skill training of selected candidates, Assessment and certification etc.
     Training scope includes:
     - Pipe fitter – Oil & Gas
     - Assistant Plumber – General
     - Industrial Welder – Oil & Gas
     - Women Empowerment through skill and entrepreneurship development

     Contributing to this initiative will give a push towards employment generation through skill development making youth employable and benefitting the needy & unemployed youth of the society at large.

- **Providing artificial limbs to persons with disabilities**

  GGL has collaborated with Blind People's Association (BPA), India for one of its CSR activities of providing artificial limbs to 50 people with disabilities.

  These artificial limbs are designed and produced based on individual measurement and needs like below knee prosthesis, above knee prosthesis, below elbow prosthesis and above elbow prosthesis. The objective of this project is to increase mobility, work ability and improve quality of life by providing artificial limbs in Gujarat.

- **Purchase of school bus for physically challenged students.**

  GGL has provided Apang Manav Mandal (AMM) at Ahmedabad a school bus for physically challenged students.

  The bus is being used for ferrying physically challenged students especially girls of AMM as their hostel where they stay and institute where they study is located in different areas of Ahmedabad. The bus will also be used to ferry them for different events for educational exposure. This promotes education and higher studies for better life of physically challenged boys and girls.

- **Construction of a new building for Kanya Ashram Shala**

  GGL has collaborated with Geeta Kelavani Mandal, Baroliya for construction of new building for Kanya Ashram Shala in Tanki village, Taluka Dharampur, Dist. Valsad. This is a residential school which has been established in the year 2002 and 190 Adivasi girls are studying in the school from std. I to IX.

  Construction of new building is under process so that the girls studying in the school can get primary physical facilities. Contributing to the initiative supports in development of a tribal village and also help in promoting education among Adivasi girls.

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

1. Employees and workers who have been provided training on issues and policy(ies) of the entity, in the following format:

Category	FY 2023-24 (Current Financial Year)			FY 2022-23 (Previous Financial Year)		
	Total (A)	No. of employees / workers covered (B)	% (B/A)	Total (C)	No. of employees / workers covered (D)	% (D / C)
Employees						
Permanent	833	26	3.12%	879	310	35%
Other than Permanent	30	0	0%	31	1	4%
Total Employee	863	26	3.01%	910	311	34%
Workers						
Permanent	109	1	0.92%	118	-	-
Other than Permanent	13447	0	-	Data for contractor manpower numbers were not captured in FY 2022-23		
Total Workers	13556	1	0.00%	118	-	-

2. Details of minimum wages paid to employees and workers, in the following format:

Category	FY 2023-24 (Current Financial Year)					FY 2022-23 (Previous Financial Year)				
	Total (A)	Equal to Minimum Wage		More than Minimum Wage		Total (B)	Equal to Minimum Wage		More than Minimum Wage	
		No. (B)	% (B / A)	No. (C)	% (C / A)		No. (E)	% (E / D)	No. (F)	% (F / D)
Employees										
Permanent	833	-	-	833	100%	879	-	-	879	100%
Male	782	-	-	782	100%	828	-	-	828	100%
Female	51	-	-	51	100%	51	-	-	51	100%
Other than permanent	30	-	-	30	100%	31	-	-	31	100%
Male	30	-	-	30	100%	31	-	-	31	100%
Female	0	-	-	0	-	-	-	-	-	-
Workers										
Permanent	109	-	-	109	100%	118	-	-	118	100%
Male	103	-	-	103	100%	112	-	-	112	100%
Female	6	-	-	6	100%	6	-	-	6	100%
Other than permanent	13447	13447	100%	0	-	Data for contractor manpower numbers were not captured in FY 2022-23				
Male	Not reported as Other than permanent workers are hired by GGL Contractors on need basis for business operations									
Female										

All wages are at par and more than applicable minimum wages.

3. Details of remuneration/salary/wages, in the following format:

a. Median remuneration / wages:

	Male		Female	
	Number	Median remuneration/ salary/ wages of respective category	Number	Median remuneration/ salary/ wages of respective category
Board of Directors (BoD)*	NA	NA	NA	NA
Key Managerial Personnel**	2	94,28,686	-	NA
Employees other than BoD and KMP	812	11,96,700	51	13,76,616
Workers***	103	10,56,000	6	10,98,732

*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.
** Average Remuneration of CFO & CS is disclosed since it is not possible to calculate median remuneration.
*** Worker disclosures only include Permanent Workers and does not include 'Other Than Permanent Workers' hired by GGL contractors

b. Gross wages paid to females as % of total wages paid by the entity, in the following format:

	FY 2023-24 (Current Financial Year)	FY 2022-23 (Previous Financial Year)
Gross wages paid to females as % of total wages	6.35%	5.86%

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)

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.

