

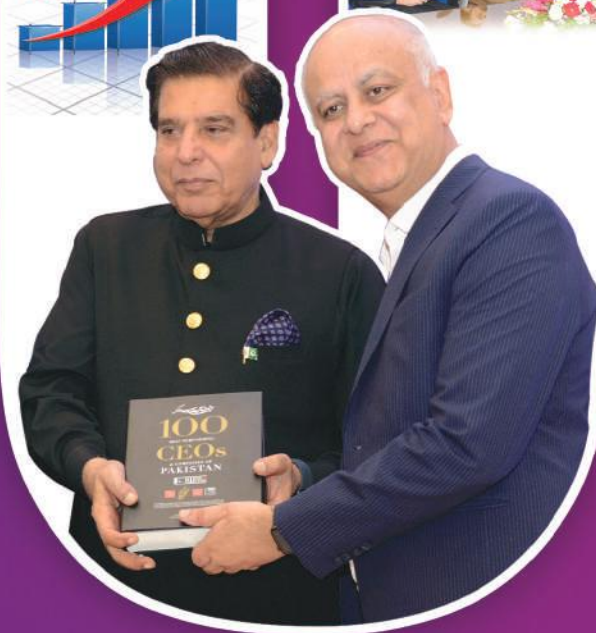
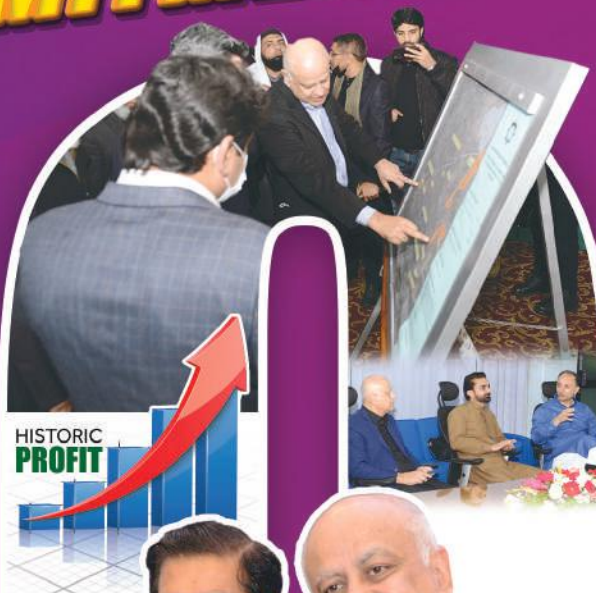
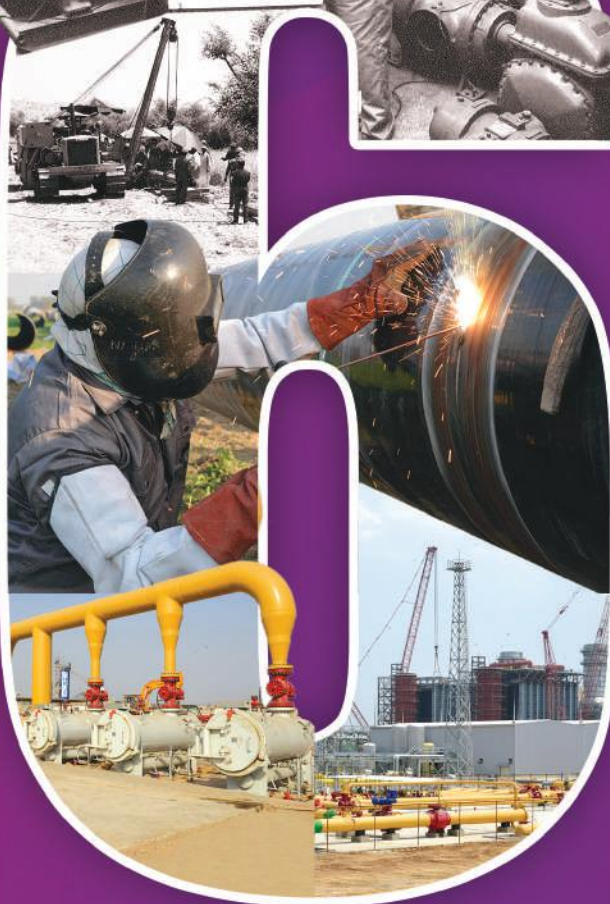
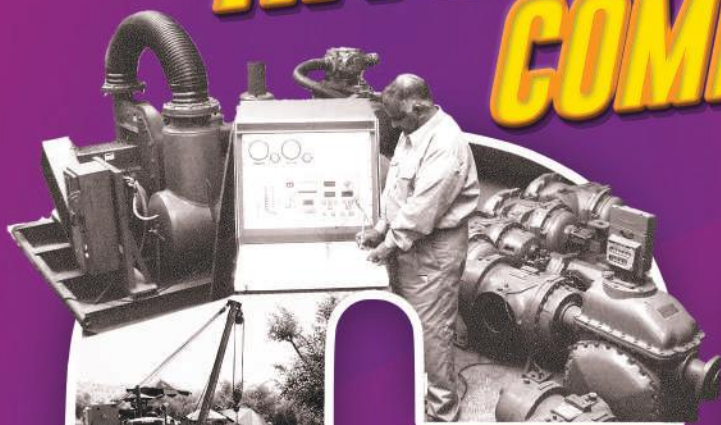


THE PRIDE

OFFICIAL NEWSLETTER OF SNGPL

Volume 15
Issue 04
June - December 2022

A JOURNEY OF **HOPE,** **INTEGRITY** & **COMMITMENT**



ANNUAL 2022



سوئی ناردرن گیس
Sui Northern Gas
Media Affairs Department | میڈیا افیئرز ڈیپارٹمنٹ

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ٹینشن فری رکھنی ہے زندگی
تو دیر کس بات کی

Tail-end / کم پریشر والے علاقوں کے
صارفین کیلئے سہولت اور آسانی!

آج ہی خریدیں محفوظ
اور

معیاری LPG سلنڈرز*



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** پی ایچ کیو ایپس کلوننگ کی حدود میں آنے والے علاقوں کے لئے ہے۔ فری ڈیلیوری کے علاقوں کی تفصیل جاننے کیلئے سوئی ناردرن گیس کے آفیشل میڈیا پیجز یا ویب سائٹ وزٹ کریں

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MD SNGPL Ali J. Hamdani has been ranked among the Top 100 Best Performing CEOs of Pakistan.

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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. This year, the beginning of New Year also marks 60th Anniversary of SNGPL which is a proud moment for all of us. We humbly present another Annual Issue for our esteemed readers. We have given our best to make this Issue more interesting and informative.

The year 2022 proved to be a landmark year for the Company. In line with the vision of MD SNGPL Ali J. Hamdani, the Company has finally embarked on the journey for business diversification with the launch of LPG business. It is just a beginning and much more in this regard is expected to unfold in the next year. This will help in reinventing SNGPL not just as a utility company but as an energy solution provider with capability to handle mega infrastructure projects in gas sector. A number of new business diversification proposals are being deliberated at this time.

Sui Northern has undertaken various innovative technology interventions this year which has significantly enhanced our performance. Remarkable achievement includes continuing reduction in UFG, rapid customer complaints redressal, GIS mapping and real time SMS data monitoring to identify the tail-end as well as low pressure areas leading to most effective winter load management, etc. Overall gas supply situation was better than previous years and whatever complaints were lodged were resolved on immediate basis, despite dwindling indigenous gas supplies over the years. Moreover, use of technology has helped us in focusing LPG sales towards aforesaid areas in order to provide the residents with much needed relief during winters at controlled prices in line with the vision of the GOP.

Minister of State for Petroleum, Senator Musadik Malik and Secretary Petroleum Capt. (Retd.) Muhammad Mahmood have held repeated meetings at SNGPL Head Office with the objective of devising solutions to ensure provision of gas supply to the consumers during winters with focus on reduction in UFG and related operational efficiency matters. The Company Management gave comprehensive briefing session on key areas of the operations of the Company. These meetings have helped the Company in coming up with a multidimensional winter load management plan, a forward looking UFG reduction plan and an effective energy conservation plan in line with the vision of the GOP.

We are stepping in the new year with some very positive success stories which are also shared in departmental reviews in this edition of the newsletter. We wish all our readers a very happy and prosperous new year.

Syed Jawad Najeem

Chief Editor

Managing Director

I would like to wish all the employees and management team a very happy and prosperous 2023! May your wishes and duas come true and may Allah keep us under His protection this year and for years to come.

With the dawn of the new year, Sui Northern Gas has entered into its 60th year of operations which have been dynamic and ever evolving with robust growth. It also happens to coincide with my two-year anniversary at the helm of this prestigious Company which is a national asset providing energy security to the country. Heading an organization whose main assets are the resources and its employees, our operational bandwidth is diverse which covers more than 150,000 KM of the network, and manages more than 7.2 million consumers across our franchise area.

Briefly, we have worked very well as a team and have been able to further reduce the UFG in the fiscal year 2021/2022 to below the amount in the previous year and we continue to do so successfully to date and maintain it in single digits continuously. This has only been made possible with good regional management and our core management team. Our profitability has recorded a significant increase from last year and we continue to excel in that every period. The Company has embarked on numerous projects the hallmark of which is the Bannu West project which is being executed under the direction of the Honourable Prime Minister of Pakistan. This project has numerous construction and security challenges, but we as a team are jointly working to complete it successfully Inshallah. Once completed the Gas injected will be a boon to the National Exchequer as well as our consumers.

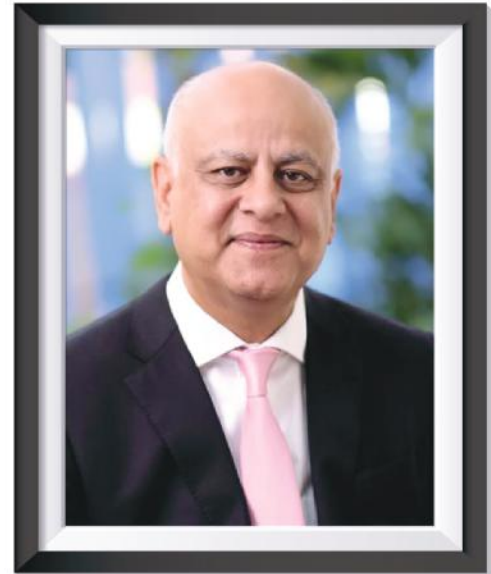
As you all know there is a global crisis and gas shortage, and this is impacting us as a country and Company alike and it is further complicated with our indigenous gas resources depleting rapidly. This requires a proactive and forward looking approach. We need to further strengthen our core competence and work on our strengths covering projects, construction, transmission, and distribution sectors. While we are working on technology enhancement initiatives in all our business verticals, we need to initiate diversification with the support and guidance of our Board. During 2022, we were able to offer another solution to the gas crisis like the provision of LPG Cylinders to tail end consumers. Our customer complaint portal has been a big success this winter and we have been able to manage the winter load management successfully due to superior technology solutions. Also, our GIS mapping program and other technologies including SCADA are having a positive impact. Our way forward with the direction of the Honourable Minister and Secretary Petroleum is to digitize the whole network down to the lowest level.

I would also like to add that being a very large enterprise we have our challenges and areas of improvement that need close attention at my level with the support of the honourable Board. We have conducted the first HR climate survey of the executives. It's the first of its kind and quite a few areas of improvement have evolved. One of them is the organizational culture which I plan to personally work on and improve to make SNGPL an equal opportunity organization and employer of choice.

The year 2022 has been tough globally and in Pakistan where we have had the worst floods in our country which have severely impacted us overall. We have contributed generously towards the flood affected people as a Company with the support of the honourable Board. It is also our resolve to continue to engage in CSR activities with full commitment in 2023 and beyond.

I would like to conclude that despite all challenges, SNGPL as a Company is stable and it will be my personal commitment to bring betterment to you, and drive the Company to profitable growth through diversification and sustainability.

Wish you all and your beloved families blessed 2023.



**DEPARTMENTAL
REVIEWS
2022**

ADMINISTRATION



Administration Department performs pivotal role of facilitator and is a hub for all departments regarding shared support services with the objective to strive and provide efficient and effective services. Admin department has put forth its utmost efforts to provide the assigned services at optimum level. Brief review of some of the initiatives / roles performed by different sections is detailed below.

