



Sui Northern Gas Pipelines Limited

sng

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Interaction with President LCCI

Gas Shortfall a Dilemma faced by SNGPL

The issue of an overall gas shortfall of 1400 million cubic feet was highlighted by Mr. M. Arif Hameed, Managing Director of SNGPL, while speaking at the Lahore Chamber of Commerce. LCCI President, Mr. Ijaz A. Mumtaz and Vice President Mr. Mahmood Ghaznavi also spoke on the same lines. As a result of gas shortfall, the Government of Pakistan has imposed a ban on all new connections of Commercial and Industrial sector, while the same has led to curtailment of gas to Industrial consumers. The Company however, is endeavoring its best to minimize gas load curtailment to its esteemed industrial and commercial consumers.

Mr. M. Arif Hameed, MD SNGPL gave an upbeat outlook in terms of improvement in gas demand supply situation. He highlighted that the LNG imports are starting in March 2015 while expediting gas import from Iran and Turkmenistan. He said that substantial exploration activity is going on in the country to make use of the indigenous gas resources. Around 40 million cubic feet of gas has been discovered in Badin and efforts are being made to bring the gas in the system. Similar efforts are underway in other areas of the country.

MD, SNGPL laid great emphasis upon the distribution losses in Pakistan, being a major contributor in (UFG) Unaccounted for Gas losses of SNGPL. He said that the unaccounted for gas (UFG) losses of SNGPL are around 10 percent. It is a misconception that this 10 percent is composed of theft entirely. He said that the theft of gas is 3 - 4 % while the rest 6- 7 % are distribution losses. He further stated that these distribution losses are inevitable as Pakistan has one of the largest pipeline networks in the world.

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Mr. M. Arif Hameed

Chief Co-ordinator

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E-Team

**Media Affairs
Department**

In this Issue ▶ CAPACITY BUILDING ▶ JANG ECONOMIC SESSION

▶ CURBING THE PILFERERS





MD SNGPL, Mr. M. Arif Hameed pays a visit to Lahore Chamber of Commerce and Industry

Editor's Note

We at SNGPL are determined to deal with the perils of the frosty winters. The gas demand is on the rise from the very onset of the winter season. Keeping in view the current gas dearth, the Management is keen to curb the shortfall of gas by specifying cooking hours and ensuring adequate provision of gas in the domestic and commercial sectors. The Managing Director's address as the Lahore Chamber of Commerce and Industry is reflective of our interactive approach with gas consumers while endeavouring to address their issues to the best possible extent.

The Company has launched vigorous electronic and print media campaign across the spectrum, to educate consumers in respect of gas conservation while looking into the safety related issues. Load management timings have also been adequately dealt with. SNGPL in collaboration with WWF has also undertaken a comprehensive and effective energy campaign at school level across our franchise area. Mr. M. Arif Hameed, along with the senior management extends cordial wishes to our readers on the year end.

We hope 2015 proves to be a prolific and flourishing year for all of you. Happy New Year!!

Syed Jawad Naseem
G.M (Media Affairs)
Editor



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Curbing the Pilferers

A Strategic Effort against the Chronic Mafias involved in Gas Theft in Islamabad Region

The History of Pilferers and those who are there to hinder their ulterior motives is as old as the human history itself.

The UFG-Control Section of Islamabad Region like all the other regions of SNGPL has initiated a massive campaign against the gas pilferers and the associated losses. However a strategic effort against the strongly well organized mafia involved in gas theft in the business of Plaster of Paris is worth mentionable here.

There were 8 Nos. of Plaster of Paris Factories in different areas of Islamabad Region. The 05 Nos. were located in the area of Japan Road, off the main Express Highway Sihala Islamabad; 02 Nos. in the area of Dhok Hameeda Tarnol and 01 No. in Thatta Khalil Taxila. All these factories were established by a well organized group of mafia having notorious fame under the shade of a scoundrel and they were operating in a criminal manner while harassing the SNGPL staff. Even local police was having a dubious character in these specific cases to be helpful due to probable connivance.

These Plaster of Paris Factories were found involved in concealment of evidence. They had not allowed replacement of suspected tampered meters which were not registering gas accurately (quite obvious from billing patterns as well). These consumers didn't allow for proper and accurate meter readings as obvious from HHU record by locking the meters in steel boxes. They were taking advantage of the lawlessness prevailing in the outskirts away from the main Islamabad City.