5. Describe the internal mechanisms in place to redress grievances related to human rights issues.

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.

6. Number of Complaints on the following made by employees and workers:

	FY 2023-24 Current Financial Year			FY 2022-23 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 human rights related issues	-	-	-	-	-	-

7. Complaints filed under the Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013, in the following format:

	FY 2023-24 (Current Financial Year)	FY 2022-23 (Previous Financial Year)
Total Complaints reported under Sexual Harassment on of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013 (POSH)	0	1
Complaints on POSH as a % of female employees / workers	0.00%	1.75%
Complaints on POSH upheld	0	0

8. Mechanisms to prevent adverse consequences to the complainant in discrimination and harassment cases.

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.

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.

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.

GGL has outlined the processes for filing a complaint and the processes that are followed thereafter. GGL has established an Internal Investigation committee and Enquiry committee to investigate concerns raised by the complainants.

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.

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.

Link of Policies: https://www.gujaratgas.com/corporate-governance/brsrpolicies/

9.	**Do human rights requirements form part of your business agreements and contracts? (Yes/No)** Yes, GGL encourages through the general contract terms that its vendors are complying with Laws and regulations and ethical business practices.
10.	**Assessments for the year:**

	% 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 labour	
Sexual harassment	
Discrimination at workplace	
Wages	
Others – please specify	

11. Provide details of any corrective actions taken or underway to address significant risks / concerns arising from the assessments at Question 10 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

1. **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.

2. **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.

3. **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.

4. **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

5. **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 labour, forced labour, involuntary labour, wages, 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

1. Details of total energy consumption (in Joules or multiples) and energy intensity, in the following format:

(In Giga Joules)

Parameter	FY 2023-24 Current Financial Year	FY 2022-23 Previous Financial Year
From renewable sources		
Total electricity consumption (A)	2.71 GJ	6.46 GJ
Total fuel consumption (B)		
Energy consumption through other sources (C)		
Total energy consumed from renewable sources (A+B+C)	2.71 GJ	6.46 GJ
From non-renewable sources		
Total electricity consumption (D)	524,565.80 GJ	477,390.29 GJ
Total fuel consumption (E)	63,575.57 GJ	47,837.91 GJ
Energy consumption through other sources (F)		
Total energy consumption (A+B+C)	588,141.37 GJ	525,228.20 GJ
Total energy consumed (A+B+C+D+E+F)	**588,144.08 GJ**	**525,234.66 GJ**
Energy intensity per rupee of turnover (Total energy consumption / Revenue from operations)	36.10 GJ / INR Crore	30.35 GJ / INR Crore
Energy intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) (Total energy consumed / Revenue from operations adjusted for PPP)	729.78 GJ / USD Crore	627.36 GJ/ USD Crore
Energy intensity in terms of physical output	172.12 GJ/MMSCM Gas sales	171.89 GJ/MMSCM Gas sales
Energy intensity (optional) – the relevant metric may be selected by the entity	NA	NA

*PPP conversion factor, GDP (LCU per international $) (Ref: World bank group website www.worldbank.org) is as below:-

- Conversion factor for FY 23-24: 20.22
- Conversion factor for FY 22-23: 20.67

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.

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 Perform, Achieve & Trade scheme.

3. Provide details of the following disclosures related to water, in the following format: (in Kilolitres)

Parameter	FY 2023-24 Current Financial Year	FY 2022-23 Previous Financial Year
Water withdrawal by source (in kilolitres)		
(i) Surface water	-	-
(ii) Groundwater	67858.6	62,774.10
(iii) Third party water	20632.8	12,543.49
(iv) Seawater / desalinated water	-	-
(v) Others	-	-
Total volume of water withdrawal (in kilolitres) (i + ii + iii + iv + v)	**88,491.38**	**75,317.59**
Total volume of water consumption (in kilolitres)	**88,491.38**	**75,317.59**
Water intensity per rupee of turnover (Water consumed / Revenue from operations)	5.43 KL / INR Crore	4.35 KL / INR Crore
Water intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP)* (Total water consumption / Revenue from operations adjusted for PPP)	109.80 KL / USD Crore	89.96 KL / USD Crore
Water intensity in terms of physical output	25.90 KL/MMSCM gas sales	24.65 KL/MMSCM gas sales
Water intensity (optional) – the relevant metric may be selected by the entity	NA	NA

*PPP conversion factor, GDP (LCU per international $) (Ref: World bank group website, www.worldbank.org) is as below

- Conversion factor for FY 23-24: 20.22
- Conversion factor for FY 22-23: 20.67

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.

