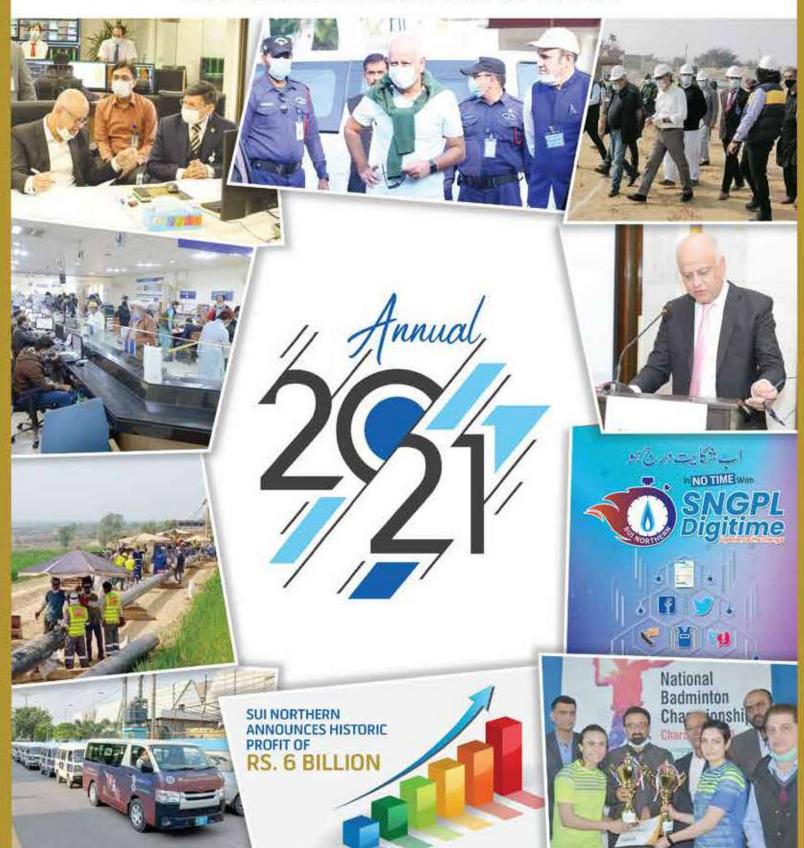


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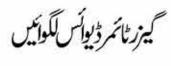


سردى المحتى بدخيال ركهنا!

سردیوں میں گیس کاسلسل استعمال بل میں کئی گنااضافہردیتاہے









باسهولت سولر والربیٹر کااستعال کریں









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Annual Reviews

DEPARTMENTAL REVIEWS

Achievements of Departments

Year in Pictures



SNGPL's year 2021 in one blink

Event



OGRA Hearing was recently held in Lahore.

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Disclaimer:

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Editorial Note

The Annual Issue of 'The Pride' has gained immense recognition and our readers anxiously wait for it at the end of every year. It contains a complete picture of the Company's activities throughout the year and departmental reviews as well. It brings an opportunity for all the departments to highlight their achievements and contributions towards the Company's success. We humbly present another Annual Issue for our esteemed readers. We have given our best to make this Issue more interesting and informative.

In response to the petition filed by SNGPL in respect of review of its Estimated Revenue Requirement for FY 2021-22, the Oil and Gas Regulatory Authority (OGRA) conducted a public hearing in December in a local hotel. SNGPL had filed petition for increase in the Prescribed Price by Rs.269/- per MMBTU for the year 2021-22 and if prior years shortfall, already determined, is included, the requirement increases to Rs.907/- per MMBTU. In the public hearing, MD SNGPL Ali J. Hamdani, while delivering opening remarks appreciated the OGRA for giving the Company an opportunity to present their case. He requested OGRA that their petition be considered positively allowing just and equitable requirements especially in areas where investments have already been made. MD SNGPL was assisted by his team who gave a detailed presentation on different aspects of the petition.

Under the directives of Prime Minister Performance Delivery Unit (PMDU), Sui Northern Gas has been organizing E-Kachehri for more than one year now. The Company's consumers rely on E-Kachehri for redressal of their grievances more than any external platform. Like every month, E-Kachehri took place on regional as well as Head Office levels. E-Kachehri at the Head Office was led by Managing Director SNGPL Ali J. Hamdani. MD SNGPL listened to the complaints and directed relevant officials for immediate action. The Managing Director assured the consumers that their issues will be resolved in minimum possible time. Regional Heads also attended the E-Kachehri via video link.

World Quality Day was celebrated in SNGPL across the Company like other organizations of the world to highlight the importance of Quality Assurance Department in the organization to safeguard and enhance reputations, promote profitability, and drive change. Managing Director's message along with presentation on World Quality Day was conveyed to all the employees.

Syed Jawad Nagern

Managing Director

With the dawn of New Year, I take the opportunity to thank all of you for your commitment and support towards making SNGPL successful in 2021. This year, it will be 59 years of experience in operation and maintenance of high-pressure gas transmission and distribution system. In an endeavor to continuously improve, SNGPL in last calendar year performed exceptionally well in reducing Unaccounted For Gas (UFG) resultantly improving financial results and profitability of the Company. The Company's Board and Senior Management is fully committed to Corporate Governance and adopting best practices which is reflected in Company's practices, policies and procedures.



With the ever-increasing economic activity of the country and growth in major

industrial sectors like Power, Fertilizer and Textile, demand for gas per annum is continuously multiplying creating a gap as indigenous gas supply has been depleting rapidly in the Country. To meet both public policy and commercial objectives, Company is working closely with the Government and Regulator to ensure we are able to efficiently manage the daunting task of national gas load allocation to priority sectors and domestic users whose livelihoods depend on our gas network. With even increasing dependency on imported Liquefied Natural Gas (LNG), Company's traditional business model is disrupted and now we need to think innovatively and adjust our business strategies to diversify and inculcate entrepreneurial attitude to ride the curve of next phase of future growth.

Under fast changing business environment and increasing competition, I truly believe that Human Resource is the most vital element for future success of any organization. It is heartening to note that quality workforce exists at all levels of the organization who can perform much better if we are able to adopt the right organizational culture based on performance, skills and expertise instead of mere seniority and traditional hierarchy. Our long-term success also depends on our ability to maintain industrial peace which is also reflected in recent successful CBA Agreement.

During ongoing pandemic, I remained very concerned about you and your family health while Company has ensured that all best efforts are made to adopt all necessary precautions and standard health and safety measures. However, during last year pandemic has affected our dear ones within our circle of friends and family. My prayers and best wishes for good health and quick recovery for all. Similarly, I would like to thank all my colleagues who have served SNGPL well and retired during last year.

Let us also pray for the departed soul of our colleague Shahadat Ali, General Manager (Compression). I would also like to express my profound grief on his sudden and untimely demise. May Allah bless him and our Company!

DEPARTMENTAL REVIEWS ANNUAL 2 0 2 1

ACCOUNTS

Accounts Department holds key importance for the Company as it narrates all operational and allied activities into financial terms. It identifies the end results of the Company in the financial terms against the efforts made during a specific time period and the Company's worth at a particular point of time. Accounts Department records each and every type of transaction made at any corner of the Company during any time and consolidate the same on monthly, quarterly, half yearly and yearly basis. The periodic financial statements prepared by the Accounts Department, help all the stakeholders to evaluate the financial health of the Company. A brief of the departmental performance during the CY 2020-21 is presented for 'The Pride' readers.

Reporting Section

- The section played pivotal role in removal of qualification of External Auditors included in Audit Report for FY 2018-19.
- Ensured smooth implementation of Complex International Financial Reporting standard (IFRS)-16 'Leases' introduced w.e.f. July 01, 2019.
- Took timely action for securing exemption of IFRS-9 till June 30, 2022 otherwise Company would have to bear significant Financial Impact in its Financial Statement for FY 2021-22.

Ledger Section

- For improvement in internal control, the section shifted processing of Casual staff salary from manual to excel sheet data base and changed payment to casuals through cheque to direct transfer.
- In order to make internal controls more effective, medical reimbursement system (MRS) was introduced at Head Office level for reimbursement of medical bills to employees.
- Departmental Document Archiving System (DDAS) linked with AP

Accounts Payable Section

 Due to tremendous efforts of AP section, long outstanding balances of clearing agent amounting to Rs.275 Million have been adjusted.

Payroll Section

- Section was instrumental in calculation of CBA Charter of Demand 2019-21, as well as preparation of different Scenarios during CBA-Management negotiations and finally arranging timely Payment of Union Agreement 2019-21.
- Automation of parting gift, Children Scholarship, Washing Allowance payments and Special allowance through Oracle Payroll Module instead



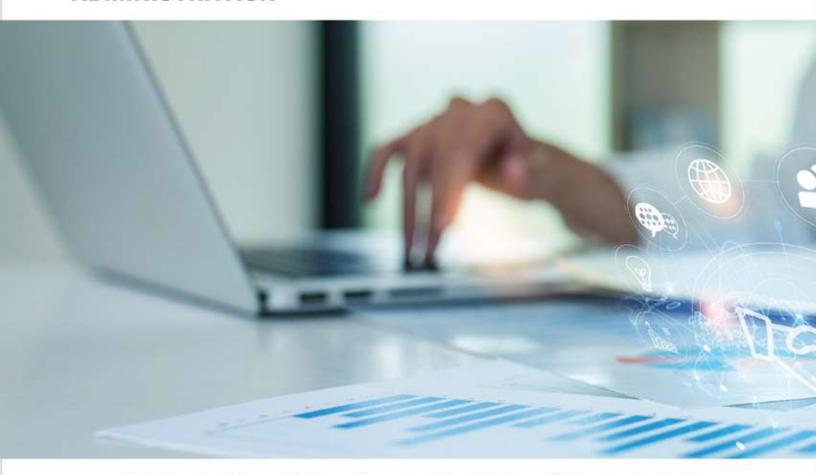
of manual voucher in Area Offices.

 Automation of SN Meter Reader Overtime resulting in timely payment to employees, resolving issues of budget and delayed payments and ensuring accurate inclusion of the extra meter read amount in Tax Liability.

Insurance Section

- Accounts Department (Insurance Section) has successfully negotiated with insurance company to incorporate Deductible of Rs.1 Million in Fire Insurance Policy against each claim w.e.f. 01.07.2021. As per Cost Benefit analysis, carried out on the basis of average of last 5 years claims lodged, the Company will have an estimated saving of Rs.22.00 Million Annually.
- Accounts Department (Insurance Section) has successfully implemented the decision of Board of Directors to increase the sum assured under Group Life Insurance Policy from 12 to 24 Gross Salaries for Executive staff and from Rs.500,000 to 24 Gross Salaries or Rs.01 Million (whichever is higher) for Subordinate staff in case of death till the age of 65 years.

ADMINISTRATION



Admin Department is committed in providing the necessary administrative infrastructure to support the pursuit of excellence and continuous expansion in network thus providing fuel for growth. The same is elaborated with the following efforts / achievements during this calendar year.

Covid-19 Pandemic

Since outbreak of Covid-19, Administration Department has taken every possible step to control the spread of the disease within the organization through the following measures.

- Oxygen Cylinder Kits and Pulse Oximeters were provided to those Company employees and their eligible dependents who were infected with Covid-19 at their doorstep.
- Tele-consultation was arranged through Company Medical Officers for Covid-19 suspected employees / dependents.
- As all government and private hospitals were over occupied during this pandemic, a close coordination was maintained with hospitals where Covid-19 treatment was possible, to shift any serious patient.
- Availability of masks and hand sanitizers at all Company locations and daily disinfection spray at offices.
- National Vaccination Drive was approved by

- Prime Minister and SOEs were galvanized to contribute in "Whole of the Nation approach". In this regard SNGPL played an active part by contributing 50 Mobile Vaccination Teams (MVTs) under Corporate Social Responsibility towards national cause.
- MVTs were raised using our resources duly supported by our financial, logistic and administrative back up, under the CSR. All of our MVTs started their operations in different locations across seven cities and vaccinated 327,657 people.
- When it comes to our employees, almost all of the SNGPL employees have already been vaccinated. As per NCOC directions, our priority is to ensure vaccination of all SNGPL employees and their families as early as possible.

Data Logger Pilot Projects

A pilot project was started to check feasibility of installing data loggers in the Company's owned and hired vehicles for which Rawalpindi Region was selected as a test case. Thereafter, 136 data loggers were installed in Company's owned and hired vehicles for the first time in the history of Company. The online monitoring was done at Regional / Head Office levels and each and every vehicle was continuously



monitored on hourly basis for each kilometer travelled. The results were remarkable in terms of performance outcome. The salient features are as under:

- I- The vehicles showed major compliance with regard to reaching assigned destinations including per day time management, which correspondingly helped in achievement of KMIs.
- 2- Fake mileage, resulting in consumption of excess fuel was clearly identified, resulting in saving of millions of rupees in three months period.
- 3- Based on the results of this pilot project, a proposal for installations of data logger in all company vehicles has been put up to Management Committee for approval.
- 4- Continuous monitoring helps in identifying / curbing misuse of vehicles, which results in better administrative control.

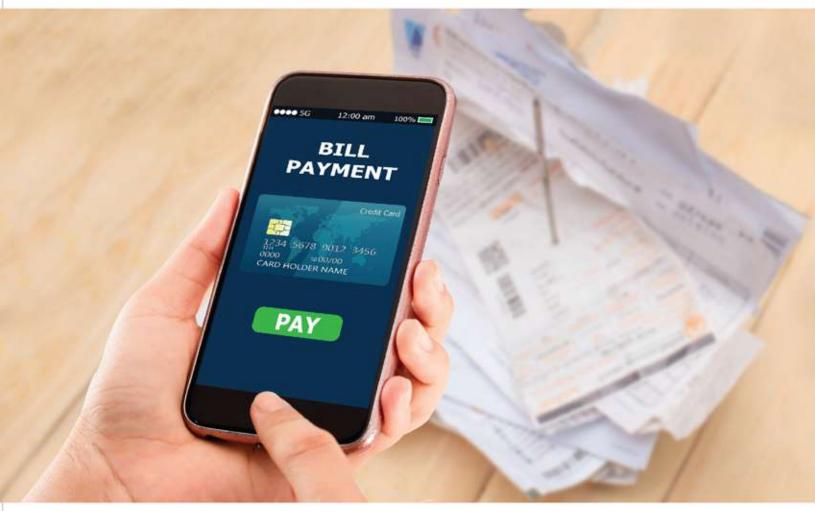
Saving in Rent of Rented Office Accommodations

Presently 201 buildings have been hired by

the Company. Leasing Section is committed to hire the premises as per Standard Operating Procedures provided in the Admin Manual and in lines with the directions of OGRA for controlling rent expenditure. In most of the cases, renewal of lease agreements are being executed at same renegotiated lesser rent as against the increases permissible under Rent Restriction Ordinance and OGRA instructions to the effect. Hence a considerable decrease in expense has been made owing to good tenancy norms and better negotiations with owners of buildings. It is pertinent to mention that a milestone has been achieved in hiring the area at LDA Plaza building at a reduced rent rate, lower than the initial hiring rate of rent in 2018 i.e. @ Rs.120/- per Sq. ft. There is no precedence of such hiring leading to a considerable decrease in rent. As a result, SNGPL stands to save Rs.24.8 Million per year amounting to Rs.74.6 Million for the lease period of three years. An analysis of demanded rent and reduced rent is given as under:

Rented Area at LDA Plaza (34702 Sq.ft.)	Demand (After 10% due increase in existing rent of Rs.145.20 per Sq.ft.)	Finalized Rent (@Rs.100/- per Sq.ft.)	Reduction / Saving
Annual Rent (Rs.)	66,511,236	41,642,400	24,868,836
Saving	s for the total period of lease (03 years)		74,606,508

BILLING



SNGPL's Billing Department is committed to its mission regarding timely delivery of gas bills to all categories of consumers by focusing on their entire satisfaction through ensuring transparency in Meter Reading and error free billing. Various initiatives are being explored so that Company's business effectiveness may be enhanced with maximum recovery and output.

All out efforts are being carried out to ensure processing of Meter Inspection Reports and accordingly around 600,000 detection cases have been finalized in FY 2020-21. All cases requiring charging of theft / non-theft volumes are processed expeditiously and being incorporated in system so that timely recovery may be ensured. Resultantly, 1,621 MMCF of theft volume and 7,940 MMCF of non-theft volume have been booked in FY 2020-21. Billing Department has achieved 98% of desired targets against KMIs based UFG benchmark introduced by OGRA related to disconnection / recovery from consumers involved in pilferage / theft of gas. To contribute towards UFG reduction goal, 2,095,915 violations were noted at site and forwarded to Distribution Department for necessary action.

It is our prime focus to serve our valued consumers in transparent and fair manner regarding meter reading and billing. Accordingly, printing of images on the monthly gas bills along with date and time of meter reading is continued and to further enhance its clarity, exercise of cross-verification of images and meter reading is being strengthened. As a result of this activity 4,253,734 consumers were cross checked through different means including HHU-CC&B Application and site visits. Dedicated resources are deputed to address the complaints lodged by consumers through PMDU and / or 1199 to ensure their prompt resolution / response within stipulated timelines.

It is worth mentioning that during Covid-19 lockdown, all resources performed duty with SOPs and meter reading activity was also performed throughout the year with proper SOPs to safeguard the Company's interests. Billing Department personnel remained available in offices to ensure smooth functioning of crucial activities. Services were also rendered to our valued consumers regarding installments facility and resolution of their grievances while following Covid-19 SOPs. Recovery of outstanding dues from defaulting

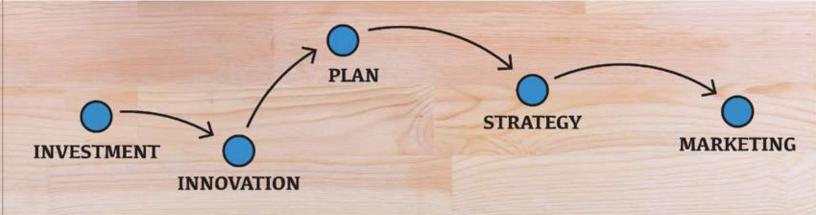
consumers is another vital aspect and accordingly effective and extensive recovery campaign has been launched against active and litigant consumers to maximize recoveries against outstanding dues. In order to maximize recovery from disconnected defaulted consumers, high volume consumers are given priority and special emphasis is on these cases to devise some effective mechanism so that recoveries against these consumers could be materialized. The decreed cases are being referred to respective District Revenue Authorities, under Section 27 (2) of Gas (Theft Control and Recovery) Act, 2016. Accordingly, for the purpose of recovery, 5,520 cases of defaulted disconnected consumers have been filed with respective District Collectors. In decreed cases, winding up notices to listed companies / industries and blockage of CNIC through NADRA after seeking directions of the courts, are also being exercised. It is apprehended that course of action to recover decreed amounts in recovery suits through respective institutions / revenue authorities will extensively increase chances of recovery from defaulted consumers. Revenue authorities are in a better position to trace and auction the properties of the judgment debtors / defaulters. Recovery efforts regarding different categories of consumers are presented hereunder:

- As a result of continuous follow up, an amount of Rs.2,885 Million outstanding arrears related to PFC consumers have been recovered.
- Special emphasis has been given to recovery drive regarding liquidation of outstanding dues from active commercial and domestic consumers

- resulting in reduction in arrears to the tune of Rs.6,295 Million in June 2021, as compared to June 2020.
- As a result of timely representations before High Court in coordination with Company counsels, an amount of Rs. I 13 Million has been recovered from a non-zero rated consumer and Rs. I 75 Million from consumers having stay on OGRA system tariff. Moreover, a consumer other than five zero rated sectors had secured stay to issue bills to the tune of Rs. I,524 Million on subsidized rate and by repeated representations before the Court same has been secured through submission of bank guarantee by the consumer as per direction of the Court.
- Owing to our relentless commitments, a prolonged issue extended over 25 years regarding non-payment of LPS dues amounting to Rs.2,800 Million on account of Pakistan Army consumers is also liquidated and whole aforesaid liability has been recovered by the end of Financial Year 2020-21.

In addition to above, all out efforts are being carried out to ensure timely completion of all activities related to Billing including but not limited to clearance of non-billing and resolution of provisional billing cases to ensure error-free billing and quality of reporting regarding anomalies and discrepancies noted at site so that timely action may be initiated for their rectification. Under Management's vision, Billing Department is performing assigned tasks / duties and taking all measures for quality services to our valued consumers regarding accuracy and transparency of meter reading, timely billing and resolution of their grievances effectively.

BUSINESS DEVELOPMENT (CORPORATE)



SNGPL being a Transmission and Distribution Company is dependent on suppliers for input of gas. There are two types of input in SNGPL's gas network i.e. indigenous gas and imported RLNG. The indigenous gas supplies in Pakistan are depleting rapidly, whereas the demand of gas is increasing every year, thus widening the demand-supply gap. The gap between supply of indigenous gas and consumption by various sectors is bridged by import of LNG through LNG suppliers (i.e. PSO and PLL). Due to pipeline capacity constraint, a maximum 1200 MMCFD of LNG can be imported which is re-gasified at two terminals operative for the purpose.

During the winters i.e. December and January, demand at SNGPL's network is at peak as the temperatures fall, use of room and water heaters soars and consumption of gas in high priority domestic sector is at its highest. Furthermore, SNGPL has to cater the demand of other sectors as well, including Power and Fertilizer. Due to such high demand in winter months, SNGPL faces shortfall in demand-supply even if maximum 1200 MMCFD RLNG is arranged. However, RLNG supplies to SNGPL were considerably reduced this year owing to non-award of spot LNG cargos as well as default of term cargos. Throughout the winters, we got around 950 MMCFD RLNG in December and only around 850 MMCFD in January as against the requirement of 1200 MMCFD for each month.

Under the circumstances, failure of suppliers to arrange spot cargos during the peak demand period aggravated the already existing demand-supply gap and posed a grim challenge for SNGPL by jeopardizing its ability to meet the downstream commitments. In order to mitigate the situation, SNGPL coordinated with Ministry of Energy for preparation of a Gas Load Management Plan for winter 2021-22.

To ensure implementation of Load Management Plan 2021-22, a high-level committee consisting of Top Management of the Company, was formed by the Managing Director. The committee has been conducting regular meetings to review the demand-supply position, ensure inter-departmental cohesion and carry our necessary decision making while navigating the Company through this critical period of winters. Under the approved Load Management Plan, following measures have been taken to ensure supply of gas to high priority domestic sector:

- RLNG supply to power sector was reduced gradually in coordination with Power Division while ensuring maximum possible volumes remain available to power sector.
- Gas supply to Captive Power was suspended; however, supply to Textile Captive Power to the extent of 38% of average consumption was restored in the best national interest as Textile Industry is backbone of our export sector.
- Region wise suspension of gas supply to non-export general industry for one day per week

Due to rigorous teamwork and proactive decision making, SNGPL has been able to sail through this difficult period of winters with RLNG supplies well short of our requirement. Moving ahead, it is need of the hour to ensure:

- A. Full utilization of Pipeline and Terminal Capacity
- B. Arrangement of LNG imports per orders given by SNGPL
- C. Exploring the possibility of RLNG storage
- D. The existing 1200 MMCFD capacity is only being used for meeting demand in the North. The existing terminals can be enhanced to meet the demand of LNG in the South including that of KE. SNGPL has a GTA for full 1200 MMCFD and that shall not be jeopardized
- E. Early completion of North South Gas Pipeline to enhance Pipeline Capacity
- F. Options like increase in compression and extended swaps be gauged as they can increase existing pipeline capacity as well.

BUSINESS DEVELOPMENT (RETAIL)



Business Development Department (formerly known as Sales Department) is the front desk and image holder of the Company. Its prime activity is to receive and process applications for gas connections.

Processing of Applications for Gas Connections

In 2021, BD-Retail Department with workforce of approx. 200 surveyors distributed across 16 Regional Offices performed approx. 600,000 surveys of premises including Domestic, Special Domestic and Commercial categories with issuance of 377,000 proposal letters and demand notices to clients.

Surveys of New Abadis / Localities

During the year in review, a total of 287 surveys were arranged, cost estimates were issued resulting in approval of extension to 164 town / villages which will provide gas to 0.4 Million households across the country.

Development of RLNG Business - To New Housing Societies

BD - Retail Department is vigorously working on processing of requests from New Housing Societies. Applications for provision of RLNG based Gas connections are being accepted and after completion of formalities, offer letters are being issued to the applicants on TOR / 100% cost basis. In 2021, cases of 101 housing societies were received from various regions, 94 cases were completed with sanctioned load of 37 MMCFD RLNG allocation after fulfilling the procedural requirements.

Deploying Information Technology

Information technology is building communications networks for the Company. SNGPL is striving hard to computerize manually performed tasks for increasing efficiency and transparency. The focus has always been its customers. During the ongoing pandemic, in order to ensure social distancing the customers have been provided following additional options to lodge their applications through Company website / mobile apps instead of visiting the Company offices.

Web portal for Housing Colonies

The moratorium on provision of gas connection to Industrial, Commercial, Captive consumers and load enhancement of existing consumers and New Housing Societies / Colonies was relaxed by Government of Pakistan on 12.04.2017, paving the way for allocation of RLNG to the above prospective consumers and moving energy sector and the economy.

Ever since, the Company is regularly receiving new applications from various consumers including owners of housing societies or their representatives. The owners / representatives are facilitated by allowing them to submit applications online through Company's website. The requisite documents are however submitted at the concerned Regional Office. The online application is linked with CC & B and its step by step progress is mirrored online for visibility of the sponsors. This creates a communication link between the

BUSINESS DEVELOPMENT (RETAIL)

Company and its customers delivering much awaited application tracking feature to the end users online.

Mobile App for Domestic Applicants

The ever-increasing consumer base of the Company has reached over 7.3 Million connected households. Each year BD - Retail Department receives approximately 0.8 Million applications from prospective Domestic, Speial Domestic, Commercial and Industrial customers through online and at Company's Regional / Sub Regional / Customer Service Centers etc. Nowadays people prefer to avail services through mobile apps and this trend is increasing day by day. A new easy to use mobile app has been launched in July this year which also helps ensuring customers' convenience and social distancing. The mobile app named "ConnectON" may be downloaded from Google Play Store, enabling users to submit gas connection applications. Hundreds of applicants have downloaded this app and submitted their applications remotely.

· Mobile App for Site Surveys

Physical survey is carried out at site to note down the information. The surveyor converts the site information onto the HLP and prepares the case for issuance of proposal letter and demand notice to the customer. This survey method consists missing information related to the customer and surveyed premises. A new mobile app has been developed, currently under testing phase, for BD site surveyors who will visit applicant's premises, gather customer related information updated in CC & B directly from site, exact location coordinates along with snaps of the premises. The use of this application will increase consumers' confidence by resolving complaints of wrong surveys / installation of gas connections. The consumer survey / connection data will be stored permanently in the CC & B database and easily retrievable. This will eliminate consumers' complaints of incorrect surveys, meter installation and wrong billing, by increasing transparency and accuracy at the grass root level.

Summary of SMS sent to Applicants

In order to better facilitate our valued applicants, SMS service has been started. The applicants are intimated on their mobile phones at various stages regarding progress of their cases for gas connection.

- · Urgent Fee Bill Generated
- Case included in the list of survey for both Urgent Fee and Normal merit

In year 2021, more than 65,000 SMSs have been sent to applicants in various categories as mentioned above.

Redressal of OGRA / PMDU / Wafaqi Mohtasib Complaints

During the course of processing client's requests, issues arise which are pointed out by the applicants. These applicants approach various forums for redressal of their grievances. Following is the table showing complaints received and resolved during the calendar year ended 31st December 2021.