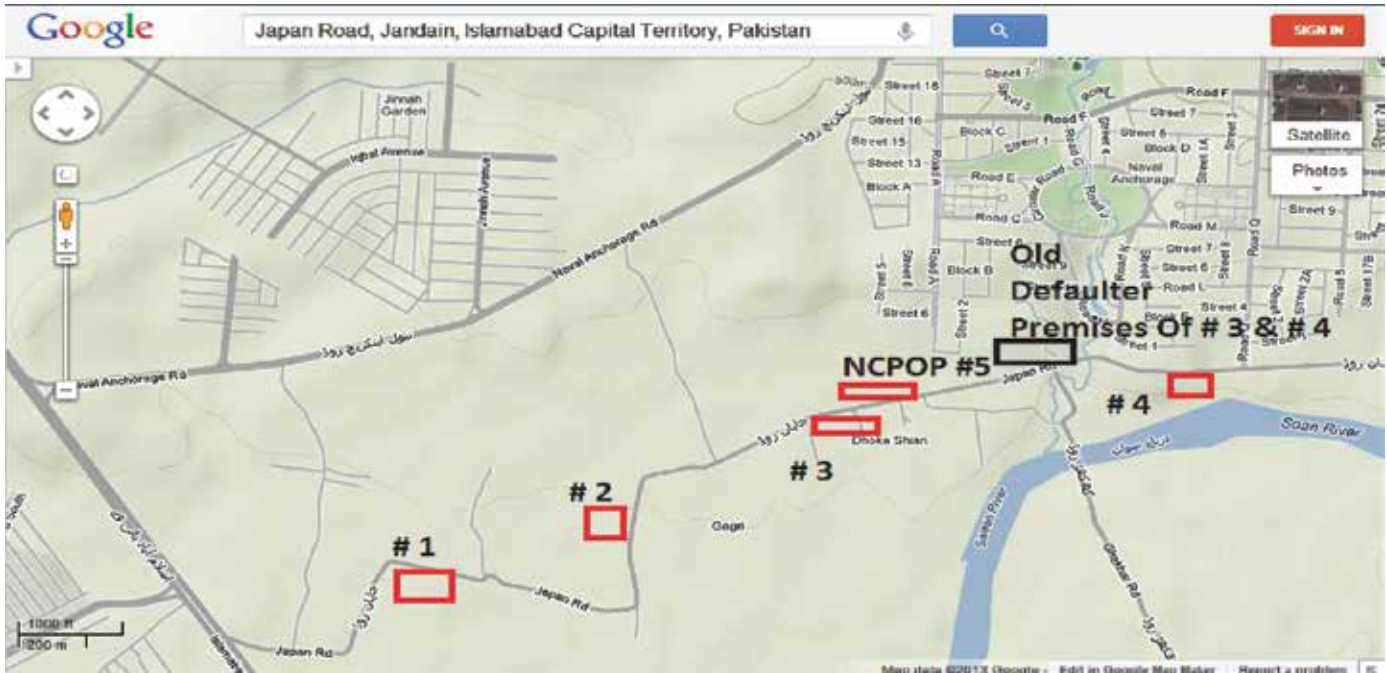
These consumers had always offered resistance to the individual vigilance teams and whenever a grand operation was conducted against the pilferers by UFG-C Task Force along with police force they used to hide their meters and reinstall the same after the raid was over. This was their criminal strategy while fiddling with CMS installations which is a serious offence as per gas ACT and SNGPL/OGRA theft policy causing UFG losses to the Company.

In an effort to accomplish the task in order to curb the mafia and beneficiaries, a strategy was chalked out by taking all the helpful forums on board and the following factories were disconnected by the UFG-C Task Force followed by lodging of FIRs and legal proceedings.

Sr. #	Details of Pilferers & Location (Plaster of Paris Factories)	Annual Worth of Pilferage Amount (Approx.) Rs.
1.	Consumer # 79706230004 Ghulam Sabir Japan Road Rawalpindi.	14.99 Million Rs.
2.	Consumer # 99798145852 Mr. Sadaqat Ali Kh. 161, 14/70 Japan Road Sihala Khurd Islamabad.	15.38 Million Rs.
3.	Consumer # 11141330008 Muhammad Imran KH # 2255 Naval Ancharge Sihala Japan Road Islamabad.	15.48 Million Rs.
4.	Consumer # 22431330004 M. Shoaib 2237, Village Khurd Sihala Japan Road Islamabad.	15.42 Million Rs.
5.	Shamas Khan Japan Road Islamabad. Non consumer Factory	23.5 Million Rs.
6.	Consumer # 32060098244 Plaster Of Paris Factory Haji Muhammad Nazar Tandoor Shop, Chinar House, Village Thatta Khalil Taxila	12.7 Million Rs.
7.	Consumer # 13929030008 Plaster Of Paris Factory Syed Ali Taqi Kazmi 202, Dhoke Hameeda Fateh Jang Road, Islamabad	9.3 Million Rs.
8.	Consumer # 92893058591 Plaster Of Paris Sajid Ur Rehman Kh # 196, Village Phemra Plaster Dhok Hameedan Islamabad.	15.7 Million Rs.

NET Annual Volumetric Impact: 180 MMCF (Approx.)

Total Annual Worth: Rs. 122.47 Million



NET Annual Volumetric Impact: 180 MMCF (Approx.)

Total Annual Worth: Rs. 122.47 Million

All these factories were having commercial connections initially acquired for some other purpose like tea stall, tandoor, labour kitchen usage and refreshment center. One factory was non-consumer and never acquired any connection. All those found involved in pilferage of gas by meter tampering along with electricity generation. These factories were also selling electricity to the neighbouring vicinities during load shedding.

These mafias were having strong links with the local police stations and well known scoundrel from land mafia in the vicinity of Islamabad city. In the past many attempts were made but all were having a partial success due to which they continued being the habitual pilferers. This time the Regional management extended its special support and attention to resolve this chronic issue which was a stigma and a bad example for all. Meetings were held with the top Police Personnels and FIA senior officials by the General Manager and Chief Engineer themselves, to highlight the issue and to seek special support, as there were reliable reports about connivance of local police stations.



This was continuously followed by the Engineer UFG-Control Islamabad. The team work improved the functioning of the Region and success was achieved in curbing the Gas Pilferers. The strategic effort of the Management, good team work and consistent efforts have made it possible that the chronic issues of gas theft by the chain of Mafias behind Plaster of Paris Factories have been successfully curbed. The Annual volumetric Impact of the effort is 180 MMCF amounting to worth Rs. 122.47 Million. All the factories are disconnected along with complete removal of CMS and Services. FIRs have been lodged and the required legal proceedings have started. A recovery of worth Rs. 20 Million has been materialized after the submission of amount in the courts by the pilferers.



Kawish Bakht
Engineer Gr-III, UFG-C Islamabad.


ADVANCEMENT IN ORACLE HR and Payroll Modules by IT- Support team

With a vision of continuous improvement, IT- HRMS support team is setting new trends in Human Resource and Payroll activities in SNGPL.

1- Delivery of Executive Pay Slip through Email using Oracle HRMS

IT support team has utilized the Oracle add-on feature "Workflow Manager" for the delivery of Executive employees' pay slips through lotus e-mail. Management approval has been obtained and email functionality will be deployed on ERP production environment in Dec-2014.