4. Provide the following details related to water discharged:

Parameter	FY 2023-24 Current Financial Year	FY 2022-23 Previous Financial Year
Water discharge by destination and level of treatment (in kilolitres)		
(i) To surface water	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, soak pit, or gardening. No treatment is necessary for such a kind of water discharge.	
- No treatment		
- With treatment – please specify level of treatment		
(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		
Total water discharged (in kilolitres)		

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.

5. Has the entity implemented a mechanism for Zero Liquid Discharge? If yes, provide details of its coverage and implementation.

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.

6. Please provide details of air emissions (other than GHG emissions) by the entity, in the following format:

Parameter	Units	FY 2023-24 Current Financial Year	FY 2022-23 Previous Financial Year
Nox (DG set)	ppm	Less than 50 ppm in each case (DG set)	Less than 50 ppm in each case (DG set)
Sox (DG set)	ppm	Less than 100 ppm in each case (DG set)	Less than 100 ppm in each case (DG set)
Particulate matter (PM)	mg/Nm3	Less than 150 mg/Nm3 in each case (DG set)	Less than 150 mg/Nm3 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		
		The primary sources of air pollution are monitored through authorised laboratory/agencies which are certified by NABL as per the guidelines of the Central and respective State Pollution Control Boards.	

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.

Flue Gas emission is monitored for each equipment such as DG set as per Pollution Control Board norms. Environmental monitoring is done by service providers – M/s ABC Techno Labs India Private Limited and M/s Ecoearth Technologies labs authorized by Pollution Control Board /Ministry of Environment, Forest and Climate Change.

7. Provide details of greenhouse gas emissions (Scope 1 and Scope 2 emissions) & its intensity, in the following format:

Parameter	Units	FY 2023-24 Current Financial Year	FY 2022-23 Previous Financial Year
Total Scope 1 emissions (Break-up of the GHG into CO_2, CH_4, N_2O, HFCs, PFCs, SF_6, NF_3, if available)	Metric tonnes of CO2 equivalent	3,595.2 MT	2,910.13 MT
Total Scope 2 emissions (Break-up of the GHG into CO_2, CH_4, N_2O, HFCs, PFCs, SF_6, NF_3, if available)	Metric tonnes of CO2 equivalent	104,330.3 MT	94,151.97 MT
Total Scope 1 and Scope 2 emissions per rupee of turnover (Total Scope 1 and Scope 2 GHG emissions / Revenue from operations)	Metric tonnes of CO2 equivalent per Crore rupees of turnover	6.62 MT / INR Crore	5.61 MT / INR Crore
Total Scope 1 and Scope 2 emission intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP)* (Total Scope 1 and Scope 2 GHG emissions / Revenue from operations adjusted for PPP)		133.92 MT / USD Crore	115.93 MT / USD Crore
Total Scope 1 and Scope 2 emission intensity in terms of physical output		31.58 MT / MMSCM gas sales	31.76 MT / MMSCM gas sales
Total Scope 1 and Scope 2 emission intensity (optional) – the relevant metric may be selected by the entity		NA	NA

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_2 Baseline database for Indian power sector - Version 19)

Weighted Average Emission Factor for Grid electricity (RES): 0.716

*PPP conversion factor, GDP (LCU per international $) (Ref: World bank group website, www.worldbank.org) is as below

- Conversion factor for FY 23-24: 20.22
- Conversion factor for FY 22-23: 20.67

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.

8. Does the entity have any project related to reducing Green House Gas emission? If Yes, then provide details.

Reduction of Natural Gas emission in Operational & Maintenance Activities:

GGL strives to lower the emissions of natural gas from its operations, either as part of a planned release or because of an unplanned leakage. 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.

A smaller portion of these emissions are also the result of planned releases, which often occur during preventive maintenance or network / equipment commissioning activities.

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.

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 fast isolation of the damaged section.
- Isolation valves at regulator-defined distances to reduce emissions after isolation.
- Effective patrolling of GGL pipeline network to prevent damages during third party excavation
- 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. Third party diggers/machine operators are also given away utilizable gifts such as water bottles, key chains etc. with GGL contact numbers for Dial before Dig/Emergency.

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 13756 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 2023-24, 37 new CNG stations have been commissioned across GGL operational areas, and 51 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 2693 kilolitres 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 Mela 'CNG CARAVAN'. This FY CNG Car Mela 'CNG CARAVAN' was done in Surat, 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.