After the global health crisis of COVID-19 pandemic, the world had to face a great challenge to slow down the spread of the disease by testing and managing / treating the infected patients, carrying out contact tracing, limiting travel, quarantining citizens and cancelling large gatherings. SNGPL was praised for the efforts undertaken to safeguard their employees as well as their families by ensuring highest vaccination of employees and their family members; an effort that was recognized by NCOC (National Command and Control Authority).

This year the nation was faced with devastating floods due to heavy monsoon rains, affecting 33 million people in Balochistan, KPK, Southern Punjab and Interior Sindh. Over one million homes were destroyed or damaged by floods. 800,000 livestock, a critical source of sustenance for families in the affected areas were lost with destruction of standing crops.

SNGPL in these difficult times rose to the occasion and Admin department along with other departments ensured arrangement and distribution of food items among the affectees along with provision of treatment / medical checkup in flood

relief camps. SNGPL as a Company and the employees also contributed significant amount to Prime Minister's flood relief fund to help the affected people in this hour of need.

This year the company achieved a milestone by introducing vehicle tracking and monitoring system after successful testing in Rawalpindi region in previous year. The tracker contract was awarded to M/s TPL (Trakker Pakistan Limited) who have completed installation of trackers in 90% of Company vehicles. Training of departmental focal persons at regions as well as Head Office has been completed and the project will go live very soon. Implementation of this project will greatly enhance the control and monitoring of operational vehicles with reduction in fuel expenditure. This is in addition to already implemented automation of vehicle repair / maintenance in Oracle Asset Management module which has led to strengthening of monitoring and control mechanism.

During the year, Administration department also carried out lease activities for LPG cylinder storage and sale points at different locations for facilitation of consumers on emergent basis to ensure that the new business setup is in place w.e.f. 1st November 2022.

Administration department encourages all personnel to adopt and follow Company rules and regulations as well as welcomes out of box thinking and creative solutions to problems.

BUSINESS DEVELOPMENT (CORPORATE)



Business Development (Corporate) Department is the front office of the Company, having direct interface with the existing and prospective consumers.

Introduction of New SOPs / Practices for Industrial Consumers

A number of applications from disconnected RLNG based industrial and CNG consumers were pending for release of their held securities / credit balances due to pending actualization of RLNG tariff by OGRA. Therefore, SOP for "Refund of Cash Securities / Bank Guarantees to RLNG based Industrial and CNG disconnected consumers" was approved whereby 50% of the held securities may be returned to the consumers after tentative

adjustments.

In order to regularize various contractual violation anomalies and save consumers from facing any adverse action against them by the Company, SOP for Load Enhancement was approved wherein activities pertaining to each concerned / stakeholder department have been defined. The consumers can now either opt for regularization of their additional load or provide an undertaking regarding standby appliances or remove the anomaly from the site.

Joint visits of 2,939 active industrial consumers were carried out by regional committees comprising of executives from BD, Billing and

Distribution departments, in order to regularize various contractual violation anomalies.

A Multi-dimensional Winter Load Management

During the winters i.e. November – February demand at SNGPL's network is at peak as the temperatures fall. Owing to such high demand in winter months, SNGPL faces shortfall in demand-supply even if maximum 1200 MMCFD RLNG is arranged.

However due to various global circumstances, RLNG supplies were much less than SNGPL's requirement. This 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 manage the gas shortages during the winters, a comprehensive Winter Load Management Plan was devised after rigorous consultative process consisting of multiple meetings in-house as well as with other stakeholders including Ministry of Energy.

The spectrum of Winter Load Management was enhanced manifolds to efficiently manage the supply of gas to different sectors during peak

implementation of Winter Load Management Plan. The committee has been conducting regular meetings to review the demand-supply position, ensure inter-departmental cohesion and carry out necessary decision making while navigating the Company through this critical period of winters. Due to exemplary leadership, dedicated teamwork, cooperation between departments and proactive decision making, SNGPL has been able to sail through this difficult period of winters with RLNG supplies well short of our requirement.

Finalization of Agreements:

LNG Agreement Cell which was set up with cross departmental expertise, not only negotiates and executes new agreements but also looks after the management of already executed contracts. It spearheaded the finalization of following RLNG agreements:

Furthermore, effective BD strategy was undertaken by keeping liaison with private shippers and Terminal Operators. Series of long sessions / meetings were held, pursuant to which some of the major multinationals are now willing to become SNGPL's business partners. In this regard, negotiations with two new LNG terminal developers

| PARTIES | TITLE OF AGREEMENT | SIGNING DATE |
|------------------|---|--------------|
| PSO, PLL & SNGPL | ADDENDUM TO TRIPARTIE AGREEMENT (for regasification of PSO cargoes at PGPC terminal) | 16.05.2022 |
| SSGC & SNGPL | Addendum to Agreement against Retention of RLNG Volumes | 10.02.2022 |

demand months of winter while ensuring continuous supply to highest priority domestic sector during cooking hours i.e. breakfast, lunch and dinner.

A high-level committee consisting of top brass of the Company has been formed for

/ shippers are also going on and agreement with Energas (Pvt.) Limited is near finalization.

In addition to the above, BD-Corporate played a pivotal role in finalization of following system gas agreements / term sheets:

| COMPANY | GAS FIELDS | TITLE OF GSPA / TERM SHEET | SIGNING DATE |
|---------|--------------|---|---|
| PPL | PPL | Term Sheet in Respect of Sale and Purchase of EWT Gas | 18.04.2022 |
| OGDCL | Nashpa | Gas Sale and Purchase Agreement | Initialed by the Parties and approved by OGRA on 16.06.2022 under Execution |
| | Mela | Gas Sale and Purchase Agreement | |
| | Dhok Hussain | Gas Sale and Purchase Agreement | |
| | Togh | Term Sheet (EWT) / Gas Sale and Purchase Agreement | |
| MPCL | Kalabagh | Term Sheet for Kalabagh-I, A Gas Sale and Purchase | 10.06.2022 |
| | HRL | First Addendum to Term Sheet for Sale of Un-utilized Gas from HRL Reservoir | 10.05.2022 |
| | Goru - B | Term Sheet for Sale of Gas from Goru-B Reservoir of Mari Field | 20.05.2022 |

BUSINESS DEVELOPMENT (RETAIL)



BD Department is associated with a number of services delivered to the customers such as receipt of new applications, site visits, reconnections, change of name, etc. In most of the cases, BD-Retail Department acts as front desk for the Company with perspective to customers' case processing. Following were the major achievements of the department during the year 2022.

New Applications

During 2022, more than 300,000 applications were received out of which around 110,000 applications were received through web based system and mobile app. It is evident that a large number of applicants are availing these facilities to furnish their applications without having to visit of SNGPL office.

Regularization of Gas Connections in the Gas Producing Law Affected Areas

Karak, Hangu, and Shakardara are among the oil and gas producing districts which are affected by law and order situation. In these areas, the residents were tapping SNGPL network directly to secure unregistered gas volumes leading to huge losses on account of gas volume.

A project of extension and rehabilitation of the gas network was launched in 2021. Teams from

the BD Section played an important role in the project's success. In order to persuade the residents to install legal gas connections, the Company's staff made door-to-door visits. Filling of application forms was carried out at the doorsteps of the residents. The BD Section acknowledged 8,125 applications and issued 5,235 DNPLs in 2022. These operations of the BD department have contributed in reduction of gas losses in the mentioned areas.

RLNG Business Development

- Processing of Cases of Supply of RLNG to New Housing Societies

In 2022, 116 new applications were received for laying of gas network in housing societies and 194 including new and previous applications have been approved which have a total load of 63.8 MMCFD.

- Commercial RLNG Business Development

Processing of new commercial cases on RLNG tariff is also helping in developing RLNG market. Approximately 950 Commercial RLNG demand notices were issued during 2022.

Gas Connection Processing for Roti Tadoors

Approximately 1,600 new connections were



processed during 2022.

Redressal of PMDU / Federal Ombudsman Complaints

BD Retail Department endeavours to timely redress customer complaints. During the year 2022, BD-R Department resolved 29,542 complaints received through PMDU and 3,602 complaints received through Federal Ombudsman.

Reconnections

BD Retail Department processes reconnection cases after clearance of outstanding amount, scrutiny of the documents and other pre-requisites. In 2022, more than 60,000 reconnections were processed.

Ease of Doing Business

BD Retail Department is playing its role towards the vision of the Management to bring in Ease of Doing Business in service delivery. The cases of refund of security to Commercial consumers were stuck due to provisional tariff of RLNG. In 2022, a policy has been introduced after Management's approval to provide relief to commercial consumers in this regard. Now they can get 50 % of their security on immediate basis and the remaining will be refunded as soon as the matter of provisional tariff is resolved.

Data Collection and Archiving of Record

The year 2022 has been marked as prominent year for this exercise as BD Department has utilized the period of ban on new domestic connections, for collection of CNICs and record. Now with full zeal and zest, data replenishment, tracing of record, collection of CNICs is being carried out. Staff is visiting door to door to collect unavailable CNIC and record of properties, etc. The Regional BD-Retail Incharges and associated executives are monitoring the performance on daily basis. The contracts are also being re-signed where unavailable in record.

In year 2022, documents of more than 8,000 consumers have been collected while CNICs of around 64,000 consumers have been collected / traced and record has been updated accordingly.

Overall, BD Retail Department has carried out around 200,000 surveys in 2022, utilizing field force for various functions such as reconnection, Change of Name, new localities, Commercial RLNG / Roti Tadoors, and especially for collection of CNICs / Document by performing door to door visits.

CUSTOMER SERVICES



Customer Services is the first point of interaction between Company and its customers. Customers derive their first impression of the Company from its Customer Services.

The Management of SNGPL has always prioritized the Customer Services and Service Delivery Quality. Customer satisfaction has always been a core value in SNGPL policies and decision making which is thoroughly reflected in our Vision and Mission. Customer focus orientation has been widely adopted throughout the Company. In pursuance to that, Customer Services Department has taken various steps to facilitate its customers.

Customer Care Kiosk

In line with the vision of Managing Director to deploy modern tools of serving valued Customers, CS Department has taken the initiative of setting up Customer Care Kiosks in public places like malls, airports etc. to facilitate the general Public.

In order to entertain our valued customers a pilot project was initially setup at Company's Head Office which was inaugurated by Managing Director in June 2022. While addressing the gathering MD SNGPL said that SNGPL is trying to provide instant and quality services to its consumers in this era of digitalization. This pilot project is designed on "Customer First" approach. The young people are brought at front, as the youth is the bright face of a society and a company. They always strive for the best. He further said that initially this project is launched at Head Office but will be rolled out at different public places like shopping malls and airports. This will save the time of our consumers as they can approach the Kiosks for their complaint resolution instead of visiting offices. The special feature of these Kiosks will be feedback of our customers. Our staff will contact the consumers to take their feedback on the quality of process of complaint resolution, so that we can make the process more efficient.

Subsequently, Kiosk setup was shifted to Packages Mall to ensure ease of access to Company's service for general Public. The setup has been running successfully since then and providing various services to customers including

general information, lodgment of complaints, issuance of duplicate bills etc.

Incorporation of Technology for Ease of Customers

In the era of information technology, Customer Services Department with the help of IT/MIS Department has stepped forward for incorporating technology in business process for the ease of customers. Following are the key features provided to the customers through technology implementation.

Redesigned company's official website for provision of online services without any charges like:

- Application for new domestic gas connection.
- Transfer of domestic gas connection.
- Region wise Alerts for Low pressure areas due to maintenance activities.
- Registration for SMS alerts.
- Registration of complaints and complaint history.
- Provision to update CNIC and cell number in records.
- Receive Bill through Email / SMS.

SNGPL's Mobile Application for Customers has been launched with various services for customer facilitation. Customers can download the app on their smart phones and benefit from online services without the inconvenience of visiting our front desk offices. The facilities like new connection application, duplicate bill/payment, complaint lodgment, billing history are now merely a click away.

SMS alert and feedback system is a new addition in continuation of "Technology Implementation Plan". SMS services are essential in strengthening the bond with the customer. At every step of the process, the customer is kept informed accordingly. Moreover, if the customer is not satisfied with the services, they can always record their feedback through the interactive SMS feedback service. The different SMS alert services that have been made functional recently for valued customers include:

- Alert at the time of complaint lodgment, to intimate the complaint number.

- Alert regarding assignment of complaint to the concerned section (If required).
- Alert in case of any documentary/other requirement on part of the customer.
- Alert for resolution of complaint.
- Alert message for feedback, whether satisfactory or otherwise.