Sample email is given below:-

 Salary Slip for the Month of 31-JUL-14 SNGPL Management TO: XXXXXXXXXXXX Please respond to noreply	
EMPLOYEE NO : 10000000 CADRE : Executive Permanent PF NO : 10000000 EMPLOYEE NAME : XXXXXXXXXXXX DESIGNATION : XXXXXXXXXXXX SALARY MONTH : XXXXXXXXXXXX JOB NO : 00000000 AREA : XXXXXXXXXXXX BANK Name & A/C No : XXXXXXXXXXXX XXXXXXXXXXXX XXXXXXXXXXXX 00000000 *****	
PAY AND ALLOWANCES	AMOUNT (Rs.)
BASIC PAY	000,000,000
HOUSE RENT ALLOWANCE	000,000,000
CONVEYANCE ALLOWANCE	000,000,000
PF COMPANY CONTRIBUTION	000,000,000
UTILITIES	000,000,000
GROSS PAY	000,000,000
DEDUCTIONS	AMOUNT (Rs.)
INCOME TAX	000,000,000
TEA SUBSCRIPTION	000,000,000
PF DOUBLE CONTRIBUTION	000,000,000
EOBI CONTRIBUTION	000,000,000
SNECA CONTRIBUTION	000,000,000
TOTAL DEDUCTION	000,000,000
NET SALARY	000,000,000

2- Automation of Happy Birthday Message to Executives through Oracle HRMS

After Management approval, a request has been initiated by HR department for the automation of Happy Birthday Message to Executives of the Company through Email. IT support team utilized Oracle HRMS “Alert Manager” to send Birthday wish message through lotus email to respective Executives.



Happy Birthday
SNGPL Management to: XXXXXXXXXXXXXXXX
Please respond to no reply

The HR Department, on behalf of SNGPL Management, wishes you a very Happy Birthday.

3- In-house implementation of Online Payments to Pensioners through Oracle HRMS

HRMS IT-support team has configured and developed an in-house solution to process online pension payments through HRMS. The functionality of the solution is to formulate the bank advice of the pension amount to the respective accounts of the pensioners. This will facilitate SNGPL pensioners to withdraw their pensions from their bank accounts.

Oracle ERP Purchasing Module Regional Roll Out

After successful implementation of Oracle Purchasing at HO, its regional roll out activities are under process. A brief overview of rollout status of Oracle Purchasing is given below:

Roll out Status of Purchasing module









Total Regions	13
Online Regions	11
Offline Regions	02

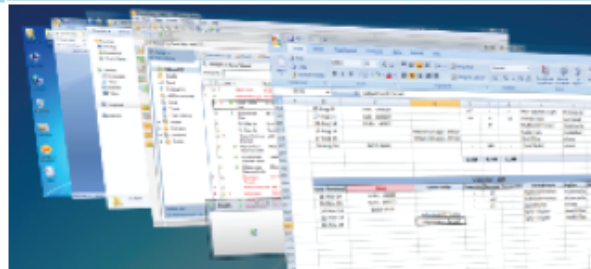
Target to rollout remaining 02 regions is Dec, 2014.








Regions rolled out till Nov-2014

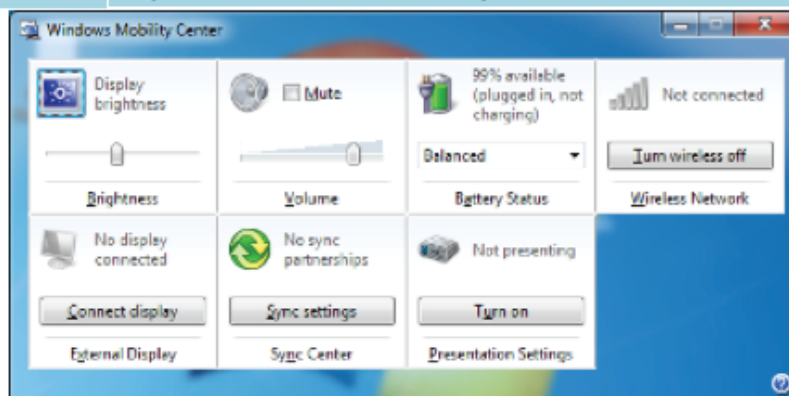
Sr. No	Region	Rollout Month	No of PO Entered
1	Lahore (D)	Aug-14	86
2	Sahiwal (D)	Aug-14	---
3	Faisalabad (T & D)	Sep-14	162
4	Sargodha (D)	Sep-14	05
5	Sheikupura (D)	Sep-14	04
6	Rawalpindi (D)	Oct-14	01
7	Islamabad (D)	Oct-14	80
8	Multan (T & D)	Nov-14	203
9	Bahawalpur (D)	Nov-14	03
10	Gujranwala (D)	Nov-14	14
11	Gujrat (D)	Nov-14	04
			562

Windows Tips & Tricks - Shortcuts

Keystroke	Function
 + E	Opens the Computer folder
 + R	Opens the Run dialog box
 + L	Locks the windows
 + M	Minimizes all windows
 + Shift + M	Restores all minimized windows
 + Spacebar	Preview Desktop (makes all open windows transparent) (Win 7 Only)
 + Pause/Break	Open the System page (My Computer Properties) (Win 7 Only)
 + Tab	Access windows Flip 3D and cycles forward through open Programs (Win 7 Only)



 + F	Opens Search
 + Ctrl + Tab	Opens Windows Flip 3D (Win 7 Only)
 + Up Arrow	Maximize the current window (Win 7 Only)
 + Down Arrow	Minimize/restores the current window (Win 7 Only)
 + Right Arrow	Tiles the window on the right side of the screen (Win 7 Only)
 + Left Arrow	Tiles the window on the left side of the screen
 + X	Open Windows Mobility



CAPACITY BUILDING SESSION for Media at Lahore Region



Media Affairs Department, SNGPL organized a Capacity Building Session for Media of Lahore Region on December 23, 2014 at Sui Northern Gas Training Institute (SNGTI), Lahore. The Journalists from the Print and Electronic Media, Bureau Chiefs and Beat Reporters attended the session.