9.	**Provide details related to waste management by the entity, in the following format:**		
	Parameter	**FY 2023-24 (Current Financial Year)**	**FY 2022-23 (Previous Financial Year)**
	Total Waste generated (in metric tonnes)		
	Plastic waste (A)	10.1	8.46
	E Waste (B)	1.4	3.96
	Bio medical waste (C)	0	-
	Construction and Demolition Waste (D)	0	-
	Battery Waste (E)	2.9	17.88
	Radio-active waste (F)	0	-
	Hazardous waste. - Used Oil	136.6	109.90
	Non-hazardous waste generated (Glass, Metal, Paper, etc. (H) (Break-up by composition i.e. by materials relevant to the sector)	260.1	257.97
	Total (A to H) (MT)	**411.0**	**398.17**
	Waste intensity per rupee of turnover (Total waste generated / Revenue from operations)	0.03 MT / INR Crore	0.02 MT / INR Crore
	Waste intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP)* (Total waste generated / Revenue from operations adjusted for PPP)	0.51 MT / USD Crore	0.48 MT / USD Crore
	Waste intensity in terms of physical output	0.12 MT / MMSCM gas sales	0.13 MT / MMSCM gas sales
	Waste intensity (optional) – the relevant metric may be selected by the entity	NA	NA
	*PPP conversion factor, GDP (LCU per international $) (Ref: World bank group website, www.worldbank.org) is as below • Conversion factor for FY 23-24: 20.22 • Conversion factor for FY 22-23: 20.67		
	For each category of waste generated, total waste recovered through recycling, re-using or other recovery operations (in metric tonnes)		
	Parameter	**FY 2023-24 (Current Financial Year)**	**FY 2022-23 (Previous Financial Year)**
	Category of waste		
	(i) Recycled	91.63	72.15
	(ii) Re-used	-	-
	(iii) Other recovery operations	-	-
	Total	**91.63**	**72.15**

For each category of waste generated, total waste disposed by nature of disposal method (in metric tonnes)

Parameter	FY 2023-24 (Current Financial Year)	FY 2022-23 (Previous Financial Year)
Category of waste		
(i) Incineration	-	-
(ii) Landfilling	-	-
(iii) Other disposal operations	320.42	235.71
Total	**320.42**	**235.71**

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.

10. 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.

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.

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

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

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.

All the emissions and waste generated by GGL are within the permissible limits of CPCB/SPCB.

11. 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

12. 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

13. 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:

Sr.No.	Specify the law / regulation / guidelines which was not complied with	Provide details of the non-compliance	Any fines / penalties / action taken by regulatory agencies such as pollution control boards or by courts	Corrective action taken, if any
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.				

	Leadership Indicators
1.	**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 & Avdhesh • 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 Silvasa, 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:

Parameter	FY 2023-24 Current Financial Year	FY 2022-23 Previous Financial Year
Water withdrawal by source (in kilolitres)		
(i) Surface water	-	-
(ii) Groundwater	11,740.9	6,774.63
(iii) Third party water	963.4	1,027.66
(iv) Seawater / desalinated water	-	-
(v) Others	-	-
Total volume of water withdrawal (in kilolitres)	12,704.3	7,802.29
Total volume of water consumption (in kilolitres)	12,704.3	7,802.29
Water intensity per rupee of turnover (Water consumed / turnover)	0.78 KL / INR Crore	0.45 KL / INR Crore
Water intensity (optional) – the relevant metric may be selected by the entity	-	-
Water discharge by destination and level of treatment (in kilolitres)		
i) Into Surface water	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.	
- No treatment		
- With treatment – please specify level of treatment		
(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		
Total water discharged (in kilolitres)		

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.

2. Please provide details of total Scope 3 emissions & its intensity, in the following format:

Parameter	Units	FY 2023-24 Current Financial Year	FY 2022-23 Previous Financial Year
Total Scope 3 emissions (Break-up of the GHG into CO_2, CH_4, N_2O, HFCs, PFCs, SF_6, NF_3, if available)	Metric tonnes	19848.4	17,341.85
Total Scope 3 emissions per rupee of turnover	Metric tonnes per Crore rupees of turnover	1.22 MT / INR Crore	1.00 MT / INR Crore
Total Scope 3 emission intensity (optional) – the relevant metric may be selected by the entity		NA	NA

For Scope 3: Source of emission factors are referred from GHG protocol.

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. With respect to the ecologically sensitive areas reported at Question 10 of Essential Indicators above, provide details of significant direct & indirect impact of the entity on biodiversity in such areas along-with prevention and remediation activities.

Environmental Impact Assessment, Environmental Management Plan, Risk Assessment & Disaster Management Plan for Natural Gas Distribution pipeline network in UT of Dadra & Nagar Haveli, Virar Pipeline & Dahanu pipeline networks:

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:

1. Removal of vegetation along the pipeline ROU
2. Removal of orchards along the Pipeline ROU

Prevention & Remediation Activities related to Environmental Impact

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 planted as per guidelines the Ministry of Environment & Forests.