Multiple forums for reaching SNGPL is something that has been worked on in recent times due to the fact that the customers are in a vast number and have spread across the country with different social and cultural backgrounds. Multiple forums provide an opportunity to the customer to select the most suitable and comfortable way to reach SNGPL for complaints and queries. Following are the sources from where the complaints/queries are being received:

- Call Center (1199) with IVR facility to lodge complaints
- Customer Service Centres (CSCs)
- Complaint Centres (CCs)
- Company's website
- Mobile Application
- Social Media (Facebook, Twitter, YouTube, Instagram)
- E-Kachehris through Skype and Khuli Kachehris in Regional Offices
- Telephone Numbers provided on Bills and Company's website
- Email through Company's website
- Written request (By post or in Person)
- Through PM's Citizen Portal

In addition to the above, SNGPL also caters for the complaints received from external agencies like OGRA, Federal Ombudsman, CM/PM Secretariats, Ministry, FIA and NAB, etc.

GIS Complaint Dashboard has been developed in order to keep a track of complaint resolution process. The dashboard developed by P & D (GIS) department is an efficient tool for tracking of trouble areas with their geographical placement and has drastically helped out the concerned sections in prompt resolution of customer complaints. This dashboard also includes multiple analytical tools for improved control of the overall complaint resolution process.

Establishment of Situation Rooms for Winter Load Management

This winter season, Customer Services department has arranged to establish Situation Rooms in all Regional Offices and a Central Situation Room equipped with various Dashboards in Gas Control Room Head Office for prompt redressal of low pressure complaints.

Energy Conservation Initiatives

Customer Services department has been involved in installation of Conical Baffles (Gas Saver Cones) in conventional geysers of our domestic customers. CS Department has installed more than 40,000 Gas Saver Cones till the end of year 2022. This year it has been planned to install more than 200,000 Conical Baffles in pursuance of directives from Government of Pakistan.

PMDU Complaint Resolution

The Prime Minister's Delivery Unit was initiated in 2018 for merging all of the country's departmental complaints under one portal. Resolution of PMDU complaints through dedicated resources has been ensured and resultantly, SNGPL is amongst the top achievers in resolution of customer's complaints, received through PMDU portal.

The mechanism adopted for resolution of PMDU complaints is a well synchronized in-house web portal developed in-line with the PCP, Islamabad. Dedicated focal persons have been nominated for different Regions/departments. A supervisory cell of PMDU complaints is developed at Head Office which follows up with the focal persons for timely resolution of the complaints. Since inception of PMDU in 2018, SNGPL has handled more than 263,000 complaints as of January 5th, 2023.

E-Kachehris and Khuli Kachehris

In order to further improve customer approach to services, SNGPL started to convene Khuli Kachehris once every month at Regional level. SNGPL also conducts E-Kachehris for customers where Regional heads convene an open meeting with the customers through Skype calls once every month. Moreover, the worthy Managing Director also chairs an E-Kachehri every month in Head Office through Skype calls. Complaints received through E-Kachehris are responded promptly and feedback of customers is also acquired for improvement in the services.

Carrying forward the vision of the Managing Director, Customer Services Department is focused to break all the barriers between the Customers and the Company. To transpire this vision, IT/MIS, Telecom, GIS, Media Affairs and Distribution departments are working in close liaison with Customer Services Department and a cohesive team work has been the key for improvement. Through the perennial efforts, Customer Services Department will ensure prompt resolution for every complaint/query of the customers.

HUMAN RESOURCE



In this fast-changing world, it has increasingly become a challenge to buy or develop the talent needed to deliver on new business models. Stepping into diversification of business, the company is in dire need of employees who can traverse their way through the current volatile, uncertain, complex, and ambiguous business environment. With traditional roles being reconfigured and new skill sets becoming critical, there are new requirements for the workforce. With the vision of creating a conducive work environment along with development and retention of quality human resource, HR Department has been eagerly contributing towards the fulfillment of company goals and objectives. HR Department has always remained highly committed towards well-being of company and its employees and will continue to take initiatives in the best interest of both while thriving for employee engagement, motivation and retention.

Review of HR Manual

Keeping HR policies and procedures at par with industry best practices while maintaining efficiency is one of the top priorities of HR department. Committed to stay abreast of recent market trends, practices and policies, HR Manual has been reviewed through HR Consultant, undergoing an extensive exercise wherein the rules and policies were reviewed while keeping in view company's business requirements, financial health and employee well-being. The Board of Directors in its 587th meeting accorded approval of revisions in HR Manual. The updated Manual has been made accessible via uploading on Company's intranet.

Revision of Salary

A consultant was hired to conduct market-based compensation study to evaluate the salary structure of Executive Cadre of SNGPL to align the pay scales with market and rationalize the salaries of executives of Grade I to VI. Considering the recommendations of the management based on report of HR Consultant, the Board of Directors at its 589th meeting accorded approval for revision in pay scales of Executives and rationalization of salary of executive staff (Grade I-VI). As a result of salary rationalization, the salary of new executives has been made market competitive. With dedicated efforts of HR Department, grievances of low paid new executives have been addressed.

Organizational Climate Survey

An online survey namely “Organizational Climate Survey” to gauge severity of Organizational Cultural Risks and Organizational Health was launched by HR Department as an OD initiative, first time in the history of the company. The survey has been developed in-house at par with international standards and had a massive coverage aimed at 1515 executives of the company. The results were summarized in different demographic dimensions. The resultant report was highly appreciated by the Management and Board of Directors. This initiative by HR Department has shed light on major improvement areas of the Company.

Hiring of Consultant for Potential Assessment Test



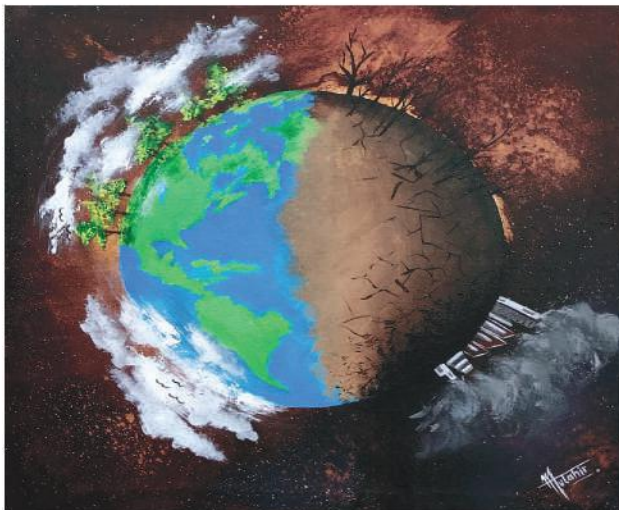
Potential Assessment Test (PAT) is conducted through third party for executives eligible for promotion to Grade IV up to Grade VII. All the Executives in these grades have to undergo a thorough Potential Assessment Test (PAT), before appearing in Promotion Board, being a pre-requisite. The assessment center is designed by the Consultant to assess the functional skills required for the higher grade. This also helps in identifying the areas that require further attention of the respective executive for improvement through training and self-learning. This exercise is diligently carried out by HR department on annual basis ensuring transparency, merit and providing equal opportunity to all executives. During the year 2022, total 696 Executives have been nominated to appear for Potential Assessment Test.

World Environment Day

World Environment Day is celebrated globally each year on 5th June that encourages awareness and action for the protection of the environment. An event was organized by HSE Department, with the theme "Only One Earth" whereby certain competitions among employees were arranged. Mutaher Ejaz, Officer (HR) won the Art competition and was awarded first Prize.

Corporate Social Responsibility

An internship gives a student the



opportunity for career exploration and development, and to learn new skills. It provides them with first-hand experience, professional opportunities and personal growth. As a part of Corporate Social Responsibility, the company offered internship to 210 individuals in year 2022.

Industrial Relation and CBA Agreement

HR Department always endeavors to maintain industrial peace through cordial relationship and bilateral negotiations with CBA. No strike has been made during the year by Company employees, which speaks for the industrial peace at SNGPL.

In January 2022, Internal Election of SNGPE Union was held, which was won by Peer Muhammad Group (Zubair Khan). HR Department coordinated the activity and extended the requisite support in this regard. A referendum was held in June, 2022 under the supervision of NIRC for determination of CBA in which two Unions participated (i) SNGP Employees Union and (ii) SNGE Progressive Union. Employees Union won the referendum and was declared CBA for next three years.

Corporate Support for Employees

A total of 35 persons were recruited against the Deceased Blood Relations Quota. Moreover, 120 scholarships were awarded to children of serving employees for pursuing professional education and 50 employees were nominated for Hajj this year.

In these testing times of unprecedented price growth exacerbated by global recession accompanied with other issues, such as the pandemic (COVID-19), the Company is cognizant of difficulties being faced by our employees in maintaining a respectable living. HR Department under guidance of the Management is continuously working on different proposals to keep the employees motivated and HR Department is committed to keep working for welfare of the employees.



Health, Safety, & Environment

An Integrated Management System (IMS) based upon ISO Standards (14001:2015 and 45001:2018) is in place for systematic implementation of best HSE practices for all operations of the Company. Compliance of ISO Standards (14001:2015 and 45001:2018) and Industry's best practices is monitored through a system of Surveillance audits by third party on bi-annual basis. Successful execution of these audits demonstrates the effectiveness of HSE Management System. Management commitment towards HSE is highly appreciated by the Auditors.

HSE Trainings are imparted to the Company's Executives and staff with the prime objective to learn, refresh and update HSE knowledge and skills to continually improve on their HSE performance at work. This year training on behavior safety of drivers is much emphasized and a total of 2,055 drivers have been trained through NH and MP.

Occupational Health

HSE initiative of on spot health screening of employees through occupational health surveillance camps is available. To promote health care awareness, this activity is arranged by HSE Department on regular basis. An Occupational Health Mobile Unit is in operation with facilities of pulmonary function test, pure tone audiograms and eyes refraction. Occupational Health Surveillance results provides the input for adequacy of existing controls and suggest what further controls are required to maintain a healthy productive workforce and safe work-place.

In addition to this, medical screening tests of

Diabetes, Hypertension and Hepatitis B and C are also performed to inform the workers about any infectious and non-communicable diseases. Occupational Health surveillance camps at 17 sites including Sargodha, Peshawar, Mardan, Gujranwala, Abbottabad, Faisalabad, Sialkot, Multan, Bahawalpur, Sheikhpura, Wah (T) and Central Metering Workshop etc. have been arranged during the year covering around 2,400 employees.



SNGPL as a responsible corporate citizen has responded in an effective manner to COVID-19 management, in line with compliance to instructions communicated by NIH, Pakistan and guidelines issued by the Ministry of National Health Services Regulation and Coordination, Islamabad. SNGPL has arranged a booster dose vaccination camp for its employees and ensured that all its employees are vaccinated.



World Environment Day

World Environment Day was celebrated across the Company on the theme of "Only One Earth". General Manager (HSE) welcomed Managing Director SNGPL Ali J. Hamdani, Senior Management and employees on the event. In his address, he sensitized the audience on global issue of environmental imbalance with nature. He emphasized that it is the need of time that all out efforts are required to be made individually and collectively to restore the balance for a cleaner, greener and healthier environment.



Managing Director appreciated the participation of employees especially, the children. During his address, MD SNGPL urged the employees to play their role in environmental protection by changing their lifestyle. He emphasized that the earth is a gift from Almighty Allah which we should value. He encouraged the HSE Department's efforts in organizing the event across the Company which definitely has raised substantial awareness among employees and disseminated the message among their families. Similar enthusiasm was observed across the Company for making the event successful through active participation and support.



Awareness Session on Breast Cancer under the Title of Pink Ribbon

One of the major health issues women facing in the present times is the alarming rise in the cases of Breast Cancer. The biggest reason of the highest prevalence of breast cancer in Pakistan is lack of awareness among women which causes a delay in detection of breast cancer and most of the women lose their lives due to their late response causing the disease to reach at final stages. Keeping in view the indigenous nature of Breast Cancer in women, HSE Department had organized an awareness session on Breast Cancer under the title of Pink Ribbon at Head Office, Faisalabad Transmission, Compression and Distribution, which was attended by the female employees.



Dr. Ahsen Nazir Ahmad, Professor of Surgery having over twenty-seven years of National and International experience in medical schools and accredited hospitals was invited as a guest speaker for the awareness session at Head Office. The guest speaker delivered an informative and thought-provoking lecture.



At Faisalabad Transmission, Compression and Distribution, Dr. Rahat Rasheed (Consultant Gynecologist) was the guest speaker and she delivered an informative and thought-provoking lecture on the breast cancer awareness to the female employees working at Transmission, Compression and Distribution Departments.