Mr. Mehmood Zia, General Manager (Lahore Region) addressing the journalists during the session at SNGTI



Mr. M. Ashraf Nadeem, then General Manager Media Affairs addressing the journalists during the session at SNGTI

The session started with the inaugural address of Mr. M. Ashraf Nadeem, then General Manager (Media Affairs). He welcomed the guests from the Journalist body and explained the core business of the Company and objectives of this session. A detailed presentation was given by Mr. Mehmood Zia, General Manager (Lahore Region), on Company's Business, Demand and Supply Gap, Reasons of low gas pressure and the technicalities involved in the billing process. During the presentation, an introduction was given on the HHU- Hand Held Units for accurate reading of the meter, a device designed to avoid tampering in the meter reading. Mr. M. Arif Hameed, Managing Director, SNGPL, arrived at the session to interact with the Beat Reporters and answered their queries regarding the current gas crisis in the country. The journalist community had a perception that the Company is responsible for load management, low pressures and setting the billing tariff. This session helped in improving the Company's image while changing the stereotype perception in the Media.



Members of the Media fraternity along with M.D, SNGPL Mr. M. Arif Hameed and Media Affairs team of SNGPL

Heat Integration

In the 20th Century, fuel requirement across the world for industrial, transportation and domestic sector increased to an extent that their major import became petrochemicals which largely consisted of crude oil or its fuel grade products. This situation triggered the concept of efficient use of energy primarily due to money involved in importing it and the increased dependency on oil producing countries. Later as global warming phenomenon was acknowledged at government level, lots of environmental standards became stronger to restrict use of fuel and thus emissions into the atmosphere. These socio-economic and environmental circumstances gave rise to the concept of 'Optimization'.

Optimization is a process to gain maximum output efficiently through optimal use of given resources. It is a diverse concept which includes various aspects of life. A largely practiced term under this concept is Heat Integration. Heat integration is a process of analyzing the hot and cold streams within an industry and then rearranging them to decrease the utility requirement. In more than 50 process integration studies, annual direct greenhouse gas emissions are reduced by 311 kilo tonnes producing an implemented annual fuel savings of \$54 million.

In most of the industries, we provide heating at one stage and cooling at another stage. These two processes go separately, sufficing our energy requirement. In heat integration we identify all such heated and cooled processes as cold and hot streams respectively. These streams are then analyzed by various techniques to identify their capacity to deliver their energy at inter-stream level. For example if we have two streams: one hot and one cold, the hot stream is cooled from 250 degree C to 40 degree C while the Cold stream is heated from 80 degree C to 150 degree C. We can make an arrangement to cool the hot stream through cold stream or heat the cold stream by transferring heat from hot stream. In such a way, the external heating needed to heat cold stream and external cooling needed for hot stream will be reduced to a considerable extent. Such external heating and cooling loads are called utility requirement. Heat integration decreases this utility requirement by utilizing the concept of optimization which makes optimal use of resources.

This process of transferring heat within the process from one stream to another requires a pinch temperature which is the point that divides the whole set of stream into two sections that is; above pinch and below pinch. No heat is transferred from a hot stream whose temperature is above the pinch to a cold stream whose temperature is below the pinch. Pinch technology is the root of many other heat integration technologies. It is impossible to understand them without the basic concept of pinch technology.

Pinch point or temperature can be determined either by graphical method which includes composite curves or by heat interval table or cascade method in which we divide the process in the available time intervals usually 10 degree apart.

We can also relate it to our domestic household where we use heating in geysers and stoves and cooling in refrigerators and air conditioners. If we pre heat the cold water entering the geyser by circulating it through heat rejection panel of Air Conditioners and also through the use of waste heat of stove and geyser in terms of the smoke produced by combustion, we can save heat required in geyser. This will decrease our gas bill on one hand and improve the refrigerator's efficiency on the other.

Integration of Solar Water Heating into Residential Buildings

Countries across the world are investing heavily in the field of renewable energy resources in terms of human resource and finance. Solar energy has always inspired scientists and engineers over the years to take maximum benefit of this abundantly available free source of energy. Using solar water heaters for domestic water requirements is a widespread practice in the world and China has the maximum share of solar water heating installations in the world.

As standalone equipment, solar water heating system has also undergone optimization process. Integrated Solar water heating systems are designed to fulfill the hot water requirement in more efficient way. This system not only decreases the aesthetic imbalance of the building but also provides room for customization. A typically Integrated Solar water heating system is shown in the figure.