Response to Consumer Complaints Monitoring / Enforcement of Policies and Procedures

Platform	Resolved
PMDU (PM Performance Delivery Unit)	14774
Wafaqi Mohtasib	712
OGRA	941
Total	16427

In pursuance of Management's resolve to maintain transparency and fairness with respect to BD operations, a Monitoring / Enforcement cell has been set up in BD – Retail Department. It aims at monitoring and enforcement of BD – Retail policies in vague. It is regularly visiting and scrutinizing documents / files and all relevant dispensation and deviation / breach reported to this effect is dealt with strict action and responsible for these irregularities are taken to task. In this current year monitoring team unearthed number of shortcomings and penalties commensurate with gravity of offence have also been awarded to delinquents concerned.

As a result of stringent monitoring even major penalties were awarded to those who were responsible. The following table enumerates the position of disciplinary actions taken in 2021.

Punishments Awarded in 2021	No. of Employees	
Downgrading	01	
Stoppage of Increment	03	
Warning	05	
Advisory Note	03	
Total	12	

Notwithstanding the above, the Monitoring / Enforcement cell has been conducting trainings for capacity building of the Executive and subordinate staff of the Department.

CIVIL CONSTRUCTION



In line with the tradition of continually serving the Company as per requirements of infrastructure for enhanced and smooth operations, the department has carried out various projects in the year 2021. Ranging from projects that enhance existing capacity to building new structures, various projects were completed in the current fiscal year. The most notable projects in line with the Management efforts to curb UFG losses are as under:

Construction of Domestic Meter Inspection Shop at Multan and Gujranwala

A state of the art facility is being constructed

at Multan and Gujranwala that will help in the efforts to curb UFG losses. Once completed the facilities will include all essential infrastructure and equipment required by the Metering Department to deal with UFG losses related to Domestic as well as commercial consumers.

Upgradation of Office Buildings

Upgradation of infrastructure in different Regional Distribution Offices including Islamabad, Lahore and Faisalabad has been completed to enhance the facilities required for the operation of Distribution Department to meet the needs of our valuable consumers and staff.



COMPLIANCE



The Corporate world terms the presence of Compliance Department in a company as one of the most important part of an internal control mechanism. In SNGPL, Compliance Department is entrusted with pre-audit of the orders exceeding a given amount for procurement of material and payments being made for operational expenses. The types of payments which are pre-audited have been approved by the appropriate forum. The Department's role is to ensure that Company is complying with approved procedures while procuring material and the payments are duly authorized.

Compliance Department has been made reportable to the highest Management position in the Company. In fact, the activity is being done on behalf of Management as a safeguard against procurements and payments which do not fulfil the approved requirements.

Compliance Department acts as an independent checker of the transactions. The element of independence is central to the role as the department carrying out the checking activity should be free of challenges and pressures the executing department may be facing. Compliance Department is not made part of the decisions and policy making neither it is competent to give its observations on the decisions taken or policies made as long as the same are approved at the appropriate level. It is a Management Principle that a department becoming part of operating decisions and policies loses its capacity to pre-audit the resultant transactions for adherence to procedures.

Notable Activities of Department

A brief overview of the transactions which are forwarded to Compliance Department for pre-audit activity is as under.

I. Physical Checking of Works Executed by Company's Contractors.

Compliance Department ensures physical

checking of contractor claims as per approved standard operating procedures. For the purpose, it checks the work done by contractors on sample basis which ranges from 5% to 10% of the work executed. In case of ditching, the depth of line laid and other cost elements claimed are checked by digging test pits. Through checking activities, it has been able to highlight substandard work and other discrepancies in claims due to which payable amounts have been reduced.

One of the major areas verified is the type of soil in which the work has been executed by the contractor. The rates for which contractors are compensated vary according to the type of soil. Deductions are made in case at the time of physical verification, the soil conditions are determined to be falling in lesser rate category.

Another source of deduction is where laying of pipe in solid rock is claimed by Contractor for which Company has also made payment for breaking of the rocks by machinery (jack hammer) in the same section.

2. Compliance of PPRA Rules

The processing of purchase orders with incomplete approvals and documents can result in irregular / expensive procurements. One of the prime duties of Compliance Department is to ensure observance of PPRA Rules in case of procurements of material. The terms and price mentioned on the order being placed on the successful bidder are compared with tender terms. While checking the case, Compliance Department confirms that the contract has been awarded in a transparent manner while inviting maximum suppliers to take part in the bid. Compliance Department keeps a close watch on clauses safeguarding the interest of Company. The strict checking by Compliance Department is a source of savings on this account.

3. Casual Labour

The Company hires casual labour to meet its manpower needs. Compliance Department checks that the claims are duly verified by the concerned and are in order. Further, the concerned department has verified the attendance and the approval for hiring of the labour is attached.

4. Services Payments

Company requires various types of services to operate which includes Fees to Company lawyers, payment to transporters for shifting of material, operational vehicle hiring, Security Agencies, etc. Compliance Department checks the claims for authorization and completeness of documentation. The discrepancies are pointed out

timely which helps in ensuring justified payments and avoidance of observations.

Medical Bills and Hospital Payments

The Compliance Department pre-audits the employees' medical reimbursement claims.

Moreover, payments of the Company Medical Officers and Hospital bills which are on the Company panel are also scrutinized. Compliance Department ensures that the payments are justified and permissible under entitlements.

6. Repair Charges

Company carries out operations with a huge set of resources containing machinery, buildings, office equipment, etc. There is a procedure vide which the claims for repairs carried out through open market and outside sources are processed. All bills exceeding Rs.10,000/- are forwarded to Compliance Department for pre-audit. The claims are checked for authorization and completeness of documentary evidences.

7. Other Payments

In addition to above, Compliance
Department also checks and processes invoices of
janitorial services, advertising, fuel for vehicles and
machinery, consultancy services acquired for
technical matters, etc.

As explained above, Compliance
Department raises observations on bills forwarded
to it in case it is determined that excess amount has
been claimed. The amount of claims is reduced by
the concerned department and the reduction is
considered to be saving accruing to the Company
as a result of checking activities of Compliance
Department. Due to its checking activities,
Compliance Department has been able to bring
about a total savings of around Rs.890 Million
during last six years i.e., from July 2015 till the June
2021

Final Word

Departments often view the observations raised by Compliance Department with scepticism. There is no doubt that it is an unpleasant duty to point out mistakes which invariably irks concerned departments. However, it must be realized that it is due to the detailed checking that departments are saved from audit observations, queries and complications at an initial stage. Compliance Department operates on behalf of Management and the actual beneficiary of its activities is the concerned department which enjoys glitch free smooth operations.

COMPRESSION



SNGPL's Compression Department owns the largest fleet of gas turbines in the region, operating 69 Turbo machinery packages with total installed horsepower of 226,200 Hp at company-wide 11 compressor stations, to power National Gas grid sustainably. During the last year, Compression Department compressed more than 1,095 BCF RLNG and Indigenous gas at different Compressor Stations through 122,983 cumulative operating hours of gas turbine compressor packages and with 1,242,298 man hours, in order to transmit low and variable pressure gases from different sources, including depleting sources into Company's Transmission network and maintain stability and uniform system operations amid large swings in demand and supply. In addition to optimized operations, the department also achieved various milestones in line with its focus on continuous improvement and technological advancement for improved efficiency and deliverability.

Key Activities

Following are the key activities of Compression Department for the current year:

Visit of MD SNGPL To Transmission Headquarters Faisalabad and Compressor Station AC-8

Ali J. Hamdani, MD SNGPL along with Imran Yousaf Khan, SGM (ES) visited Transmission Headquarters Faisalabad and Compressor Station AC-8. During his visit, Javed Ashraf, Chief Engineer (Compression) thoroughly briefed about the installations, especially about the gas turbine compressor packages and activities regarding Operations and Maintenance and ongoing refurbishment project. Shiekh Aamir, Senior Engineer (Compression) briefed about the Compressor Package control systems.

Managing Director executed the turbine operation from control room. He appreciated the team efforts and expertise and advised to keep up the technological upgradation in line with global advancements along with knowledge and skill development of employees.



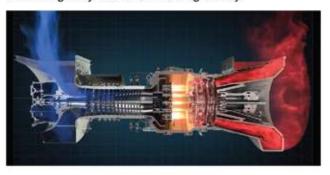
Compressor Packages Refurbishment and Control System Upgradation Project

Currently, 05 Compressor packages (T-47 of 1995 model) are being upgraded in the first phase of this project to address the challenges posed by system obsolescence due to technological advancements over the years, after the approval of OGRA. Under second phase of the project, remaining 04 packages shall be upgraded while both phases are targeted to be completed by the end of FY 2022-23, with target capitalization of Rs. I,666 Million. The project aims to upgrade the obsolete technologies to latest system and sub-systems including upgradation of their control systems to latest PLC controls. Previously, Compression Department had successfully completed the refurbishment of 13 vintage compressor packages of 1975-90 models.



Gas Turbine Engines Overhauling Project

During last year, 02 Centaur Gas Turbine Engines and one Saturn Gas Turbine Engine was zero overhauled as per five year plan (2016-21), which have completed more than 100,000 operating hours, as per International Standard API-616. Compression Department acquired the approval from Board of Directors and OGRA for its next five year plan (2022-26) for overhauling of 25 turbine engines. With a highly professional and experienced team of turbo-machinery experts, SNGPL is privileged to be the only authorized Company in Pakistan to overhaul the gas turbines along with technologically advanced testing facility.



Control System Upgradation of CNC Grinding Machine

Upgradation of Control system of CNC Grinding Machine was performed with the advanced PLC system. The Control system of CNC Grinding machine has been declared obsolete due to technological advancements over the years by OEM. The upgradation of control system not only improved the machine performance but also enhanced the operational life for another 15 years. The turbine engine overhaul facility is equipped with CNC Grinding machines, Rotors balancing facilities and other repair, inspection and testing facilities, complying with international standards.



Multistage Centrifugal Compressors Field Overhaul

Two centrifugal compressors of model C-304 / C-334 and one compressor of model C-16 were field-overhauled and re-staged to operate compression system at optimum efficiency and maximum throughput. Compression Department is self reliant for field overhauling and re-staging of centrifugal compressors used for gas pressure boosting. Typically, these compressors are overhauled after 50,000 – 60,000 operating hours. In-field restaging and overhauling of boost compressors has been carried out to change the rotor dynamics to match process requirements and maintain isentropic head and efficiency.



COMPRESSION

Implementation of Computerized Maintenance Management System

The Asset Management System is implemented and made fully functional at 10 Compressor stations after completion of pilot project at compressor station AC-4 (Uch Sharif). This system will help to optimize engineering processes and operational activities with more focused control. The system has been linked with already established ISO-9001-2015 QMS system for effective management. This will be helpful in cost controlling regarding all the departmental activities as well as a great help for effective inventory management and reduction in equipment downtime.





Certification and Implementation of ISO 9001:2015 Quality Management System

The department has successfully been recertified for ISO 9001:2015 certifications from M/s DAS International (The international Certifying Body) for the year 2021-22 after thorough audit of all the systems for implementation. The certificate has been acquired in order to upgrade the processes and activities for the achievements of the quality goals in all of its operations. In this respect, Compression Department has formulated a Quality Policy ensuring the laid down Objectives and Targets in line with international codes and standards, ISO-9001:2015 and ISO-14001:2015 and OHSAS 45001:2018.

سردى الحتى يدخيال ركمنا!

شمنڈسے پیں اوربل بھی آئے کم سردموسم میں پہنیں کیڑے گرم نیادہ سردی ہوتوالیکٹرک ہیٹراستعال کریں مصرصحت گیس ہیٹر سے بجیب





CORPORATE AFFAIRS



TRANSPARENCY IN DECISION AFFAIRS PARTICIPANTS O MONITORING SYSTEM INTEGRITY

RULES GOVERNANCE

MECHANISM DIRECTION SHAW

MARKET IN STAKEHOLDER

STAKEHOLDER

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Corporate Affairs Department is responsible for arranging Board as well as Shareholders' meetings apart from ensuring compliance of rules, regulations under the Companies Act, 2017. The compilation and publication of Quarterly and Annual Reports of the Company is also one of the core responsibilities of the department. The department plays the role of a bridge between the Management and the Board. The department pro-actively handles the Corporate Communication between the Board and the Management. The information submitted by the Management in the form of agenda item(s) and implementation status are shared with the Board and its Committees through Corporate Affairs Department seeking approvals in strategic nature business(s). The decisions of the Board and its Committees taken at the meetings are then communicated to the concerned departments for implementation. The department also effectively communicates with the Securities and Exchange Commission of Pakistan, Pakistan Stock Exchange Limited, Central Depository Company (CDC) of Pakistan, Share Registrar, and Shareholders apart from communication with the Ministry of Energy (Petroleum Division), Pakistan Credit Rating Agency (PACRA) and other institutions, required from time to time.

As with the previous year, the under review year was also as challenging one due to pandemic. However, the department successfully performed its functions in meeting the deadlines throughout the year.

The Company's share opened at Rs.44.42 on January 01, 2021 and closed at Rs.33.45 on December 31, 2021. During the period under review, the highest price of the share was Rs.56.60 and the lowest was Rs.32.16. The market capitalization as on December 31, 2021 was Rs.21,214 Million.

The Board of the Company consists of

twelve (12) members including the Managing Director. The Board is assigned the responsibility of providing strategic guidance for sustainable growth to the Management along with effective management oversight in respect of comprehensive corporate governance. The Board has also formed six committees viz Board Audit Committee, Finance and Procurement Committee, Human Resource and Remuneration Committee, Nomination Committee, Risk Management and UFG Control Committee, and IT / Digitization Committee comprising different Board members, based on their areas of expertise. During the calendar year 2021, the department successfully managed 64 meetings of the Board and its sub-committees. The process of conducting a Board or Committee meetings is very sensitive and meticulous. Extreme diligence and confidentiality is maintained in the process of dissemination of information related to agendas, minutes and decisions taken by the Board and / or its Committees.

Quarterly Reports for the 1st Quarter, Half-year, and 3rd Quarter of the financial year 2020-21 were also compiled, published and circulated amongst the concerned by the Corporate Affairs Department. The department also handles the payment of dividend to shareholders in coordination with Treasury Department. An interim cash dividend amounting to Rs. 1,268 Million for the Half Year Accounts for the period ended December 31, 2020 @ Rs.2.00 per share i.e. 20%, as recommended by the Board of Directors was processed in favor of 19,684 entitled Shareholders during the month of November, 2021.

Corporate Affairs Department is committed to play its distinct and vital role as a statutory department to ensure compliance under the law, rules and regulations.

CORROSION CONTROL

SNGPL's Corrosion Control department is continuously striving to protect the underground precious MS pipeline network from attack of corrosion through application of coating material and Cathodic Protection (CP) techniques through 1,864 CP Stations being monitored through 32,759 and 6,609 test points in Distribution and Transmission Departments respectively. Designing, Installation and commissioning of new CP system for in-house Transmission and Distribution Pipelines and Contract pipelines as EPC contractor was also completed. The significant achievements of Corrosion Control department are being summarized below:

I. CP System Monitoring and Maintenance

- Monitoring of 1,864 CP Stations carried out on monthly basis through dedicated teams in all the transmission sections and distribution regions.
- Pipe-to-soil potential survey on 39,368 test points carried out on biannual basis.
- Surveys were carried out for proposal of CP Stations (New / Renovation).
- The systems include Transformer / Rectifier units, Solar systems, and Thermoelectric Generators and battery back-up systems.



2. Capital Works

- 21 new CP Stations were added to the system
- 71 exhausted ground beds of existing CP System were renovated

3. Pipeline Integrity Transmission System

- Field Surveys are being carried out for Integrity Assessment of Transmission Lines of different diameters as per NACE Standards.
- Coat and Wrap works on Transmission Lines have also been carried out by recoating of 13,734 feet of Transmission Lines in four transmission sections.

4. Production and Testing

 80 Air cooled T/R Units were fabricated and 350 Remote Monitoring Electronic Kits were tested / configured at T/R Unit Workshop.

- Material Testing of 132 samples were performed at Material Testing Laboratory.
- 463 M. Tons of Carbonaceous Backfill Material has been prepared for deep well Ground beds and Horizontal Ground beds through Mechanical Mixer at Corrosion Control Centre, installed for mixing of Carbonaceous Backfill, to create a good quality homogenous mixture in an efficient way and packed in polypropylene bags for safe dispatching of the same to Transmission Sections / Distribution Regions.
- The activity of Cross Checking / Follow-up of Underground Leakage Rectification Work was carried out in Multan, Bahawalpur, Islamabad, Rawalpindi, Abbottabad, Peshawar and Mardan Regions, by the designated teams from Corrosion Control Centre.
- CP Audit of Faisalabad Transmission, Sheikhupura Region and Gujranwala Region was carried out.

Underground Leak Detection and UFG Control Activities

- Underground Gas Leak Detection Survey on 24,693 Kms was carried out and 21,724 underground leak points were identified by Corrosion Control Department, through laser based gas leak detection equipment. The progress against KMI for UFG Control is 100% achieved.
- Pipeline location surveys were carried out for identification of illegal pipelines in coordination with regional UFG Teams.
- 1,645 Kms underground pipelines network was proposed for replacement against "System Rehabilitation Program".



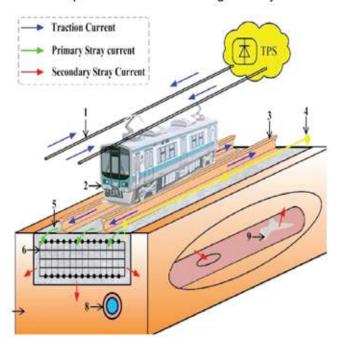
Vehicle Mounted Leak Survey

6. Design and Construction

- Designing of new CP system for all new Transmission Pipelines was carried out and forwarded to P&D department.
- Construction and commissioning of CP system for all new transmission pipelines was carried out in coordination with Projects department.
- Design, construction and commissioning of new Contract Transmission Pipelines were completed in coordination with P&D and Projects department.
- Design of CP system of contract distribution pipelines was carried out in coordination with P&D department on EPC basis.

7. Challenge of Stray Current

- HVAC electric transmission systems pose threat of induced currents / interference with underground pipelines. Severe AC induction was observed at SMS-II, Lahore. The induced current was effectively mitigated and safety of system was ensured.
- HVDC electric transmission system has been commissioned by National Transmission and Dispatch Company (NTDC) from Matiari to Lahore. Close coordination with NTDC was carried out to ensure that no interference or stray current pose threat to our underground system.



 Metro trains system is operated on high voltage DC system. The earth leakage current from metro train system causes DC stray current on underground pipelines and structures. The stray current causes immediate metal loss and leakage. The threat increases with magnitude of stray current and its duration. DC stray current was observed on our underground network along the route of Orange line Metro Train system in Lahore. The measurement of stray current was carried out and matter has been taken up with Punjab Mass Transit Authority, for control of earth leakage current. Necessary control measures have been placed at our end to mitigate the adverse effect of stray current.

8. Special Initiatives

Sniffer Dogs

Initiative was taken to detect underground gas leakages by sniffer dogs on 50 Kms pipelines network of different diameters in Murree.



Remote Monitoring

Remote monitoring of 1470 CP stations is being carried out, through in-house developed hardware.

CPRMS

Cathodic Protection Data Management Software in coordination with IT / MIS Department had been developed, to log output data of CP Stations being monitored by Remote Monitoring Units. The software allows us to quickly distinguish among faulty and healthy CP Stations and optimize our day to day planning of tasks. The output data of any CP Station for a selected period can also be viewed graphically.

 Further customization of software is in progress to keep a log of protection status of our network and its mapping on GIS.

9. Research and New Developments

Carpet Probe

- A Carpet probe was developed as a part of KMI 26 (R&D work). The prototype was designed and fabricated by Corrosion Control Centre team by utilizing in house resources and technical expertise.
- It is used in conjunction with laser based gas leakage detection equipment for increasing the pace of survey (survey speed is increased twofold).
- The testing of developed prototype was

CORROSION CONTROL

successfully completed in our field workshop and results were found satisfactory.

- On the design of prototype / sample, 20 carpet probes were developed which were effectively used during 3.5 months UGLD survey activity of Lahore and Peshawar Regions.
- Now, these carpet probes are being used in all the distribution regions for identification of underground leakages as per KMI 14.



Pole Mounted CP System

Poles mounted 02 CP Stations by utilization of Mixed Metal Oxide anodes have been designed, fabricated, commissioned and installed in Faisalabad Region for protection of distribution network against corrosion.

 Special attention was given for Identification of pipeline segments passing through sewerage drains

Need for the Development / Innovation

Following mentioned hurdles coerce us to innovate and apply different ideas:

- a) In case of conventional CP system, a CP room / large fencing enclosure is required for which a large piece of land up to one Marla is required. A lot of difficulties have to be faced in acquisition of land for CP room, which cause undue delay in the provision of cathodic protection to the pipelines.
- b) A large boring machine with a boom height up to

- 30 feet is required that makes it difficult to use near high electric power line and other site constraints arising due to congestion in the city areas.
- Much time is wasted in acquisition of land, fulfilling legal requirements.
- d) In case of conventional CP system, the ground bed material has mammoth volume, which makes the installation and handling very difficult.
- e) T/R unit is placed on Plinth at 2 feet height, which increases the risk of stealing of costly equipment.

Salient Features:

- a) No CP room / enclosure is required. A compact fencing enclosure mounted on 6" Pole is used with 6-10 feet height, which makes it safe from theft.
- b) A small piece of land 4ft x 4ft is sufficient for erection and grounding of 6" dial pole along with T/R unit enclosure. Land acquisition is much easier.
- c) A small boring machine up to 10 feet height makes it convenient to use in confined and congested spaces of city areas.
- d) Since, the ground bed material has lesser volume, installation and handling is easy.
- e) It is economical because the cost of material as well as installation has been reduced up to 50%.
- f) It yielded a very good output at very lesser ground bed resistance up to 0.35 Ohms.

Our team is striving hard under continuous guidance / support of Management to ensure safe and uninterrupted operation and maintenance of the network with enhanced life for gas supply to our valued consumers and maximize share of our Company's stakeholders.

سردى الكنى بد

كمپريسركےاستعمالپرفوراً

<u>گيس كنكشن منقطع</u>

كردياجائےگا



كمب ريسركاستعال كى اطلاع فوراً 1199 برديس



CUSTOMER SERVICES



Customer Satisfaction has always been a core value in SNGPL policies and decision making which is amply reflected in our Vision and Mission. SNGPL has 16 Regional Offices, 35 Sub-Regional Offices, 41 Customer Services Centres and 87 Complaint Centres across Punjab, Khyber Pakhtunkhwa, Islamabad Capital Territory and Azad Jammu & Kashmir to receive and rectify the complaints from more than 7.3 Million consumers. Our Complaint Centres operate round the clock on 365 days of the year to handle emergencies. Besides these offices, SNGPL has made arrangements for Call Centre to receive all types of complaints and forward them to concerned offices for redressal. The Call Centre can be accessed through a short code number 1199 from mobile or Landline number within Company's area of operation. To improve services of the Company, SMS feedback from all the complainants is also solicited. Furthermore, complaints can also be lodged round the clock 365 days of the year on following:

I. Walk-in Customers at Complaint Centres (CCs)

- Landline number mentioned on top right of customer's monthly gas bill
- 3. Company's website: "www.sngpl.com.pk"
- Company's Facebook Account: "www.facebook.com/SNGPLofficial"
- Company's Twitter Account: "www.twitter.com/SNGPLofficial"
- Company's YouTube Account: "www.youtube.com/SNGPLofficial"
- Company's Instagram Account: "www.instagram.com/sngploffcial"
- Mobile application ("SNGPL BILL" available at Google Play Store for Android Cell Phones)
- 9. Prime Minister's Delivery Unit (PMDU)

The received complaints are routed to designated offices through Oracle based Customer Care & Billing (CC&B) software. The complete history and database of each customer is maintained in this software. The complaint rectification teams in all Complaint Centres are equipped with proper tools, equipment and transport for prompt action as per standards laid down by Oil & Gas Regulatory Authority (OGRA).



FINANCE



You can analyze the past, but you have to design the future (Edward de Bono).

Year 2021 carried new and unforeseen challenges in terms of adjusting to a post Covid economy. Finance Department in every corporation plays a pivotal role in stabilizing all business functions and ensuring efficient management of financial resources at strategic as well as operational level. The unanticipated repercussions of pandemic surrounding energy market have created new obstacles for businesses to overcome and forced financial directors to adapt and process their daily tasks in different ways.

Finance Department, being a key department of SNGPL has been entrusted with the role of setting up financial strategy including investment and financial plans to support business operations and assessing feasibilities of new initiatives. The Department also ensures effective discharge of budgetary implementations and controls functions in line with the prescribed financial and regulatory framework.

Technology Implementation Plan (TIP)

Beside the routine tasks carried out throughout the year, Finance department is actively responding BOD's initiative of Technology Implementation Plan (TIP).

In the drive towards digitization and automation, we are pursuing aggressively for

automation of different processes to meet the ever-increasing demand for data and insights to help drive the Company's strategy through provision of real-time information supporting the decision-making.

Finance Department's Significant Achievements In 2021

 Implementation of Absolute Budgetary Controls on Capital Jobs (Phase-II):

Budgetary Control is financial jargon for managing income and expenditure. Further to this, these are also used to control the expenditures within the sanctioned budgetary limits to meet the core objectives of financial management i.e. getting optimal utilization of the limited financial resources.

In SNGPL, this objective is met through revenue and capital budgeting and in follow-up implementation of the same through effective budgetary controls.

Oracle based budgetary controls on Distribution Development Budgets, which covers around 70% of the Capital Budgets of the Company was implemented in year 2018.

Now moving forward, Phase-II of Absolute Budgetary Control Plans have also been implemented which covers development budgets related to Transmission System Augmentation, Cathodic Protection Systems etc.

FINANCE



This achievement is the result of continuous hard workand well coordinated efforts of our Executives and support staff under the leadership of Shahid Ameer (Dy. Chief Accountant – Projects)

- Ghulam Abbas (Executive Officer Operations (IT/MIS)
- Muhammad Adnan (Sr. Accountant Finance)
- Javaid Iqbal (Accountant Finance)
- Ali Mansoor Shami (Executive Accountant Project Accounts)
- Faisal Mehdi (Supervisor Project Accounts)

Company's Stores Accounting and Costing:

Finance Department deals with different aspects relating to Company's Stores accounting and costing. This year, the timeline for Stores module closing process was effectively reduced from 16 days to 10 days, aiding in timely closing of books of Accounts and costing of jobs.

Automation of Contract Payments:

The automation of work orders issuance and payment to contractors there against, was successfully completed in all Distribution Regions through Oracle ERP.

Automation of Vehicles Returns:

Vehicle Logbook returns are automated through system, initially at Head Office level, which has resulted in elimination of job code errors.

Asset Tagging and Tracking System (ATTS):

Asset Tags are identification tags attached to assets. It is vital to manage a high volume of valuable business assets quickly and efficiently by keep tracking and monitoring them. Therefore, getting the most out of new and existing assets is the key, and Asset Tagging provides the tools for it.

Presently at SNGPL, this is being done through a conventional way where asset codes are printed on simple papers and pasted on the assets. Asset coding in this way is not fulfilling the very

purpose i.e. tracking and verification / reconciliation of the same with financial record, owing to which physical verification of assets remains a challenge in the Company.

To cope-up with these challenges, Finance Department has taken an initiative to shift from conventional way of asset tagging to a modern day Asset Tagging and Tracking System (ATTS) based on machine readable barcode asset tags, to reap-up the benefits of modern day technology.