4. 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:

Sr.No.	Initiative undertaken	Details of the initiative (Web-link, if any, may be provided along-with summary)	Outcome of the initiative
1.	Plantation of Trees & Saplings as part of Work Environment Day/Week celebration	As part of the celebration plan more than 2100 sapling/trees were planted across locations by GGL	Sapling / tree plantation benefitting environment
2.	Promote automation & digitalization	GGL has implemented automation related IT initiatives for various aspects of the Company processes. Following modules have been rolled in FY 2023-24 • E-filing & Approval system module • Vendor Invoice Submission Application (VISA) • Tours & Travel module • IT & Hardware request module • LNG Tanker Management Module • Attendance system module • Digital Invoice to industrial customers	These IT modules as a whole has brought in process & resource efficiency, transparency, speed up business process, quick access of data & status for both internal as well as external stakeholders enhancing governance systems at the organization. These initiatives have reduced paper usage supporting sustainability as well.

3.	Hydrogen Blending with Natural Gas for CGD	After successfully running operations of this Pilot project on Green hydrogen blending in PNG at 5% H_2 for more than 10 months, GGL has now increased H_2% in blended gas from 5% to 8% based on approval from PNGRB post submission of all required Third party reports and risk assessment studies results.	This pilot project also provides learnings to the industry and act as case model for future projects of H_2 blending in PNG 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.
4.	Bio-gas injection into CNG system	GGL has kick-started the operation of taking supply of Compressed Biogas into GGL CNG system at Sanchor, Jalore-Sirohi GA on the auspicious day of Diwali in 2023. The Bio-gas producer (M/s Transtech Green Power Pvt. Ltd.) is supplying CBG at the nearest GGL CNG station and has by end of this FY delivered more than 15000 Kg of CBG which has been injected into CNG system & further dispensed to CNG Customers.	Since Bio Gas is produced in the agricultural / food waste transformation process developed indigenously, this contributes to waste management and reduction of soil, air pollution & also provides boost to entrepreneurship, rural economy while supporting national commitment by reducing country's dependency on imported fuel.
5.	Smart Pre-paid meters for Domestic Customers	Gujarat Gas has initiated installation & implementing of smart pre-paid gas meters. Currently, Gujarat Gas has started with a tender for 1000 smart meters. Approximately 200 meters have already been installed at GIFT city, Gandhinagar. Looking ahead, the company plans to expand the deployment across its other operating locations, based on the performance of these meters.	With Smart pre-paid meters, the company can collect payments in advance, eliminating the need for manual meter reading, centralized monitoring for real-time consumption tracking and timely intervention in case of anomalies, ensuring a more reliable supply. By adopting pre-paid meters, we aim to streamline operations, enhance resource efficiency, enhance revenue collection, and provide better services to customers.
6.	MoU on Strategic Partnership	GGL during Vibrant Gujarat 2024 has signed MoUs with following organizations on H_2, CBG, CNG & LNG for mobility & other application: • Tata Motors, Pune • FEV India, Pune GGL also signed MoU with AIUT Technologies LLP, Mumbai for Competency development for AMR - Metering, Asset Management	Through these MoUs GGL will partner in finding efficient usage of cleaner & environment friendly mobility fuels solutions including emerging clean fuels. Also partnering in upskilling related to electronic products manufacture and development and management of sophisticated software is useful for GGL business
7.	MoU on Investment Intentions	GGL during Vibrant Gujarat 2024 has signed MoUs with following organizations on H_2 & CBG production, refueling station & blending, solutions: • SOPAN O&M Company Private Limited • Jackson Green Infinity Pvt. Ltd, Mumbai • IRIS-Automation - Ianus, Gujarat GGL also signed MoU with ACE Gas Conversions Pvt. Ltd. for manufacturing of Composite Cylinders	Through these MoUs GGL will partner in Government initiatives "National Green Hydrogen mission" & "National Policy on Bio-fuels" and further notifications by investing into areas of H_2 & CNG productions through various mechanism and develop dispensing stations. Development of Composite cylinders of higher volume and lesser weight for transportation & mobility efficiency
8.	GGL hired MCV run on CNG instead of Diesel	CNG transportation vehicles (MCV) around 800 nos. hired from contractors for transporting CNG from mother to daughter-DB stations. are now being mandatorily run on less polluting fuel i.e. CNG	By implementing this initiative GGL has replaced more than 4000 KL of Diesel fuel with less polluting fuel CNG resulting in reduced SOX, NOX, PM, emissions and carbon emission as well.