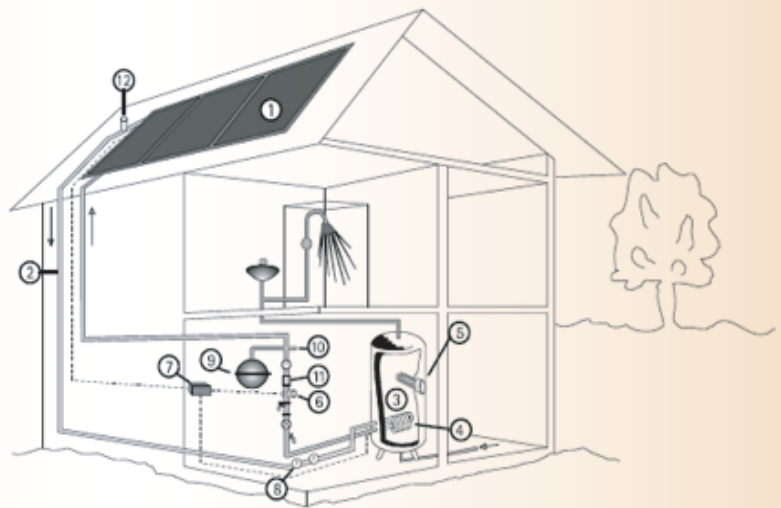
The incoming solar radiation is converted by the collector (1) into heat. This heat is transported by a heat transfer medium (water/anti-freeze mixture) in pipes (2) to a storage tank (3). There, the heat is transferred through a heat exchanger (4) to the domestic water and thus becomes utilizable. The storage tank should be dimensioned in such a way that its volume corresponds to the hot water demand of one to two days. The installation of an additional (e.g. electric) heater (5) ensures that sufficient amount of hot water is available even during long and continuous periods of overcast weather. The water, which has been cooled in the heat exchanger, flows back to the collector. The heat transfer medium is circulated by a circulation pump (6). An electronic control (7) ensures that the pump is only turned on when an energy gain from the solar collector is expected, i.e. when the medium in the collector is warmer than the domestic hot water in the tank. Both the storage tank and the pipes are well insulated to avoid unnecessary losses. Additionally, thermometers (8) in the inlet- and outlet pipes belong to the basic equipment of the system. They are preferably installed close to the storage tank. Temperature dependent volume changes in the fluid are compensated by the expansion tank (9), keeping the operating pressure in the system constant.

This is one possibility out of many floating in the minds willing to think beyond what is conventional and striving to decrease energy wastage thru efficient use of the given resources.

References:

- 1) <http://www.aee-intec.at/Uploads/dateien254.pdf>
- 2) <http://www.chalmers.se/en> (What is Process Integration by Truls Gundersen March 18th, Department of Energy and Process

Engineering, Norwegian University of Science and Technology (NTNU) Trondheim, Norway).



by:

M. Salman Saeed

Engr. (T) Gr.III

Gas Control Centre

Transmission Head Quarters

Faisalabad.

Jang Economic Session on 'How to resolve the gas shortage issue'.

The Jang Economic Session on 'How to resolve the gas shortage' was held in Lahore. The panelists included Syed Zahid Hussain, SGM-D, SNGPL, along with the representatives from the Jang Group, Small & Medium Scale Industry and CNG sector. The agenda of the session was to discuss the imbalanced distribution of gas.

It was discussed that the supply of gas was made in accordance to the priorities set by the Government. Moreover, several gas connections are installed every year, increasing the demand, whereas the production is not increasing correspondingly. Mr. Zahid Hussain also highlighted that, "the growing usage of gas geysers and heaters is also adding to the gas load in winters". He further briefed about the Company's efforts in educating the consumers to use gas wisely particularly in winters and encourage solar geysers and timer devices in the discussion.



INTERACTIONS



Mr. M. Arif Hameed, MD SNGPL, in a meeting with Mr. Abdullah Yousaf, Ex-Federal Secretary (Ministry of P & NR)



Mr. M. Arif Hameed, MD SNGPL, in a meeting with Mr. Sarmad Ali of Jang Group



Mr. M. Arif Hameed, MD SNGPL talking to Media reporters during the press conference at HO



Mr. M. Arif Hameed, MD SNGPL addressing the participants of EDP (Executive Development Program) at SNGTI



Mr. M. Arif Hameed, MD SNGPL, in a meeting with retired SGM, Mr. S. Masieh ul Islam



Mr. M. Arif Hameed, MD SNGPL giving interview to Mr. Shahid Sipra from C42, TV Channel



Mr. M. Arif Hameed, MD SNGPL, in a meeting with Mrs. Sania Riffat (DG Commercial Audit)



Mr. M. Arif Hameed, MD SNGPL, addressing to the participants of 23rd EDP in Boardroom

PROMOTIONS

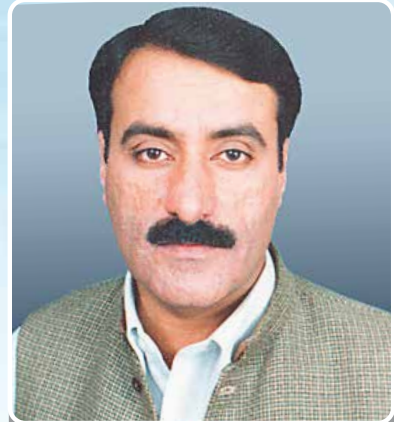
The following Personnels have been promoted from Deputy Chiefs to Chiefs:-



MUHAMMAD IJAZ AHMAD



M. AKHLAQUE SHAIKH



S. MUKHTAR HUSSAIN



AZHAR HUSSAIN KHOKHAR



FAZAL MIRAN BHINDAR



MASROOR AHMAD



EHSAN ULLAH BHATTI



FARRUKH HABIB WAH



SHAHZAD NAZIR QURESHI



RIASAT ALI



KABEER AHMAD TAHIR



AZHAR RASHID SHEIKH



KHURRAM AYYUB KHAN



SHOAIB UR REHMAN



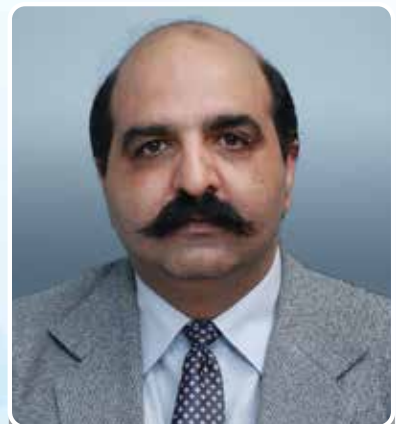
IMRAN ALTAF



TAJ ALI KHAN



AHMAD AFTAB AHSRAF



MAJID HUSSAIN



TASNEEM RIAZ NAQVI



ZAIB UN NISA



KANWAL WAZIR



MUHAMMAD RAHEEL FAROOQ



IMTIAZ MEHMOOD



LIAQAT ALI NEHRA



MIRZA YASIR MEHBOOB

We wish them all the very best for their future endeavors.