HSE

Sponsorship of Chair on Gas Engineering at Department of Chemical Engineering, University of Engineering and Technology, Peshawar

Sui Northern Gas Pipelines Limited and University of Engineering and Technology, Peshawar has signed a Memorandum of Understanding (MoU). The objective of the MoU is to promote research work and quality education in the community particularly in the field of gas engineering and to develop industry-academia linkage through research projects. SNGPL will sponsor a Gas Chair at Department of Chemical Engineering UET, Peshawar by providing a grant of Rupees Two Million annually. SNGPL is also sponsoring Gas Chairs at Mechanical Engineering Department UET, Peshawar, Chemical Engineering department UET, Lahore and at Institute of Chemical Engineering and Technology, University of the Punjab. These chairs are sponsored by the Company to provide assistance for the promotion of education in the community to help students in getting quality education at Undergraduates, Masters and PhD levels.



The MoU was signed by Amjad Mumtaz, General Manager (QA/HSE) SNGPL and Dr. Iftikhar Hussain, Vice Chancellor UET Peshawar. Vice Chancellor appreciated efforts of SNGPL for sponsoring two gas chairs at Mechanical and Chemical Engineering departments and thanked SNGPL for financial and technical assistance.

General Manager (QA/HSE) while speaking on the occasion stressed the importance of industry-academia linkage. He greatly appreciated the efforts carried out by the Department of Chemical Engineering in research work to find solutions for the real world problems. He reiterated the resolve of SNGPL for continued support to the Chairs. General Manager (QA/HSE) also visited different departments of UET Peshawar including

Gems and Gemology center, US Pakistan Center for advanced studies in Energy and Mechatronics department where he was briefed about different ongoing research work.



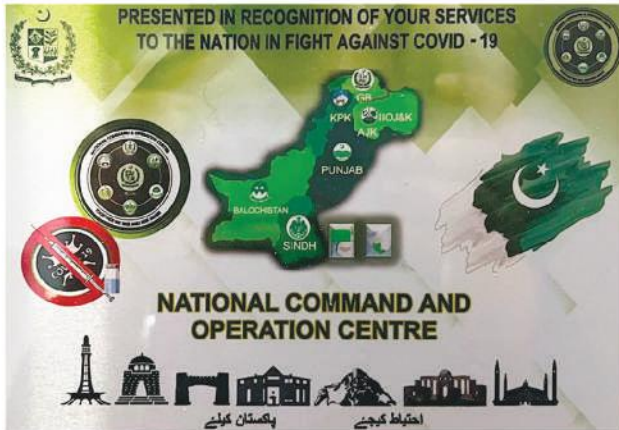
Corporate Social Responsibility

Corporate Social Responsibility function in the Company was formally started in 2013. CSR initiatives are mainly focused in the areas of Health, Education and Environment as per Company's CSR Policy approved by BOD. SNGPL's Corporate Social Responsibility policy is based on global best practices envisaging management of the business processes by producing an overall positive impact on Society and the Environment. CSR policy comply with the guidelines provided by Securities and Exchange Commission of Pakistan (SECP) 2013, New tariff regime for regulated gas sector in Pakistan by OGRA, Principles of United Nations Global Compact (UNGC) - relevant Sustainable Development Goals (SDG's) and Company's Vision, Mission and business code of conduct. SNGPL believes in business that should be both profitable and beneficial to the society; improving the quality of life of the communities under developed / under privileged / gas producing areas with priority to community residing in 15 Km radius of gas fields and ensuring harmonious relations with our stakeholders by working in partnership with the community, the Government and NGOs through the principles of Sustainable Development.

Mobile Vaccination Teams (MVTs)

As per directions of NCOC, SNGPL arranged 28 vaccination camps at far flung areas of Punjab and Khyber Pakhtunkhwa in which 4,188 persons from general public were vaccinated. SNGPL also developed 50 MVTs (Mobile Vaccination Teams) for vaccination against Covid-19 in 7 Regions / Districts including Lahore, Rawalpindi, Faisalabad, Peshawar, Multan, Gujranwala and Mardan. For the facilitation of general public, the activity was carried out in public / private Offices, educational institutes, residential societies and Metro Bus stations in coordination with District Health Authority, in urban areas as well as far flung remote locations. Due to extreme efforts of the teams, an outrageous response was

received by the local public where both males and females of different age groups actively participated in the drive in order to get themselves vaccinated against COVID-19. The vaccines administered were Pfizer, Sino Pharm, SinoVac, Cansino, Pak Vac and Sputnik as provided by the District Health Authority. The activity culminated with 460,544 vaccination doses administered in total.



NCOC acknowledged the relentless efforts, continuous dedication and hard work displayed by the Company. Federal Minister presented a certificate to SNGPL in recognition of the efforts.

Flood Relief / Rehabilitation Campaign

In view of extreme emergency situation due to floods in many parts of the country, SNGPL, as per its tradition of fulfilling its national and social responsibility, initiated a Flood Relief Campaign to support the affected communities in the form of provision of shelter (tents / camps), food and other supplies etc. Accordingly, various CSR initiatives have been started in affected areas of Punjab and Khyber Pakhtunkhwa, brief of which is as follows;

Shelter (Tents)

- 32 tents were set up at the selected site near SNGPL repeater station, Taunsa.
- 68 tents were set up near D.G. Khan, which were handed over to District Administration, D.G. Khan.
- 100 tents were distributed among affectees in Rajanpur.
- 31 tents were distributed at Fazilpur.



Food Supplies

- 30 food ration packages containing quantities for 3-4 days distributed in Taunsa.
- Dinner (cooked food) served to 600 affectees staying at Relief Camp at Govt. Commerce College, Nowshera in coordination with District Administration.
- 180 Food packages were served to kids and feeding mothers in relief camp at Government Commerce College, Nowshera in coordination with District Administration.
- 200 packages / boxes of Food supplies (with adequate quantities for a week) were distributed in Rajanpur.
- Three meals a day were served to around 850 persons in Relief Camp at Risalpur in coordination with District Administration.
- Two meals per day were served to around 550 persons, including men, women and children in Relief Camp at Govt. Higher Secondary school, Tarnab, District Charsadda in coordination with District Administration.
- 31 packages / boxes of Food supplies were distributed in Fazilpur.



The Company intends to further extend its support to flood victims particularly in their rehabilitation. In this context, SNGPL decided to collaborate with NGOs of good repute which are already working on the avenue to extend its flood relief campaign / initiative. In this regard, Funds amounting to Rs. 45 million have been disbursed to the NGOs whereas Rs. 20 million have been contributed in Prime Minister's Flood Relief Fund account.



IT/MIS



IT/MIS Department is making continuous efforts to implement and manage efficient IT systems for supporting timely and effective decision-making. Our focus remained on consolidating the key strategic initiatives taken during the past few years and set up a long-term plan for end-to-end automation across the organization. Satisfaction of business user, transparency, bringing efficiencies and enhancing visibility are some of the primary drivers in expanding digitization across the organization.

A cost-effective, scalable, and manageable IT infrastructure is the first step in advancing business goals through IT capabilities. Integration of disparate technologies and escalating pressures to reduce costs have shifted the focus of IT department to enterprise-wide programs that address business needs. The Team at IT/MIS department consists of highly skilled professionals who are putting efforts with devotion for digitization of business processes. IT/MIS teams have played vital role in mustering up resources skills and polishing their expertise to turn them into organization's assets by imparting training of their respective modules across SNGPL.

Web Portal for Gas Connection Request

In order to facilitate the consumers, web based application submission functionality has been introduced. Consumer is just a click away and is not required to visit the company office. All particulars / documents are scrutinized and applicant is communicated accordingly.

ISO-27001 Certification

ISO 27001 certification has been achieved for IT/MIS Data Center. IT department has defined the complete set of documents required by the ISO 27001 standard for its Data Center. The

surveillance audit for the year 2022 has also been conducted successfully.

Digitized Sales Survey

The mobile app has been developed in-house to digitize the process of sales survey. It will assist to control UFG as the survey would be done as per rules and regulations only by the concerned official to do survey himself and enter information in the app with the help of smart phone having certain features like geo tagging, face recognition etc. This will also be helpful in confirmation of consumer address as well as network on site etc as well. Its implementation is in process.

Upgradation of ERP

IT/MIS has successfully upgraded the Oracle EBS on latest version i.e., 12.2. The upgraded version is equipped with numerous positive changes such as a modern user experience, functionality advancements, streamlined installation, operational efficiency, continuous innovation, and increased performance.

E-Bills

E-Bills are introduced and facility is available on SNGPL website as well as Mobile app and user can get themselves registered for E-Billing by utilizing these features. This will help in effectively reduction of stationary as well as printing / distribution cost.

Mobile App for Consumers

A Mobile App has been developed for submitting online Gas Connection Application, View Current Bill, Print Duplicate Bill, e-Payment, Billing History, Registration of Consumer Complaints and Complaints History etc.



Migration of Emails on Outlook

Emails have been migrated from Lotus Domino to Microsoft Exchange server. The email user quota has been enhanced for Executives and Subordinates. The system facilitates the user in terms of single sign in and applying different themes etc.

Two Factor Authentication of ERP

In order to implement enhanced security features, IT/MIS has introduced second factor authentication for ERP. User receives OTP on official email address to access the application.

LPG Cylinder App

IT/MIS has facilitated BD and CS departments with the state of the art LPG Cylinders information system and dashboard. The general functionalities of LPG Cylinders application include request generation through website as well as mobile app, Over the counter app for concerned official with the access to booked orders & order generation and dedicated dashboard and monitoring applications for officials on supervisory roles have.

Integration of Biometric Attendance with ERP

The biometric attendance has been integrated with Oracle ERP for calculation of subordinates staff overtime in Head office. The activity has reduced the time and efforts of Admin, Accounts as well as other concerned departments.

Fleet Management System

Fleet Management System on company owned vehicles has been incorporated in coordination with Admin Department. The system will be helpful in monitoring the SNGPL Fleet in terms of usage of vehicles, which will reduce the

cost and will be helpful in POL reduction and hence ensure effective use of company asset.

Enhancements in Existing Modules (ERP)

Implementation of Project Costing Module, Rollout of Distribution Work Orders, Standardization of UOM in Inventory module and Executives Performance Management System for 15 departments have been executed to support the business users.

Load Enhancement Alarms

IT/MIS has configured auto generation of Field Activities for consumers in case of enhanced load. Same will be available on the SCADA dashboards for the users to work.

Enterprise Risk Incident Management System

The system has been developed to establish a centralized database of incidents. This will enable to analyze the incidents data and help in taking preventive measures to avoid recurrence of such incidents.

Risk Management Information System

IT/MIS in collaboration with Risk Department has developed a centralized software for integration of risk management across the company. The system has digitized the process of Risk Register for incorporating risk identification, assessment, treatment and monitoring.

Enhancements in IT Infrastructure

All of the IT Services are available with a well planned and robust state of the art infrastructure which include Enterprise Servers, Disk Storage, Firewalls and Networking Systems. IT has enhanced capacity using IBM Flash Storage, Oracle Engineered Systems, Virtual Tape libraries and Cisco and Fortinet Equipment.



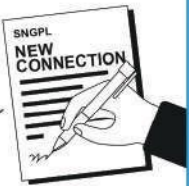
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خدمات بے شمار

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گیس کنکشن کی درخواست **آن لائن** جمع کروائیں



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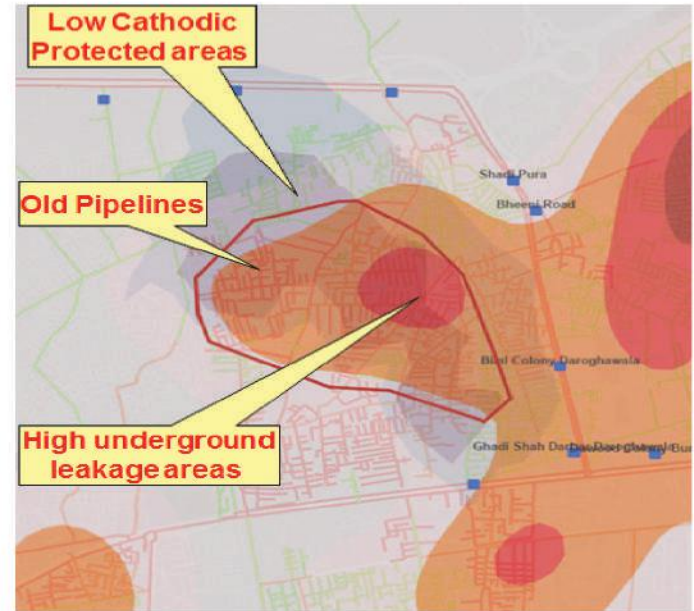
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PLANNING & DEVELOPMENT

Geographic Information System (GIS)

The Geographic Information System (GIS) was self-initiated by the P&D Department a few years ago with very limited in-house resources and in 2019 Enterprise GIS was procured and deployed for implementation of GIS in SNGPL's franchise offices. Initially, pipeline planning was shifted to HD satellite based GIS mapping and digital mapping was started for Transmission and Distribution pipeline network to ascertain the efficacy of GIS in SNGPL. After the deployment of Enterprise GIS, several Dashboards and Apps were developed and same was presented to the Board of Directors and Management. Since its beginning GIS came forward as a game changer to gradually transform SNGPL's business processes by providing a smart decision support platform equipped with HD satellite imagery, interactive heat-maps, integrated data layers, digital maps and apps/dashboards.