Effective Employment of ERP Based Work Around solution for Monitoring of Completion Reports

Reaping the benefits of newly developed utility of Job Completion Reports Exception Monitoring System, more than 1000 Job Completion Reports have been analyzed against 20 observations / anomalies, and communicated in a timely manner to Job holders, enabling speedy resolution / regularization of the same.

Future Endeavors

Following are some of the targets set out for the Year 2022 for automation of the Processes / Development of ORACLE based work-around solutions.

- Initiation and Processing of Requests for Scrapping of Assets
- Initiation and Processing of Requests for Asset Transfer (ATDA)
- · Utility for monitoring of Capital Jobs in Progress
- Utility for monitoring of Gas Meters.
- Reconciliation for new meter installation.
- Implementation of single UOM as SKU in the process of Indenting, Procurement and Stores.
- Automation of Vehicle returns at regional level

In a nutshell, it is still uncertain how long the post-pandemic economic downturn will last, but with time, business and daily life will find a new equilibrium. Finance Department is and will be striving to ensure that SNGPL not only survives the current crisis but also prospers in the next normal.

HUMAN RESOURCE



Despite Covid-19 Pandemic during the period under review, HR Department diligently continued to deliver quality services to Company's employees by successfully ensuring business process continuity through duty rotation of its employees. The efforts of the HR Department are commendable in this regard as it has effectively and efficiently managed day to day operations during the pandemic along with multiple ground breaking interventions during the same period. HR Department has always remained highly committed towards the well-being of its employees and will continue to thrive towards engagement, retention and motivation of its employees by taking initiatives in the best interest of the Company as well as its employees.

Digitization of PMS

HR Department is endeavoring to automate as many departmental operations as possible in order to reduce reliance on traditional manual systems. In this regard an initiative has been taken among others to ensure effective and timely conclusion of yearly Performance Management System of the Company through Digitization. As pilot project, 10 Department's Appraisals have been reviewed this year, using ERP Module.

Upon successful implementation of this Pilot Project, HR Department intends initiation of automation of whole Company's Performance Management System. This will certainly prove as a milestone towards SNGPL's Automation and Digitization journey.

Promotions of Executives

During the year 2021, a total of 362 Executives in Grades I-VII were promoted.

Grades		No. of Females	
From	То	No. of Executives	
VI	VII	10	
V	VI	53	
IV	٧	143	
Ш	IV	127	
П	Ш	28	

01

362

Grade wise Summary of Promotions w.e.f 15.01.2021

Review of HR Manual Incorporating Industry's Best Practices

II

Committed to stay abreast of latest advancement in the sector and industry, HR Manual is under review through HR consultant. Keeping HR policies and procedures at par with industry best practices and maintaining efficiency is one of the top priorities of HR Department.

Succession Planning

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Total

Succession planning is an essential tool used to develop people for current or future Senior Management positions and to focus on employees with high leadership and Management Potential. Through Succession Planning, HR Department prepares and maintains an inventory of "Ready Now" Managers that can be placed into top Management positions of Grade-VIII and above. For this purpose HR Department maintains an all time updated Succession Plan to fill any position of Senior Management in routine as well as in case of any exigency.

During the FY 2020-21, HR Department

HUMAN RESOURCE

also got its updated Succession Plan approved from the Board of Directors in its 563rd meeting held in November, 2020.

Hiring of Consultant for Potential Assessment Test

The Potential Assessment Test (PAT) is an excellent tool to identify what type of skills and capabilities an Executive has and how they could be best utilized and what kind of development tools can be used to achieve the desired standards. PAT provides support for personal development by identifying their areas of improvement, which enables them to progress in their career.

Potential Assessment Test (PAT) is conducted through third party for Executives eligible for promotion to Grade-IV up to Grade-VII. This exercise is diligently carried out by HR Department on annual basis for providing an equal opportunity for promotion to all Executives.

During FY 2020-21 PAT was conducted for 628 Executives through HR Consultant.

Hiring of Consultant for Compensation Study

HR Department believes in attracting and retaining talent through a combination of monetary and non-monetary rewards and incentives.

Accordingly, HR Department pursues a compensation philosophy of establishing and maintaining consistency and equity within the organization as well as aligning its overall remuneration policies with the marketplace.

For the said purpose, HR Department has initiated the process for hiring the services of HR Consultant to conduct a market survey of salaries of its employees in line with contemporary trends especially with reference to Energy / Oil and Gas Sector in order to attract and retain talent.

Initiation of Rotation Process of Executives

Job rotation is a tool to develop and train employees for their career growth. Further, it aims at developing a sufficient pool of trained resource in each area or department. To reap its benefits, HR Department has initiated job rotation process for the current year by sharing the list of Executives due for job rotation with the respective Head of Departments for implementation.

Industrial Relations

The Management maintained cordial relationship with CBA to ensure industrial peace within the organization. During the period, CBA Agreement for the period FY 2019-2021 was finalized between the Management and CBA and

amount of agreement has been disbursed among eligible employees.

A total of 37 persons were recruited under the Deceased Quota against Blood Relation Quota whereas 80 scholarships were awarded to children of serving employees for pursuing professional qualification.

Corporate Social Responsibility

As a part of Corporate Social Responsibility, the Company offered internships to 112 individuals.

Improvement of Discipline and Compliance to Organizational Policies

In line with zero-tolerance and indiscriminating approach of HR Department towards all forms of corruption and misconduct, stringent anti-corruption policy is being devised, in addition to Disciplinary Policy and Whistle Blowing Policy already in place, for deterrence of corrupt practices. Moreover, various promulgations have been made Company-wide to improve disciplinary enquiry procedure for transparent, fair and timely conclusion of enquiries. During this period 44 fact finding enquiries and 138 disciplinary enquiries were initiated. Consequent to finalization of enquiries already in progress / initiated during the year 2021; a total of 5 employees were dismissed, 16 employees were downgraded and 78 employees were punished with stoppage of annual increment / warning.

Pink Ribbon Awareness Session

October is the official Pink Ribbon
Awareness Month, with each year being pinker than
the last. Pink Ribbon Awareness Month is all about
increasing the awareness of the importance of early
Pink Ribbon detection.

SNGPL's Management has always been highly considerate about health and welfare of its employees. In order to impart awareness among female employees of the Company regarding the probability, symptoms, causes and treatment, a seminar was arranged by HR Department in November, 2021 at Head office, wherein internationally qualified, Professor Doctor Ahsan Nazir Ahmed delivered a detailed, enlightening and highly engaging session, highlighting the statistics of this deadly disease along with instructions regarding its early detection and treatment.

HR Department endeavors to continue taking such employee wellness initiatives in future as well.

HEALTH, SAFETY AND ENVIRONMENT



To ensure that our Health, Safety and Environmental Policy is systematically applied and best industry practices are adopted within all operations, we have developed an Integrated HSE Management System (IMS) based upon ISO 14001:2015 and ISO 45001:2018 standards.

HSE infrastructure at SNGPL is divided into 33 sites of operational departments. Incharge of each site is designated as HSE Focal Point. Each HSE Focal Point is responsible for the implementation of Company's HSE Management System through line management under his domain.

In compliance to Company's HSE Policy a systematic Management Program is introduced by developing procedures and guidelines for all operational activities across the Company.

Monitoring and measurement is carried out as per standard through HSE Internal Audits and Surveillance Audits by Certifying Body to evaluate the effectiveness of Company's HSE Management System. This reflects the Management's commitment towards implementation of HSE Management System.

Health, Safety and Environment Department has developed 36 procedures duly approved by the Management based upon operational activities of the Company and circulated across the Company for

implementation in true letter and spirit. These procedures are also available on Company's web portal for easy access.

HSE Surveillance Audits

In order to monitor the compliance of ISO 14001 / ISO 45001 Standards, Surveillance Audits are conducted by third party certification body bi-annually. Successful conduction of these audits demonstrate the effectiveness of HSE Management System. Management's commitment towards HSE is highly appreciated by the Auditors. It is pertinent to mention that SNGPL has upgraded the Management System to ISO 14001:2015 and ISO 45001:2018 through inhouse resources. Third party audit of 10 sites was carried out this year.

Contigency Plan for Covid-19 Pandemic

The Coronavirus also known as Covid-19 pandemic is an ongoing global contagious virus. It causes severe accute respiratory syndrome. In Pakistan, first case of Covid-19 was reported in Feburuary, 2020. To control the epidemic, efforts are being made at Government and Orgazational levels across the country. SNGPL being responsible organization is striving hard to play an effective role in preventing the Coronavirus infection and enhancing awareness level among its employees, consumers, and general public.

HEALTH, SAFETY AND ENVIRONMENT

Following actions are, being taken in this regard:

As per directions of NCOC, SNGPL has arranged 28 vaccination camps at far flung areas of Punjab and Khyber Pakhtunkhwa in which a huge number of people were vaccinated.

As per direction of NCOC, SNGPL has developed 50 MVTs (Mobile Vaccination Teams) for vaccination against Covid 19 in Lahore, Rawalpindi, Faisalabad, Peshawer, Multan, Gujranwala and Mardan. SNGPL is the only orgnization among many others which operated its MVTs as per requirement and directions of NCOC. So far Vaccination carried out by SNGPL through Mobile Vaccination Teams (MVTs) is 366,244.

The progress of vaccination achieved by NCOC through SNGPL MVTs has been appreciated by NCOC Authorities.

Awareness of employees regarding COVID-19 is ensured by circulating bulletins, circulars, posters, videos, pictures, text messages and developing SOPs for SNGPL field staff etc.

Temperature monitoring of employees, customers and visitors with infrared Thermometer (Temperature Guns).

Provision / Arrangement of ample quantity of Alcohol based hand Sanitizer for disinfecting the hands.

All Company premises Covid-19 positive cases were reported immediately, area was cardoned off and disinfected as per guidelines issued by Government of Pakistan.

Masks for protection against Covid-19 have been distributed among staff.

Health Surveillance

Medical Camps are being arranged by HSE Department on regular basis to promote Health Care Awareness and on spot health screening of employees. It provides an excellent opportunity for promoting awareness about the general HSE related initiatives as well. HSE Department has organized Medical Camps at Sahiwal Region. Lahore Transmission, Coating Plant and Sub Area Okara. Occupational health screening of staff including drivers, food handlers, sanitation staff, computer operators and staff exposed to noise, dust and fumes and vapours were carried out. Response of employees was very encouraging who participated enthusiastically to get examined and taking published material from HSE Stall about general and work related diseases and safety measures. Occupational Health risk assessment is a very important tool to monitor and advise any

health risk which provides input for developing suitable controls before any outbreak.



HSE Trainings

HSE Trainings are imparted to the Company's Executives and staff with the prime objective to learn, refresh and update HSE knowledge and skill to continually improve on their HSE performance at work. SNGPL, being member of 'National Safety Council', which is a non-profit organization with mission of saving lives by preventing injuries and deaths at work, in homes and communities, and on the road through leadership, research, education and advocacy draws considerable support for its engineers. During 2021, more than 8500 employees have been trained for HSE modules in 700 sessions. Around 5500 employees have been trained for SOP training in 400 sessions.

Fire Prevention

SNGPL emphasizes fire safety to ensure mitigation arrangement in case of any fire related emergency through introduction of Fire Extinguishers, Fire Hydrant Systems, Fire Trucks, Fire Alarm and Smoke Detection Systems at all Company offices. During 2021, fire hydrant system has been installed at AC-8 Compressor station Faisalabad. 03 smoke detection systems have been installed at AC-8 Compressor station Faisalabad, Manga store and Corrosion Control Centre. 173 fire extinguishers have been procured during the year.



Personal Protective Equipment

To protect its employees from potential injuries, SNGPL provides PPEs including safety helmet, coverall, shoes, gloves, face shields etc. During 2021, approximately 65,058 PPEs were procured and distributed among the staff.

Installation of CCTV Cameras

HSE Department successfully installed Close Circuit Television (CCTV) Cameras at 138 sites including Customer Service Centers (CSCs), Regional Offices and sub-areas of 15 Regions. Performance of CCTV camera systems was evaluated as satisfactory as it fulfilled the desired requirement.

HSE Week

HSE Department believes in taking new initiatives. Celebration of HSE Week across the Company was a newly added initiative which left a measurable impact on Company employees for carrying out their assignments safely and efficiently. This year HSE Week was not celebrated due to Covid-19.

Safe Working Man Hours

Another initiative introduced by HSE
Department is Safe Working Man Hours. SWMH is
an internationally recognized motivational initiative
to check the occurrence of accidents and to
recognize / reward those who have achieved
certain milestones i.e. consecutive work hours
without an occupational injury / ill health resulting in
days away from work. This tool shall help reduce
work related injuries and provision of safe working
conditions to our workforce.

To show its commitment towards implementing HSE Policy across the Company, Management Review Meeting headed by Managing Director is conducted bi-annually for periodic review and evaluation of HSE Management System.

Environmental Monitoring

SNGPL is committed to preserve the environment by making compliance to all applicable laws and codes. A procedure for environmental monitoring is part of Integrated Management System Manual. In addition, emission tests of stacks, generators, vehicles and welding plants are carried out as per frequency using in-house resources and third party services. In-house resources for monitoring of emissions of all vehicles, generators, stacks and welding plants with state-of-the-art portable equipments like LANCOM and TESTO. A vehicle installed with Crypton emission analyzer equipment has been specially

designed for emission monitoring in addition to portable devices. This year emission testing of 2322 vehicles (Company owned and Hired), 210 Welding plants, and 13 Compressors and 74 Generators by using these equipments has been carried out.

Company CSR Policy

Being a responsible Company, SNGPL carries out multiple activities for enhancing the quality of life of the community in which it operates. Corporate Social Responsibility (CSR) policy of the Company, approved by the Board of Directors, is in line with the laid down principles of Securities and Exchange Commission of Pakistan (SECP) and covers all aspects of CSR.

SNGPL CSR Policy focuses the areas of Health, Environment and Education for the less privileged / under developed community in its area of operations. SNGPL made expenditures against following projects under Corporate Social Responsibility in 2021.

- Installation of one RO Plant along with shed at DHQ Hospital, Hangu.
- Installation of two RO Plants along with shed in Karak.
- Provision of 10 Stretchers and Wheel Chairs each for DHQ Teaching Hospital Kohat.
- Tree Plantation at Changa Manga (26000 in collaboration with WWF.
- Tree Plantation in collaboration with Forest Department Khyber Pakhtunkhwa (45,000)
- Award of nine Merit Scholarships to Students of Government Technical College, Karak.
- Award of one gold medal to Students of Ghulam Ishaq Khan Institute of Engineering Science and Technology.
- Computer Lab up-gradation at Government College of Technology, Kohat.

Excellence Awards

- SNGPL won National Forum for Environment and Health (NFEH) Corporate Social Responsibility Award 2021 for remarkable efforts and initiatives under CSR.
- SNGPL won National Forum for Environment and Health (NFEH) 18th Annual Environment Excellence Award 2021.
- SNGPL is committed to conservation of environment and is a corporate partner of World Wide Fund (WWF) for this purpose.

We are certain that all our efforts during the year have made us more strengthened to work in challenging environment in order to achieve our goals. We wish for a safe year ahead, with the promise of continual improvement.

INTERNAL AUDIT



Internal Auditing is an independent, objective assurance and consulting activity designed to add value and improvement in organizational operations. It helps an organization to accomplish its objectives by adopting a systematic and disciplined approach to evaluate and improve the effectiveness of risk management, control and governance processes.

During the period 2020-21, Internal Audit Department has made vigorous efforts in assisting the Management to enhance the effectiveness of internal controls in order to improve the governance processes in the organization.

External Assessment of Internal Audit Activity under Quality Assurance and Improvement Program (QAIP)

Under the International Standards for the Professional Practice of Internal Auditing ("Standards"), an External Quality Assessment (EQA) of an internal audit activity must be conducted at least once every five years by a qualified, independent assessor or assessment team from outside the organization.

Internal Audit took the initiative to assess its compliance level with IIA standards through the appointment of third party. Consultant was appointed through PPRA on the basis of TORs approved by BAC to conduct the External Assessment of SNGPL's Internal Audit Department under the Quality Assurance and Improvement Program (QAIP). The consultant was required to assess:

- Conformance with mandatory internal auditing requirements, including the Standards.
- The efficiency and effectiveness of the internal audit activity.

· Opportunities for improvement.

According to the Consultant report, Internal Audit Department achieved approximately 90% conformance with the Internal Audit good practices and the International Standards for the Professional Practice.

Consultant presented its report directly to BAC in its 119th meeting dated 24.09.2021 and BAC appreciated the efforts of the Internal Audit Department.

Internal Audit Reforms

Previously audit reports were issued to regional heads and replies of the reports were submitted by Sectional In-charges through their respective GM / RM to Area Auditors and the same were discussed with concerned GM / RM.

Afterwards pending issues of different departments / regions were discussed with Management. Significant anomalies identified were then submitted to the BAC. This process was time consuming and took too much time to conclude the reports. The BAC advised internal audit to reduce the audit cycle and advised to submit the reports to BAC on timely basis.

Therefore, the reform agenda after getting input from Management was submitted to BAC. The procedure of report issuance and discussion is redefined as from now onwards instead of reports issuance at regional level consolidated reports will be issued to the concerned HOD and after receipt of the response, the discussion will be made directly with them. After discussion with HOD / Management, the agreed decisions will be implemented within the agreed time frame and thereafter significant issues of the concerned department will be submitted to BAC. The proposed

change in procedure was duly deliberated in Management Committee and subsequently submitted in the BAC and the procedure was approved.

Key Performance Measurements

Performance of Internal Audit function is measured against defined targets developed for monitoring the efficiency and effectiveness, which has been duly approved in 86th meeting of ACD held on December 9th, 2017, as an overall result of 65% has been achieved during 2020-21 against these measures.

Compliance with Audit Plan

All these audits engagements were timely conducted and reported to Management to ensure their effectiveness.

During the year, the Internal Audit function issued 256 reports including Technical and Digital Audits, highlighting more than 3312 Audit Observations of different nature.

Implementation of Audit Recommendations

Our efforts resulted in the identification of numerous control gaps / weaknesses with recommendations for improvement in SOPs of the Company and savings due to booking to the consumers, and miscellaneous recoveries from the contractors and the employees.

35% of our recommendations were implemented at the HODs level and 63% at the Management level (last year i.e. 35% and 29% respectively).

Discussion of Audit Reports with Head of Department and Management

Further to the issuance of reports during the year, 260 reports (pertaining to current and previous audit plans) were discussed with HODs and 256 reports with the Management. As a result of discussions and continuous follow-up of outstanding issues, various actions were taken in respect of the audit observations including recoveries, compliance in future transactions, and introduction of new SOPs or improvement in existing procedures / strengthening of existing controls. Moreover, enquiries against the individuals found negligent in performing their functions were also recommended.

People, Proficiency and Professional Development

Despite Covid-19 issues, we arranged specialized training courses for our audit team members to ensure continuous capacity building of our resources and during the year 80% of the target set for mandatory CPD hours was achieved.

Special Assignments

During the year, the Internal Audit function conducted a number of special / consulting assignments either on the directions of the Board Audit Committee or on self-initiative. These assignments resulted in improvements in the control gap / weakness identified in assignments.

Updation in Internal Audit Departmental Manual

- Internal Audit Department revised its Manual to make it fully compliant with the best practices and International Internal Auditing (IIA) standards, USA. SNGPL has become one of the few Public Sector Companies that have formally adopted IIA Standards, USA.
- Internal Audit also took the initiative to be the first in the organization to adopt the RACI framework defining responsibility and accountability of our resources.
- Internal Audit defined a "mechanism to assess / monitor" performance of the Department.
- Internal Audit also defined a reporting mechanism of the Department to ensure timely reporting to BAC on the Department's performance and key matters related to the Organization.

Whistle Blowing (WB) Policy

- Internal Audit Department implemented a robust Whistle Blowing mechanism across SNGPL under supervision of the Board Audit Committee.
- Whistle Blowing policy provides an opportunity to employees and outside stakeholders to report on corrupt practices, financial frauds, unethical behaviors, workplace harassment, miscarriage of justice and violations of policies, laws and regulations.
- Complaints may be lodged directly to the Head of Internal Audit / Chairman BAC or through Whistle Blowing box placed at Head office building or designated Whistle Blowing email address (wb@sngpl.com.pk).
- Whistle Blowing policy is placed on the Intranet and a synopsis of the policy has also been published on the Company website.
- While handling Whistle Blowing complaints, we ensure utmost confidentiality and protection of the Whistleblower / Complainant against any reprisal or threats.

IT/MIS

Digital Transformation is the process of incorporating digital tools to automate all the business processes of an organization to ensure smooth processing, enhanced customer satisfaction with secure data. IT Department pays special attention to ensure that their systems are capable enough to provide customers, employees and stakeholders with uninterrupted access to the systems and services across a seamless as well as secure environment in the intensifying security threats. The significant accomplishments during 2021 are as following.

Oracle Enterprise Resource Planning (ERP)

Oracle ERP integrated systems have made multitier data (relevant to all stakeholders including supply chain, human resource, projects, equipment etc) available to the Senior Management. A number of ERP modules of Oracle ERP system are implemented in SNGPL since long. In continuation of implementing the Management's vision towards a Digitalized Working Environment, we continue to perform R&D on latest tools available in the market with enhanced features to facilitate the business users.

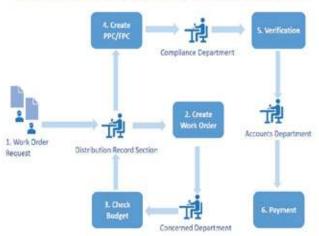
The initiatives by the ERP team comprised of Functional and Technical resources in year 2021 are mentioned below:

Automation of Construction Work order

IT/MIS has automated the Construction Work Order Process through ERP-Purchasing Module. The process consists of following activities:

- Work Orders Creation and Issuance (For Construction works)
- Final Payment Certificate / Partial Payment Certificate (FPC/PPC) Process
- Invoice Matching
- Payment to Contractor

Construction Work Orders-High Level Process Flow



During the implementation activity, training (Online & Physical) to all stakeholders is also provided. Approximately 200 Distribution officials have been trained from Head office and Regions with six users from Finance, around 40 each from Accounts and Compliance in dedicated training sessions. The dedicated training sessions have enabled the leading officials of business departments to guide their fellows effectively. The details of system generated Work Order and their Payments details are available to Management for their analysis and further decision making.

Automation of Daily Progress Report (DPR) in Projects Department

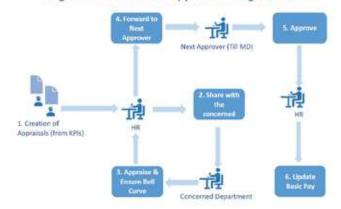
IT/MIS Department with support of Projects Department has automated the process of Projects DPR (Daily Progress Report). The solution enabled Projects Department users to enter progress against defined work breakdown structure. The work break down structure consists of parent and child hierarchy of tasks e.g. HSE Tasks, Land Acquisition, Project Progress, Supporting activities. The Work breakdown structure includes schedule start date / schedule finish date, Work Item (HSE, Land and Pipeline), Unit of measure (Number, Meters, and FTS) etc.

To understand the functionality of Project, GM-IT/MIS along with ERP team visited Project site as well as Project Camp established for South Spread Construction Project. Chief Engineer (MC), Ejaz ur Rehman also accompanied him and briefed him about various Pipeline Construction activities.

Automation of Annual Appraisals

The Appraisal process has been executed on 10 Departments as Pilot Project through Oracle Self Service Performance Management System. The system has been designed to cater the requirements of HR Department with respect to Appraisal Process. After approval the system will be implemented for all Departments.

Digitization of Annual Appraisals- High Level



Digitization of Annual Appraisals (Appraiser/Appraisee Process)



Vehicles Maintenance Activities in Projects Department

Adimn vehicles Maintenance process is already automated throughout the Company. However, Projects Vehicles were still not included. In year 2021, the Project vehicles have also been made part of EAM database.

Projects Construction Equipment Maintenance Activities Automation

EAM Module is configured for Construction Equipment of Projects Department. Relevant training sessions have also been conducted.

Control Over Move Order (MR) Creation

Move order (MR) generation restrictions have been imposed (subject to the available balance & already approved MRs) on 33 store Locations shared by Head Office Stores Department.

Restriction on Negative Balance

Negative balances were restricted at 16 out of 53 store locations. It will help in improving minimization of Slow / Non moving items.

Incorporation of Re-order Level

Inventory Re-order level has been defined against item indices which has already defined as Min / Max inventory levels in inventory module.

Initiation of Vehicle Log Book Maintenance Activities

Vehicle Log Book maintenance activity has been initiated throughout the Company. On-line training sessions were conducted through LMS in all distribution and project locations of SNGPL.

Incorporation of Covid-19 Vaccination Information - Employees and Dependents

Management had advised to maintain Covid-19 vaccination information in Oracle ERP HRMS module. IT/MIS Department designed a new form in HRMS Module to enter the requisite information. The system is maintaining information of all SNGPL employees (Executive, Subordinate) along with dependent and casual staff who are being Covid-19 vaccinated. Specialized reports have also been designed for Management as well.

Incorporation of Special Conveyance Allowance

The process of Special Conveyance
Allowance has been automated through Oracle
ERP-HRMS module. This was a time consuming
activity with duplicate effort of calculation of
conveyance Allowance to be paid who are working
in remote locations. It was a laborious effort of
calculating amount on monthly basis. Salient
features are as follows:

- Admin Department will once attach the specified Element.
- System will automatically count working / desk days on monthly basis excluding leaves, Holidays and week days and calculate the amount with prescribed rates.
- On payroll execution, amount will be added in monthly salary of the employee.
- System will automatically end the element after change of location.
- System will then post it in respective Job codes with expense head.
- The attached element will automatically end on already mentioned closing date.

In addition to above mentioned achievements and 24/7 support to business users of all modules to different departments (including Finance, Accounts, Stores, Procurement, HR, Admin, Transmission, P&D, Project-MC etc.), the exploration of the other available modules of ERP e.g. e-Sourcing etc complying the Management's vision of provision of best solution in the market is also in process.

Oracle Customer Care & Billing (CC&B)

IT/MIS has greatly improved on hitting the production goals by implementing the automated solutions in CC&B. We have exceeded the output expectations set out for our department and made a large contribution to the overall success through excellent productivity. Currently the user count has reached 2468 (synced with Two-factor authentication) which is continuously increasing. Below are the functionalities configured in 2021:

Subsidy / Dispensation @ Concessionary Gas Rate \$ 6.5 to Industrial Consumers of Five Export Oriented Sector

IT/MIS successfully incorporated issuance of RLNG / System Gas Bill upfront with Applicable Taxes @ Concessionary Gas Rate to Industrial

IT/MIS

Consumers of five export oriented sector to implement the Economic Coordination Committee of Cabinet (ECC) Decision. The system is implemented in the bill month of May-21 after iterative test runs for the five months of Nov, 2020 - April, 2021 in order to verify the output with actual billing and subsidy claims.

Transfer of Gas Connection in CC&B and Display of Step wise Status on Company Website

IT/MIS provided a platform to BD Department by defining the configurations in the system that will facilitate entry and tracking of application status of transfer of gas connection cases received through website.

RLNG Based Housing Societies in CC&B

IT/MIS has successfully developed application processing of RLNG Based Housing Societies which are registered online. The solution provides step-wise status of the Applications in CC&B that can be checked on Company website.

Enhancement of Vigilance Module

IT/MIS developed a module to track the rectification of indentified anomalies during Vigilance Survey (KMI# 4: Vigilance Module for Industrial Active consumers and KMI# 5. Earlier, remedial measures and actions taken against anomalies were being monitored through manual data maintenance.

Revision of Extra Tax (Industrial and Commercial Consumers)

Tariff implemented in CC&B for billing to Industrial and Commercial consumers as per Revised Extra Tax Rate.