CAPACITY BUILDING SESSION For Media At Multan Region

Media Affairs Department, SNGPL organized the Capacity Building Session for Media of Multan Region on December 09, 2014 at Transmission Mess, Multan. Journalists from Print and Electronic Media, Bureau Chiefs and Beat Reporters attended the session. The session started with recitation from Holy Quran. Mr. Ali Raza Awan, Media Affairs Expert hosted the session and Ms. Zaib Un Nisa, Chief Officer (Media Affairs) welcomed the guests on behalf of the Management and explained core business of the Company and objectives of this session. Whereas, Mr. Muhammad Hanif Ramay, General Manager (Multan Distribution) gave a detailed presentation on Company's Business, Billing Process, Demand & Supply Gap and Reasons of Low Pressure.

The members of media from Multan appreciated the efforts of SNGPL in bridging the communication gap between Media and the Company at Multan region. Senior members of media like Bureau Chief of Jang, The Nation and Nai Baat particularly threw light on the need of the said session and mentioned that it was an awaited activity for a long time. The members of journalist community had a perception that Company is responsible for load management, low pressures and setting the billing tariff and has apprehensions in respect of process of billing for sticky meters. The session played an important role in carrying forward the efforts of the Media Affairs Department in reshaping the perception about the Company in the minds of the media personnel.



Members of the Media fraternity along with Chief Media Affairs, Zaib-un-Nisa and Media Affairs team of SNGPL

Perseverance

Compassion

Honesty

**Emotional
control**

Consistency

Selflessness

Managing Your Emotions at Work

Controlling Your Feelings... Before They Control You

We have all been in one of "those" situations when our emotions drive our actions completely. We often face situations, when your favorite project is cancelled after weeks of hard work; when a consumer blames you unfairly; when your best friend is laid off suddenly; or your boss assigns you more work when you are already overloaded.

In your personal life, your reaction to stressful situations like these might be to start shouting, or to go hide in a corner and feel sorry for yourself for a while. But at work, this type of behavior could seriously harm your professional reputation, as well as your productivity. Stressful situations are all too common in a workplace that's facing budget cuts, staff layoffs, and department changes. It may become harder and harder to manage your emotions under these circumstances, but it's even more important for you to do so. After all, if management is forced into making more layoffs, they may choose to keep those who can handle their emotions and work well under pressure. As the above quote shows, no matter what the situation is, you're always free to choose how you react to it.

So, how can you become better at handling your emotions, and "choosing" your reactions to bad situations? In this article, we look at the most common negative emotions experienced in the workplace – and how you can manage them productively.

Why are we focusing only on negative emotions? Well, most people don't need strategies for managing their positive emotions. After all, feelings of joy, excitement, compassion, or optimism usually don't affect others in a negative way. As long as you share positive emotions constructively and professionally, they're great to have in the workplace!

Common Negative Emotions at Work

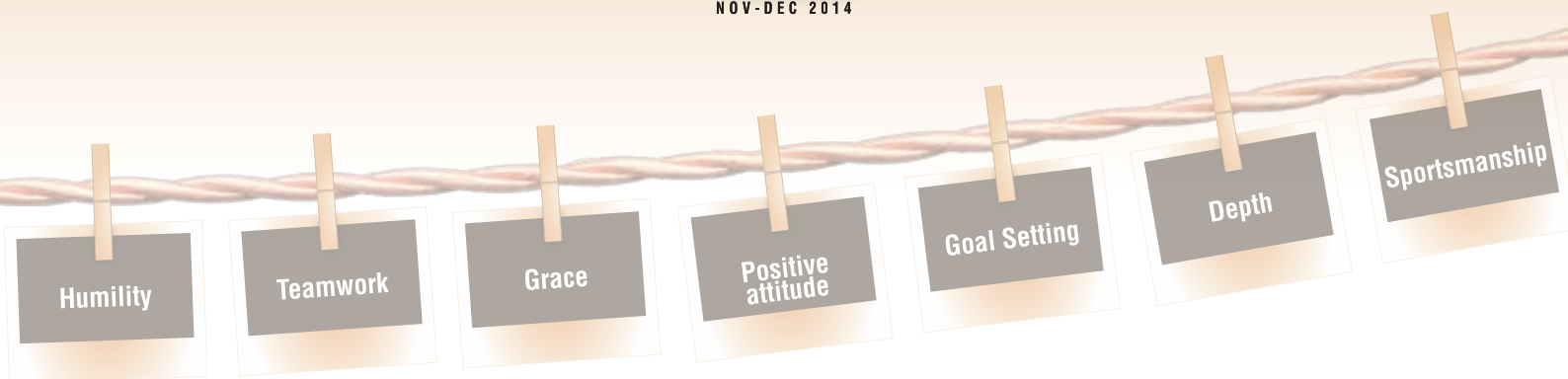
According to Fisher's research, the most common negative emotions experienced in the workplace are as follows:

- 1) **Frustration/irritation.**
- 2) **Worry/nervousness.**
- 3) **Anger/aggravation.**
- 4) **Dislike.**
- 5) **Disappointment/unhappiness.**

Below are different strategies you can use which will help you deal with each of these negative emotions.

1) **Frustration/Irritation**

Frustration usually occurs when you feel stuck or trapped, or unable to move forward in some way. It could be caused by a colleague blocking your favorite project, a boss who is too disorganized to get to a meeting on time, or simply being on hold on the phone for a long time. Whatever the reason, it's important to deal with feelings of frustration quickly, because they can easily lead to more negative emotions, such as anger.