Keeping in view the potential benefits of GIS, Board of Directors and the Management had advised to launch a full-fledge GIS project for mapping of complete Distribution pipeline network in 2020-21 and approved resources for establishing an independent GIS Lab. In this connection, latest

equipment was procured and highly qualified well trained GIS Professionals were hired in 2021-22 and a state-of-the-art GIS Lab was established. The Managing Director formally inaugurated the GIS lab in August 2022.



PLANNING & DEVELOPMENT

Digital mapping of whole distribution pipeline network is in full swing since the establishment of GIS lab and substantial progress has already been made while it is expected to be completed in near future. All distribution network maps (DLMs) have already been scanned, properly named and digitally stored in a Central Data Repository that is available to the authorized users across SNGPL through GIS Portal. Along with the completion of distribution pipeline mapping project, conventional paper mapping system is gradually being replaced with paperless and accurate GIS mapping and all relevant data i.e. pipeline aging, CP levels, customer locations, administrative boundaries etc. is also being incorporated with the digitized pipeline network. The GIS maps of

Apps are also being effectively used by the users from different Departments of SNGPL for better decision making and UFG control activities i.e. Leakage Identification and Rectification Dashboard, Pressure Profile Dashboard for TBSs and Industries, Complaints Report Download and Printing App, Transmission Network Viewer App and Distribution Network Viewer App etc.

The GIS mapping activity is not limited to the pipeline network, the land acquisition details of the transmission's right-of-way is also being mapped in collaboration with Lands Department. Capacity building for proper utilization and implementation of GIS in SNGPL is also being carried out by GIS team, which includes but not



Customer Complaints Dashboard

SNGPL's pipeline network are well equipped with powerful geo-analytical tools to facilitate the users in pipeline planning, management, augmentation and rehabilitation. Further, pipeline planning modules and SCADA can also be integrated with GIS to provide a deep insight for effectively handling pipeline related scenarios.

In a nutshell, P&D's GIS venture encompasses planning Support, enterprise GIS, digital mapping and capacity building. The GIS based Customer Complaints Dashboard is being commendably used for winter load management by the SNGPL's management, Situation room and regional staff as well as by the Ministry of Petroleum.

In addition to the Customer Complaints Dashboard, several other GIS Dashboards and

limited to; user awareness and training, procurement of equipment (GPSs, Plotters, and Scanners etc.) and analyzing the user requirements for improving GIS/IT infrastructure. In addition to on-going GIS activities, several GIS Apps are under development or testing phase that will revolutionize the operational activities. The most remarkable is the operational task management App for monitoring the field staff in order to ensure workmanship or timely completion of the task.

Discovery of Bannu West-I and Wali-I gas fields and their Injection into SNGPL Transmission System

Recently Mari Petroleum Company has made a gas discovery in its Bannu West Block located in North Waziristan District of Khyber Pakhtunkhwa. Similarly another gas field in the close vicinity is also discovered near Lakki Marwat

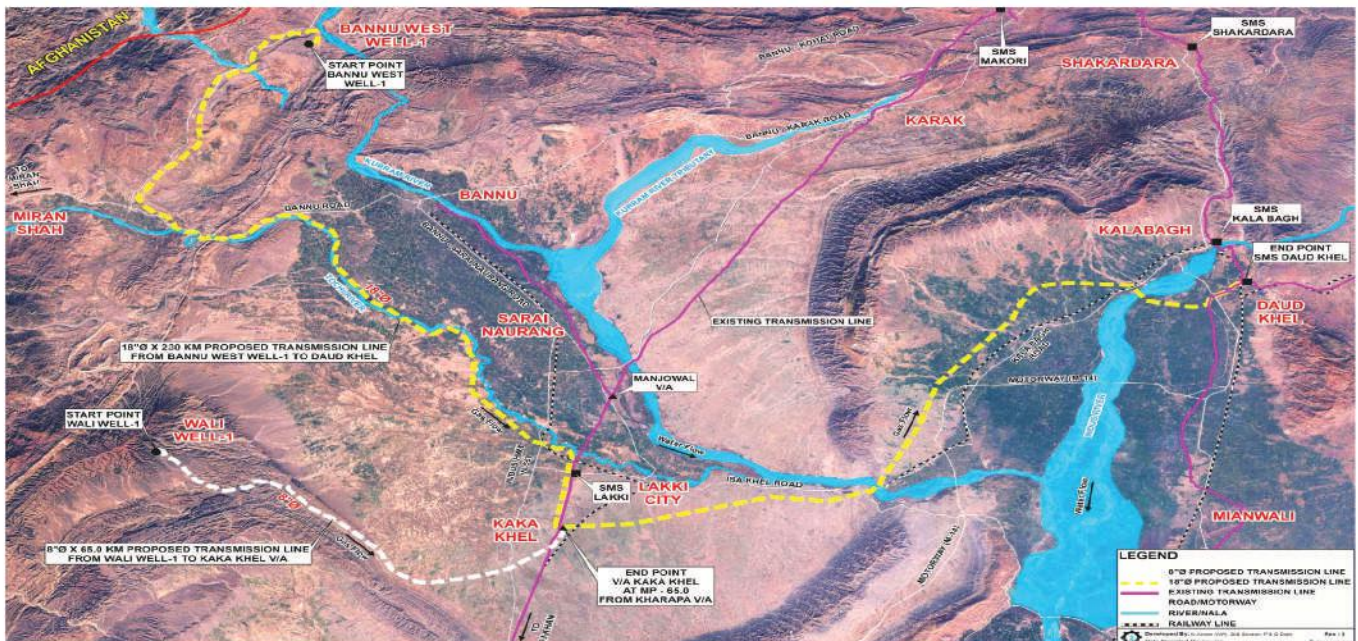


by OGDCL named "Wali Well-1". The operators of both fields have approached SNGPL for the sale of gas and to construct pipeline from their processing facilities to SNGPL's nearest transmission system.

Prime Minister of Pakistan has directed Ministry of Energy (Petroleum Division) and SNGPL to implement the project of laying of pipelines to connect newly discovered Bannu West and Wali gas fields with SNGPL Transmission network on fast track basis. Accordingly, SNGPL has initiated a project for connecting these newly discovered fields with SNGPL network. The project envisages laying of two pipeline segments i.e. 230 kilometer long 18" dia pipeline from Bannu West well to Daudkhel via Kakakhel, and 50 kilometer long 8" dia Wali processing facility to Kakakhel.

In order to complete the project in shortest possible time and considering the long lead time for the procurement of material, Company had planned to uplift existing 255 kilometer long 18" dia transmission line along with valves and fittings between AC-1 (Guddu) and AC-6 (Multan) and to re-lay the recovered line against the proposed 230 kilometer long 18" dia proposed transmission line. To date Company has achieved remarkable progress of pipeline laying of 74% and 30% for 18" dia and 8" dia pipelines respectively.

However, recent aggravated security situation in the North Waziristan area has resulted into temporary stoppage of work. However, Company is making continuous all-out efforts by holding regular meetings with local stakeholders including Pak Army, District Administration and Law Enforcement Agencies (LEAs) etc to resume work in the law affected and high security risk areas.



PROJECTS



Projects is a specialized pipeline construction Department of SNGPL. It possesses skills, capabilities and extensive experience along within house resources and maintenance facility at CBWM essentially or vehicles, machinery and equipment required for construction of natural gas transmission and distribution infrastructure as per ASME B.31.8. The Projects Department's Coating Plant at Uch Sharif has expertise of 3LPE coating of centrally procured carbon steel line pipes as per DIN 30670 standard. Projects department also undertakes EPC contracts of pipeline construction for its clients i.e., OGDCL Pakistan, MOL Pakistan Oil and Gas Co. B.V, OMV Pakistan Exploration Gesellschafts m.b.H etc.

Achievements During Calendar Year 2022

SNGPL Projects Department carried out projects under the initiative of system augmentation, operational phases, segregation of looped SMS's, UFG Reduction Plan and provision of gas for energy needs of newly developed SEZ and commissioned them successfully. Coating Plant Uch Sharif contributed by executing 3LPE coating activities on all the line pipe used by Projects department for successful completion of these projects. All the vehicles, machinery and equipment maintained at

Central Base Workshop Manga is the back bone for the smooth operation of heavy equipment deployed to undertake construction tasks. Material control section of Projects has ensured the availability of all the allied construction materials required as per BOQ (Coating and Construction) prior to the execution of these projects resulting in completing the projects as per schedules.

Category-wise brief summary of achievements is hereunder;

Transmission Lines and Sales Meter Stations (SMS's)

During calendar year 2022, Projects department successfully achieved the following progress against assorted diameter transmission projects to increase system capacity i.e.

- 261.3 KM Welding
- 253.2 KM Lowering
- 145.0 KM commissioning
- 0.5 Km in 6-inch diameter Talunj West-2 Flow line along-with double FOC was completed in KPK for M/s MOL as contractor.

Major transmission projects completed during year 2022 is listed hereunder:-

| SR. # | PIPELINE | PROJECT |
|-------|---|-----------------------------|
| 1 | Khairpur Daha to Bahawalpur Pipeline: 16" dia x 49 Km | Bahawalpur Augmentation |
| 2 | Ferozpur Road to Barki Lahore Pipeline: 16" dia x 26 Km | Lahore Augmentation Phase I |
| 3 | Ismail Kot to Rashakai Special Economic Zone Pipeline: 16" dia x 28.7 Km | Special Economic Zone |
| 4 | M3 to Allama Iqbal Industrial City Faisalabad Pipeline: 12" dia x 19.7 Km | Special Economic Zone |
| 5 | Uplifting of existing 18" dia x 255 Km transmission pipeline at southern part of SNGPL's transmission network from Guddu to Multan for laying 18" dia x 230 Km Bannu Line | Bannu Project |
| 6 | Bannu to Daud Khel Pipeline: 18 dia x 151 Km | Bannu Project |

Along with the above achievements, Projects Departments has also installed / commissioned eleven Sales Meter Stations.

- Gujranwala Region: 1
- Rawalpindi Region: 2
- Sargodha Region: 1
- Peshawar Region: 2
- Mardan Region: 1
- Lahore Region: 2
- Faisalabad Region: 2

Distribution Lines And Town Boarder Stations (TBSs)

Projects Department, like previous years has contributed a lot towards achievement of goals and targets of UFG Control, system capacity and low pressure issues set by Distribution Department. Projects department successfully completed distribution jobs during calendar year 2022 against various initiatives including operational phases, augmentation of Lahore Phase-I, segmentation of looped SMSs, 100% cost recovery jobs, special economic zone jobs and Karak-I and Karak-II jobs. Along with the above achievements, Projects Department has also installed TBSs for gas distribution network in various regions. These jobs were scattered across all regions of SNGPL. Work on supply main jobs was stopped due to moratorium imposed by Government of Pakistan. Progress achieved during the year is listed hereunder:

- 655.3 KM Welding,
- 606.2 KM Lowering
- 548.9 KM Commissioning
- Including 77.3 KM Lowering for Gilgit Project.

In addition to this, Projects Department has also installed a number of TBSs for gas distribution network in various regions.