Meter Management Module (Code-5 Meters)

IT/MIS has developed a CC&B Based Module to keep Track of domestic disconnected Meters for repair and maintenance activities.

Media Affairs Department - Complaints Launch for Social Media through Entry in CC&B

Media Affairs Department was given access to Launch Complaints for Social Media through Entry in CC&B.

Recoveries of Gas Charges from Unverified Pensioners

IT/MIS created provision in CC&B in order to facilitate recoveries of gas charges (where applicable) for reconnection / Change of Name of Free Gas Facility cases.

Unverified Pensioners

Classifying can be performed for defaulted disconnected Free Gas Facility (FGF) of unverified pensioners during their reconnection / Change of Name, Conversion to billing.

Document Archiving System

Document Archive System (DAS) saves the scanned copies of all documents, which are required for acquiring a new connection and site reports of pressure factor. All documents are stored against a Consumer ID in JPG, MS Excel, PDF and MS Word formats on file server. System is integrated with CC&B application. Below are the statistics relevant to the system:

Description	No. of Records	No. of Consumers
DAS for Sales	222,976	24,149
DAS for Pressure Factor	2,048,951	1,353,803

Land Record Management System (LRMS)

Land Record Management System keeps track of land record and payments made against the awarded / mutated land. Land Acquisition Record for 113 pipelines for 3738 Km entered in one year. 215 cases of Direct Purchase of Land entered in last one year.

EVC Data Uploading

Electronic Volume Correctors (EVC) devices are installed on Industrial and CNG meters, which are connected to Head Office through modems. An EVC collects volume, temperature, flow and pressure information from connected meter and transmits the data as per schedule. At Head Office, EVC Server receives the data from GPRS MicroElcor, GPRS MiniElcor and stores the data in its own database. A custom application interfaces with EVC server database and load data into central repository in oracle. In current year, RFlo brand of EVC incorporated in EVC application and 4,583,320 hourly readings have been stored for 426 consumers.

Digitization of KMI 25 and 28

In order to meet the OGRA requirements for profit calculation, SNGPL has to provide data of training and knowledge sharing sessions through computerized application. Application has been developed by IT/MIS for recording training hours and knowledge sharing sessions attended by an employee to meet the requirement of KMI 25 and KMI 28.

Medical Reimbursement System

MRS has been integrated with Account

Payable module of Oracle ERP Application.

Medical claims filed by serving Executives and serving Subordinates can be reimbursed through Account Payable module.

Litigation Cases System (LCS)

Integration of Litigation Cases System with Account Payable module of ERP Application has been incorporated. Payments in regard to professional fee / court fee / proclamation fee of advocates will be processed through system generated Payment Advice Memorandum in LCS.

Integration of Departmental Document Archiving System with ERP

DAS has been integrated with Accounts Payable Module of ERP and stores scanned copies of payment invoices.

MIR Archiving System

It stores scanned Meter Inspection Reports of consumers and system is integrated with CC&B.

Incident Management and Reporting System

IT/MIS Department has developed an application for Risk Department for recording incidents and their mitigation.

Director Information Management System

System is developed to schedule different committee meetings, records expenses and payments made to Board of Directors.

Equipment Inventory System (EIS)

EIS (Equipment Inventory system)

Software has been developed to manage the IT

Equipment inventory of capital items. The purpose of this software is to keep record of the movement of Capital IT equipment.

Audit Management System (AMS)

Provision is made in AMS for recording Audit Plan and form handed over to Audit Department.

Website Revamp

The complete website has been redesigned to make it more user friendly with eye catching colors and design with the coordination of Media Affairs Department. The information is updated with the coordination of Business Departments frequently on the website concerning with the stakeholders to make them aware about the activities being performed by the SNGPL.

Bills Through E-mail

To utilize the technology in the best way







and to disseminate billing information to the consumers related to their bills, IT/MIS started sending Consumer's bills through their registered e-mails. The consumer can register himself / herself through the website.

Transfer of Ownership

IT/MIS has developed and implemented an online service through SNGPL website to facilitate our valued consumers for the change of ownership.

Online Housing Society Application (RLNG)

IT/MIS has developed and implemented an online service through SNGPL website to facilitate the Housing Societies to process their RLNG gas connection lines applications with ease and respect.

Security Feature for Online Bill

A security feature enhanced by implementing CAPTCHA Entry at the time of View Online Bill so that information couldn't be collected by crawling or robotically for misuse.

IT/MIS

Sales Survey Mobile App

IT/MIS has developed a mobile app for the user of Business Development Department to perform Sales Survey of Domestic consumers through this app. This app is indirectly integrated with CC&B through a middle ware (Portal Application) deployed on Web Server. This app is deployed and handed-over to Business Development Department for pilot project. By using this app as well as middle ware portal all activities in CC&B will be automatically performed till the issuance of Demand Note which was performed manually by the Supervisors after conducting Sales Survey. By using this app, both efficiency and accuracy will enhance.

Automation of PFC Consumer's LPS

The most critical part of Billing for the Power, Fertilizer and Cement (PFC) consumers is the calculations of LPS. Almost every consumer has its own agreement of billing invoice. IT/MIS automated the calculations of LPS on the completion of PFC Consumer's bill in CC&B in coordination of Billing Department.

OGRA Complaint Management Portal

To manage the complaints received from OGRA, IT/MIS has developed a Complaint Management Portal with the coordination of Regulatory Affairs and Billing Departments.

NOC Operations

Our Data Center and Infrastructure team strives hard to ensure 24/7 availability of smooth IT services. During the ongoing COVID-19 pandemic, NOC Team has been on the toes so that there is no hurdle in the services for the achievement of the Company's business strategy and goals.

DCIM "Data Center Infrastructure Management"

Data centres are designed to support business applications and activities that include CC&B, ERP, Email, file sharing, etc. To ensure high availability of services, IT/MIS teams always strive hard to implement excellent and state-of-the-Art technology. IT/MIS has achieved one more milestone by upgrading the existing software and implementing Data Center Infrastructure Management (DCIM) software by Schneider-electric to enhance data centre monitoring strategy and implement a new level of business intelligence for our data centre for predictive analysis.

Installation of the Video wall at DRC Manga

Video walls are primarily used to highlight

critical information for NOC operators on one screen. It is essential to understand the types of data that could be important for both standard operations and emergency situations.

Bill Printing

Timely and quality bill printing is the core responsibility of the printing section. Our bill printing teams at Manga and Islamabad are closely coordinating with service providers and ensuring quality printing. New SOPs have been implemented which enabled us to achieve timely and accurate bill printing, improvement in paper storage capacity, and minimizing of paper wastage.

Virtual Tape Library Upgradation

Successfully upgraded existing VTL with Zero downtime and achieved capacity upgrade and performance improvement.

Oracle Exadata Database Machine X8M-2

IT/MIS has installed and configured Oracle Exadata Database Machine X8M-2 which is engineered to deliver dramatically better performance. It features a cloud-enabled architecture with scale-out high-performance database servers, scale-out intelligent storage servers with PCI flash, efficient storage cache using persistent memory and more.

IT/MIS department moved its BI Dashboards and Reporting to Oracle Exadata Database Machine X8M-2.

By addition of Oracle Exadata analytics, business intelligence has seen a number of substantial benefits resulting in efficient business decisions. IT/MIS Department has achieved better performance with up to a 50% improvement in some cases due to a 90% reduction in I/O latency. Analytical queries were reduced from hours to minutes for better user experience and faster decision-making.

Provision of IT Equipment

In 2021, IT/MIS continued to provide latest IT equipment to organization wide users. A brief summary of procured IT equipment in 2021 is given below:

E-Balloting For SNEOA Elections

First time in the history of SNGPL, E-Balloting has been introduced and a comprehensive application has been developed by IT/MIS for conducting the e-balloting for Sui Northern Executive Officer's Association. By using this application 93% turnover was observed that is the highest turnover so far.

Items	Qty. Issued
HHU	290
Laptop	107
PC	385
Printer	234
Scanner	65
UPS	685
Total	1766

Remote Execution of Disaster Recovery Testing

Disaster recovery testing is executed to ensure not only the recovery of data, restoration of critical business applications but also the continuation of operations after an interruption in the services. SNGPL IT/MIS Department has established a state of the art DR Center (DRC) with an objective to maintain and quickly resume the critical IT services in case of any disaster. The DRC is located at Manga and is being managed internally as per industry best practices. As per Experts' recommendations, IT/MIS conducts DR Site testing on regular basis.

The first DR Test activity of 2021 was held in June 2021. This year the activity was carried out remotely in observance of the SOPs of maintaining social distancing due to Covid-19 Pandemic.

Business users from Accounts, Administration, Billing, CS, Distribution, Finance, HR, Sales, Stores, Procurement, Projects and P&D department participated in the activity from their respective offices instead of gathering at Manga for the activity. IT/MIS coordinated and supervised the activity from the Head Office. Business users performed transactions on the Production

environment. After cutover to DR Server, the same transactions were verified by respective users on the DR environment. The tests were performed successfully.

IT/MIS demonstrated that it can recover the mission critical services within half an hour of a disaster. This recovery time is known as Recovery Time Objective (RTO).

Enhancement of IT Network upto Sui

IT/ MIS Department envision creating an environment where all employees of SNGPL have easy access to IT systems. To fulfill the vision of enhancement in the IT infrastructure, IT network / connectivity has been provided at following Areas / Stations of Multan (T) by IT/MIS team deputed at Multan-T during year 2021:

- 1. AC-4 Uch Sharif Compression Station
- 2. AC-6 Compression Station Multan
- 3. Store (Uch Sharif Coating Plant)
- 4. AC-1X Bhong
- LNG Building AC-1X
- 6. AC-0 Sui Dera Bugti

Moreover, WIFI connectivity has been provided by installing AP Access Points in main buildings of Multan Transmission, Compression, as well as Stores and Procurement Blocks.

Future Endeavors

Digitization of SNGPL, Cloud based e-Tendering, Upgradation of ERP and many more projects are being planned to facilitate SNGPL users and to establish a Digitized Environment in SNGPL.



LAW



Law Department being a specialized part of the Company is working jointly with the rest of the departments in order to achieve the Company's common objectives and ensure that the Company's activities are in conformity with all applicable laws and regulations.

Law Department provides legal support in handling Company's litigation and consultation services as well as vetting, drafting and negotiation of contracts, tender documents as referred by concerned departments from time to time including handling of other work connected thereto with the commercial transactions of the Company e.g. foreign and local arbitrations etc. It is pertinent to mention here that under the guidelines of GM (Law), the Department has made tangible contributions in term of disposal of court cases and recovery of a sizeable amount from the litigant consumers.

In the Year 2021, due to dedicated efforts and timely actions by the Law Department, approximately 1877 recovery cases, 799 declaratory cases and 176 criminal cases have been decided by the Courts in favour of the Company. These

numbers also included the disposal of some high profile cases as well in favor of the Company such as the Honourable Supreme Court of Pakistan dismissed the Civil Petition for Leave to Appeal filed by Orient Power vide judgment announced in August 2021.

Apart from the above an amount of Rs.201,225,726/- approximately has been recovered from the litigant consumers. The Law Department has also made a remarkable progress regarding encashment / settlement of bank guarantees amounting to Rs.456,381,321/- approximately while contributing to improve the receivable situation of the Company.

Law Department effectively provided in-house services for vetting, drafting and negotiation with the respective parties for finalization of 64 agreements / tender documents during the Year 2021 pertaining to Transmission, Business Development (Corporate), IT/MIS, Billing, HSE and Treasury Departments etc. including furnishing of legal opinions to different departments from time to time.

LNG - LPG



LNG-LPG Department is installing first ever LPG Air Mix Plant at Gilgit in the history of SNGPL. The capacity of the plant is 300 MMBtu/Hr and it will supply LPG Air mix or Synthetic Natural Gas (SNG) to approximate 14000 consumers of the Gilgit city in the first phase. SNG plays a vital role in meeting the energy needs of nations around the world. It is a blend of Liquefied Petroleum Gas (LPG) and air that provides a direct replacement for natural gas. LPG will be supplied through bowsers at plant site where it will be stored in above ground LPG storage tanks.

LPG is then vaporized and mixed with air to match the properties equivalent to natural gas. The LPG Air mix or SNG will be supplied to the consumers through pipeline distribution network. This project will not only help in meeting the energy requirements of the people of Gilgit city, but it will also reduce the deforestation which is the main reason of climatic change in the country resulting in land sliding and flash floods thus posing danger to the locality. Expected completion date of the project is June 2022.

سردى المحتى بدخيال ركمنا!



گیسآلاتکریںسمھجداریسےاستعمال استعال کے بعد بنزرنے کابھی کیس خیال



گیزرمیں لگائیں ٹائمرڈیوائس طعوبا*ل کیزرآن آف کے نگیجائن*



گیسسیورکونوالےگیزرکاانتخاب رکھیانیورتگرماورکیت کا اجوب سردیوں میں آنے والے بھاری گیس بل سے بچناہے





MEDIA AFFAIRS



سردى المحتى بدخيال ركهنا!

Helpline: 1199

Media Affairs Department has always welcomed any challenge which comes its way. This year too, apart from the Winter Awareness Campaign, there was another additional target which was for the bigger national cause of vaccination. As the National Vaccination Drive geared up in the second half of the year 2021 under the guidance of National Command and Operation Center (NCOC), it was felt that there is a dire need to create awareness regarding significance of vaccination among the general public. As such, NCOC issued directives to Sui Northern Gas and other major organizations to launch public awareness campaign for specific time periods. Sui Northern took it as a greater national responsibility.

Media Affairs Department designed and launched an extensive campaign through Print, Electronic, Social and Outdoor Media. An animated Television Commercial was prepared for the purpose which was aired on all major television channels. Streamers were displayed on thoroughfares of major cities. The Awareness Campaign received much appreciation from NCOC.

During the same campaign, Sui Northern was directed to use its resources for establishment of Mobile Vaccination Teams (MVTs). As such, Media Affairs Department was assigned to brand the Company vehicles so that passersby can reach vehicle for vaccination. The job was executed in a perfect manner enabling the Company to carry out Corona vaccination through mobile units. Apart from it, the department also arranged designing and printing of standees (vertical banners) for placement during vaccination drive. Media Affairs Department also designed and printed posters to create awareness and the same were pasted outside general and medical stores in all cities.

Winter awareness campaign of the year 2020 had received enormous response from viewers and advertising circles equally and hence it was a bigger challenge to come up with equally engaging campaign. Media Affairs Department once again put in best possible efforts and thankfully the campaign lived up to everyone's expectations. The department retained previous year's campaign line of 'Sardi Aa Gai Hai Khayal Rakhna' and another concept based TVC was made as such ads tend to engage audience in larger numbers. The idea worked well this time too. On Facebook, the television commercial had more than 7.9 million impressions while it reached 4.5 million people which is an extraordinary achievement for a public sector awareness campaign. The campaign also ran on major news websites. In addition, Express News's digital bulletins had Sui Northern's TVC before beginning of every bulletin. This was done to ensure that the campaign, and eventually the message of gas conservation reach audiences of all mediums and programming.

Media Affairs Department ended the chapter of 2021 with a beautiful calendar which tried to capture various cultural aspects of the country. Until last year the department used to print single page calendar but this time around, it was a 4-page calendar printed on art paper thus enhancing the beauty of artwork used in the calendar.

In the coming year also, the department aims to continue coming up with better creative ideas to ensure that the Company's message of gas conservation and safety reaches the target audience while at the same time, it helps in improving the Company's image.

METERING

Metering Department has a Central Meter Shop located at Lahore and three Regional Meter Shops located at Multan, Faisalabad and Islamabad for Inspection of Industrial and Commercial Meters, EVCs and Modems. Metering Department is also responsible for Repairing of Industrial, Commercial and Domestic meters as well as EVCs and Modems.

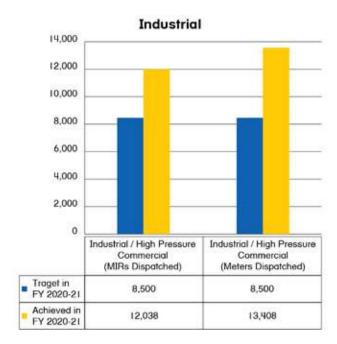
In addition to Central / Regional Meter Shops, Sixteen Domestic Meter Inspection Shops located at Abbottabad, Bahawalpur, Faisalabad, Gujrat, Gujranwala, Islamabad, Lahore, Multan, Peshawar, Rawalpindi, Sargodha, Sahiwal, Sheikhupura, Shahdara, Sialkot and Mardan are also part of Metering Department and responsible for Inspections of Domestic Meters.

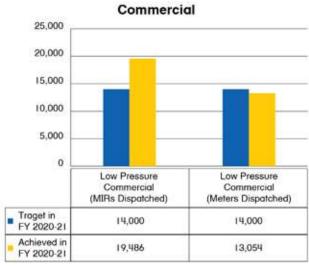


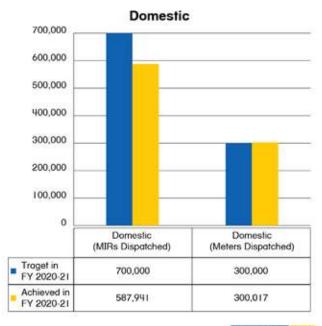
Meters and Electronic Volume Correctors (EVCs) are not only cash registers of the Company but also play a vital role in detection of pilferage of gas to curb UFG losses of the Company. The revenue generation of the Company through billing depends upon accurate working of measurement gadgets. Metering Department is putting all out efforts to ensure / maintain accuracy of measurement gadgets through specialized nature of activities such as Inspection, flow proving, calibration of meters / EVCs and configuration of measurement parameters in EVCs. Metering Department is saving revenue by repairing / maintenance of Domestic, Commercial and Industrial Meters / EVCs and by critical inspection of these meters / EVCs for detection of tampering by the consumers.

Besides COVID-19 Pandemic outbreak, Central / Regional Meter Shops generate Meter Inspection Reports and provide meters beyond their annual targets to Regions as per their requirement to achieve OGRA KMI 6,7,8,9,10 and 11.

SNGPL Central / Regional Meter Shops are already certified against ISO 9001:2008 standard







METERING

and re-certified to latest ISO 9001:2015 standard in June 2017. The process of certification of Domestic Meter Inspection Shops located at Lahore, Faisalabad, Multan and Sahiwal was initiated in December, 2020 and in short span of time (i.e. only in 06 month) all relevant procedures / policies were implemented and processes were realigned as per requirement of ISO 9001:2015. After going through process of pre-assessment and final audit, above mentioned DMISs have been successfully certified against ISO 9001:2015.



Moreover, Central and Regional Meter Shops are in process of accreditation from PNAC (Pakistan National Accreditation Council) against ISO 17025:2017 (competence of testing and calibration) and ISO 17020:2012 (for inspection bodies). Accreditation of Regional Meter Shop Multan against ISO 17020:2012 has been successfully accomplished in year 2021.

Under Water Leak Test Machine for leak test of Domestic gas meters has been installed and commissioned at RMS, Islamabad. Moreover, Power tools have been procured and are being used for meter repairing at Central Meter Shop, Lahore.



PLANNING AND DEVELOPMENT



The Government of Pakistan has identified Rashakai SEZ near Kernal Sher Khan / Rashakai Interchange, M-I, KPK and Allama Igbal Industrial City SEZ near M3 Industrial Estate as an early harvest projects and intend to develop these SEZs on priority. Therefore, in order to supply 30 MMCFD gas to Rashakai SEZ, P&D has planned a project involving laying of 16"dia x 29.2 Km Transmission spur starting from Ismail Kot to terminal point (zero point i.e. doorstep) along with construction of SMS cum CMS having capacity of 30 MMCFD at zero point. The project envisages pipeline route surveying, detail design engineering, material procurement, land acquisition and construction laying of pipeline infrastructure. The land measuring 300' x 170' shall be required for the construction of SMS Cum CMS at terminal point of Rashakai SEZ which shall be provided by KPEZDMC Authority. The project has been approved by Departmental Development Working Party (DDWP), BOD and OGRA. The construction works on pipeline work has been completed; however, construction / fabrication of SMS cum CMS and allied civil works are under progress at site.

Similarly, for the supply of 40 MMCFD gas to Allama Iqbal Industrial City SEZ, P&D Department has planned 12"dia x 15.5 Km transmission spur from Chiniot to terminal point (zero point) along with construction of SMS cum CMS having capacity of 40 MMCFD at zero point. The project envisages pipeline route surveying, detail design engineering, material procurement, land acquisition and construction laying of pipeline infrastructure. The

land measuring 270' x 170' shall be required for the construction of SMS Cum CMS at terminal point of Allama Iqbal Industrial City SEZ which shall be provided by FIEDMC Authority. The project has been approved by Departmental Development Working Party (DDWP), BOD & OGRA. Detailed route survey and engineering of the project has been completed. Tendering process of major items such as Line pipe, Factory Bends, Ball Valves, welding fittings etc. is under progress.

In addition to above, P&D Department has also planned gas infrastructure development projects for M-3 Industrial City and Bhalwal Industrial Estate SEZs on 100 % cost recovery basis. In order to provide 15 MMCFD gas to M-3 Industrial City in addition to existing gas supply of 25 MMCFD to M3 Industrial City, Faisalabad, a gas network has been planned which comprises of 8"dia x 15.6 Km Transmission loop line starting from CV-3 Valve Assembly near Chiniot to terminal point near existing M3 Industrial City SMS of capacity 25 MMCFD along with its up-gradation up to 40 MMCFD. The project has been approved by BOD. Detailed route survey and engineering design of the project has been completed.

For the supply of 10 MMCFD gas to Bhalwal Industrial Estate, gas network has been planned which comprises of 8"dia x 12.25 Km Transmission spur starting from MP-66 C-Leg to terminal at Bhalwal Industrial Estate SEZ along with SMS cum CMS having capacity of 10 MMCFD inside the boundary wall of Bhalwal Industrial Estate SEZ. The project has been approved by

PLANNING AND DEVELOPMENT



BOD. Detailed route survey and engineering design of the project has been completed.

P&D Department has planned augmentation / bifurcation of Lahore distribution gas network for efficiently operating the system at optimal parameters which will not only help in reduction of UFG losses but would also enable the Company to alleviate low gas / no gas pressure complaints at fag end especially eastern part of Lahore City. This objective will be achieved by laying of 24"dia x 47 Km /16"dia x 26 Km spur lines from existing valve assembly Phoolnagar to Barki. Similarly, more feed points (i.e. SMSs) have been proposed to segregate the network further for improvement of overall system. The project has been approved by the BOD and OGRA. The construction activities of the project are under progress.

Similarly, P&D Department has also planned augmentation of gas transmission system for the Bahawalpur by proposing 16"dia loop line from existing A5 (Kharipur Daha) - SMS Bahawalpur for resolution of low pressure problem in Bahawalpur, Lodhran and adjoining localities. The project has been approved by BOD and OGRA. The construction activities of the project are under progress.

Over the years, the peak load requirement on Charsadda Off take - Charsadda - Tangi - Khazana transmission pipeline network has increased manifolds and has reached up to 35 MMCFD due to continuous expansion of distribution network and consumer base while a further 5-7 MMCFD increase in connected load is expected in near future due to under process RLNG based applications of various prospective commercial, industrial consumers and private housing schemes

in addition to in process domestic gas applications on system gas. It is worth mentioning here that currently maximum throughput capacity of Charsadda-Offtake-Charsadda-Tangi-Khazana Transmission pipeline network is 18 MMCFD while a total of 10 SMSs have been constructed on this network. The pressures in main Transmission line reduces during peak winter load conditions due to capacity constraints of the network which leads to low / no gas pressure / no gas issues of Charsadda, Turangzai, Khazana, Tangi, Doulatpura and adjoining localities. P&D Department carried out detailed route survey and design studies which reveals that looping of existing 8"dia / 6"dia / 8 "dia Charsadda Offtake- Charsadda-Tangi-Khazana Transmission pipeline network with 10" dia x 72.55 Km loop lines / Transmission spurs and 10" dia x 20.80 Km from Charsadda - Khazana) Transmission spurs is required which would improve the pressure in Transmission pipelines. The P&D Department has arranged the approval of project from BOD and OGRA. The detailed route survey and engineering design has been completed.

During the last few years, resident of Jalapur Jattan and its adjoining villages are facing acute low gas pressure / no gas issues during winter seasons resulting in several protests from local residents intimidating law and order situation. It is also anticipated an addition of 1-2 MMCFD gas load of Jalapur Jattan and adjoining localities in near future and an addition of 3-4 MMCFD enroute gas load of Gujrat City due to already approved gas schemes for these cities under Prime Minister directive, in-process domestic gas connection applications and various RLNG based commercial /

Remaining on Page 52







MD SNGPL Ali J. Hamdani visited different office: Senior Management of the Company. During the Administration and Law Enforcement Agencies in Executives and Staff Members and emphasized o



Under the directives of Prime Minister Performance Delivery Unit (PMDU), Sui Northern Gas has been organizing E-Kachehri for more than one year now. MD SNGPL Ali J. Hamdani has directed to resolve the complaints of consumers in minimum possible time.

MD SNGPL Ali J. Hamdani visited Transmission Headquarters, Faisalabad along with Senior Management of the Company. Managing Director was briefed about the working of different sections of Transmission. He showed keen interest in the latest technologies being used by SNGPL. MD SNGPL appreciated the professional dedication and technical expertise of Transmission personnel.



Elections of Sui Northern Executive Officers Association (SNEOA) were held in February. IT/MIS
Department developed an online voting system for the Elections. The entire process was carried in
very smooth and transparent manner.



Making full use of Social Media, Sui No receive Consumers' complaints through the C



SNGPL joined hands with National Command and Operations Centre (NCOC) in order to vaccinate the people in far flung areas. SNGPL provided financial, logistic and administrative support to carry out the vaccination drive more effectively.

In collaboration with
National Command and
Operations Centre
(NCOC), Sui Northern
Gas launched
awareness drive
regarding Covid-19
vaccination. In this
regard, Electronic, Print,
Outdoor and Social
Media were used to
create awareness
among masses. The
campaign was started
with a flag march in
Lahore.



:/sites in Khyber Pakhtunkhwa along with visit, MD SNGPL met with officials of District order to curtail the gas losses. He also met with n timely completion of the ongoing tasks.





MD SNGPL Ali J. Hamdani visited Multan and Bahawalpur Regional Offices accompanied by Senior Management of the Company. During his visit, MD SNGPL lauded the role of Executives and Staff Members in reducing the UFG. He emphasized to bring the Customer services in line with best practices adopted in the Corporate Services sector.





SNGPL Badminton Team participated in 58th National Badminton Championship held at Charsadda and won two Gold Medals and one Bronze Medal.

orthern Gas introduced 'Digitime' service to ompany's Official Social Media Accounts on Facebook and Twitter.







Sui Northern Gas announced Profit after Tax of Rs.5,917 Million and Earnings Per Share (EPS) of Rs.9.33 for the period ended December 31, 2020. Despite all odds, including prevailing situation of Covid-19, the Company has been able to reduce the UFG losses which resulted in remarkable financial results.