Here are some suggestions for dealing with frustration:

- **Stop and evaluate** – One of the best things you can do is mentally stop yourself, and look at the situation. Ask yourself why you feel frustrated. Write it down, and be specific. Then think of one positive thing about your current situation. For instance, if your boss is late for your meeting, then you have more time to prepare. Or, you could use this time to relax a little.
- **Find something positive about the situation** – Thinking about a positive aspect of your situation often makes you look at things in a different way. This small change in your thinking can improve your mood. When it's people who are causing your frustration, they're probably not doing it deliberately to annoy you. And if it's a thing that's bothering you – well, it's certainly not personal! Don't get mad, just move on.
- **Remember the last time you felt frustrated** – The last time you were frustrated about something, the situation probably worked out just fine after a while, right? Your feelings of frustration or irritation probably didn't do much to solve the problem then, which means they're not doing anything for you right now.

2) Worry/Nervousness

With all the fear and anxiety that comes with increasing numbers of layoffs, it's no wonder that many people worry about their jobs. But this worry can easily get out of control, if you allow it, and this can impact not only on your mental health, but also on your productivity, and your willingness to take risks at work. Try these tips to deal with worrying:

- **Don't surround yourself with worry and anxiety** – For example, if colleagues gather in the break room to gossip and talk about job cuts, then don't go there. Worrying tends to lead to more worrying, and that isn't good for anyone.
- **Try deep-breathing exercises** – This helps slow your breathing and your heart rate. Breathe in slowly for five seconds, then breathe out slowly for five seconds. Focus on your breathing, and nothing else. Do this at least five times.
- **Focus on how to improve the situation** – If you fear being laid off, and you sit there and worry, that probably won't help you keep your job. Instead, why not brainstorm ways to bring in more business, and show how valuable you are to the Company?
- **Write down your worries** – If you find that worries are churning around inside your mind, write them down in a notebook and then schedule a time to deal with them. Before that time, you can forget about these worries, knowing that you'll deal with them. When you're worried and nervous about something, it can dent your self-confidence. Don't let your worries get in the way of being appropriately assertive.

3) Anger/Aggravation

Out-of-control anger is perhaps the most destructive emotion that people experience in the workplace. It's also the emotion that most of us don't handle very well. If you have trouble managing your temper at work, then learning to control it is one of the best things you can do if you want to keep your job.

Try these suggestions to control your anger:

- **Watch for early signs of anger** – Only you know the danger signs when anger is building, so learn to recognize them when they begin. Stopping your anger early is the key. Remember, you can choose how you react in a situation. Just because your first instinct is to become angry doesn't mean it's the correct response.

- **If you start to get angry, stop what you're doing** – Close your eyes, and practice the deep-breathing exercise we described earlier. This interrupts your angry thoughts, and it helps put you back on a more positive path.
- **Picture yourself when you're angry** – If you imagine how you look and behave while you're angry, it gives you some perspective on the situation. For instance, if you're about to shout at your co-worker, imagine how you would look. Is your face red? Are you waving your arms around? Would you want to work with someone..

4) Dislike

We've probably all had to work with someone we don't like. But it's important to be professional, no matter what. Here are some ideas for working with people you dislike:

- **Be respectful** – If you have to work with someone you don't get along with, then it's time to set aside your pride and ego. Treat the person with courtesy and respect, as you would treat anyone else. Just because this person behaves in an unprofessional manner, that doesn't mean you should do the same.
- **Be assertive** – If the other person is rude and unprofessional, then firmly explain that you refuse to be treated that way, and calmly leave the situation. Remember, set the example.

5) Disappointment/Unhappiness

Dealing with disappointment or unhappiness at work can be difficult. Of all the emotions you might feel at work, these are the most likely to impact your productivity. If you've just suffered a major disappointment, your energy will probably be low, you might be afraid to take another risk, and all of that may hold you back from achieving.

Here are some proactive steps you can take to cope with disappointment and unhappiness:

- **Look at your mindset** – Take a moment to realize that things won't always go your way. If they did, life would be a straight road instead of one with hills and valleys, ups and downs, right? And it's the hills and valleys that often make life so interesting.
- **Adjust your goal** – If you're disappointed that you didn't reach a goal, that doesn't mean the goal is no longer reachable. Keep the goal, but make a small change – for example, delay the deadline.
- **Record your thoughts** – Write down exactly what is making you unhappy. Is it a colleague? Is it your job? Do you have too much to do? Once you identify the problem, start brainstorming ways to solve it or work around it. Remember, you always have the power to change your situation.
- **Smile!** – Strange as it may sound, forcing a smile – or even a grimace – onto your face can often make you feel happy (this is one of the strange ways in which we humans are "wired.") Try it – you may be surprised!

Adeela Marzuke
Senior Officer, Stores

Reference: "Emotions at Work: What Do People Feel and How Should we Measure it?" by Cynthia D. Fisher. School of Business USA February 1997.

We all have to deal with negative emotions at work sometimes, and learning how to cope with these feelings is now more important than ever. After all, negative emotions can spread, and no one wants to be around a person who adds negativity to a group.

Know what causes your negative emotions, and which types of feelings you face most often. When those emotions begin to appear, immediately start your strategy to interrupt the cycle. The longer you wait, the harder it will be to pull yourself away.

“Climbing Above & Beyond”

The Climbing sport has been introduced in Pakistan in the recent years, whereas it is recognized as one of the most challenging sports. International Federation of Sport Climbing (IFSC) is based at Bern Switzerland with governing body including two separate chapters for Europe and Asia. Due to its international recognition and popularity of Climbing shall now be a part of Olympics 2020.