Coating Plant Uch Sharif

Coating Plant Uch Sharif operates 24x7 to supply all the coated pipe required for laying transmission lines in 8 inch diameter and larger and distribution lines 4 inch and above. The three-layer coating of steel pipe comprising of Epoxy, Adhesive and Polyethylene is carried out at coating plant. Cumulative Coating progress of 512,435-meter pipe comprising of 491,657 square meter of surface area of assorted diameter steel pipes was achieved during 2022. The most challenging task during year 2022 was to prepare the uplifted pipe suitable for coating (around 50 years old) in a minimum possible time for making available the coated pipe for Bannu Project. The uplifted pipe was cleaned, beveled, shot blasted, and carefully heated for coating so that to avoid fire

hazard due to any residual gas contents/condensate. Projects Department is also planning on capacity enhancement of coating plant in coming years.

Central Base Workshop Manga (CBWM)

Availability of sound and efficient working vehicles and construction equipment and machinery are critically important for timely completion of pipeline construction projects. During year 2022, Manga Workshop performed its role for smooth running of construction sites by carrying out maintenance/repair/overhauling of Dozers, Excavators, Semi-Trailers, Prime Movers, Cranes, Compressors, Welding Plants, Trucks and Pickups. The requisite requirements of Field Construction Camps for filters, lubricants and spare parts were fulfilled for smooth running of vehicles / machinery / equipment. Projects Department is also planning on upgradation of facilities at CBM in coming years.

Material Control Projects

The role of Material Control section of Project Department was crucial in timely completion of all projects as procurement planning of unprecedented quantities of pipeline materials and machinery required for completion of the said project was their responsibility. All the indents complete with specifications were raised in a very short period of time followed by Coordinator Clearance and inspection of existing stock in different stores across SNGPL which resulted in reduction of slow / non-moving inventory. Subsequently, technical evaluations were carried out within requisite time. Strong follow-up was ensured for timely receipt of materials for timely completion of construction activities against all projects.

Lands Department

Lands Department plays a pivotal role for laying of Transmission Pipeline through acquisition of land for Right of Way (ROW) under the Land Acquisition Act, 1894 and Purchase of land for valve assemblies and SMS's through direct negotiations. It also arranges permissions and NOCs required for laying pipelines along /across various existing facilities en-route the proposed routes of these pipelines. This includes Pakistan Railways, NHA, Irrigation, PHA, PKHA etc.

Currently, Lands Department is engaged for acquisition of ROW of various Transmission Pipelines. Some of the main pipeline projects are listed hereunder.

- **18"Dia x 230 KM:** Transmission pipeline from Bannu West Well-I to existing valve assembly Daud Khel.
- **8"Dia x 50 KM:** Transmission pipeline from Wali Well to Kaka Khel Valve assembly.

PROJECTS



- **8" Dia x 16 KM:** Transmission pipeline from Barki to Dayal.
- **16" Dia x 6.50 KM:** Transmission pipeline from Manga to Sundar.
- **10" Dia x 20.80 KM:** Off-take Khazana to SMS Khazana.
- **10" Dia x 27.75 KM:** Gullabad to SMS Charsadda Pipeline.

In addition to above, Lands Department also arranges land lease for short duration for camp setup, pipe dump and way leave (working strip) along pipeline Right of Way (ROW).

Current Projects

Presently work on a number of transmission pipeline projects of around 250 Km is in progress including Bannu Project, Special Economic Zone Projects lines for extending gas facility to various special economic zones across Punjab and KPK, System Augmentation for Mardan and Peshawar Regions and Lahore Augmentation and Bifurcation Project Phase-II.

Likewise construction activities on a large number of distribution projects of around 1300 Km are also in progress. These projects include laying of lines under segmentation of looped SMSs, operational phases, Karak-II Project, Isolation of industry from domestic consumers and augmentation of Islamabad and Rawalpindi Regions.

BANNU PROJECT

Background

Mari Petroleum Company Limited (MPCL) discovered gas reservoir at Bannu West Well-I in North Waziristan District and OGDCL discovered gas at Wali Well-I of district Lakki Marwat. They offered gas from these wells to SNGPL in early June 2022. These discoveries are a great boom for energy starved Pakistan as it will help in saving country's foreign remittance with indigenous gas. The quantity of gas offered from MPCL's Bannu West Well-I field was initially estimated upto 40 MMCFD with future prospects of upto 100 MMCFD. Similarly expected gas flow rate from OGDCL's Wali Well-I initially was approximately 25-30 MMCFD which will ramp upto 50 MMCFD in future. In this context, Prime Minister of Pakistan directed Ministry of Energy (Petroleum Division) and SNGPL to implement the project on fast-track basis in four months for injecting new gas discoveries in SNGPL's transmission network.

The uniqueness of this project in terms of upcoming serious challenges was quite stark. The project involves one of world's toughest terrain bustling with terrorist dens operating global terrorist operations.

Targeted Plan

Early June 2022, SNGPL started planning for construction of Bannu Pipeline project for connecting newly discovered gas wells with SNGPL's network. Following two pipelines were planned under Bannu Project:

- 18" dia x 230 Km pipeline from Bannu West Gas Field Well-I to Daud Khel for connecting newly discovered Bannu West-I MPCL's gas field.
- 8" dia x 65 Km pipeline from Wali Well I OGDCL's Gas Field with SNGPL's transmission network at Kaka Khel.

In order to meet the target imposed by MoE for completion of this project in condensed timeline considering the long lead time in procurement of materials, it was planned to uplift existing 18" dia x 255 Km transmission pipeline at southern part of SNGPL's transmission network (Guddu to Multan) along-with valves and fittings.

The execution of aforementioned project was planned as under:

1. Uplifting of existing 18" dia x 255 Km transmission pipeline at southern part of SNGPL's transmission network from Guddu to Multan.
2. Laying of 18" dia x 230 Km pipeline from Bannu West Gas Field Well I to Daud Khel.

2. Construction of 18" Dia x 230 Kms Pipeline from Bannu West Well to Daudkhel

This pipeline was planned for execution in two zones of security keeping in view the prevailing worst law and order situation in the area i.e., secured area (170 Km Bannu to Daud Khel) and unsecured area (60 Km Bannu West Well to Sadagai Check Post – North Waziristan District).

Construction activities were started in June 2022. However, due to several unavoidable obstacles, such as work stoppages by locals and excessive rains and floods, the overall progress of the project was hampered considerably. It is apprised that Project teams have worked tirelessly day and night to complete the uphill task and achieved remarkable progress of around 89% in short time. As of date, 151 Km of the pipeline has been successfully welded which is around 89% of the total length as tabulated below. Presently hydrostatic testing of the complete portion is in progress and as of date 60 Km segment has been

| SR. # | DESCRIPTION | PROGRESS (KM) | %AGE COMPLETION |
|-------|--|---------------|-----------------|
| 1 | Uplifting | 244.5 | 96% |
| 2 | De-Coating | 242.5 | 95% |
| 3 | Transportation to coating plant | 242.0 | 95% |
| 4 | Coating | 213.4 | 83% |
| 5 | Procurement of 18" dia new Coated Pipe | 9.0 | 100% |

Note: The %age Completion for activities 1 – 3 above is less than 100% because the line segment being uplifted is 255 Km long. The uplifting activity to cater pipe for laying 230 Km Bannu pipeline is completed 100% well within due timeline.

3. Laying of 8" dia x 65 Km pipeline from OGDCL's Wali Well I Gas Field with SNGPL's transmission network at Kaka Khel.

All the proceedings for implementing this project were carried out on fast-track basis. The project proposal agenda was put up for approval of Board of Directors. BOD accorded approval for execution of this project in June 2022 in 586th Meeting. Accordingly, construction activities were started in 3rd week of June 2022.

1. Uplifting of Existing 18" Dia x 255 Km Transmission Pipeline from Guddu to Multan at Southern Part of SNGPL's Transmission Network

Construction activities were started in June 2022. As evident from the table, 18" dia pipe uplifting activity has been completed for laying the 18" dia 230 Km pipeline from Bannu Gas Well to Daud Khel well within imposed timeline and approved budget.

successfully tested. The work on major crossings (HDD of Indus River and Thal Canal, Kurram River and Railways) are in progress along-with fabrication and installation of valve assemblies.

Work on remaining 19 Km was attempted to start several times and ROW and stringing activities were carried out. However, these activities had to stop and welding could not commence due to sit-ins of local tribes for which Company's construction crew is in liaison with the local authorities for earliest resolution of demands of locals (Gas provision for their localities). Due to this constraint work on 19 Km is pending till the resolution of demands of locals. The matter was taken up with Commissioner Bannu and LEAs soliciting their support. Various Jirgas and meeting have been held with the concerned for resuming the construction activities.

In addition, we are in liaison with Pakistan Army for provision of security. As soon as the security is arranged from 116 Brigade of 9 Div and

PROJECTS



negotiations become successful/finalized with the locals, balance works shall be completed at the earliest.

Projects teams have achieved 89% mechanical completion of this segment with herculean efforts in short time in the face of scores of challenges posed by heavy rains, logistic issues, forceful hurdles by locals and serious security risks and threats.

3. Laying of 8" Dia x 65 Km Pipeline from OGDCL's Wali Well-I Gas Field with SNGPL Transmission Network at Kaka Khel

The design length of this pipeline has been shortened from 65 Km to 50 Km in line with design change received from OGDCL. They have now proposed to move their gas processing plant from

Wali Well I to around 15 Km downstream towards SNGPL's custody transfer facility.

In order to lay this pipeline, procurement of new coated pipe and other materials was initiated in the 3rd Week of June 2022. Purchase order for procurement of coated pipe was placed and delivery at site was started which is now complete. Accordingly, construction activities have been started and as of date 45% ROW and 18% Welding work has been completed despite adverse law and order situation prevailing in the area. The worsening law and order situation in the area has necessitated to change the area classification from secured area to unsecured area.



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سردی آگتی ہے خیال رکھنا!

اوگرا نے گیز میں گیس سیورکون

کی تنصیب لازمی قرار دے دی

اوگرا کے احکامات کے تحت

سوئی ناردرن گیس کی ٹیمز گھر گھر جا کر انپکشن کا آغاز کر رہی ہیں

صارفین سے التماس ہے کہ

سوئی ناردرن سے تعاون کرتے ہوئے فوراً گیس سیورکون لگوائیں

آرڈر کیلئے ابھی ہیلپ لائن 1199 پر کال کریں بل کے ذریعے 12 ماہ کی آسان اقساط میں ادائیگی







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سردی آگتی ہے خیال رکھنا!

گیس ہیٹر کا استعمال

حادثوں کا احتمال

شیخوپورہ: گیس ہیٹر سے آتشزدگی، نوجوان جاں بحق
قصور میں گیس لکچ سے آگ بھڑک اٹھی، 45 سالہ سلامت بی بی جھلس گئی

گیس لکچ ہیٹر سے آتشزدگی وزیر آباد میاں بیوی فیروز والا میں نوجوان جاں بحق
گیزر سے لکچ پرواش روم میں اعظم بے ہوش، فہمیدہ دیکھنے لگی متاثر، ہسپتال میں چل بے

7 family members
including 4 children
killed in gas leakage in
Toba Tek Singh

ایبٹ آباد فیصل آباد گیس کے باعث گھٹنے 4 بچوں 8 جاں بحق
نہد میں 2 سالہ بچہ 4 سالہ بچہ جاں بحق اور فاطمہ ہسپتال منتقل شیر گڑھ میں فاطمہ جان 40 سالہ بچہ جاں بحق
لاہور میں بیکری ماڑ میں کمرے میں گیس کا گیسو سے 22 بھائی شیریں بیس اور مظہر موت کی آغوش میں چلے گئے

ایبٹ آباد ماہرہ بھرون میں گیس لکچ سے خواتین و بچوں 8 افراد جاں بحق
پہول کا پڑا پڑا چاہے اس کی بیوی اور 3 کن بچیاں رات کو کمرے میں سو رہی تھیں کہ دم بھلے سے چل
ملاقہ پھر میں بیڑی کی گیس سے دم بھلے کے باعث اویس اس کی بیوی اور ایک ماہرہ بچہ کمرے میں مردہ پائے گئے

Six of a family
die in Hangu
due to gas leakage

گیس ہیٹر سے مضر صحت گیسز کا اخراج آئے روز
جان لیوا حادثات کا سبب بنتا ہے

لہذا!