9.	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.
10.	Gas based Crematorium	Municipal Corporation Amritsar (MCA) has developed PNG-based crematorium under the (SS) National Clean Air program. The PNG supply to the Crematorium at Amritsar was commissioned in Mar 2024. This is the first crematorium being fueled with PNG in the state of Punjab. Free gas is already being supplied to crematoriums in GGL operational areas in Gujarat.	The PNG fueled crematorium facility will aid MCA in mitigating the environmental impact of burning woods by reducing the carbon emissions and savings trees. Since this being as one of the social causes, GGL supplies free gas to these crematoriums as its CSR initiative
11.	Focus on upgradation of Daughter / Daughter Booster CNG Stations to Online	GGL has upgraded 23 Daughter & Daughter Booster CNG stations into Online stations which will now be supplied gas through pipeline instead of Mobile Cascade Vehicle (MCV)	Upgradation of these CNG stations has reduced movement of 35 MCVs earlier required for transportation of gas from Mother CNG stations to these stations ultimately leading to energy conservation & reduction in environmental emissions

5. Does the entity have a business continuity and disaster management plan? Give details in 100 words/ web link.

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.

6. 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

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

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.

7. Percentage of value chain partners (by value of business done with such partners) that were assessed for environmental impacts.

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 & HSE. Contractor's/Service provider's performance data are captured on a monthly basis as per CPAR (Contractor Performance Assessment Report) format.

- Business Performance – 70% Weightage
- Contract Management & Key indicator – 10% Weightage
- Quality Control – 5% Weightage
- HSE & Lifesaver Compliance – 15% Weightage

PRINCIPLE 7: Businesses, when engaging in influencing public and regulatory policy, should do so in a manner that is responsible and transparent

This principle guides that it is the organisation's duty to be transparent & responsible while being engaged in advocacy of any public policy.

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.

Essential Indicators

1. a. Number of affiliations with trade and industry chambers/ associations.
In FY 2023-24, GGL was part of 2 National trade and industry chambers/ associations which are given below.
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.

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

2. 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.

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.	PNGRB Unified Tariff (UFT) implementation	Industry Committee Member	Yes	Quarterly	https://pngrb.gov.in/pdf/orders/UFT_29032023.pdf https://pngrb.gov.in/pdf/orders/TO_28032024.pdf
2	Advocacy with MoPNG for amendments proposed in PNGRB Act	Meeting/Open Forum/Email	No	NA	-
3	Advocacy with MoPNG for 100% Domestic gas allocation	Meeting/Open Forum/Email	No	NA	-
4	State specific CGD policy implementation and Standardization of RoU/ restoration charges	Meeting/Open Forum/Email	No	NA	-
5	Modalities of trial study on Captive CNG refueling stations.	Meeting/Open Forum/Email	No	NA	-
6	Draft PNGRB (Guiding Principles for Declaring City or Local Natural Gas Distribution Networks as Common Carrier or Contract Carrier) Regulation, 2023.	Meeting/Open Forum/Email	Yes	NA	https://pngrb.gov.in/eng-web/public_notice.html
7	Draft PNGRB (Technical Standards and Specifications including Safety Standards for City or Local Natural Gas Distribution Networks) Amendment Regulations, 2023.	Meeting/Open Forum/Email	Yes	NA	https://pngrb.gov.in/eng-web/public_notice.html
8	Draft PNGRB (Technical Standards and Specifications including Safety Standards for City or Local Natural Gas Distribution Networks) Amendment Regulations, 2024.	Meeting/Open Forum/Email	Yes	NA	https://pngrb.gov.in/eng-web/public_notice.html

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

1. Details of Social Impact Assessments (SIA) of projects undertaken by the entity based on applicable laws, in the current financial year.

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. One Gujarat One Dialysis Programme	NA	NA	Yes	Yes	https://www.gujaratgas.com/projects-report-on-csr-activities/
2.. Robotic Surgery System	NA	NA	Yes	Yes	https://www.gujaratgas.com/projects-report-on-csr-activities/
3. Social Economic3 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	NA
4. 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	NA
5. 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	NA

2. Provide information on project(s) for which ongoing Rehabilitation and Resettlement (R&R) is being undertaken by your entity, in the following format:

Sr.No.	Name of Project for which R&R is ongoing	State	District	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).					

3. Describe the mechanisms to receive and redress grievances of the community.

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, hygiene etc. 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.