PLANNING AND DEVELOPMENT

Continued from Page 48

industrial / housing schemes connection applications which would further aggravate the low pressure / no gas issues in Jalalpur Jattan Tehsil during winter season in coming years. In order to address the acute low gas pressure / no gas issues of Jalal pur Jattan City and adjoining localities and keeping in view the anticipated and connected peak loads of existing SMS on 8"dia Wazirababad -Gujrat transmission segment, P&D Department carried out detailed site survey and design studies in coordination with Transmission Department which reveals that augmentation of existing Wazirabad - Gujrat transmission segment by laying of 16"dia x 7 Km transmission loopline from Wazirabad to River Chenab D/s Assembly shall be required along with laying of a dedicated 8" dia x 20 Km transmission line/ spur from River Chenab D/S Assembly to Jalalpur Jattan and construction of an SMS of capacity 10 MMCFD at its terminal point i.e. Jalalpur Jattan City where it will be connected to existing 8"dia x 45 Km Supply Main. Subsequently, existing Supply Main shall be disconnected at this location, thereby, resulting in bifurcation of distribution network of Gujrat city and Jalalpur Jattan Tehsil as well as alleviation of low pressure problems of Jalalpur Jattan. Above described / proposed system augmentation arrangement would also enhance the Wazirabad -River Chenab D/s Assembly transmission segment capacity up to 40 MMCFD making it coherent with the anticipated Peak gas load requirements on this segment. P&D Department has got approved the project from BOD as well as from OGRA. Detailed route survey and engineering activities have been completed. 8"dia x 20 Km transmission line has been commissioned whereas construction activities of 16"dia x 7 Km transmission line is under progress.

The GIS section of P&D Department has accomplished various pivotal tasks to transform the existing GIS into an elaborate decision making instrument during year 2021. The Enterprise GIS software (For Transmission and Distribution network) deployed in respective regional offices and user Departments. In order to unlock the full potential of the GIS portal, Customer Complaints, Leakage points and CP Test points are being Geo-tagged. The most remarkable achievement of this fiscal year is the development of interactive Dash Boards for the Management and other users across SNGPL. These dashboards are facilitating SNGPL's Management in decision making and monitoring Customer Complaints (1199), defaulting Customers, Gas Theft Cases and Leak Detection through interactive concentration / heat maps. The

CP Test Points demarcation for some areas of Lahore City is done as a Pilot Project and it will be completed next year. GIS web application is providing CP protection levels concentration on existing pipeline network maps for a thorough analysis of existing CP protection status using CP Test point values along with many other analytical insights. Moreover, the Distribution pipeline network mapping is in process and the maps of completed areas will be uploaded on the GIS portal as soon as completed.

The Company is engaged in various pipeline construction projects of national and multinational companies. SNGPL is undertaking pipeline engineering and construction jobs of MOL Pakistan's flow line / trunk lines and Fiber Optic Cable in District Kohat / Hangu for different gas fields of MOL Pakistan like Maramzai, Manzalai, Mamikhel, Makori Deep-I, Tolanj West and Makori for the last fifteen years. MOL Pakistan has awarded the project of 8" dia x 7.5 KM pipeline laying from Mardankhel-3 well to Mardankhel-1 flow line for onward processing at CPF and 6" dia x 1.2 Km flow line for Makori Deep-2. SNGPL has completed / commissioned Mardankhel-3 well to Mardankhel-I flow line and Makori Deep-2 line. The completion of Mardankhel-3 and Makori Deep-2 projects has resulted in injection of additional 20-25 MMCFD gas into SNGPL's system that is quite instrumental in reducing the energy deficiency in the country. Lately, SNGPL has also completed MOL Pakistan's pipeline construction jobs of 6"dia x 6 Km & 12"/10"dia x 22 Km pipeline for Mardankhel-2 and Mardankhel-1 wells respectively, which has resulted in injection of additional 40-50 MMCFD gas into SNGPL's system. SNGPL has recently completed MOL's 8"dia x 1.6 Km Mamikhel South-1 Flow line along with double FOC and 8"dia x 1.2 Km Manzalai VAI to VA2 Flow line along with Double FOC to SNGPL.

Similarly, PakArab Fertilizer (PFL) had awarded the construction services job of their 16"/12" dia x 27 Km pipelines on contract basis to be laid from Gas Processing Facility (GPF) at Mari Petroleum Field to tie in point near QV2 valve assembly of SNGPL. Pipeline project of PFL has been completed by SNGPL in all respects. The completion of this job has yielded profitability for the Company.

In addition to above construction works, P&D Department has also planned the laying of internal gas distribution networks for Rahsakai Special Economic Zone and Quaid-e-Azam apparel park which shall be laid under EPC terms. The internal gas distribution networks shall be laid on 100 % cost sharing basis.

PROCUREMENT



Procurement Department of SNGPL is an important Services Department of the Company responsible for procurement of goods required to meet the Company's operational needs while providing the highest possible value. The nature of departmental work is semi-technical and the personnel are supposed to have an expertise in the commercial / procurement practices and procedures. The departmental procedures are generally in line with procurement guidelines of the World Bank and Public Procurement Regulatory Authority (PPRA) under ordinance 2002 (XXII of 2002).

The basic elements involved in performing the purchasing functions are obtaining the proper equipment, material and supplies in the Right quantity, in the Right quality, at the Right place, at the Right price and from the Right source.

Procurement Department supports Company's

operations as the primary buyer of goods and serves its internal customers by procuring the goods, in a timely manner while also maintaining the Company's financial health. We seek and purchase products at the best possible price and value. The duties and responsibilities of a Procurement Executive far extend beyond procuring just office furniture and fixtures.

Under the guidance of Senior General Manager (Central Shared Support), Procurement Department is led by experienced, qualfied and visionary leadership and assisted by hard working and dedicated professionals who have a firm belief in Public Procurement principles which include but not limited to transparency, integrity, economy, openness, fairness, competition, accountability, integrity, fairness and transparency. The Department's team focuses on professionalism and efficient coordination with all supply chain

PROCUREMENT

stakeholders of the Company.

SNGPL's Procurement Department is the major stakeholder of the Company's supply chain. Procurement Department, as a team, always tries to ensure timely procurement of the material for execution and completion of routine operations and mega projects of the Company. For the purpose, the Department not only procures the material and equipments from local markets but also from well renowned suppliers / manufacturers around the globe through international competitive bidding process. Procurement Department at Head Office is divided into two (02) sections - Import Procurement and Local Procurement. Each Section in Procurement Department - Head Office is looked after by Chief Officer (Procurement). Local Procurement Section is further sub-divided into Local Procurement Store Stock and Direct Charge material Sections. The department has its representation in all SNGPL Distibution / Transmission / Project Camps through 21 Area and 5 Field Procurement Offices with a team of dedicated and professional Procurement Executive / Sub-ordigate Staff who makes all out efforts to bring the best value for money by spending public funds in efficient and effective manner while practicing the best market prevailing procurement norms. The department is staffed by dedicated Executives who possess appropriate blend of expertise, experience and academic qualifications. The Procurement Department renders expert comments / input to various other departments of

the Company in preparation and finalization of service contracts.

The department in line with PPRA rules believes in open competitive bidding process and promotes healthy competition to materialize its requirements at the lowest competitive rates alongwith the best quality products. This way the department, as caretaker of the public money not only saves the valuable funds of the Company, but also safeguards the interests of the Nation and the Country, During FY 2019-20, Procurement Department has processed the material requirements of indenting departments of the Company through 1,601 Tenders and subsequently 4.554 Purchase Orders for a procurement volume of approximately Rs.6.4 Billion with 65-35% ratio of local and foreign procurement, respectively. Procurement Department has efficiently procured the material for Distribution, Transmission, Compression, and all other departments for smooth running of the Company operations. The entire exercise was done in strict compliance with PPRA rules and procedures outlined in the Company Procurement Manual. The credit for such a big success goes to the continous guidance and motivation by the Management, the department's leadership, dedication of the entire Executives and Sub-ordinates of department and all the other stakeholders through initiatives for check and balance, implementation of PPRA Rules and Company Procurement Manual, better coordination and guidance to the Procurement officials of Area / Field Procurement offices.





PROJECTS



SNGPL's Projects Department possesses resources, skills, and extensive experience in construction of natural gas infrastructure. The capabilities include 3-layer PE coating of carbon steel linepipes as per DIN 30670 standard and construction of carbon steel cross country pipelines and allied facilities for transportation of natural gas as per ASME B.31.8 code. It also undertakes installation of Sales Meter Stations and laying of Distribution Lines for system augmentation and extending natural gas facility to various localities and industrial units. Furthermore, Projects Department carries out construction of pipelines and allied infrastructure for outside agencies like OGDCL, MOL, OMV etc as a contractor.

Transmission Lines And Sales Meter Stations (SMSs)

During calendar year 2021, 118 Km welding, 136.85 Km lowering and 78.13 Km commissioning of assorted diameter transmission lines was completed. Contract lines of 2.5 Km in 8-inch diameter were completed in KPK for M/s MOL as contractor. Along with the above achievements, Projects Department has also installed / commissioned a number of Sales Meter Stations.

Distribution Lines And Town Border Stations (TBSs)

Likewise 691.01 Km welding, 734.62 Km lowering and 975.34 Km commissioning of distribution lines was completed during 2021 including 321 Km of Karak Project. These jobs were scattered across all regions of SNGPL and included development phases, operational phases, 100% cost recovery jobs and relocations of existing lines. Along with the above achievements,

Projects Department has also installed TBSs for gas distribution network in various regions.

Coating Plant

Coating Plant Uch Sharif operates 24x7 to supply all the coated pipe required for laying transmission lines 8 inch diameter and above and distribution lines of 4 inch and above. The three layer coating of steel pipe comprising of Epoxy, Adhesive and Polyethylene is carried out at coating plant. Coating progress of 624,580 meter pipe comprising of 361,329 square meter of surface area of assorted diameter steel pipes was achieved during 2021.

Manga Workshop

Availability of sound and efficient working vehicles, construction equipment and machinery are critically important for timely completion of pipeline construction projects. During year 2021, Manga Workshop performed its role by carrying out maintenance / repair / overhauling of Dozers, Excavators, Semi Trailers, Prime Movers, Carnes, Compressors, Welding Plants, Trucks and Pickups.

Current Projects

Presently work on a number of transmission pipeline projects is in progress including various lines for extending gas facility to various Special Economic Zones across Punjab and KPK.

Likewise construction activities on a large number of distribution projects are also in progress. These projects include laying of lines under segmentation of looped SMS, operational phases, Part-I of Karak-II Project.

QUALITY ASSURANCE

Quality Assurance is ISO 9001:2015 certified department of the Company which plays a very important role in establishing and maintaining a "Quality Management System" in accordance with the requirement of ISO 9001:2015.

Under the scope of Quality Assurance Program "QAP", the department ensures implementation of International / National codes of practices in construction, operation and maintenance of Transmission and Distribution piping system.

Improvement of Workmanship:

During the last fiscal year i.e 2020-21,
Quality Assurance Department played an important
role in the training of Company's manpower through
Regional Training Centers. During the last fiscal
year, 417 PE Fusers, 1824 G.I Fitters and 402
welders were qualified across the Company by
Regional Training Centers (RTCs). Not only this,
Knowledge Sharing Sessions on various topics were
also conducted in Regional Training Centres. These
Training sessions along with Knowledge Sharing
Meetings are conducted as per Key Monitoring
Indicators (KMIs) No. 25 and 28 respectively in line
with OGRA's UFG reduction plan for the Company.



Contribution in the KMIs of the Company:

During the FY- 2020-21, against KMI No. 25, total of 3055 employees were trained, Total training hours were 41841 and training hours per employee were 13.70. Similarly against KMI No. 28 training sessions on 1055 topics were conducted in which 7722. participants were present.

Inspection of Newly Laid Distribution and Transmission Lines:

QA Department remained critical in ensuring the integrity of newly laid distribution and transmission mains via stringent checks in line with applicable standards. Third party NDT firms that are pre-qualified used Non-Destructive Testing techniques such as Radiography, Ultrasonic Testing and Dye Penetration Testing to check integrity of

lines. Adding to this, 100% visual inspection of all the welded joints was done to ensure pipe line network's integrity. During FY 2020-21, 153744 weld joints were inspected out of which 21280 weld joint of TBS along with mainline joints were checked by radiography.

Inspection of Coating at Coating Plant Uch Sharif:

Quality Assurance Department inspected the processes of three layer Polyethylene coating of Mild Steel line pipe along with application of heat shrinkable sleeves carried out at Coating Plant Uch Sharif. Staff of Quality Assurance Department remained dedicated and vigilant throughout the year. During the last fiscal year a total of 70037 bare pipes along with 69608 coated pipes were checked out of which 429 bare pipes and 250 coated pipes were rejected. Tape coating of the MS line pipe (below 4"Ø) was cross checked at Regional coating yards.

Assurance of ASME and API Standards through Punch List:

Punch list is a document initiated by QA
Department. The purpose is to record anomalies
and ensure their rectification before commissioning
of Transmission lines, Distribution mains and
rehabilitation work in the light of ASME and API
standards. In FY 2020-21, 1540 punch lists were
finalized for both distribution and transmission by
QA Department during the operational activities.
Punch list is a key document in ensuring the
smooth commissioning and integrity of SNGPL's
network.

Surprise Visits of the Material Manufacturing Facilities:

Pre-qualification of Material Inspection Firms was carried out as per PPRA's Rules in order to get stringent quality control of the material being



procured locally. Third party inspectors deputed at manufacturing facilities were qualified by QA

Department in accordance with the applicable standards. Surprise visits of the manufacturing facilities were also carried out by QA Executives to cross check in-place processes and performance of Material Inspection Firms.

QA Audit of Distribution Regions:

Distribution Incharges of Quality Assurance Department cross checked and audited various activities of distribution regions. Any anomaly found was reported and follow up of the same was done with the concerned till rectification. During the last fiscal year a total of 457535 Buried service valves, 10032 Overhead and Underground valves, 531992 Consumer Meter Stations, 13083 Town Border Stations, 46935 Service lines, 1371.29 KMs of Mainline (Distribution), 997.29 KMs of Mainline (Projects) and 57826 Sleeving joints were cross checked.

Routine QA Audits of Customer Service, Material Inspection Shop and Domestic Meter Inspection Shop are also in place for stringent monitoring of implementation of applicable standards.

World Quality Day Celebrations:

Quality Assurance Department celebrated World Quality Day on November 11, 2021. The purpose of the event was to raise the level of quality awareness in the company across the board to recognize the efforts and contributions of quality professionals throughout the Company. The celebrations initiated from Quality Assurance Head Office. Senior General Manager (Projects) honoured the cake cutting ceremony hosted by General Manager (QA). A presentation was given to the Chief Guest and participants by QA Team Head Office wherein role of Quality Assurance Department in implementation of Quality Assurance Program "QAP" was appraised.

Certification / Technical Audit

Quality Assurance Department is now responsible for arranging all kinds of International / National certifications in SNGPL. Quality Assurance Department has already taken the responsibility and has started the procedure of certification of various departments including P&D, Metering Department, Telecom, Risk Management, IT/MIS, and Material Control (Distribution). Along with this, certification of the Company against ASME and API standards is also in process.

Training of QA Executives

Quality Assurance Department has trained its Executives in various fields to enhance their capabilities as Quality Inspectors and Lead Auditors. Five Executives were trained on Welding Inspection Level-I from Pakistan Welding Institute (PWI), six Executives were trained on Radiography Level-II, and four Executives were qualified as IRCA Lead Auditor (ISO 9001:2015). A special training was conducted in SNGTI for 24 Executives for Certification on Quality Management System, Six Sigma and Fish Bone Analysis Tools. For better understanding of DMIS, a special training was arranged on Domestic Meter Inspection flow proving for ten QA Executives at SNGTI. Training for remaining QA Executives will be arranged in the second batch.

Surveillance Audit against Quality Management System:

Surveillance Audit-II of ISO 9001-2015 was conducted in November. Auditor from certification body visited QA Sargodha office to cross check level of implementation of standard at regional level. The auditor found the documentation to be in proportion with the complexity of the company. As, no Non-conformance was observed, the certification of SNGPL QA Department against ISO 9001-2015 remained valid.



We are pleased to invite every employee of the Company to participate and take part to spread the Quality culture at SNGPL on the occasion of

World Quality Day, 2021

Celebration

On Thursday 11th of November-2021



The Theme of World Quality
Day-2021 is:
"Sustainability: improving our
products, people and planet"



RISK MANAGEMENT



"Good risk management fosters vigilance in times of calm and instils discipline in times of crisis." — Dr Michael Ong

Risk Management refers to the culture, processes and structures that are directed towards realizing potential opportunities whilst managing adverse effects. Risk Management is an essential part of any organization and should be embedded in all activities of a business. Considering the importance of Risk Management, at SNGPL, Risk Management is recognized as a key aspect of Corporate Governance Principles and Code of Conduct which aims to improvise the governance practices across the business activities.

Risk Management is not limited to compliance with Corporate Governance Principles; it is regarded as an integral part of sound management practices and is seamlessly integrated into the Company's organizational culture, policies, procedures, and business plans.

The main objective of the Risk Management Department is to assist the Risk Management and UFG Control Committee of the Board of Directors and the Management of SNGPL in fulfilling their responsibility of overseeing risk management function within the organization by creating a risk management culture through the implementation of a risk management framework to identify, assess, mitigate, monitor and report all potential risks faced by the company.

With reference to the calendar year 2021, the Risk Management Department has been involved in various activities and a few are described as follows.

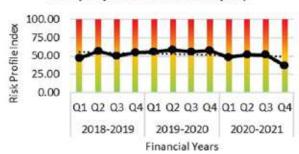
Risk Profile Index (RPI)

The year 2021 was an innovative year for the Risk Management Department in which the department has exhibited growth in terms of its approach of identifying and managing and reporting key risks of the Company. In this regard, the Risk Management Department developed the concept of the "Risk Profile Index" or RPI.

The RPI is a composite number that projects the overall risk profile of the Company by comparing actual values of risks against pre-defined risk appetites.

The RPI of the Company is based on top inherent risks (currently 22 risks) of the Company in terms of their proportionate importance and their possible impact on the value of the Company. The concept has been appreciated by the Management and the Board of Directors.

Company Risk Profile Index (RPI)



During the year, key risks for RPI, their weights, units of measurement and risk appetite values were finalized. Moreover, keeping in view the RACI framework, responsibilities of all the concerned stakeholders such as 'Risk Owner', 'Risk Coordinator', 'Risk Management Department' were established. Now, to keep the overall risk of the Company within an acceptable level, a comprehensive report on RPI is being submitted and discussed with the Management and RM and UFGCC every quarter.

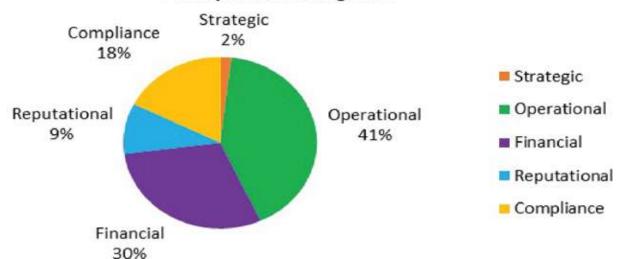
The Risk Management Department, with the help of risk owner departments, has also taken a step for the development of departmental RPI.

Risk Registers

During the year, the Risk Management Department continued the process of the development of risk registers of all departments of SNGPL. Risks are distributed across five Principal Risk Categories. Risk registers already developed, were revalidated by the risk owner departments.

A risk register is a document that records all of your organization's identified risks, the likelihood and consequences of a risk occurring, the actions you are taking to reduce those risks and who is responsible for managing them.

Principal Risk Categories



During the year, the Risk Management Department in coordination with the risk owner departments developed risk treatment plans for all high and extreme risks of the departments. As of the end of the year 2021, the total risk library consists of 1,048 risks for the 32 departments of the Company. As of today, the total high and extreme risks are 66 and 29 respectively. With the support of the Management and the concerned risk owner departments, the Risk Management Department is aiming to minimize the high and extreme risks of the departments to the minimum possible level in the coming years.

Other Activities

Parallel to the development and reporting of RPI and risk registers, the Risk Management Department has also been engaged in various other activities about Risk Management.

A summary of these activities is given as follows:

 Reviewed SNGPL significant policies required by the Code of Corporate Governance and Public Sector Companies Rules.

- Developed and implemented procedures for Incident Management and Reporting System (IMRS) and coordinated with IT/MIS Department for its automation (development of software solution).
- Performed and reported function-wise and position-wise comparison of SNGPL's organizational structure with the peer organizations.
- Reviewed HR Manual and submitted suggestions for possible revisions and updates.
- Ensured regular monitoring and follow-up with the UFG Department for implementation of recommendations based on risk analysis of UFG.
- Developed and implemented the Annual Risk Management Plan for the financial year 2021-2022.
- Performed Risk Analysis of B-2 Turbine and HVAC system installed at Head Office.
- Formulated draft policy on Risk Governance and Internal Control Systems as required by Code of Corporate Governance and Public Sector Companies Rules for its onward review and approval.

RISK MANAGEMENT

- Performed Risk Analysis of relieving of employees of the Company as per the Sacked Employees Ordinance / Act 2010 and submitted report along with proposed mitigation strategies for onward consideration by the HR Department of the Company.
- Performed Risk Analysis regarding Causal Employees and submitted a report along with proposed mitigation strategies for onward consideration by the HR Department of the Company.
- Performed Risk Analysis of the procurement process of the Company and submitted a report containing recommendations to minimize bottlenecks in the procurement process.
- Drafted TORs for the sub-committee of the Management Committee for Risk Management Function.
- Keeping in view the RACI framework, established roles and responsibilities for the Risk Management function within the Risk Management Department and across the Company.

- Conducted Risk Management training on monthly basis to impart awareness of the Risk Management Framework of the Company.
- Developed draft TORs in coordination with the Quality Assurance Department to hire a consultant for certification of the Risk Management Department.
- Shortlisted Third Party Certifications for Risk Management Department personnel and coordinated with the Training & Development Department for the arrangement of the shortlisted risk management certifications.
- Acted as a Member and Lead Coordinator for the sub-committee of the Management Committee (MC) to review operational manuals of all the departments and proactively ensure the timely completion of the assignment. This kind of extensive assignment has been done for the very first time in the Organization and was set as an important KPI of the Management by the Board of Directors.



Risk Management is a Collective Responsibility at all levels of the Management

Therefore, all departments of the Company in coordination with the Risk Management Department are continuously working to identify,

address and report all possible risks of the Company to keep overall risks of the departments and the Company within the acceptable level so that the objectives of the Company are accomplished in line with its vision and mission.

TRAINING & DEVELOPMENT



Training of Human Resource is crucial to any organization's success and growth. The Company in the year 2005 established Sui Northern Gas Training Institute (SNGTI) at Quaid-E-Azam Industrial Estate, Kot Lakhpat, Lahore, with an aim to develop employee skills and competencies which contribute towards overall organizational efficiency.

The Institute has highly qualified Trainers who possess Best Academic and Corporate work experience. They are proficient in designing, developing and delivering Training programs reflective of the modern business tools and techniques in current challenging and vibrant business environment. Its professional training workforce offers and conducts trainings in more than Eight (08) different types / categories i.e. Technical Trainings, Soft Skill Trainings, Local External, Foreign, Guest Speakers, Orientation Programs, Mandatory Promotional Courses (Executive Development Program, Gas Control, Developing Future Leaders), Helper Trade Test and Online Courses etc.

SNGPL's investment in Training and Development is perhaps the single most important way that manifests the Top Management's recognition that Employees are our greatest asset. In the FY 2020-21, SNGTI conducted 315 courses relevant to the organizational working, culture and training needs of the employees in above mentioned categories and trained 2951 organizational employees. The mosaic of training modules included not only class room lectures but also Technical workshops, Hands on Trainings, Case studies,

Assignments, Presentations, Interviews, Trade tests, Theoretical and Practical examinations. Practical Trainings on drilling machines and welding machines are also arranged. In order to aware the officials of SNGPL, guest lectures regarding "Breast Cancer" and "Protection against Harassment of Women at Workplace" were also arranged.

With the inception of business operations of SNGPL after lockdown due to Covid-19, SNGTI has conducted Executive Development Program (EDP) for Grade-III Executives, Gas Control for Grade-IV Executives, Developing Future Leaders (DFL) for Grade-V Executives and Orientation for Newly inducted Executives for Grade I to IV Executives.

The rapid evolution of digital technology is having a significant impact on industries and is serving to provide exciting new opportunities with maximum efficiencies, increase collaboration with reduced costs. Same has also created a major impact on training sector as well. This new digital world requires adapting and adopting digital technologies, methodologies and mindsets. Therefore, with such a variety of specialization, T&D Department has also taken an initiative to increase capacity building of the employees of SNGPL through Virtual Learning Platform. Sui Northern Gas Virtual Learning Platform (SNGVLP) was initiated in January 2020 by the Chairperson. Since then 71 online courses have been designed, recorded and uploaded so far. From SNGVLP, 435 Executives have experienced the online learning platform.

SPORTS

SNGPL Squash Team

SNGPL Squash team is proud to have top two senior male players, Tayyab Aslam (Ranking 1st), Asim Khan (Ranking 2nd) and one female senior player (Ranking 4th). The SNGPL Squash Players participated in 05 International Squash Tournaments in year 2021 and won 03 Silver and 07 Bronze Medals. It is also a matter of great honor that our 04 players have been selected for Pakistan Squash Team to participate in Asia & South Asian Squash Championship, 2021. Details of the Events participated by our Squash Team results are as under:

Tournament	Player Name	Results
HSC Open 2021	M. Asim Khan	Silver
	Tayyab Aslam	Silver
DOE COMPANY Seeds Sevent Sharming big	Israr Ahmed	Bronze
PSF - COMBAXX Sports Squash Championship	M. Farhan	Bronze
	Noor ul Ain	Bronze
	M. Asim Khan	Silver
BISL 4 Southern Punjab International Squash Tournament	Israr Ahmed	Bronze
	Noor ul huda	Bronze
15th CNS International Squash Championship	Tayyab Aslam	Bronze
CAS - Serena Hotels / COMBAXX International Squash Championships	Tayyab Aslam	Bronze



SNGPL Tennis Team

SNGPL tennis Players' performance was outstanding in the Year 2021. Our Players
Athesham, Hamid Israr and Hamza Roman had won Medals in International Events. SNGPL Players had participated in 8 National and International Events and won 10 Gold Medals, 8 Silver Medals and 6 Bronze Medals. During 2021, Pakistan under 12 boys team created history by winning Asian 12 and under championship 2021 held at Kazakhstan in November 2020. It is great honour for SNGPL that our Player Hamza Roman played a central role for winning the title first time in the history of Pakistan Tennis. Details of the Events participated by our Tennis Team in year 2021 and the results are as under:

a. South Asian Under 12 Tennis Championship, Islamabad 2021

South Asian Tennis Championship 2021 was held at Islamabad in the month of September 2021. Pakistan Team won the Championship first time in the history of South Asian 12 and under

Tennis against India. It is great honor for SNGPL that our Player Hamza Roman played a vital role in the victory of Pakistan by beating Indian player 6-4, 6-4. Due to Covid-19 Pandemic, only three teams i.e. Pakistan, India and Nepal participated in the Championship. Pakistan team also qualified for upcoming Asian 12 & under Championship to be held at Kyrgyzstan.



b. Midcourt Asian Tennis Federation Championships 14 and Under 2021 (Leg I * Leg 2)

Tournament	Player Name	Category	Results
Midcourt Asian Tennis Federation Championships 2021	Hamza Roman	14 and under (single)	Silver
14 & under (Leg - 1)	Athesham Humayun	14 and under (double)	Silver
	Athesham Humayun	14 and under (double)	Gold
Midcourt Asian Tennis Federation Championships 2021 14 & under (Leg - 2)	Athesham Humayun	14 and under (single)	Silver
17 d olider (Leg - 2)	Hamza Roman	14 and under (single)	Bronze





SPORTS



c. Sapphire Junior National Tennis Championship

Player Name	Category	Results
Hamilton Davisons	Under - 12	Gold
Hamza Roman	Under - 14	Gold
* ************************************	Under - 16	Bronze
Hamid Israr	Under - 18 (single & double)	Bronze
Sami Zeb	Under - 18	Gold

d. All Pakistan National Junior Tennis Championship

Player Name	Category	Results
Ada a da ana 11 marana an	Under - 14 (single)	Gold
Athesham Humayun	Under - 14 (double)	Gold

e. Aitchison College Junior National Tennis Tournament

Player Name	Category	Results
	Under - 12	Gold
Hamza Roman	Under - 14 (single)	Sliver
	Under - 14 (double)	Sliver
	Under - 16	Gold
Hamid Israr	Under - 18 (double)	Sliver
	Under - 18 (single)	Bronze
Sami Zeb	Under - 18	Bronze
1900 Periodici (1807 printer)	Under - 14 (double)	Gold
Athesham Humayun	Under - 14 (single)	Bronze

SNGPL Sports Climbing Team Performance

SNGPL Sport Climbing performance has always been up to the mark and our players have history of winning National Title every year. During year 2021, SNGPL Sports Climbing boys and girls players participated in 3 events and won 9 Gold Medals, and 6 Silvers Medals. Details of the Events participated by our Sport Climbing Team results are as under:

a. Muhammad Ali Sadpara Climbing Competition, Lahore

Muhammad Ali Sadpara Climbing
Competition was held at EME, DHA Lahore. Sajid
Sadpara son of the Muhammad Ali Sadpara and
Kashif Sheroz (youngest person in the history to
summit Mount Everest and K2) were also present on
the occasion. The SNPGL players won a Gold
Medal in Team Event and 04 Gold Medals and 01
Silver Medal in the individual event. Saif u Din of
SNGPL was awarded best player of the tournament
as well. Detail is as under:



 Player Name	Category	Results
Daile vi Dia	Lead Climbing Open (Men)	Gold
Saif u Din	Bouldering Climbing (Men)	Gold
		Best Player of Tournament
Yaseen Ali	Lead Climbing Open (Men)	Sliver
August and Pandonia	Lead Climbing Open (Women)	Gold
Ammani Jannat	Speed Climbing Open (Women)	Gold



SPORTS

b. Muhammad Ali Sadpara Sport and Rock Climbing Competitions 2021, Islamabad

SNGPL men players participated in the

Muhammad Ali Sadpara Sport & Rock Climbing Competition at Islamabad and won a Gold Medal and a Silver Medal in the competition. Detail is as under:

Player Name	Category	Results
Abu Zar Fiaz	Wall Climbing Youth (Men)	Gold
Saif u Din	Wall Climbing Open (Men)	Sliver

c. National Rock & Sport Climbing Championships, Islamabad

National Rock and Sport Climbing Championships were the top events of Pakistan. SNGPL Sport Climbing team players participated in the event and won 04 Gold Medal, 03 Silver Medals and 01 Bronze Medal. Saif ud Din is performing outstanding and has become National Champion in Men Wall Speed Climbing 2021 and Ammani Jannat has continued her winning streak from many years and has once again became National Champion of Women wall speed climbing 2021. Detail is as under.