سردی سے بچنے کے لیے گرم کپڑے استعمال کریں



TELECOMMUNICATION



Telecommunications Department is responsible for Operations, Maintenance and Expansion of the company's Telecom infrastructure and networks for provision of company-wide Voice, Data, Video Services and SCADA (Supervisory Control and Data Acquisition) System. For catering the mission-critical requirement of uninterrupted and reliable Voice Communication, Real-time Data Acquisition and Remote Control of Transmission Network Sites, company operates a dedicated Microwave Backbone Telecommunication Network primarily deployed along Company's Transmission right-of-way (RoW) from Sui and Sawan at Southern intake points to Peshawar, Mardan and Abbottabad in the North extremities of the Transmission Network. Microwave Radio Network operates in licensed 8-Giga-Hertz (8000-Mega-Hertz) frequency band and comprises of 86 Microwave Repeater and Terminal Stations and provide reliable interconnectivity for following company-wide services:

- Digital Microwave Communication (DMC) based internal Telephone Network
- SCADA System for Transmission and Distribution Networks
- Wide-Area-Network (WAN) Data Connectivity for CC&B/Email/GIS Services
- Video Conferencing through Internal Network and Online/Cloud Services (Zoom™ etc)
- Wireless Data Communication with SCADA Sites

- Wireless Voice and Data connectivity between Sub-Offices/Camps and nearest Microwave Station
- Mobile Vehicular/Walkie-Talk i.e. Point-to-Multi-Point Voice Communication along Transmission Network.

In addition to O&M of above mentioned services, Project Planning, Front-End Engineering Designing, Wireless Link Engineering, RFP Development, Technical Evaluation, Installation and Commissioning of expansion projects related to above mentioned services are also performed by Telecom Department. Telecommunication Department also has trained personnel and expertise for Optical Fiber Laying Projects for External Clients.

During the Year-2022, in addition to assuring uninterrupted availability of all Telecom / SCADA Services with zero-outage, Telecommunication Department remained continuously focused on advancements and expansion of Telecom and SCADA Services enabling digitization and automation of company's operations and business processes. Following special projects have been completed or initiated in the Year-2022 in this regard:

- 1,850 new CMS of Distribution Network have been integrated with SCADA System during Year 2022. Total 3,689 Industrial Distribution consumers have been integrated with SCADA

TELECOMMUNICATION

Host system by the end of Year 2022 for real time vigilance and alarm monitoring such as zero-pressure, contractual load violation, zero flow, temper alarms etc. which enables timely corrective actions for controlling of UFG in Distribution network. SCADA System has an automatic synchronization interface with CC&B System through which the consumer-wise meter data and contractual load is fetched to SCADA System from Central CC&B System and alarms are generated at SCADA System on real-time basis without any human-intervention. On the basis of SCADA Alarms, consumer-wise "Field Advice - (FA)" maintenance-tickets are generated at CC&B which are automatically assigned to concerned quarters enabling the immediate corrective / remedial actions against the operational exceptions, contractual load violation, meter under-sizing and over-registration of fault-volume etc.

- Integration of Town Border Stations (TBSs) is underway and 55 TBSs have been integrated with SCADA.
- In continuation of UFG Reduction drive Telecom department has started SMS Reconciliation Project and by end of Year 2022, 19 SMSs have been reconciled with downstream / distribution network through a network schematic on SCADA HMI. SMS Reconciliation includes Flows, Volume, Pressure Reconciliation of SMSs against Offload Points on Distribution Network i.e., Industrial Consumers and TBSs.
- New High capacity Microwave Link has been deployed between Head Office Main Building, Hosting the GIS Data Servers and Shaheen Complex Building, having newly Established GIS Development Center. Resultantly the data rate between Head Office and Shaheen Complex has been increased from 25 Mbps to 300 Mbps.
- Telecom Department has initiated an innovative project to utilize latest Dual Polarization Technology in its Microwave backbone Network to increase the Link-wise Bandwidth up to eight-times from 100Mbps to 800Mbps at following links:

Upgradation to 800-Mbps from 100-Mbps:

- **B-LEG:** Head Office to Faisalabad (Total 06 Microwave Links)
- **A-LEG:** Faisalabad to Multan (Total 07 Microwave Links)
- **N-LEG:** Lahore to Multan (Total 08 Microwave Links)

Upgradation to 400-Mbps from 100-Mbps:

- **C-LEG:** Faisalabad to Islamabad (Total 10 Microwave Links)

The Project planning is complete and is now in Tendering Phase.

- SCADA Integration has been completed for SMSs with high losses in north-west sector of Transmission network especially Karak-District. 20 such Sites of Kharappa-Manjowal Section and Gurguri line have been integrated with SCADA Host for real-time reconciliation of gas transmitted through these segments. Cellular Network is being used for monitoring of these sites.
- Documentation and Internal-Audit Teams' training has been completed and Certification Body has been engaged for acquiring ISO / IEC27001 standard based Information Security Management System (ISMS) Certification for SCADA System Data Centers. The certification is expected by March 2023.
- SCADA monitoring has been extended at 10 SMSs. Currently 133 major SMSs are integrated with SCADA which quantifies to more than 80% of Gas offloads from Transmission Network.
- Keeping in view Demand / Supply gap and ongoing winter Season, Telecom department has developed analytical SCADA Reports and Customized Dashboards for Monitoring of Domestic Gas Consumption of Peak Hours and Off-Peak Hours on daily basis while comparing it with Last year's consumptions for same time-period. Moreover, various reports have been developed for Monitoring of Sector-wise Gas Consumption of Industry as well.
- As per instructions of Management, Telecom department is automating the reporting of Gas Internally Consumed. In this regard, a secure interface has been developed between SCADA Host and Oracle Database for seamless transfer of Compression Fuel component of GIC to IT/MIS Dashboards for Monitoring and Accounting purpose.

For in-house training, "SCADA Automation Laboratory" has been established at Multan-Telecom. The setup includes test-bench installation of different RTUs (GE, Baker, Emerson), SCADA Transmitters (PT, DPT and TT), UHF Radio, GPRS Modems and POV testing relays. This laboratory has been setup for SCADA equipment testing, research and educational purpose for all sections.

- Pilot Project for IoT based Pressure monitoring of



Distribution tail-ends has been initiated and material delivery is awaited now. The pilot project shall be completed by March 2023.

- Video Conferencing Facility has been extended over Microwave Network to Sahiwal (D) and Sialkot (D) and now Video Conferencing facility is available at all 16 Regional Distribution Offices. Video Conferencing System has been installed at Head Office's 6th Floor Conference Room and has been upgraded at Tele-presence Room keeping in view extensive requirement of multiple video meetings in parallel from head office.
- Telecom Department has established and maintaining the 24/7 Situation Room established at Gas Control Center of Head Office as the Winter Load and Consumer Complaint Management Center.
- Planning and RFP Development work has been completed and now Procurement is in process for following projects:
 - Installation of Electronic Access Control System (EACS) at all Industrial Consumer Metering Stations (CMS) at the cost of Rs.340 million for reduction of UFG by restriction on any

unauthorized access to the site. The new electro-mechanical Pad-Locks of EACS shall be installed at 3400 new CMSs. The project has been envisaged after successful deployment of 230 similar locks at CMS against the pilot project completed in Year 2021. The current larger project for all CMSs was envisaged based on successful results against the pilot project.

- Installation of SCADA System at all 321 remaining custody transfer (measurement) sites of transmission network including Gas Sources and Sales Meter Stations and Mainline Check-meters.
- Up to 400% Capacity Enhancement on high-traffic Microwave Links.

As a look ahead plan Telecom Department has started the planning work for the SCADA Expansion Project enabling the system to cater the integration of all the TBSs of the Distribution Network i.e., more than 5000 new sites. Moreover, it intended to enable the Internet of Things (IoT) based communication between SCADA System and Smart Meters and Pressure/Temperature Sensors. Telecom Department is also working on the automation and remote control of Pressure

TRANSMISSION



Transmission Department efficiently operated and maintained 9,046 KMs of gas Transmission Pipeline Network and allied facilities for smooth transportation of natural gas from Gas Sources / RLNG delivery points to City Gates and also effectively served major Power and Fertilizer Consumers on Transmission system.

Major achievements of Transmission department during the Year 2022 are narrated below:

Effective Load Management and Pressure / Flow Profiling at SMSs:

Transmission Department has made all efforts and best operational strategies / expertise for execution of effective load management and round the clock Pressure / Flow profiling at Sales Meters Stations. By virtue of said exercise, the task / goal of

smooth supply of natural gas to domestic sector and Power Plants on Transmission network has been achieved. Transmission department extended full cooperation / coordination with respective Distribution regions, in terms of man-power and logistics resources, to facilitate the Distribution pressure profiling activity on more than 95% domestic gas load SMSs.

UFG Reduction in Southern Districts of Khyber Pakhtunkhwa, Mainly District Karak:

Transmission Department is making all efforts to reduce the UFG losses due to illegal taps on Transmission pipelines in southern districts of Khyber Pakhtunkhwa, mainly District Karak. Due to extensive efforts, Transmission UFG losses are reduced during the year 2022 as compared to same period of year 2021 which is evident from below tabulated UFG comparison: -

| COMPARISON OF GAS LOSSES | | REMARKS |
|--------------------------|-------------------------|--|
| January to October 2021 | January to October 2022 | |
| 3,815 MMCF | 2,161 MMCF | Volumetric saving of around 1,654 MMCF as compared to same period of previous year. |



Continuous monitoring of Transmission Network during Flood Season:

Foreseeing the flood situation, protection arrangements at critical points were beefed up well before time. Vulnerable River Crossings were isolated without affecting the gas supply to the consumers and additional protections were provided to Pipelines passing through Nullahs. Further, round the clock monitoring of Transmission Network was carried out vigilantly during flood days and immediate remedial actions were taken, where required. Due to well preparedness, no Transmission pipeline rupture incident occurred and Transmission System remained fully functional despite the facts that the country faced unprecedented flood in the year 2022 and major portion of our Transmission system is passing through the areas which were heavily affected by the flood.

Upgradation of SMSs:

In order to remove bottlenecks, improving the gas flow, measurement accuracy, regulation capacity and to resolve issues related to HSE, modification / up-gradation of 15 SMSs / CMSs has been carried out.

Troubleshooting of Defective Flow Computers and Gas Chromatographs

In-house troubleshooting, repair and commissioning of various sophisticated electronic gadgets / analyzers i.e. 19 Flow Computers and 10 online gas chromatographs were carried out by SNGPL Engineers, in order to keep them operative during the said time span. This in-house refurbishment of costly imported gadgets has saved valuable operating expenditure of the company.

In-House Refurbishment / Troubleshooting of Turbine Meters

In addition to execution of annual Flow Proving of Turbine Meters installed at several SMSs on Transmission network to ensure accurate gas measurement, 143 defective Turbine Meters were refurbished at Flow Prover Cell, Transmission Head Quarters to make them operative. Considering cost of imported Turbine Meters, substantial saving of funds against procurement of new Turbine Meters has been made by indigenous repair / refurbishment of said meters.

Real Time Energy Billing to RLNG Consumers

Importance of accurate energy billing cannot be avoided in current era of growing energy

TRANSMISSION



demand in natural gas market and strict clauses of GSPA agreements with bulk consumers like GPPs / IPPs. Keeping in view the said objectives, Transmission Department, successfully managed the said task by ensuring smooth operation of online gas chromatographs installed at major RLNG consumers, updation of gas composition data in respective flow computers for real time energy calculations. It is worth mentioning that issues regarding communication of Gas Chromatographs with flow computers installed at various CMSs of GPPs were timely resolved for accurate energy billing to bulk consumers. These challenging tasks have been completed within our indigenous resources thus saving company's substantial revenue by avoiding services of outside agencies.

System Rehabilitation / Modification / Commissioning Activities:

In order to ensure soundness / integrity of pipelines and to operate Transmission system in accordance with relevant standards / codes, numerous Transmission rehabilitation / System de-bottlenecking / civil protective works have been carried out during 2022.

Further, 06 new Pipeline segments and 14 Sales Meter Stations (SMSs) have been commissioned and integrated with Transmission Network during 2022.

Out of aforesaid jobs, some major activities are narrated below:

- Modification work at QV-2 V/A regarding hook up

of 20" Dia M/S MPCL successfully completed for injection of additional 110 MMCFD indigenous gas from M/s MPCL into SNGPL network.

- Isolation, depletion and coordination during uplifting of around 250 KMs 18" Ø line from AC-1 to A-4 (Guddu to Janpur) and AV-17 to AC-6 (Sutlej to Multan) was carried out by Transmission department. It was a challenging / critical task as other parallel high-pressure Transmission pipelines were also operating through the same ROW.
- Repair, replacement, sleeving activities were carried out on 18" dia mainline D/S of ex-AC-7 Shorkot, 6" dia Jhumra line and 18" and 16" dia Sahiwal-Lahore line.
- Relaying of 8" and 16" dia Havelian-Abbotabad line, 10" and 16" dia Wah-Hattar Pipeline and 8" dia Jahangira -Swabi pipeline segments.
- Upgradation of regulation and measurement facilities at SMS GTPS Shahdra, SMS Dhunkle and Jamke Cheema.