GGL also has in place Grievance Redressal Policy for Customer & Community which defines well-established mechanism to receive, address and timely resolve community grievances. Community member can submit their grievances through Company website, Social media platforms, or through online Government portals - CPGRAM/INGRAM. Appropriate actions are taken by the company on received grievances as per applicable Standard Operating Procedures and is tracked till closure.

4. Percentage of input material (inputs to total inputs by value) sourced from suppliers:

	FY 2023-24	FY 2022-23
Directly sourced from MSMEs/ small producers	54%	49%
Directly from within India	100%	100%

Notes:

- Percentage (%) of input materials considers only capital & other Material procurements and doesn't include Gas purchases.
- Neither any global Tenders/ RFQ published nor directly imported any materials.

5. Job creation in smaller towns – Disclose wages paid to persons employed (including employees or workers employed on a permanent or non-permanent / on contract basis) in the following locations, as % of total wage cost**

Location	FY 2023-24 (Current Financial Year)	FY 2022-23 (Previous Financial Year)
Rural	3.80%	3.62%
Semi-urban	8.04%	7.75%
Urban	17.18%	15.55%
Metropolitan	70.98%	73.07%

(Place categorized as per RBI Classification System - rural / semi-urban / urban / metropolitan)

** Above disclosure of wages does not include details pertaining to other than permanent workers hired by GGL contractors

Leadership Indicators

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):

Details of negative social impact identified	Corrective Action taken
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 The following are the direct or indirect social economic impacts of high and moderate significance, as well as the prevention and remediation actions: A. Economic implication of loss of seasonal crops & plantations along pipeline ROU B. Limited Human habitation effected since no major habitation to exist within 50m of the ROU.	• Caution exercised to prevent disrupting existing infrastructure along the pipeline path, such as telephone and electricity cables, water pipes, etc. • Payment for compensation acquisition of land for laying the pipeline as per Petroleum & Minerals Pipeline Act, 1962 (Right of User in Land).
Virar Spur Line including Spur lines at Nala Sopara, Vasai, Kharpada, Sativali covering total length approx. 58.345 km with Diameters 6"/8"/12" Direct or Indirect Social Economic impacts of high & moderate significance as well as their prevention and remediation actions as below: A. Economic implication of loss of seasonal crops & plantations which is close to pipeline ROU B. Limited Human habitation effected since no major habitation to exist within 50m of the ROU	GGL will contribute a minimum of 1% of the estimated cost (₹65 lacs) to the public's socioeconomic development. These activities consist of: • First aid facilities and firefighting equipment in village schools • Drinking water facilities at villages in project area • Providing toilets in villages - Swachh Bharat Abhiyan • Health checkup camp in schools/ villages • Community plantation.

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 Direct or Indirect Social Economic impacts of high & moderate significance along with their prevention and remediation actions as below: 1. Economic implication of loss of seasonal crops and plantations along pipeline ROU 2. Limited Human habitation effected since no major habitation to exist within 50m of the ROU	GGL will contribute a minimum of 1% of the proposed cost to the public's socioeconomic development. These activities consist of: • Renovations to schools include the installation of solar lighting, RO water and environment friendly LED bulbs, First aid facilities, Improvements to restroom amenities • Health checkup camps at 7 villages in Dahanu taluka of Palghar district (Estimated budget - 10 lacs) • Community plantation in the school campus and public places of villages (Estimated budget - 10 lacs)

2. Provide the following information on CSR projects undertaken by your entity in designated aspirational districts as identified by government bodies:

Sr.No.	State	Aspirational District	Amount Spent (in Rs)
1	Gujarat	Dahod – Gas supply to Crematorium	₹ 37,038.37

3. (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 as per GGL contracts and Procurement Policy and no preference can be given to any suppliers including the ones from 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.

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:

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

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.

Name of authority	Brief of the case	Corrective action taken
There were no such disputes in FY 2023-24.		

6. Details of beneficiaries of CSR Projects:

Sr.No.	CSR Project	No. of persons benefited from CSR Projects	% of beneficiaries from vulnerable and marginalized groups
1	**Gas Supply to crematoriums** – Approved amount – ₹ 615 lakhs Spent in FY 2023-24 – ₹ 640.63 lakhs	-	-
2	**Muktidham Charitable Trust** - contribution for Environment Sustainability and Ecological balance by upgrading 4 cremators Approved amount - ₹ 40 lakhs Spent – ₹ 38.28 lakhs	-	-
3	**Kaushalya Skill University** – contribution for establishing the industry 4.0 technology lab – Approved amount – ₹ 60 lakhs Spent – ₹60 lakhs	-	-
4	**Aspire Disruptive Skill Foundation** - Imparting industry responsive skill development to needy and unemployed youth Approved amount – ₹ 153 lakhs Spent – ₹ 76.60 lakhs	500	100%
5	**Apang Manav Mandal (AMM)** - Purchase of bus for specially abled students Approved amount – ₹ 35 lakhs Spent – ₹ 30.95 lakhs	250	100%
6	**Vapi Industries Association** - Construction of a new building for Kanya Ashram Shala in Tanki Village, Taluka Dharampur, Dist. Valsad Approved amount – ₹ 100 lakhs Spent – ₹ 24 lakhs	192	100%
7	**Blind People's Association, India** - Providing articifical limbs to specially abled persons Approved amount – ₹ 15 lakhs Spent – ₹ 15 lakhs	50	100%

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.