Player Name	Category	Results
N	Men Wall Speed Climbing	Gold
Saif u Din	Men Rock Lead Climbing	Sliver
	Men Wall Lead Climbing	Sliver
*	Women Wall Speed Climbing	Gold
Ammani Jannat	Women Rock Speed Climbing	Sliver
	Youth Boys Wall Speed Climbing	Gold
Abu Zar Fiaz	Youth Boys Rock Speed Climbing	Gold
	Youth Boys Lead Speed Climbing	Sliver



SNGPL Badminton Team

SNGPL Badminton team participated in 2 events during year 2021 and won 2 Gold Medals, one Silver Medal and one Bronze Medal. Details of the Events participated by our Badminton Team along with results are as under:

a. 58 National Badminton Championship, Charsadda

SNGPL Badminton team participated in 58th National Badminton Championship held at Charsadda and won two Gold Medals and one Bronze Medal.

Men Double: Muquet Tahir (SNGPL) and Kashif Sulehri (National Bank of Pakistan) won Gold Medal against Irfan Saeed and Azeem Sarwar of WAPDA by 17-21, 24-22 & 21-16.

Women Double: Zubaira Islam (SNGPL) and Palwasha Bashir (National Bank of Pakistan) won Gold Medal against Ghazala Siddique and Mahoor Shahzad of WAPDA by 21-12, 17-21 21-15.

Men Team Event (Bronze Medal): SNGPL Team Scored a Bronze Medal in Men Team Event category. They lost Semifinal against National Bank of Pakistan. Muqeet Tahir, Shameer Iftikhar, Nouman and Ahmed Tariq were our team players.

b. All Pakistan Badminton Ranking Championship, Quetta 2021

SNGPL Badminton team Players have participated in All Pakistan Badminton Ranking Championship, Quetta, September 2021 and Muqeet Tahir won Silver Medal in Men's Single Event.



SNGPL Football Team

The first phase of Pakistan Premier Football League 2021 was held in Multan. Our team performed splendidly and finished runner-up in the first phase. We defeated Pakistan Navy, Karachi United. We lost against Pakistan Army in a close fight. PPFL Phase I Multan Runner up trophy was received by SNGPL Football Team Captain, Samad Khan from Special assistant to PM, MNA Aamir Dogar.

STORES



Stores Department is a key support
Department of SNGPL which assures availability of
material at nearest locations for use by end users in
a timely manner. Functions of the department are
intrinsically linked with corporate strategy and almost
all of the objectives of SNGPL. The Department is
continuously contributing towards accomplishment
of SNGPL goals.

The challenges Stores Department faced during year 2021 have been unique due to effects of Covid-19 related halts in receiving and dispatching of material viz-a-viz continuous monitoring of SOPs to mitigate effects of pandemic on human resources. Meanwhile, full support was provided to user departments towards smooth operations and accomplishment of Company's targets. From maintaining sufficient inventory levels, safe storage and transportation of materials and despite resource constraints coupled with Covid-19 restrictions, Stores Department successfully managed storage of stock material amounting to approximately Rs.10 Billion (as on 30th June, 2021) without any loss.

Digitization

As history shows, Stores Department had always strived for continual improvements in implementing functionality and necessary controls of Oracle Inventory Module to limit human interventions / errors. 100% store transactions are being processed in Oracle Inventory Module.

For betterment of process, another milestone has recently been achieved across the Company by implementing MR Control to restrict change in 'transact quantity', which is a helping tool for material planning / management for indenting departments and regions.

To avoid negative balances, another allied MR Control to restrict 'generation of e-MR subject to the available balances' has also been successfully implemented at a number of store locations. This restriction is being implemented across all store locations while ensuring there is no disruption in Company's operations.

A module for tracking of the removed / defective gas meters is also under testing / pilot project in coordination with concerned departments, which will be helpful in efficiently tracing the removed / defective gas meters, during process flow from its removal till its repairing and / or scrapping.

Risk Management

Risk Management is relatively a new function in the Company which has put important responsibility on the officials to follow its guidelines in order to comply with statutory requirement for Companies. Stores Department has not only welcomed this but also arranged awareness sessions throughout the Stores Department at Head Office and Area / Field levels in coordination with Risk Management, for true implementation of

its parameters. Annual Risk Management Plan has been successfully implemented in coordination with Risk Management Department. In order to make optimized use of information technology and owing to pandemic, Zoom meetings were used for discussions and finalization of the remaining process. Risk Profile Index (RPI) and Risk Appetite have also been worked out and completed as per guidelines of Risk Management Department.

Green and Clean Pakistan

In line with Green and Clean Pakistan drive in the country, hundreds of trees were planted at Company owned premises of stores especially at CBS Manga, Faisalabad, Multan and Wah. Appreciable improvements have been made regarding better housekeeping and storekeeping at Wah (T) Store by carrying out several civil works and fixing sign boards, etc.

Yearly Round Up

During last financial year 2020-21, a total of 492,795 store transactions were recorded with a ratio of only 1.17% store adjustments which also include adjustments from Accounts, Finance and user Departments. Month / quarter / year closings were carried out in timely manner in close coordination with Finance, IT/MIS and user departments.

Stores Department effectively and efficiently carried transactions of material / pipes in timely manner for installation of 372,288 new connections and approximately 564,665 replacement connections. Laying of 4,627 km distribution pipeline and 37 km transmission pipeline in the year 2020-21. Despite acute shortage of human resources, the support by Area / Field Stores to user departments towards material provision for business continuity, UFG Control and timely completion of projects is well appreciated.

Untiring efforts were made for timely and safe transportation of huge quantity of Company's material to assist user Departments in meeting stringent targets and timely completion of different projects. The transportation included shifting of 3,768 KMs and 5,525 KMs assorted Dia of Coated / Bare Line pipe and PE Pipe respectively from Karachi Port / Coating plant Uch Sharif / Manga Stores to different Stores / Camps / construction sites and hundreds of containers from Karachi to various stores / sites.

Adding to existing data base of 32,015 indices, 448 new indices were allocated for new store stock items being procured by different departments in 2020-21. Description for about 2,086 items was updated / corrected and 2,407 indices have been deactivated in Oracle after verification from user, Area Stores and our record as Data cleansing activity.

Different types of scrap deposited by user Departments in different Area Stores was sold through Public Tendering and Rs.169.80 Million was generated as revenue from sale of scrap material, machinery, vehicles, etc.

Serious efforts were made to utilize the existing store stock inventory and prevent unnecessary procurement of stock items without compromising the requirements of user Departments. Approximately Rs. 103.58 Million was registered as saving during clearance of 1,968 Indents / LPR by making available the stock of indented items, lying at different store locations.

Moreover, minimum / maximum stock levels for mandatory and non-mandatory items provided by the user departments have been uploaded at production server along with deployment of three reports. Minimum / Maximum levels have also been incorporated in the indents, which has been considered at the time of clearance of the same.

In the years ahead, Stores Department is determined to achieve excellence in warehousing management through implementing good practices of the industry and adopting digitization gadgets available in market.



TELECOMMUNICATION



SNGPL's Telecom Department is maintaining a wireless telecommunication network along Company's Transmission right-of-way (ROW) since the inception of the company in 1963. The Department is operating dedicated Digital Microwave Radio Communication System along high pressure gas pipeline network from Sui and Sawan to Peshawar facilitating Voice, Data, Video and SCADA services.

This telecommunication system comprises of 86 microwave links having data throughput up to 100Mbps in licensed 8GHz band. Telecom Department has optimized the available bandwidth to accommodate SCADA traffic for real time monitoring of transmission pipeline through legacy UHF radio system in licensed 450MHz Band, multipoint video conferencing network through intranet and internet simultaneously, connectivity of different offices on voice with the help of 28 Telephones Exchanges throughout the network, provision of high capacity Data Bandwidth to IT/MIS for operation of ERP / Oracle Modules and UHF mobile communication for pipeline operations. During the year under review, Telecom Department ensured uninterrupted operations of SNGPL's Microwave, SCADA, IP and Telephone network without any downtime in all of its services. Telecom Department also worked extensively on planning and procurement for expansion of SCADA System facilities on 350 Custody Transfer Points of Transmission Network under different projects. GPRS based SCADA Communication of Industrial CMSs of Distribution Network was enabled on 1359 sites during year under review. Total 1839 industrial consumer meter stations (CMSs) of Distribution Network are now being monitored on real time basis through SCADA System. An application interface has been developed between SCADA Host System and Central Oracle based

CC&B System for automated definition of alarm limits for sanctioned load and installed meter capacity as per real time consumer wise contractual data. Internal Video Conferencing facility was extended to 11 new Company Locations over Company's own Microwave Backbone Network. 200 Cyber Locks for Industrial CMS Sites have been procured to restrict the unauthorized access to these sites through use of electronic key based latest technology.

Electrical Surge Protection System has been deployed at 12 Microwave Repeater Stations. The SCADA workstation has been extended to the office of SAPM at the Ministry of Energy Secretariat at Islamabad.

SCADA System was deployed for the first time at the gas injection and delivery points under "Third Party Access" (TPA) Rules. Real time SCADA monitoring was enabled at Injection point from Mari Gas Company at Ghotki, Sindh and Consumer Meter Station of Pak Arab Fertilizer at Multan for real time reconciliation of supplied gas under TPA agreement.

Due to growing Cyber Security concerns all over the world, Telecom Department has initiated the process of obtaining the ISO 27001 Certification for establishment of certified "Information Security Management System (ISMS)" for the Company's SCADA System Data Center. The Certification process shall be completed by December 2021.

Video Conferencing System has been extended to all regions within SNGPL on SNGPL's dedicated microwave network. The same has also been integrated with third party video conferencing applications for virtual meetings with external bodies, which has been very useful during the Covid-19 pandemic for virtual meetings.

TRANSMISSION



Throughout the year, the Transmission
Department has worked tirelessly and with
unwavering dedication to ensure that its customers
have uninterrupted gas supply. In this regard, the
Transmission Department works around the clock to
maintain operations and gas flows by performing
routine and special / unscheduled activities such as
modification / rehabilitation work, civil protective
work, overhauling of Gas Chromatographs and flow
computers along with other things. A brief summary
of achievements is given below.

A. Gas Control Centre

The Gas Control Center is SNGPL's sole command and control department. It is sometimes referred to as the Company's brain, since it is responsible for the smooth collection of gas from the hills of Baluchistan, Khyberpakhtunkhwa, the deserts of Sindh and the terrains of Punjab, while assuring the required quantity without compromising its quality.

Receiving the gas, marks the start of a control regime that includes the efficient operation of a billion dollar pipeline network, cutting-edge compression facilities and a highly complex SCADA control system, all of which are carried out by highly motivated and skilled personnel 24 hours a day, 365 days a year.

The control system does not end at the off take points where it ensures the smooth supply to its consumers, including the Distribution Department, Power plants, Fertilizer plants and Cement plants;

rather, we go even further in computing all the inputs and off takes on a weekly, fortnightly, monthly and yearly basis, preparing various reports as required by Management and most importantly reconciling all the data for Auditors.

Further to the above, addition of RLNG and transportation of gas under Third Party Access (TPA) regime has totally changed the mode of operation and the complexity has increased manifolds. The margin of error has been reduced to a bare minimum since even the smallest inaccuracy, whether in operation or computation; reverberate across several operational levels and financial stages. Hence, the successful handling of the same without any additional manpower and resources is a big achievement. Some of the milestones achieved during this year are listed below:

I. Transmission UFG

Unaccounted for gas (UFG) of transmission system remained within internationally acceptable standard of +1 %. Detail is tabulated below:

Fiscal Year	UFG Volume	
	2019-2020	6,488,155
2020-2021	3,008,844	0.42
Reduction	3,479,311	53.6

TRANSMISSION

- Over billing of 309 MMCF gas, claimed by gas producers in their debit invoices, was identified by meticulously cross checking gas quantity computation, resulting in savings of around 129 Million rupees.
- Identified 122 MMCF off-specification gas delivered by gas producers in their debit invoices, saving about Rs. 187 Million.
- 4. Provided valuable inputs and took active participation with Management during meetings regarding Gas / RLNG Sale, Purchase Agreements with gas producers and major consumers.
- Successfully transporting Mari PFL gas in Third Party Access regime by accepting gas at QV-2 and delivering at PFL, Multan.
- 6. Successful coordination in 15 pipeline modification jobs and rehabilitation activities, one pipeline commissioning job, removal of 300 illegal pipeline taps and several other upgradation and installation activities on SMSs, Regulation facilities, Valve assemblies etc. while meeting the contractual obligations which otherwise could have resulted in significant financial implications for SNGPL in the form of penalties.

B. Pipeline Operations Department

Pipeline Operations is one of Transmission's primary sections, ensuring that Transmission Pipelines and related fittings are kept safe for their respective Maximum Allowable
Operating Pressures. Pipeline Operations
Department also performs commissioning of new
pipelines, provides new off-take points for
customers (SMSs / Power Plants, etc.) and ensures
network rehabilitation / repair without stopping gas
supply using state-of-the-art Stoppling operation.
A brief summary of achievements is given below.

I. System Modifications for improvement of Gas Flow / De-Bottlenecking

In order to ensure smooth gas flows and ensure operational flexibility, modification works were carried out at following locations.

- i) AC-1X and AC-6, Segregation of RLNG and System Gas
- ii) MP 59.91 Valve Assembly's modification to ensure supply of RLNG to GPP / IPPs
- iii) 13 Block Valve Stations / SMSs were modified to eliminate bottlenecks at Mianwali, Rawat, Military Hospital (MH) Ranial, SMSs Hattar Village, Dhullian, Umer-zai, Fateh Jang, Wah, Banth, PD Khan, Tank, C6/CC3 and Lucky City.
- iv) Hook-up of following SMSs were arranged with requisite pipelines.
- a. SMS-Sitara Chemicals
- b. SMS-Ibrahim Fibers
- SMS Banazair Bhutto International Air Port Islamabad
- d. SMS Palai
- e. SMS Beizu Kharkhi



2. System Rehabilitation Jobs

- i) In order to ensure the integrity of system and maintain the operability of Transmission Network at designated MAOP, following modifications / rehabilitation works were completed.
- Replacement of pitted portion of Jaranwala Line off-take at Old-BV-3, Khurianwala.
- Sleeving on pitted portion of 6" Ø Ahmadpur East Line at MP-9.7
- c. Replacement of 24" Ø pitted riser at QV-1 V/A.
- d. Hookup of 16"/30" parallel lines (C-Leg) at CV25 and CV26 V/As
- Rerouting of a certain segment of 16" Dia Dakhni Meyal.
- Re-laying of 8" dia. Havelian Abbottabad pipeline at deeper depth at MP36.05
- g. Restoration of earth cover on 8"/12"Dia Mardan Swat Loop Line at MP-41.11(350 RFT) and 10" Dia. Shakerdara - Duadkhel line at MP-12.75 (300 RFT) and MP-14.00 (300 RFT)
- h. Re-routing of 10" Dia Wah Haripur Line (1900 Meters).
- Replacement of 10" Upstream pitted riser at MV-3.
- 15 full encirclement sleeves were installed on 10" Dia. Wah Haripur Line in between MP-16.58 and 17.60.
- Installation of 11 full encirclement sleeves to cover pitted portion of
- 08" Dia Charsada Khazana Pipeline at MP-11.60
- ii) In compliance with international governing standards earth cover for certain segments of following pipelines was maintained by in-service movement (pipeline-lowering).
- a. 6" dia KCP Line
- b. 8" dia Mianwali Line
- c. 12" dia Kathiala Sheikha Line
- d. 16" dia Mainline and 16" dia Loop Line, B-Leg
- e. 36" Ø rerouted line, AV-22 to AC-6.
- f. 8" dia Mirpur Line
- g. 18" dia Mainline and 16" Loop line, Sahiwal -Lahore Segment
- iii) In order to protect high pressure gas pipelines from any third party / environmental effects, civil protective works, such as construction of retaining / wing works, stone gabions, placement of trench weights and filling of loose earth, were carried out at certain segments of following pipelines.
- a. Stone Gabions at 24" Ø Sawan Qadirpur Line MP-18 at Nara Canal Overhead crossing.
- Retaining works at 36"Ø Natural gas and RLNG Lines at MP-213.
- Placement of trench weights on 30" Ø Qadir Pur

 ACI-X Line at MP-5 to MP-5½ (QV-I QV-2 segment).

- d. Protective works 8"/16" dia. Havelian -Abbottabad pipelines
- e. Retaining works 10"/16" dia. Wah Haripur pipelines.
- f. Retaining works 8" dia. Missa Kaswal pipeline
- g. Stone Gabions / Retaining works 12" dia.
 Rawat Murree pipeline
- h. Retaining works 16" dia. Gali Ranial pipeline
- Stone Gabions / Retaining Works 10"/16" dia. Wah - Nowshera pipelines
- j. Stone Masonry works 10" dia Shakardara -Daudkhel pipeline
- k. Protective works at MP 1.50 Hafizabad Line.
- Protective works at MP 37.76 to MP 37.84 on Nandipur Line
- m. Retaining works at MP 57.53 on B2-B3 Line
- n. Retaining works at MP 8.42 to MP 8.55 on Sheikhupura - Gujranwala Pipeline
- Protective works at MP 145.80 & MP 170.41 on Gujrat - Jhelum Line
- p. Protective works MP 6.75 to MP 6.85 on Kotli -Rahwali Line
- q. Protective works at MP 10.31 Mirpur Line



Lowering of 12 inch dia KS Line

TRANSMISSION

3. Commissioning Activities

- i) 24" dia x 46.80 KM from Phoolnagar valve assembly to Ferozepur Road End -Point Line.
- ii) Hook- up of SMS Jabba Khattak and SMS Dewan Salman SEZ.

4. Hot / Cold Taps and Stoppling Operation

13 Cold / Hot Taps (02" - 10"dia Taps on pipelines ranging from 10"-30" dia) and 8"dia Stoppling Operations were carried out on Transmission Pipelines to facilitate modification jobs.



Illegal Taps Removal Operation

5. Installation of Solar Powered Security Lights

Installation of Solar Powered Security Lights at following valve assemblies to enhance security vigilance of our overhead structure due to prevailing law and order situation has been carried out.

- i. Mid-Point V/A BWP Line
- ii. AV-17 V/A
- iii. MP-14.52 V/A Hasilpur Line
- iv. MP-29.96 V/ Hasilpur Line

6. Removal of Illegal Taps / Uplifting of Illegal Network

- i. 300 illegal taps removed at different locations of 12" dia. Kharappa - Manjowal and 10" dia Gurguri - Kohat pipeline.
- ii. 206227-ft (62.87 Kms.) of illegal network uplifted during removal of illegal taps on 12" dia. Kharappa - Manjowal and 10" dia. Gurguri -Kohat pipeline.

C. Metering Section

Metering Department successfully managed to measure and supply uninterrupted natural gas, employed creative solutions to troubleshoot natural gas chromatographs, enabled remote workforce through comprehensive training to carry out monthly data and fortnightly data, bottom-up approach adopted by Metering Management in communication and risk management with staff to ensure continuous operations while ensuring strict compliance with safety SOPs.

In 2021, Metering Faisalabad (T) managed to successfully complete performance verification of 15 Emerson FB1200 Flow Computers. The FB1200 flow computer measures and controls gas flow for up to two differential pressure or linear meter runs. Communication of latest flow computer with different brands of gas chromatographs is always a challenging task for Metering Faisalabad (T). The Department was well prepared to go through this technology driven period and we proved by managing to communicate FB1200 with Emerson Gas chromatographs and ABB NGC Gas chromatographs.

In 2021, Metering Faisalabad (T) repaired 04 Gas Chromatographs including 03 Emerson gas chromatographs from Section IV Lahore. Troubleshooting natural gas chromatographs within minimum down time has always been an ardent task for Metering Faisalabad (T) which requires physical presence of our experts in troubleshooting GC. However, Covid has changed the dynamics of work through social distancing.

Metering Faisalabad (T) turned this situation to their advantage by employing innovative solutions such as troubleshooting GC online remotely and minimizing the risk of Covid.

Accuracy and repeatability of turbine meters received from different sections of SNGPL Transmission are thoroughly scrutinized through their maintenance, repair and flow proving at Metering Flow Prover Cell in Transmission Headquarters, Faisalabad to meet accuracy and repeatability standards. Metering Faisalabad (T) has so far successfully flow proved and delivered 279 turbine meters.

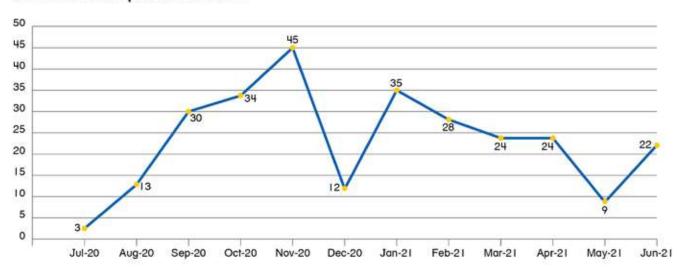
Further to the foregoing, following are some of the key achievements in addition to routine modifications and up gradation.

- Validation and Commissioning of new orifice meter, Flow Computer, GC and moisture analyzer at Mari HRL Skid (CMF-II).
- Commissioning of MPCL-HRL new custody transfer at Mari Gas Field.
- Installation of 30" inch Dia Orifice meter at AC-1X for measurement of Segregated Streams of RLNG and System Gas.
- Installation and commissioning of newly procured SRV Bench Test at Transmission Wah Terminal.

Month wise Details of flow proving performed during F.Y. 2020-2021

Month	Meters Received from Wah	Meters Received from Multan	Meters Received from Gujranwala	Meters Received from Faisalabad	Meters Received from Comp Fsd.	Total (Flow Proved Meters in a Month)
Jul-20	L		I.	I.	2 4 23	3
Aug-20	3	3	5	2	828	13
Sep-20	21	6	2	I I		30
Oct-20	25	4	2	3	(*	34
Nov-20	24	13	1976	7	1	45
Dec-20	4	6	(34)	I I	1	12
Jan-21	8	1.1	3	41	2	35
Feb-21	11	6	4	7	39	28
Mar-21	14	L	7	2	(%)	24
Apr-21	6	7	6	5	859	24
May-21	I.	5	020	2	1	9
Jun-21	3	l I	14	4	(*)	22
Total	121	63	44	46	5	
Grand Total	279					279

Total Meters Flow-proved in a Month



TREASURY



I. Encashment of Bank Guarantees

Bank Guarantees to the tune of Rs.1.60 Billion (approx) have been realized by Treasury department (Collection Section) in the calendar year 2021. This was the result of vigilant supervision and vigorous follow up with the banks involving enormous correspondence and personal visits to banks.

2. Electronic Agreement with Meezan Bank

An Electronic agreement executed with Meezan Bank in the calendar year 2021, will result in swift processing of payments of the consumers. Moreover, the agreement will not only result in saving of Rs.2.20 Million (approx) on annual basis on account of Gas Bills Data Gathering Charges being paid to M/s NIFT but also simplify reconciliation due to automation and no punching errors.

3. Addendum with Bank of Punjab (BOP)

An addendum is being signed with BOP for electronic gas bills collection which will eliminate the role of M/s NIFT and will reap the benefits of automation. Besides it will also result in saving of Rs.3.42 Million (approx) on annual basis on account of Gas Bills Data Gathering Charges being paid to M/s NIFT.

4. Saving in borrowing cost of the Company

Company is using Running Finance (RF)

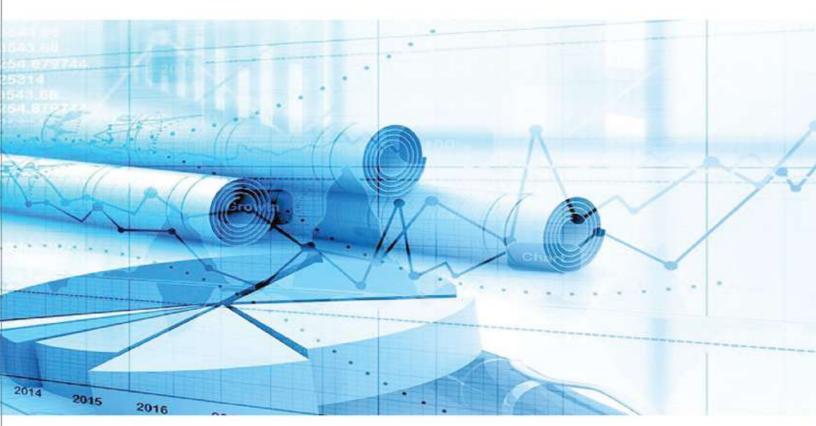
facilities from various banks to meet working capital requirements. RF portfolio was managed efficiently by way of swapping existing costlier facilities with the facilities of other banks offering lower rates of markup along with emphasizing the existing facility provider banks to reduce the rates. These efforts yielded positive results and rates of markup were brought down significantly from the range of Kibor plus 0.45%-0.50% to Kibor plus 0.05%-0.12%.