It is pertinent to mention here that the Board of Directors in their 399th meeting dated 27-12-2012 approved the creation of SNGPL's Sports Cell. A total of 9 different sports have been approved by the “B.O.D” for patronage through SNGPL Sports Cell and “Sport Climbing” is one of the selected sports. Keeping in view the importance of continuous commitment to promote healthy sports activities and to produce an overall positive impact on society, SNGPL “Rock Master” Sport Climbing Championship was organized on 11th December to 13th December 2014 at DHA “Climbing Arena” G Block Sports Complex DHA Lahore.

The said Championship was conducted in collaboration with Alpine Club of Pakistan, which is a National Federation of Adventure Sports having sole authorization from International Federation of Sport Climbing. Alpine Federation has provided Jury, technical officials from Islamabad and different technical gear for the Championship. Alpine Club of Pakistan supported us to conduct the Championship as per international rules and regulations of IFSC. A total number of 225 Climbers of various Provincial Associations, Organizations and Clubs from all over Pakistan participated in the Championship.

SNGPL's Team participated in both events of the male/female categories in the said Championship. The following Four Climbers represented SNGPL in the Championship and got the positions:

1. **Mr. Yaseen Ali**
2. **Mr. Faisal Atiq**
3. **Mr. Faisal Arshad**
4. **Ms. Tehmina Kausar**

16+ Lead & Speed Categories

16+ Speed & Lead Categories

16+ Speed & Lead Categories

16+ Classic Speed Female Categories

**1st Position (Declared
“Rock Master”)**

3rd and 4th Positions

2nd and 3rd Positions

1st Position



SNGPL's team performance was well appreciated by media, other organizations and the National Federation. Mr. M Arif Hameed, Managing Director SNGPL was present as Chief Guest at the Award Distribution Ceremony. President SNGPL Sport Steering Committee Mr. Sohail Gulzair, Mr. Waseem Ahmed Vice President SNGPL Sports Cell, Mr. Sibghat Ullah GM (Stores), Syed Jawad Naseem GM (Sales) and Mr. M Arshad, Chief Engineer Lahore Area also attended the ceremony. The category wise breakup of winners of Championship is as under.

Mr. Yaseen Ali representing SNGPL was declared over-all 'Rock Master' in Speed Climb and in Lead Climb competitions. Mr. Yaseen Ali is also the winner of Pakistan National Championship title and this is his 6th consecutive victory in last Five Championships.

At the end, winners were awarded Gold, Silver and Browns Medals, Gifts and certificates by Mr. M Arif Hameed, Managing Director. He highly appreciated the performance of "SNGPL Team" and assured SNGPL's continuous patronage for such healthy, challenging and promising Sports in future.

M Nasir Awan
Exec. Admin Officer

SNGPL's participation in 2nd Hasan Tariq Rahim MasterCup Tennis Tournament

The 2nd Hasan Tariq Rahim Master Cup Tennis Tournament was held at Lahore Gymkhana Club, Lahore. A total number of 8 players participated in the tournament from SNGPL, WAPDA and Zaraee Taraqiati Bank. The players representing SNGPL were, Mr. Usman Rafique and Mr. M. Muhammad Abid. Renowned tennis player, Mr. Aisam ul Haq also participated in the tournament.

The players from Sui Northern were Runner up in the Mens Double held in the tournament. The Company encourages its players to gain expertise in the sport of Tennis and excel further in the upcoming tournaments.



Retirements



Mr. M. Arif Hameed (M.D, SNGPL) giving shield to Mr. Abdul Qayyum (GM, Legal) on his farewell



Farewell ceremony was conducted for Mrs. Dephne Gowan, Assistant Incharge (Telephone operator / Receptionist)

Achievement



Mr. M. Bilal, Security guard was given a cash prize by Mr. M. Arif Hameed for defusing a bomb at Rahimyar Khan

SPONSORSHIP OF ECO INTERNSHIP PROGRAMME 2014 by SNGPL in collaboration with WWF Certificate Distribution Ceremony at Shuafat International School



Group Photo of Interns of Shuafat International School - Lahore with Ms. Asma Maqbool

SNGPL has signed an agreement with WWF Pakistan for the Sponsorship of "ECO Internship Program 2014" through which 2000 students of class 7 and above will be enrolled from Government and private educational institutions in Punjab, Khyber Pakhtoon Khawa and Azad Jammu and Kashmir. The purpose of this programme is to make students focus on the importance of conservation as it is the need of hour.

The salient features of the programme are given below:-

- Developing a sense of civic responsibility in the students
- 1400 students across Pakistan, have been enrolled in the programme.
- Ms. Asma Maqbool (Eng HSE) was the chief guest at the Certificate Distribution Ceremony on Oct 28, 2014, at Shuafat International School.

ASMA MAQBOOL
HSE ENGINEER

Medical Camp at Gujranwala Distribution

A temporary medical camp was conducted by HSE Team at Gujranwala Distribution from Sep18 - 19, 2014; for promoting awareness among the employees regarding Health care and for Health screening.

The aim of this camps was to carry out a Health survey of the employees engaged in critical operational activities. HSE focal persons emphasised on the importance of Occupational Health & Safety of the employees, their coworkers and all the stakeholders of the Company. Activities performed by the HSE Team at site are enlisted below:-

- | | |
|--|---|
| a) Blood sugar Testing | h) Hepatitis 'A' and 'C' Testing |
| b) Height and Weight Testing | i) General Medical Examination |
| c) Blood Pressure Testing | j) Distribution of Literature / Brochures / PPEs / Posters by HSE Team among the Executives & staff at site |
| d) Food Handler stalls | k) Display of HSE Flexes and PPEs |
| e) Eyes Refraction | |
| f) Bone Scan | |
| g) Pulmonary Function Test for Welders / Field staff | |





EVERYONE
has a hand
in safety.

**Let's work together
to keep injuries out
of the workplace.**

Health, Safety & Environment



Sui Northern Gas Pipelines Limited

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