GGL has established Grievance Redressal Policy for Customer & Community which governs aspects of receiving & responding to Consumer complaints & feedback

2. Turnover of products and/ services as a percentage of turnover from all products/service that carry information about:

	As a percentage to total turnover
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.

3. Number of consumer complaints in respect of the following:

	FY 2023-24 Current Financial Year			FY 2022-23 Previous Financial Year		
	Received during the year	Pending resolution at end of year	Remarks	Received during the year	Pending resolution at end of year	Remarks
Data privacy	-	-	Nil	-	-	Nil
Advertising	-	-	Nil	-	-	Nil
Cyber-security	-	-	Nil	2	-	Complaint received for fake website created by scammers
Delivery of essential services	-	-	Nil	-	-	Nil
Restrictive Trade Practices	-	-	Nil	-	-	Nil
Unfair Trade Practices	-	-	Nil	-	-	Nil
Other (Consumer Complaints)	1,82,160	9,935	Complaints include issues like delay in gas connection, improper billing, wrong meter reading etc.	161,223	8,239	Complaints include issues like delay in gas connection, improper billing, wrong meter reading etc.

4. Details of instances of product recalls on account of safety issues:

	Number	Reasons for recall
Voluntary recalls	GGL distributes gas through pipelines, accordingly product recall disclosure is not applicable.	
Forced recalls		

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.** 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 : https://www.gujaratgas.com/corporate-governance/brsrpolicies/
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.** GGL has not encountered any instances related to Cyber security, Data privacy of consumer, product recalls, and penalty/action by regulatory authority on safety of Product. However GGL has faced instance of suspicious communication sent to public on GGL's behalf and in anticipation of preventing GGL customers & general public from fraudulent scammers posing as GGL representative/platform, following corrective & preventive actions have been taken related to such issue: • Banners rotating on GGL website titled "Beware of Fraud" • Tab for "Enquiry for CNG Station" with warnings "Please beware of any fake emails/calls/other communications, asking for payment purportedly on behalf of Gujarat Gas Limited for setting of franchisee CNG stations." • Police complaint in Cyber Crime Police Station • Scrolling warning messages warning customers regarding o Not share confidential details like net banking or UPI ID, card PIN, CVV, OTP etc. to anyone, since GGL will not ask for such details o To not allow any unauthorized person for inspection of PNG installation or Rubber Tube / Stove.
7.	**Provide following information relating to data breaches:** **a. Number of instances of data breaches** No such security incidents have been reported by users in FY 2023-24 that led to data breaches of any of the stakeholders. The Information Security & data privacy policy is robust. GGL takes data privacy risks and concerns into account at every stage of our business operations. **b. Percentage of data breaches involving personally identifiable information of customers** No such incidences of data breach have been reported by users which involved the disclosure of stakeholder information. GGL, manages customer personal data with utmost care and security. We also ensure that the data is processed only for the specific & legitimate business objectives. **c. Impact, if any, of the data breaches** Not applicable considering no data breaches reported **Leadership Indicators** **1. Channels / platforms where information on products and services of the entity can be accessed (provide web link, if available).** GGLWebsite: https://www.gujaratgas.com and GGL Mobile App **2. Steps taken to inform and educate consumers about safe and responsible usage of products and/or services.** 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 & Safety Camps, leaflet distribution and digital marketing. To inform Consumers about safe and responsible usage GGL distributes pamphlets at CNG stations, including installation of banners and hoardings at such stations. GGL endeavors 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. During FY 2023-24, around 579 direct safety awareness sessions were held by GGL staff members for existing and new consumers, villages, societies, schools, and the general public **3. Mechanisms in place to inform consumers of any risk of disruption/discontinuation of essential services.** Yes, GGL informs its end consumers in case of any supply disruption, through messages to the impacted consumers. **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)** Yes, GGL displays product information in accordance with Petroleum & Natural Gas Regulation 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.

For, Gujarat Gas Limited

Date: 6th August, 2024
Place: Gandhinagar

Milind Torawane, IAS
Managing Director