Existing mark up rate on the long term loan secured for financing of Pipeline Infrastructure Project LNG-I was 6 months Kibor plus 0.70%. With the rigorous negotiations and efforts, mark up rate has been reduced by the syndicate of bank to 6 months Kibor plus 0.50%.

Reduction in mark up rates, as stated above, shall result in significant savings in borrowing cost of the Company which is a major accomplishment.

5. Arrangements of online Dividend Payments

To ensure online payment of dividend to the shareholders within regulatory timelines after declaration of same by the Board of Directors, all modalities were finalized with the service provider bank. Agreements for disbursement were signed twice in the year 2021 with HBL, once in the month of July for 40% final cash dividend relating to FY 2020 and secondly in the month of December for payment of interim cash dividend for FY 2021.



Arrangement of funds, disbursement and reconciliations were vigilantly monitored.

Bank Reconciliation via Oracle Cash Management Functionality

Manual Bank Reconciliations was a tedious and time consuming task, reconciliations are now being prepared by using automated functionality of Oracle Cash Management.

7. Implementation of Cheque Printing through AP Module of Oracle Financial

Cheque Printing against Suppliers'
Payment is now being done by using standard
feature of Oracle in the AP module. Previously
cheques were printed through standalone in-house
built application out of Oracle Financial. There was
a time lag in the date of issuance of cheque and its
entry in the system. This new process has enabled
recording of vendors' payments in real time and has
facilitated bank reconciliation.

8. Use of ERP for controls and Reconciliations

To avoid misuse of cheques issued in the favor of employees on account of provident fund loans, CNIC numbers are now being fetched from the HRMS module and printed on the cheques along with names of payee. Cheques issued for final settlement of gratuity, pension, commutation and provident fund have also started printing with the CNIC numbers.

While preparing Journal Vouchers for Gratuity and Pension in the respective GL module, functionality of Descriptive Flex Field (DFF) was not being utilized properly. New DFFs have been developed to record cheque numbers, employee numbers, employee name, bank details etc. in relevant fields to facilitate reconciliations. Furthermore, a number of reports have been developed in the system for smooth operation.

9. Digitalization of Payments

In order to streamline payment process, arrangements for online payment to vendors of the Company and to the employees on account of Provident Fund loan have been finalized with HBL. Digitalization proposals from other banks are also under review and would be finalized soon.

Payments through online means would result in saving of cheque book charges, printing and stationery cost along with the saving of time involved in the process of preparing huge volume of individual vouchers, cheques and signing by the signatories on daily basis.

10.PMDU Complaints

All complaints lodged on PMDU at Regional as well as Head Office level were timely responded

UFG



UFG control is prime concern for the Company due to its direct impact on Company's efficiency as well as profitability. The Management issues directives from time to time for taking different measures to reduce the UFG losses, in the light of which, guidelines are issued to Distribution regions.

Company is pursuing 3 Years UFG Reduction Plan w.e.f. FY 2019-20 to FY 2021-22, duly approved by Company's BOD and submitted to MOE, under macroeconomic commitments of GOP with IMF. The Plan comprises of two components.

- Component-I: Accumulated reduction to be collectively achieved by 16 Distribution Regions through execution of 30 Key Monitoring Indicators (KMIs) advised by OGRA
- Component-2: Reduction in T&D Losses in High UFG Areas of KPK through close liaison and essentially required administrative support of law enforcement agencies

In addition to the ECC approved UFG reduction targets, the BOD assigned ambitious UFG reduction targets by enhancing volumetric reduction target to 12,591 MMCF and percentage reduction target to 3.21%. Accordingly, stringent targets were assigned to all Distribution Regions and Transmission Department for achieving overall UFG reduction because Regional Heads of Distribution Department and Section In-charge Wah Transmission are responsible for physical execution of various UFG control activities to control UFG losses in their respective areas of operation through their teams comprising of Executives and Staff, pertaining to different departments / sections.

PRIDE







Following Efforts were made by during FY 2020-21:

- A. Component-I (collective efforts by 16 Distribution Regions, other than Karak etc.):
- a) Increased Focus on Gas Theft Control

The objective is creating deterrence and apprehending gas pilferers for which following measures have been taken:

- Real time monitoring of 1,839 Industrial consumers through Supervisory Control and Data Acquisition (SCADA) and generation of alarms against anomalies for prompt detection of gas theft, measurement errors and load enhancement cases.
- ii. Physical Vigilance of:
- 3,659 Industrial consumers on monthly basis
- · 61,641 commercial consumers on quarterly basis
- Vigilance of 20% domestic consumers i.e. 1,318,662
- iv. Frequent checking of suspected consumers
- Special checking of areas / localities, that are prone for illegal gas networks and illegal gas connections, unauthorized extensions etc.
- vi. Apprehending the gas pilferers, registration of 377 FIRs and follow up of criminal proceedings
- vii. Following results have been achieved:
- Theft cases detected = 83,904
- Volume booked = 1,604 MMCF
- Volume Recovered = 1.019 MMCF
- Amount Booked = Rs. 1,350 Millions
- Amount Recovered = Rs. 560 Millions

b) Increased Focus on Leakage Control:

The objective is to reduce impact of leakage loss for which following measures have been taken:

- Intelligent scanning of 20% of total Underground network i.e. 35,311 Km to for identification and rectify of 39,554 leakages
- Fast Track Scanning of network of Lahore and Peshawar Regions i.e. 11,009 Km for identification and rectification of leakages
- iii. Heat Maps generated by mapping gas leakage complaints on the Geographical Information System (GIS) to identify potential leakage prone areas / localities for planning Underground Leakage Rectification (UGLR) and System Rehabilitation Program (SRP)
- iv. Replacement of 892 Km leaking lines under System Rehabilitation Program (SRP)
- Identification of Pipelines in Sewerage manholes causing current and leakage loss
- vi. Inspection of 20% Domestic consumers and rectification of 967,463leakage
- vii. Inspection and Maintenance of all 6,478 TBSs

c) Increased Focus on Measurement Errors Control:

The objective is to ensure measurement accuracy for which following measures have been taken:

- Replacement of around 563,068 (i.e. Suspected, Defective and scheduled), generation of Meter Inspection Reports
- Booking of 8,083 MMCF against under billing charges
- iii. Installation of EVC Meters on 484 High Pressure Commercial and Special Domestic connections

d) Digitization / Automation:

The objective of Digitization / Automation is

UFG

to improve response time for different corrective measures, availability of information for data analytics, trend analysis and planning remedial measures.

- Monitoring of approx. 1,800 Industrial connections through SCADA Dashboard
- ii. Modules for preparation of system generated reports of 'Sale Meter Station (SMS) Wise Reconciliation' and 'Town Boarder Station (TBS) wise Reconciliation' for monitoring of losses
- iii. GIS mapping of Distribution network has been started in phases
- iv. Mapping data on GIS (Gas Theft Cases, Leakage Complaints, Underground Leakages, Defaulters, Network Aging data) for data analytics
- v. Development of computer based modules for:
- a. Monitoring of vigilance activities
- b. Leakage Rectification activities
- Meter Replacement activities
- vi. Monitoring through Dashboard regarding different anomalies extracted from CC&B data to identify Direct use, New Meter Found, Domestic to Commercial use cases DR, Sticky Meters, Repeated Minimum, BSE.
- vii. Dashboard for Pressure Monitoring of Distribution network for optimum operation of network

e) Monitoring of Losses:

- Monitoring of gas losses at all 425 SMSs
- Micro monitoring of gas losses through monthly reconciliation at 823 isolated TBSs

B. Component-2:

Losses in Karak, etc. Areas of KPK province are a major challenge for Company. The losses in these areas were increasing rapidly until FY 2019-20 and contributed approximately 34% of total volumetric loss of company in FY 2019-20. The main reason of losses in these areas was illegal tapping and illegal gas connections.

All the stakeholders including Federal Govt., MOE, Company's BOD, OGRA and the Provincial Govt. were sensitized about the issue. Series of meetings were held by the Management of company at highest level and with the support of the Federal Govt., Provincial Govt. of Khyber Paktunkhwa, Local Administration and law enforcement agencies, two prong strategy was adopted i.e. laying of legal gas network and provision of gas connections and removal of illegal tapping / gas connections.

Project for extension / rehabilitation of gas network under 14 SMSs of Karak and adjoining areas at total cost of Rs.9.039 Billion was approved by Company's BOD.

- Phase-I amounting to Rs.1.945 Billion (having share of Rs.0.694 Billion from Government of Khyber Pakhtunkhwa) under four SMSs (Shakardara, Chokara, Karak and Hangu) was approved by ECC and ratified by Federal Cabinet.
- Execution against this project was carried out and more than 440 Km network has been laid / commissioned.
- So far 4,131 applications have been received for provision of gas connections and 2,075 gas connections have been installed on priority basis against deposited Demand Notices

This has created a hope among general public that they will get legal gas connections. Efforts to control UFG losses in Karak and other areas of KPK Province are as under:

- Seeking support of public representatives to discourage the illegal usage of gas
- Round the Clock Patrolling along affected portion of Transmission line and Deployment of 337 FC personnel to avoid illegal tapings
- A total of 6,682 illegal taps were removed and
 91 FIRs have been lodged against gas pilferers
- In addition to above, establishment of two dedicated Police Stations to apprehend gas pilferers is in final stages.
- As a result of efforts against illegal gas usage, the losses of Karak and adjoining areas have been reduced from 16,176 MMCF in FY 2019-20 to 10,068 MMCF in FY 2020-21 i.e. 38% reduction.
- Govt. of Khyber Paktunkhwa has been continuously followed up for provision of funds for extension / Rehabilitation of gas network under remaining 10 SMSs. Funds amounting to Rs.1 Billion have been received.
- Phase-2 has been approved by DWP, BOD and ECC and ratified by the Federal Cabinet.
- Execution against this Phase-2 will commence shortly.

گیس لیکیج آپکیاورآپکےپیاروںکی جانبھی لے سکتی ہے

اس لیے احتیاط کریں

گیس لیکیج کیصورتمیں



كهزكيال اوردرواز ي كهول دي



ماچس ہرگز نہ جلائیں



بحلى كاكوئي سوئج آن ياآف ندكري



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كيس كامين والوبندكردين



بابر كفلي موامين آجائين



حادثات سے بچنے کیلئے گیس کے معیاری آلات کا استعال کریں



EVENT



OGRA HEARING HELD IN LAHORE

In response to the petition filed by SNGPL in respect of review of its Estimated Revenue Requirement for FY 2021-22, the Oil and Gas Regulatory Authority (OGRA) conducted a public hearing in December in a local hotel. SNGPL had filed petition for increase in the Prescribed Price by Rs.269/- per MMBTU for the year 2021-22 and if prior years shortfall, already determined, is included, the requirement increases to Rs.907/- per MMBTU. In the public hearing, MD SNGPL Ali J. Hamdani, while delivering opening remarks appreciated the OGRA for giving the Company an opportunity to present their case. He requested OGRA that their petition be considered positively allowing just and equitable requirements especially in areas where investments have already been made. MD SNGPL was assisted by his team who gave a detailed

presentation on different aspects of the petition. It is pertinent to mention that out of total increase of 150% requested by the Company in the prescribed price, 111% increase is on account of the shortfall already determined by OGRA for prior years while the remaining increase of 39%, mainly represents cost of gas which consists of 80% of the total costs. Increase in cost of gas is primarily associated with the increasing trend in crude oil prices and Rupee to Dollar parity. The increase in prescribed price requested and consequently allowed by OGRA does not mean the direct increase in consumer price rather Federal Government determines the Consumer Sales prices keeping in view the socio-economic conditions of the country.

The public hearing ended with concluding remarks by the Honourable Chairman OGRA.





OCCASION

WORLD QUALITY DAY-2021

Quality Assurance Department

World Quality Day is observed on the second Thursday in the month of November every year all over the world. So, this year, the special day was marked on 11th November 2021. World Quality Day was introduced in 1990 by the United Nations, with the aim to raise awareness and to support economic prosperity for individuals and organizations around the world to adopt high Quality standards. The theme of World Quality Day-2021 was "Sustainability, improving our products, people

and planet".

World Quality Day was celebrated in SNGPL on 11th November, 2021 across the Company like other organizations of the world to highlight the importance of Quality Assurance Department in the organization to safeguard and enhance reputations, promote profitability, and drive change. Managing Director's message along with presentation on World Quality Day was conveyed to all the employees by Amjad Mumtaz, General Manager (QA) through E-mail.



Managing Director's Message on World Quality Day, 2021

Today is 11th November, 2021, the "World Quality Day" which is being celebrated to raise the level of Quality awareness and to recognize efforts and contribution of Quality Professionals across the world.

The Holy Prophet Muhammad (Peace be upon him) said: "Verily God loves if any of you does a job, he does it with perfection".

Perfection means excellence in our working especially working at Company's platform in accordance with the applicable international / national standards. We implemented "Zero Tolerance policy" and Quality Assurance Program "QAP" to promote defect free culture across the Company.

All the employees who are working in Distribution, Projects, Transmission and all other Engineering departments while performing construction, operations and maintenance activities must be Quality conscious during dispensation of their assigned duties. It

is not only our professional but also moral obligation to prefer quality in each and every task with due diligence. As someone said, 'Quality of work is directly related to the quality of a person's character.'

To develop the Culture of Quality, each and every one of us must be passionate about quality and process improvement, show very high enthusiasm, energy and a strong belief that we can get things done. We should encourage our Quality team who is really doing its best to implement the standards, SOPs and code of engineering practices in the Company.

Wish you a very Happy World Quality Day.

Ali J. Hamdani
Managing Director

The celebration of World Quality Day in Head Office was hosted by General Manager (QA) and inaugurated by Senior General Manager (Projects).

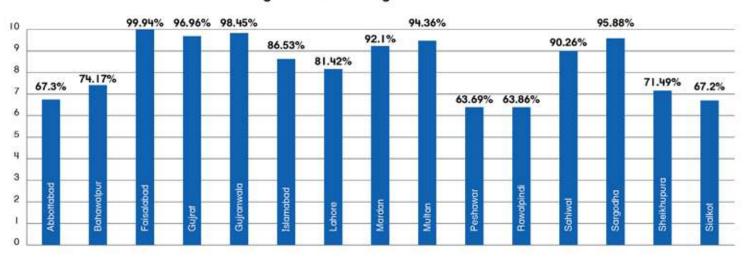
After the introduction and awareness session, General Manager (QA) explained the theme of World Quality Day, and importance of Quality Assurance Department in SNGPL along with the Vision / Mission statement and Quality Assurance Policy. He further highlighted the pointed out QA observations related to leakages and other anomalies consequent to which rectification was carried out and approx. volume of 712.986 MMCF / year was saved during the FY 2020-21. GM (QA) also confirmed that International / National standards are being implemented across the Company in development. operation and maintenance of gas network. QA rating of Distribution regions and Project camps on the basis of pointed out / rectified QA observations during the Fiscal year 2020-21 are shown in the graph.

Senior General Manager (Projects) acknowledged and appreciated the efforts of Quality Assurance Department in Company's business.

The day was also celebrated at all the Distribution Regions and Project camps by QA Incharges with zeal and zest. Regional Incharges were invited for the inauguration of World Quality Day ceremony in their respective regions. QA Incharges of both Distribution regions and Project camps arranged awareness sessions and also displayed inspection tools / gadgets on stalls which have enhanced the capabilities of stringent monitoring of Quality Assurance Department.

QA Incharges explained the importance and functioning / usage of inspection tools like Vernier Caliper, Welding Gauge, Inspection Mirror, Magnifying Glass, Hi-Lo Gauge, Holiday Detector, Surface profile Gauge, Coating Thickness Gauge, Ultrasonic thickness gauge, Temperature measuring gauges. Pitting gauge, etc. to all the visitors which was highly appreciated.

By celebrating this day, awareness regarding working and importance of Quality Assurance Department was highlighted. All participants and visitors acknowledged the importance of Quality work and appreciated the efforts of Quality Assurance Team for implementation of International / National standards at SNGPL.



QA Rating - Distribution Regions as on October - 2021

OCCASION

WORLD QUALITY DAY CELEBRATIONS



CUSTOMER SERVICES



E-KACHEHRI

MD SNGPL Directs for Immediate Action on Consumers' Complaints

Media Affairs Department

Under the directives of Prime Minister
Performance Delivery Unit (PMDU), Sui Northern
Gas has been organizing E-Kachehri for more than
one year now. The Company's consumers rely on
E-Kachehri for redressal of their grievances more
than any external platform.

Like every month, E-Kachehri took place at

regional as well as Head Office levels. E-Kachehri at the Head Office was led by Managing Director SNGPL Ali J. Hamdani.

MD SNGPL listened to the complaints and directed relevant officials for immediate action. The Managing Director assured the consumers that their issues will be resolved in minimum possible time. Regional Heads also attended the E-Kachehri via video link.





Senator Mohsin Aziz met Ali J. Hamdani, MD SNGPL at his office



MD SNGPL Ali J. Hamdani in conversation with Ayaz Shuja of Lahore Rang





MD SNGPL Ali J. Hamdani completed one year in office. In this regard, a ceremony took place at the MD Secretariat

all in the A-Family

EMPLOYEE MONTH







Sajid Nazir Officer (IT/MIS), Head Office

They have successfully completed the revamping of SNGPL website in both English and Urdu versions.

إِنَّالِينَهُ وَأَنَّا إِلَيْهُ الْحِجْوَةُ الْمِجْوَةُ

Shahadat Ali, General Manager (Compression), Multan Transmission, passed away on 08 December 2021.

Father of **Zahid Ali**, Deputy Chief Engineer (Distribution), Sub Area Office, Attock (Islamabad), passed away on 15 December 2021.

Father of **Imran Zubair**, Deputy Chief Accountant (Accounts Department), Head Office, passed away on 27 December 2021.

Son of **Javed Faisal**, Executive Technical Officer (Corrosion Control), Wah (Transmission), passed away on 24 December 2021.

Father of **Hasroon Munawar**, Engineer (Customer Services), Sheikhupura (D), passed away on 27 December 2021.





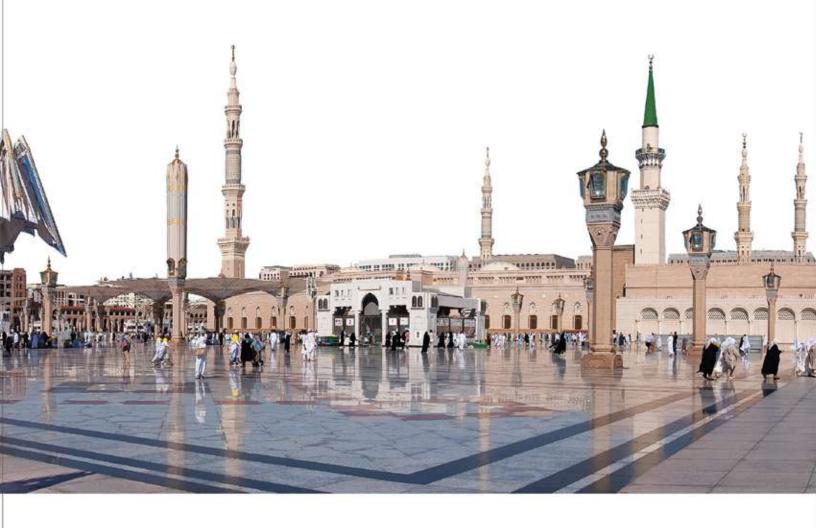
خصوصي مضمون

آ ہے اللہ کا دات ہے سملے ہی والد ما جد کا انتقال ہو گیا عمر مُبارک تقريباً 5 سال كي موئي تو والده ماجده بهي وصال فريا تنئين اورآپ كي يرورش داداجان حضرت عبدُ الْمُطَلِّب رضى الله تعالى عنه نے كى - دوسال كے بعد دادا جان بھى پر دوفر ما گئے اور برورش کی فقہ داری آپ کے چھاابوطالب نے سنجالی حلیم سعدید کی قست جبک اتھی،شرفائے عرب کا دستور کہ وہ اپنے بیچوں کودودھ بلانے کے لئے گر دونواح کے ديباتوں ميں بھيجة تھے تاكد يبات كى صاف تحرى آب و ہواميں ان كى جسمانى صحت اچھی ہوجائے اوروہ فصیح عُرٌ کی زَبان بھی سکھ جا کیں۔ای دستور کےموافق والدہ ماجدہ نے بچین میں آپ کوحفرت حلیمہ سعد سدرضی اللہ تعالی عنبا کے ساتھوان کے قبیلے بھیج دیاجهاں وہ آپکودودھ بلاتی رہیں۔اسعر صے میں آپ سے کثیر برکات کاظہور ہوا۔ بھین میں آ پ علی م کا مجھ الفرشتوں کے بلانے سے بلتا تھا، جا ندآ پ کی انگلی کے اشارون پرحرکت کرتا تھا۔ آپ کی جوانی سےائی، دیانتداری، وفاداری، عبد کی یابندی، رحم و خاوت، دوستوں ہے ہمدر دی،عزیز وں کی تنخواری،غریبوں اور مفلسوں کی خبر گیری، الغرض تمام نیک خصلتوں کا مجموع تھی۔ آپ کی راست بازی اور امانت ودیانت کا جرجا دُوردُورتَك بَنْ يَحْ يِكَا تَعَالِي تَجَارِت آپِ كَا خَانْداني پيشه تَعَا، 13 سال كَ عُمر مِن آپ اَنْ فِي پہلی بارائے چیاابوطالب کے ساتھ ملک شام کا تجارتی سفرفر مایا جبکہ 23 سال کی عمر میں بغزض تجارت حضرت خديج رضى الله تعالى عنها كامال كے كرأن كے غلام مُميَّر و كے ساتھ ملكِ شام كا دوسرا سفرا فتياركيا_آب الله في عارت زائد لكاح فرمائ جوآب الله ک خصوصیت ہے۔ جالیس سال کی عمر میں آپ مکہ مرمہ ہے تقریباً تین میل دورغا رحزا میں تشریف لے جاتے اور رب تعالی کی عبادت میں مشغول رہتے۔ یہیں آپ پر پہلی وحی كانزول موار جاليس سال كي عمرين بن آب في علان نُوِّت فرمايا، كيم تين سال تك پوشیدہ طور پر تبلیغی اسلام کافر بیفریئر انجام دیتے رہے،خوا تمن میں سب سے پہلے آ پ الله کن وجد حضرت خد سجة الكبرى وضى الله تعالى عنها، مر دول ميسب سے يہلے حضرت ابوبرصد بق رضى الله تعالى عنداور بحول مين سب سے يميلے حضرت على الرتفظي شير خدا رضى الله تعالى عند إسلام لائ، پيمرحضرت عثمان غنى ،حضرت زبير بن عوام، حضرت عبدالرخمن بن عوف، حضرت سعد بن ابي وقاص حضرت طلحه بن عُرَيْرُ الله رضي الله تعالى عنهم بھي وامَنِ إسلام ميں آ گئے - تين سال كے بعد آپ الله في رب تعالى كے عكم ے اپنے قبیلے والوں کو دعوت إسلام دی معذاب البی ہے ڈرایا ، لیکن انہوں نے دعوت کو قبول کرنے ہے اٹکار کردیا اور ناراض ہوکر نہ صرف چلے گئے بلکہ آپ کے خلاف آول فُول مِکنے گئے۔اعلان نبوت کے چو تھےسال آپ اعلانیہ طور پر دین اِسلام کی تبلیغ فرمانے لگے،جس پر كفارآ ب الله كى مخالفت ير كمربسة ہو گئے نيز آپ كواور ديگر مسلمانوں کوطرح طرح کی تکلیفیں دینے لگے۔ آپ تابعہ کے چیا حضرت حمز داور حضرت عمر رضى الله تعالى عنهما كے قبول اسلام سے دین اسلام کو بہت تقویت ملی ليكن پحر بھی کٹار کی مخالفت ختم ندہوئی بلکہ دِن بُدِن برهتی ہی گئی۔ کفار نے آپ کے خاندان والوں کا مكمل بائيكاث كرك ايك يمار كالحافى تك محصور كرويا جي معجب الىطالب" كهاجاتا

ہے۔ یہاں آپ تین سال رہا ورآپ کو بردی مصیبتوں کا سامنا کرتا پڑا۔ ج کے موقع پر آپ صلّی الله تعالٰی علیه واله وسلّم مختلف علاقوں ہے آئے ہوئے قبائل کو دعوت إسلام دیتے اور ہرسال کچھاؤگ اسلام قبول کر لیتے ۔اعلان نبوت کے تیر ہویں سال مدینے ے آئے ہوئے72 افراد نے إسلام قبول كيا اوروائس جاكرا پنے ہاں وعوت إسلام دينا شروع كردى اوررفته رفته مع اسلام كى روشى مديند عة باتك كر كرريسيل كى -اعلان نبوت کے تیر ہویں سال سرکارید پر پین نے مسلمانوں کو بجرت کر کے مدیند منورہ جانے كى اجازت عطافر مائى اور بعدين حفزت سيّد نا ابوبكرصدّ بيّ رضى الله تعالى عند كے ساتھ خودمی جرت کر کے وہال تشریف لے گئے ۔ جرت کے بعد آپ تھی فی نے مدید من رہ کو حمياره سال شرف قيام بخشاء إن سالول مين پيش آنے والے مختلف ہم واقعات كامختصر تذكره ملاحظة فرمايية محيد تباومحيد نبوى كى تغيركى كى، يبلا جعدادا فرمايا، أذان وإقامت كى ابتدا ، وكل _ دوسر ب سال قبله تبديل بهوا يعنى ميث المتلذس كي بجائ خانه كعيد كى طرف مندكر كے مُمازير هنے كا تكم ديا كيا، رمضان المبارك كے دوزے فرض ہوئے، نماز عيدين وقرباني كأعكم ديا كميا _حضرت فالحمدز هره رضى الله تعالى عنها كاحضرت على رضى الله تعالی عنہ کے ساتھ دکاح ہوا مسلمانوں کوغزوہ بدر میں فتح مبین حاصل ہوئی۔ تیسر ہے سال کفار کے ساتھ غزوہ اُٹند کامعر کہ در پیش آیا۔ ایک قول کے مطابق ای سال شراب کو حرام قرار ديا كيا_ چوشخصال صلوفة الخوف كاحكم نازل موا_حضرت امام حسين رضى الله تعالى عندى ولادت موئى آب الله في في حضرت أمّ سَلَم اور حضرت زينب مت حش رضى الله تعالى عنهما سے فكاح فر مايا ـ نماز قصراور پرد سے كاتھم نازل ہوا ـ يانچويں سال غزوہ احزاب یعنی غزوه خندق اورغزوه بنی مُصطَّل واقع ہوئے یتمُم کاعکم بھی اِی سال ناز ل ہوا۔ چھٹے سال صلح حُدیب بیا وربیت رضوان واقع ہوئے۔

یہ جہاں چیز ہیں کیالوح قلم تیرے ہیں

مصنف ملتان (السميشن) يسروا تزرايمن كى حيثيت عالمسلك بين



تے بہا اے مقتع ہوئے ایک ہزارسال گرر چکا تھا اور قارسیوں کا آتھگد و بچھ گیا جو کہ

ایک ہزارسال ہے گرم تھا (مدارج النہ قا جلد اصلام)۔ جب حضور سلی اللہ علیہ وآلہ وسلم

پیدا ہوئے تو اللہ تعالی نے آپ کو پا کیز و بدن اور تیز پوکستوری کی طرح خوشبود ار، نان

بریدہ ، چیرہ نورانی ہآ تکھیں سرگیس دونوں شانوں کے درمیان مہر نبوت درخشاں پیدا

فرمایا۔ (سیرت رسول عربی ص۲۳) حضور سلی اللہ علیہ وآلہ وسلم کی ولادت پراللہ تعالی نے

فرمایا۔ (سیرت رسول عربی ص۲۳) حضور سلی اللہ علیہ وآلہ وسلم کی ولادت پراللہ تعالی نے

ہزیانے اور پرندوں کے اڑنے کی آواز یں تھیں اور پچھا نسانوں کی بولیاں تھیں اور اعلان

ہوا کہ محموسلی اللہ علیہ وآلہ وسلم کومشر ق ومغرب اور سمندروں کی بھی سیر کراؤ تا کہ تمام

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من وانس ملائکہ اور چرندوں پرندوں کے سامنے پیش کر واور تمام انبیاء کرام کے اخلاق

حسنہ سے مزین کرواور اس کے بعدوہ بادل جھٹ گئے ستار نے قریب آگے اور منادی نے

مالم کی کوئی چیز باتی نہ رہی کہ جوان کے قبضا قتدار وغلبا طاعت میں نہ ہو پھر تین شخص نظر

قالم کی کوئی چیز باتی نہ رہی کہ جوان کے قبضا قتدار وغلبا طاعت میں نہ ہو پھر تین شخص نظر

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کے ہاتھ میں ایک چکدارا گوشی تھی۔انگوشی کوسات مرتبہ دھوکر حضو ہا گئے کے دونوں شانوں کے درمیان مہر نبوت لگادی ، پھر آپ آگئے کوریشی کپڑے میں لپیٹ کرآپ کی مطافی میں اور میان مہر نبوت لگادی ، پھر آپ آگئے کوریشی کپڑے میں لپیٹ کرآپ کی مصطافی میں وہ ، و مصطافی میں وہ ، و مصطافی میں وہ ، و میں الانبیا ہیں ہو ا)۔ ولا دت شریف کے وقت غیب ہے جیب و غریب امور ظاہر ہو ہے اور آپ صلی اللہ علیہ وآلہ وسلم کے فورے حرم شریف کی لپت زمین اور مطافی روشن ہوگئے اور آپ کے ساتھ ایک ایسا نور خارج ہوا کہ شام کے محلات نظر آگئے اور آسانوں پر پہلے شیاطین چلے جاتے سے اور کا ہنوں کو بعض مغیبات کی فہر وے دیتے سے اور وہ لوگوں کو پچھا پی طرف سے طاکر بتا دیا کرتے سے لیکن حضور صلی اللہ علیہ وآلہ وسلم کی آمد ہے آسانوں میں ان کا آنا جانا بند ہو گیا اور آسانوں کی حفاظت شہاب ٹا قب ہے کر دی گئی تو اس طرح وہی اور فیر و تی میں غلاملہ ہوجانے کا اندیشہ جاتا رہا۔ شہر ما آئی میں محل کے کہ ہر چندان میں آگے کہ ہوگیا وادی سادہ جو شام وکوفہ کے درمیان تھی جو کہ بلکل خشک ہو درمیان آگی جور ہیکا کی خشک ہو کہ بلکل خشک ہو

خصوصى مضمون



وەنبيوںميںرحمتلقبپانےوالے

اديب احمر راؤ

میں اس قابل کہاں کہ حضور ہو تھاتھ کی مدحت کھے سکوں۔ میرے گنا ہوں کا ہار
اس بات کی اجازت نہیں دیتا۔ گویا ایک رند ہے اور مدحت سلطان مدیع ہو گئے گئے گرچر بھی
اس بڑھیا کی طرح جو پلے بچھ ناہوتے ہوئے بھی حضرت یوسٹ کے خریداروں میں اپنا
نام کھوانا چاہتی تھی، میں بھی کم از کم مدحت رسول ہو لئے گئے والوں میں اپنا نام کھوانا
چاہتا ہوں۔ میں گناہ گارہوں خطا کارہوں سیاہ کارہوں بدکارہوں جو بچھ بھی ہوں
سرکا یہ مدیندراحت قلب و سید فیض گنجینہ باعث نزول سکین تعلیقہ کی امت میں ہے ہوں،
سرکا یہ مدیندراحت قلب و سید فیض گنجینہ باعث نزول سکین تعلیقہ کی امت میں ہوں،
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سرکا یہ مین میں بیٹھتے ہیں اور غلام اگلی صفوں میں جگہ پاتے ہیں۔ کیا ہوا میں اگر قلم کار
سمجھی صفوں میں بیٹھتے ہیں اور غلام اگلی صفوں میں جگہ پاتے ہیں۔ کیا ہوا میں اگر قلم کار
سمجھی کی ساغلام تو ہوں، اس لیے جو چندالفا ظاکھ سکتا ہوں وہ تو ضرور کھوں گا۔ گر

حضوطيقة كي ذات اقدس ناصرف انسانوں كيلئے بلكہ حيوانوں كيلئے ايك

رحت کا استعار بھی، ہے اور رہے گی۔ آپ آگافت کی پر حمت آ مدے قبل انسان درجہ حیوانیت کو پیٹنے بچے تھے۔ آپ آگافت نے مقام بشریت کوا یک بلندی اور رفعت بخشی۔

یہ بات تو روز روش کی طرح عیاں ہے کہ اسلام کے نیر تاباں کے طلوع ہوئے سے پہلے پورا عرب معاشرہ جہالت میں ڈ وباہوا تھا۔ وہ لوگ شراب نوشی ، جوا ، ، قمار بازی ، لوٹ کھسوٹ اور زنا کاری میں اس قدر ملوث ہوگئے تھے کہ ان اعمال کو گناہ ضمیں سجھتے تھے۔ ان کے ہاں قتل کے بدلے نسل درنسل چلتے ، وہ عربیاں ہو کر خانہ کعبہ کا طواف کرتے ، کعبہ کے صحن میں بتوں کی حکمر انی تھی ، بچوں کوزندہ در گور کر دیا جا تا۔ اور ان کے ہاں معمولی باتوں پر جھڑے سے روع ہوجاتے تھے۔

حضور سلی الله علیه وآلہ وسلم کی ولادت پرہونے والے معجزات حضرت شیخ عبدالحق محدث دہلوی رحمتہ علیفر ماتے ہیں کہ آنخضرت سلی الله علیه وآلہ وسلم کی ولادت کے سلسلے میں آیات و کرامات بے شار ہیں جن میں سے چندا یک میہ ہیں کہ ایوان کسر کی لرزافھا اوراس کے چود ہ کنگرے گر گئے اور دریائے سادہ خشک ہوگیا اوراس کا پانی زیرز مین چلاگیا اور رود خانہ سادہ جے وادی سادہ کہتے ہیں جاری ہوگیا حالا نکہ اس

ىـــــوم.پــدائىش<u>ً</u>25دىىمىــر

25TH DECEMBER 1876

ایک نا قابل فکست تریت پسندسپای متحرک مسلمان رہنما سیاس حکمت عملی جیسے اوصاف کی درخشاں مثال اورا پے عبد کے قطیم قوم سازوں میں سب سے ممتاز رہنما تھے۔

قائداعظم کی قانونی علیت، قابلیت اور صلاحیت تمام عیشیتوں میں ہمارے سامنے موجود ہے۔ ان کی قانونی قابلیت کے منصرف قانون دان بلکہ دوسرے شعبہ ہائے زندگی سے تعلق رکھنے والے حضرات بھی معترف ہیں۔

مسلمانوں کے حقوق اور علیحدہ وطن کے حصول کے لیے ان تھک جدو جبد نے قائداعظم کی صحت پر منفی اثر ات مرتب کیے۔ 1930 میں انھیں تپ دق جیسا موذی مرض لاحق ہوا جے انھوں نے اپنی بہن محتر مدفاطمہ جناح اور چند قریبی رفقا کے علاوہ سب سے چھیائے رکھا۔

قیام پاکتان کے ایک سال بعد 11 ستبر 1948 کو محمطی جناح خالقِ حقیق سے جاملے۔ قائم اعظم محمطی جناح نے اپنی زندگی کے آخری ایام انتہائی تکلیف دہ صورت حال میں گزارے، ان کا مرض شدت پرتھا اور آپ کودی جانے والی دوائیس مرض کی شدت کم کرنے میں ناکام ثابت ہورہی تھیں۔

ان کے ذاتی معالج ڈاکٹر کرٹل الی بخش اور دیگر معافیین کے مشورے پرآپ آب و ہوا کی تبدیلی اورآ رام کی غرض ہے کوئیڈنٹر بیف لے گئے جہاں کاموسم نسبتاً شنڈا تھا لیکن یہاں بھی سرکاری مصروفیات نے اُنھیں آ رام کرنے کاموقع ٹبیں دیا جس کے بعد انھیں قدرے بلندمقام زیارت میں واقع ریز یُرنی میں منتقل کردیا گیا، جے اب قائداعظم ریزیڈنی کہاجا تاہے۔

اپنی زندگی کے آخری ایام قائد اعظم نے اسی مقام پر گزارے، اس دوران ان کی حالت منبطنے کے بجائے مزید بگر تی چلی گئی او انھیں نمونیا کا مرض لاحق ہوگیا۔ ان کی حالت کے پیش نظر ڈاکٹر بخش اور مقامی معالیمین نے انھیں بہتر علاج کے لیے کراچی منتقل کرنے کا مشورہ دیا۔

کراچی پینچنے کے دو گھنے بعد جب میخضر قافلہ گورز ہاوی کراچی پینچا تو قائدِ اعظم کی حالت تشویش ناک ہوچک تھی اور رات دس نے کر ہیں منٹ پروہ اس دار فانی ہے رخصت فرما گئے۔

ان کی رحات کے موقع پرانڈیا کے آخری وائسر سے لارڈ ماونٹ بیٹن کا کہنا تھا کہ"اگر مجھے معلوم ہوتا کہ جناح اتی جلدی اس دنیا سے کوچ کر جائیں گے تو میں ہندوستان کی تقسیم کامعاملہ کچھ کر ہے کے لیے ملتوی کر دیتا ، وونییں ہوتے تو پاکستان کا قیام ممکن نہیں ہوتا"۔

قا نداعظم کے بدترین نخالف اور ہندوستان کے پہلے وزیراعظم جوا ہرلعل نہرو نے اس موقع پرائنټائی افسردگی کا اظہار کرتے ہوئے کہا کہ' میں ایک طویل عرصے سے خصیں ناپسند کرتا چلاآیا ہول لیکن اب جب کہ وہ ہم میں نہیں رہے توان کے لیے میرے دل میں کوئی تلخی نہیں ،صرف افسردگی ہے کہ انھوں نے جو چاہا وہ حاصل کرلیا لیکن اس کی کتنی بڑی قبت تھی جو انھوں نے اداکی'۔

مصنف ملتان (ٹرائمیشن) سے سپروائزرایڈمن کی حیثیت سے نسلک ہیں

100 لفظوں کی کہانی

وراعم سأنجم

وه دونوں بھائی ایک پہاڑی ملاقے کر بنے والے تھے۔ این کا گھر سا جھا تھا اور جزل سئور بھی مشتر ک تفار دونوں کو بھی بھی جہاڑی ملاقے کے رہنے والے تھے۔ ایک دن اچا تک پہاڑ وں پر زندگی مخترد ہوئے گئی ۔ پہلے گاڑیاں، پھر لوگوں کی سائسیں رکئے گئیں ۔ خشا ور برف چاروں طرف ۔ دونوں بھا تیوں کو اچا کہ ڈھیروں کمائی کا سوجھا۔ دوکان سے انٹرے کا لے ، ابالے اور مزک پرایک نے ٹی انٹر ہ بڑاررو ہے اور دوسرے نے رب کی رضا کے موش فرا ہم کیا۔ دونوں نے ڈھیروں " کمائی" کی ۔
کمائی کے خیال میں تھی دونوں بھائیوں کی کئیں "سا نجھ " تھی۔

معنف برنس ڈو پلیٹٹ (رٹیل)ہیڈ آفس میں ڈیٹی چیف کی حیثیت سے مسلک ہیں



بابائے قوم _قائداعظم محمدعلی جناح

اديباحدراؤ

کراچی کی مثارت وزیرمینشن میں رہائش پذیر یونجا جناح اوران کی اہلیہ مٹھی بائی کے گھر25 دسمبر 1876 ء کوائس بچے کی پیدائش ہوئی جے والدین نے محد علی جناح کانام دیا اور برصغیر کے مسلمانوں نے قائداعظم کے نام سے پکارا۔

بہت کم لوگ ایے ہوتے ہیں جو تاریخ کا دھارابدل دیتے ہیں اور ایسے لوگ تو اور بھی کم ہوتے ہیں جو دنیا کا نقشہ بدل کرر کھ دیتے ہیں۔ان میں سے ایک مجمعلی جناح ہیں۔

بابائے تو مقائد اعظم محمولی جنائے 25 دعمبر 1876 کوسندھ کے موجودہ دارافکومت کراچی میں پیدا ہوئے۔انھوں نے ابتدائی تعلیم کا آغاز 1882 میں کیا۔ 1893 میں اعلی تعلیم کے حصول کے لیے انگلینڈروا ندہوئے جہاں انھوں نے 1896 میں و کالت کا امتحان پاس کیا اور بیرسٹر کی ڈگری حاصل کرکے وطن واپس آئے۔

بابائے قوم نے اپنی سیاس سرگرمیوں کا آغاز 1906 میں انڈین بیشنل کا گریس میں شمولیت سے کیا تاہم 1913 میں محمولی جناح نے آل انڈیاسلم لیگ میں شمولیت اختیار کرلی۔

اس دوران انھوں نے خود مختار ہندوستان میں مسلمانوں کے سیاسی حقوق کے تحفظ کی خاطر مشہور چود و نکات پیش کیے۔

کرا چی میں پونجا جناح کے گھر جنم لینے والے اس بچے نے برصغیر کی نئی تاریخ رقم کی اور مسلمانوں کی ایسی قیادت کی جس کے بل پر پاکستان نے جنم لیا۔ قائد اعظم کی قیادت میں پرصغیر کے مسلمانوں نے نہ صرف انگریز سامراج سے آزادی حاصل کی ، بلکھ تقسیم ہند کے ذریعے پاکستان کا قیام عمل میں آیا ور آپ پاکستان کے پہلے گورز جزل ہے۔

قائدِ اعظم محمع علی جناح کی زندگی جرات، ان تھک محنت، دیانت داری، عزم مصمّم اور حق گوئی کا حسین امتزاج تھی۔ برصغیر کی آزادی کے لیے بابائے قوم کامؤ قف دوٹوک رہا، مندکا تگریس اُٹھیں اپنی جگہ ہے ملائکی اور ندہی کوئی انگریز سرکارانہیں خرید نے میں کا میاب ہوئی۔

شکیسیئرنے کہاتھا، کیجیلوگ پیداہی عظیم ہوتے ہیں اور کیجیلوگ اپنے کاموں سےخود کوعظیم بنا لیتے ہیں'۔اگریہ بات قائداعظم محموعلی جناح کے لیے کہی جائے تو غلطنہیں ہوگی۔

'جناح آف پاکستان کے مصنف پروفیسراسٹینل کھتے ہیں، بہت کم لوگ ایے ہوتے ہیں جو تاریخ کا دھارابدل دیتے ہیں اورایے لوگ تو اور بھی کم ہوتے ہیں جو دنیا کا نقشہ بدل کرر کھ دیتے ہیں اورایسا تو کوئی کوئی ہوتا ہے جوایک نئی مملکت قائم کر دے۔ محم علی جناح ایک ایسی شخصیت ہیں جنہوں نے بیک وقت تیموں کا رہا ہے کر دکھا گے۔

قائداعظم ایک سحرانگیز شخصیت کے مالک تھے۔ آپ کی شخصیت سے صرف پر صغیر کے مسلمان اور ہندوہی نہیں بلکہ انگریز تک متاثر ہوئے بناندر وسکے۔ بانی پاکستان قائد اعظم محمد علی جنائے ہمار مے محن اورقوم کے لیے رول ماڈل ہیں۔ زندوقو میں اپنے محسنوں کوئیس بھولتیں۔ انہیں ندھرف ہمیشہ یا در کھتی ہیں، بلکہ ان کے اصولوں پڑمل مجھی کرتی ہیں۔

قائداعظم، زندگی کے کمی بھی معیار کے دوالے سے ایک اہم شخصیت تھے،
ان کی کثیر الجبت خصوصیات کی حال شخصیت نے زندگی کے کئی شعبوں میں بہت می
کا میابیاں سمیٹس۔ یظنیا تاریخ برصغیر میں گئی ایسے کر دار تھے، جنھوں نے کئی کارنا ہے
سرانجام دیے ۔قائد اعظم پرصغیر کے ایک بڑے قانون دان ، ہندومسلم اتحاد کے سفیر،
آئین پہندی کار جمان رکھنے والے ، ایک ممتاز پارلیمانی لیڈر، اعلیٰ ترین سیاستدان ،

پیامایمڈی



اس خے سال کے آغاز کے ساتھ ، پش ایس این جی پی ایل کو کا میاب بنانے کے لیے آپ سب کا شکر میدادا کرتا ہوں۔
اس سال ، ہائی پر یشر گیس کی ترمیل اور تقییم کے آپریشن اورد کیے بھال کے 59 سال مکمسل ، ہبتر کرتے ہوئے ملک ہور ہے ہیں گی ترمیل اور تقییم کے نظام کو مسلس بہتر کرتے ہوئے ایس این جی پی ایل نے گزشتہ سال یوایف جی کو مزید کم کرنے میں فیر معمولی کارکردگی کا مظاہرہ کیا جس کے نتیج میں کمپنی کے مالیاتی نتائج اور منافع میں بہتری آئی کے بہنی کا معزز پورڈ اور بینئر پینجنٹ کارپوریٹ گورنش کے اصولوں کو اپنانے کے آئی کے بوری طرح پرعزم ہیں جو کہ کمپنی کی پالیسیوں اور طریقہ کارے فاہر ہوتا ہے۔
لیے پوری طرح پرعزم ہیں جو کہ کمپنی کی پالیسیوں اور طریقہ کارے فاہر ہوتا ہے۔
ہیں جرکے شعبوں میں ترتی کے ساتھ ، گیس کی سالانہ طلب میں مسلسل اضافہ بیسے بڑے شعبوں میں ترتی کے ساتھ ، گیس کی سالانہ طلب میں مسلسل اضافہ بیسے بڑے شعبوں میں ترتی کے ساتھ ، گیس کی سالانہ طلب میں مسلسل اضافہ بیسے بید ہوتی ہے۔

عوام کی ضروریات اورتجارتی مقاصد کو پورا کرنے کے لیے کمپنی حکومت اور دیگولیٹر کے ساتھ ٹل کر کام کر رہی ہے تا کہ اس بات کویٹنی بنایا جاسکے کہ ہم گھریلو صارفین اور ترجیح شعبوں کویٹس مہیا کرسکس کیونکہ ان شعبوں کے ساتھ عام آ دمی کی روزی روٹی جڑی ہوئی ہے۔ ایل این جی پر بڑھتے ہوئے اٹھمار کے ساتھ کمپنی کا روایتی کا روباری ماڈل متاثر ہوا ہے اس لئے ہمیں مستقبل میں ترتی کرنے کے لئے کا روبار کے شے طریقوں پرسوچنا ہوگا۔

تیزی ہے بدلتے ہوئے کا روباری ماحول میں کسی بھی ادارے کے متعقبل کی کا میابی کے لیےسب ہے اہم عضرانسانی وسائل ہیں۔ یہ بات خوش آئند ہے کہ ادارے کی تمام سطحوں پر معیاری افرادی قوت موجود ہے جو بہت بہتر کا رکردگی کا مظاہرہ کرسکتی ہے۔ اگر ہم محض روایتی درجہ بندی کے بجائے کارکردگی اور مہارت کو بنیاد بنائیں قوجہاراا دارہ اور بہتر نتائج دے سکتا ہے۔ ہماری طویل مدتی کا میابی ادارے کے اندر صنعتی امن کو برقر ارد کھنے میں ہے جس کی جھلک حالیہ کا میاب بی بی اے معاہدے ہے بھی ملتی ہے۔

اس وبائی مرض کے دوران، میں آپ اور آپ کے خاندان کی صحت کے بارے میں بہت فکر مندرہا ہوں کیمپنی نے اس بات کویقنی بنایا کہ تمام ضروری احتیاطی تد ابیر، معیاری صحت اور حفاظتی اقدامات کوا پنانے کے لیے تمام کوششیں کی جائیں۔ تا ہم، پچھلے سال کے دوران وبائی مرض نے ہمارے دوستوں اور خاندان کے حلقے میں ہمارے عزیز دل کو متاثر کیا ہے۔ میں آپ سب کی اچھی صحت کے کئے دعا گوہوں۔ اسی طرح میں اپنے تمام ریٹائر ڈ ساتھیوں کاشکر بیادا کرنا چاہتا ہوں جنہوں نے ایس این جی بی ایل کی مجر بورخدمت کی۔

آ ہے ہم اپنے ساتھی شہادت علی ، جزل منیجر (کمپریشن) کی روح کے لیے دعا کریں۔ میں ان کے اچا تک اور بے وقت انتقال پرا پنے گہر ہے د کھ کا ظہار کرنا چاہتا ہوں۔ انشان پراور ہماری کمپنی پررحت فرمائ!

ادارتح نوٹ

دی پرائیڈ کے سالانہ شارے کوکافی پذیرائی حاصل ہوئی ہے اور ہمارے قارئین ہرسال کے آخرین اس کا بے چینی ہے انظار کرتے ہیں۔اس میں کمپنی کی سال بھر کی سرگرمیوں کی کمل تصویرا ورحکمانہ جائزے بھی شامل ہیں۔ یہ پہنی کے لئے تمام ڈپارشنٹس کی کامیابیوں اور شراکت کوا جا گرکرنے کا موقع فراہم کرتا ہے۔ہم عاجزی کے ساتھ اپنے معزز قارئین کے لیے ایک اور سالانہ شارہ پیش کررہے ہیں۔ہم نے اس شارے کومزید دلچسپ اور معلوماتی بنانے کے لیے اپنی پوری کوشش کی ہے۔

الیں این جی پی امل کی جانب ہے مالی سال 201-22 کے لیے اپنی خینی آبدنی کی ضرورت پرنظر تانی کے سلسلے میں وائز درخواست کے جواب میں ،آئل اینڈ گیس ریگو لیٹری اتھارٹی (اوگرا) نے دسمبر میں ایک مقامی ہوئل میں عوا می ساعت کی ۔ الیس این جی پی ایل نے سال 201-22 کے لیے مقررہ قیت میں 269 روپ فی ایم ایم ایم بی ٹی یو کے اضافے کے لیے درخواست دائر کی تھی ۔ اگر پچھلے سالوں کی کی اور پہلے سے طے شدہ قیت شامل کی جائے تو ہی ہوجاتی ہے۔ عوامی ساعت میں ایم ڈی الیس این جی پی ایل علی ہے بہدانی نے افتتامی کلمات اوا کرتے ہوئے کم بینی کو اپنا کی سے بہدانی نے افتتامی کلمات اوا کرتے ہوئے کمپنی کو اپنا کی سی بیش کرنے کا موقع دینے پر اوگر اکا شکر بیا واکیا ۔ انہوں نے اوگر اے درخواست کی کہ ان کی درخواست پر بٹبت طور پر غور کیا جائے جس میں منصفانہ اور مساوی نقاضوں کی اجازت دی جائے خاص طور پر ان علاقوں میں جہاں پہلے ہی سرما ہیکاری کی جا پچگی ہے ۔ ایم ڈی ایس این جی پی ایل اور ان کی شیم نے درخواست کے مختلف پہلوؤں برخصیلی بر بزنٹیش دی ۔

پرائم منسٹر پر فارمنس ڈیلیوری پینٹ (پیا یم ڈیایو) کی ہدایت پرسوئی نار درن گیس گزشته ایک سال سے زائد عرصے سے ای پچبری کا انعقاد کررہی ہے۔ کمپنی کے صارفین اپنی شکایات کے ازالے کے لیے کسی بھی ہیرونی پلیٹ فارم سے زیاد ہای پچبری پر اٹھمار کرتے ہیں۔ ہر ماہ کی طرح ای پچبری رجمز اور ہیڈ افس کی سطح پر منعقد ہوئی۔ ہیڈ آفس میں ای پچبری کی قیادت بنی ایل نے ہیڈ آفس کی سطح پر منعقد ہوئی۔ ہیڈ آفس میں ای پچبری کی قیادت بنی ایل نے شکایات بنیں اور متعلقہ حکام کوفوری کا رروائی کی ہدایت کی۔ نیجنگ ڈائر بیٹر نے صارفین کو بقین دلایا کہ ان کے مسأل کو کم سے کم وقت میں حل کیا جائے گا۔ ربجنل دفائر کے سربرامان نے بھی و ٹیر یولنگ کے ذریعے ای پچبری میں شرکت کی۔

د نیا میں دیگراداروں کی طرح ہوالٹی کاعالمی دن ایس این جی پی ایل میں بھی منایا گیا تا کدادارے میں کواٹی ایشورنس ڈیپارٹمنٹ کی اہمیت کو اجا گرکیا جاسکے۔ورلڈ کواٹی ڈے پر پر بزنٹیشن کے ساتھ فیجنگ ڈائر یکٹر کا پیغام تمام ملاز مین تک پہنچایا گیا۔

سيدجوادنسيمر چ<u>ٺ</u>اي*ڏيز*

پيرن انجيف على جهداني چيداليير سيدجوادسيم الديز اعداكرامهيال ادارتی قیم توریقوب آمف کلیل جهاتكيرعلى سنددانه شَاكُع كردو: في آرايند بليكيشوسيشن، ميذيا فيز زؤييار منث

🐠 ادارتی نوٹ

🕔 پيام ايم دى

06 سرورق

🕡 سانچھ:100 لفظوں کی کہانی

🔞 وہ نبیوں میں رحمت لقب پانے والے



ت الداعظ محمد عسلي جناح ير خصوصي تحسرير

وارى ادارتى فيم يرعا كالمنس بوكى-



حنسرت محمد من التيم كي برت طيبه ير فصوصي تحسرير

اوارتی ایم کامعمون نگارول از بیار شنش اائزو بوکروها فرادگیدائے سے متنق ہونا شروری نبی ب معمون لگارول الم بيار ششس النشر ويوكرد وافرادكي جانب سے فراجم كرد واحداد دشار اور دها كن يس كم جي متم كافلطي كي ذمه

: 三次八五六十二十

ميذيا فيمَر زدْ يهار منت، سوئى ناردرن كيس يائب لائتز لميند، مراؤ تدفقور، ايل ۋى اك يلازه، ايج شن رود الا مور ـ

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الدينياس فعد ليزعد سال عامدن ميس ك



اولین ترجیح کوروناسے محفوظ پاکستان

اوج شریف ہوئی ناردرن رکئی کیمپاورنوشہرہ،خان گڑھ و داؤد خیل کسٹر سروں سینٹرز برعوام الناس کے لیے و سینیسٹن سینٹرز کا قیام

. پنجاب اور خيبر پختونخواه مين معي سيلته ويپار منتس كے ليے لاجسٹك سپورث



کوروناوسینیشن کے لیے رجسٹریشن انتہائی آسان ہے۔ بس<mark>1166 پر اپناکہپیوٹرائز ڈقوی شاختی کارڈنم ب</mark>ر پیجیس اور وسینیشن کے لیے رجسٹر ہوں



سوئىناردرنگيس

نيشنلكمانذاينذآبريشنسينثر





يوم ولادت أحمد علي محدد علي مح