Lowering of In-service / Live Pipelines:

In order to ensure the earth cover of pipelines in line with ASME standards, 13 Transmission Pipeline segments have been lowered during the year 2022 without effecting the gas supply to the consumers.

Hot Tapping Operations:

Hot Tapping operations have been carried out safely at 16 locations by Transmission teams to incorporate new off-take points and to facilitate modification jobs.

Installation of Optical Isolators at CMSs of GPPs and IPPs

Successful installation of optical isolators at GPPs and IPPs was carried out to rectify the interfacing / communication problem between flow computer and Gas chromatographs during electrical surging phenomenon. It is worth mentioning here that the referred activity was carried out after a through in-house R&D to design suitable optical isolators. As a result, the down-time of Gas Chromatograph and Flow-Computers in regard of communication failure has been diminished.

Community Service

As a community service in the wake of recent floods, Transmission Department in coordination with Civil Administration established two tent villages / flood relief camps at Taunsa and Dera Ghazi Khan.



کیا آپ کو خطرے کی بُو آ رہی ہے؟

گیس لیکج

کی صورت میں
جان لیوا حادثات
سے بچنے کیلئے:



ماچس ہرگز نہ جلائیں



سوچ آں یا آف مت کریں



فوراً 1199 پر رابطہ کریں



گیس کا مین والو بند کر دیں



کھڑکیاں اور دروازے
کھلے رکھیں



فوراً کھلی ہوا میں آجائیں



THE PRIDE *Gallery*

***YEAR IN
PICTURES
2022***



Corporate Briefing session of Sui Northern Gas was held at Pakistan Stock Exchange, Karachi. MD SNGPL, Ali J. Hamdani briefed the analysts, investors and shareholders about the Company's performance.



Minister of State for Energy visited SNGPL Head Office to ensure uninterrupted gas supply.



MD SNGPL in his address at The Pakistan Energy Reform Summit 2022 discussed various strategies to implement Government of Pakistan's reform agenda.



SNGPL Management & employees celebrate all major national and religious traditional Eid Milan held at the Head Office.



Dr. Musadik Malik, Director of Energy (Petroleum Division), stressed upon ensuring safety and stressed upon ensuring safety to the consumers.



SNGPL Management promotes healthy lifestyle for the company's employees. This year's Sports Gala winner was Multan (T).

YEAR IN PICT



Employees spend time together as a family. Here is a glimpse from the



SNGPL arranged a visit for OGRA's Senior Officials at Gas Control Centre, Faisalabad.



Breast Cancer is rapidly becoming major cause of deaths among women. An awareness session in this regard took place at the Head Office.

URES 2022



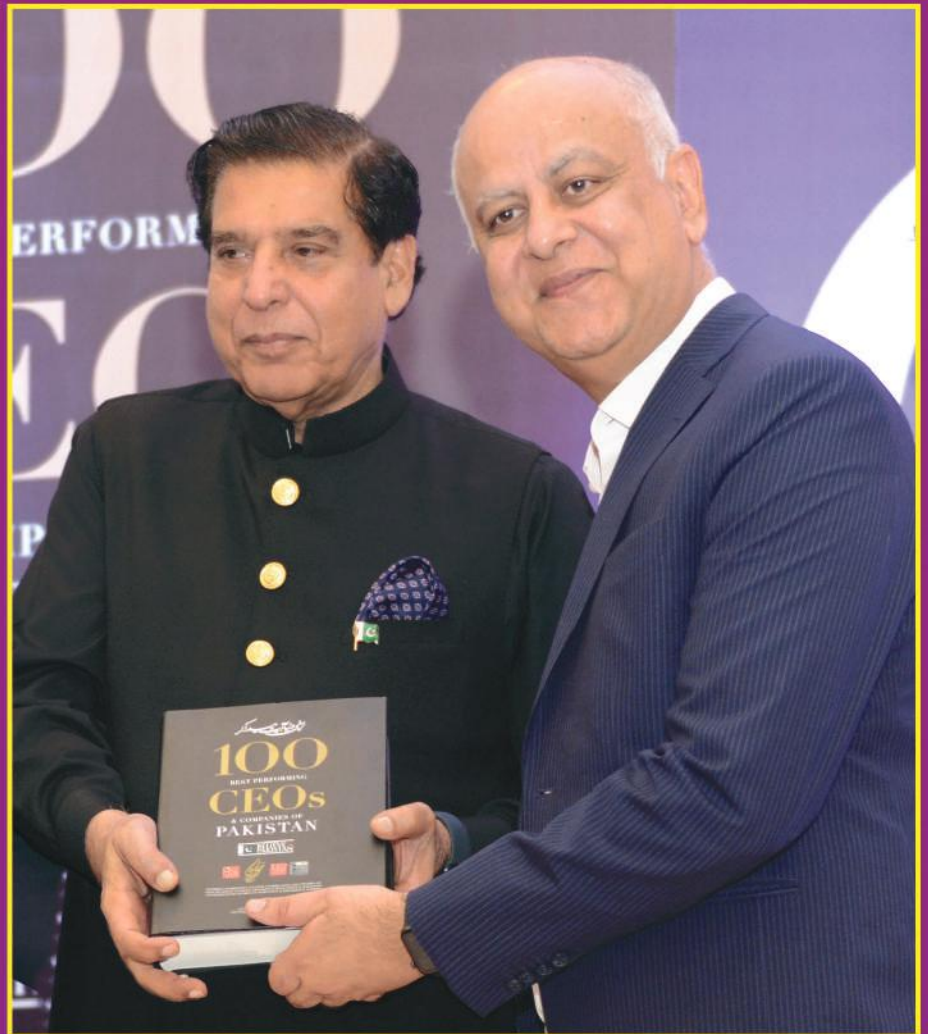
SNGPL launched Gas Transmission Pipeline Project for supply of 40 MMCFD Special Economic Zone (SEZ), Faisalabad.



SNGPL introduced Customer Service Kiosk as pilot project. The first Kiosk has been set up at Lahore's leading shopping mall. The project is aimed at providing one window service to the customers.



Gas at doorstep of Allama Iqbal Industrial City,



MD SNGPL Ali J. Hamdani was ranked among the Top 100 Best Performing CEOs of Pakistan.



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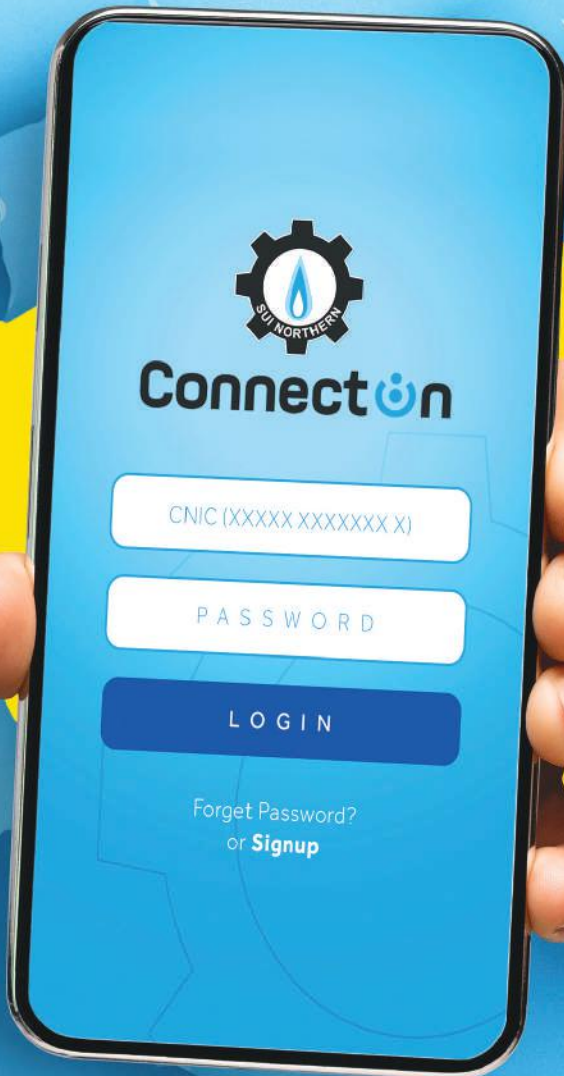
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دنیا جدید ہو رہی ہے
تو ہم کیوں پیچھے رہیں

Connect n

ایپ اب ایڈوانسڈ فیچرز کے ساتھ

آپ ہوں کہیں بھی، کبھی بھی آن لائن سہولیات سے فائدہ اٹھائیں



گیس کنکشن کی درخواست



گیس بل کی ادائیگی



شکایات کا اندراج



گیس بل کی مکمل ہسٹری



ایپ ڈاؤن لوڈ کرنے کیلئے
QR کوڈ سکین کریں



UFG



UFG control is prime concern for the Company due to its direct impact on Company's profitability as well as efficiency. 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 pursued three 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 macroeconomics commitments of GOP with IMF. The Plan comprises of two components.

- **Component-1:** 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 Oil and Gas producing areas of KP through close liaison and essentially required administrative support of law enforcement agencies.

The Company was assigned target to reduce gas losses by 18,240 MMCF and 4% during the period FY 2019-20 to FY 2021-22. 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. Following efforts were made during FY 2019-20 to FY 2021-22:

A. Component-I (Collective Efforts of 16 Distribution Regions, other than Karak etc.):

a) Increased Focus on Gas Theft Control

The objective is creating deterrence and

UFG

apprehending gas pilferers for which following measures have been taken:

- i. Real time monitoring of all 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. Installation of Cyber Locks at suspected Industrial connections to restrict unauthorized access.
- iii. Periodic physical vigilance of:
 - Industrial / Bulk Supply consumers on monthly basis.
 - Commercial / Special Domestic consumers on quarterly basis
- iv. Vigilance of 20% domestic consumers annually
- v. Frequent checking of suspected consumers
- vi. Special checking of areas / localities, that are prone for illegal gas networks and illegal gas connections, unauthorized extensions etc.
- vii. Apprehending the gas pilferers, registration of 803 FIRs and follow up of criminal proceedings.
- viii. Following results have been achieved:

| | |
|-------------------------|-------------------|
| • Theft cases detected: | 32,5978 |
| • Volume booked: | 5,282 MMCF |
| • Volume Recovered: | 3,868 MMCF |
| • Amount Booked: | Rs. 4,543 Million |
| • Amount Recovered: | Rs. 2,402 Million |

b) Increased Focus on Leakage Control:

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

- i. Intelligent scanning of 20% of total Underground network i.e. 86,734 Km to for identification and rectification of 97,984 leakages.
- ii. 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.
- iii. Replacement of 2,645 Km leaking lines under System Rehabilitation Program (SRP).
- iv. Identification of Pipelines in Sewerage manholes causing current and leakage loss.
- v. Identification and replacement of water in line cases.
- vi. Inspection of 20% Domestic consumers and rectification of 2,935,842 leakage.
- vii. Inspection and Maintenance of all 6,572 TBSs /

DRSs.

c) Increased Focus on Measurement Errors Control:

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

- i. Replacement of around 2,097,608 meters (i.e. Suspected, Defective and scheduled etc.), generation of Meter Inspection Reports
- ii. Booking of 21,418 MMCF against under billing charges

d) Digitization / Automation:

The objective of Digitization / Automation is to improve response time for different corrective measures, availability of information for data analytics, trend analysis and planning remedial measures.

- i. Monitoring of all Industrial connections through SCADA Dashboard.
- ii. Preparation of system generated reports of 'Sale Meter Station (SMS) Wise Reconciliation' and 'Town Border Station (TBS) wise Reconciliation' for monitoring of losses.
- iii. Reconciliation of 'Dominant Industrial sale SMSs' through SCADA
- iv. GIS mapping of Distribution network is being done in phases
- v. Mapping of data on GIS (Gas Theft Cases, Leakage Complaints, Underground Leakages, Defaulters, Network Aging data) for data analytics
- vi. Monitoring through computer based modules for:
 - Vigilance activities
 - Leakage Rectification activities
 - Meter Replacement activities
- vii. 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.
- viii. Dashboard for Pressure Monitoring of Distribution network for optimum operation of network

e) Monitoring of Losses:

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

As a result of above efforts, gas losses of the Company have been reduced from 52,576 MMCF (11.86%) in FY 2018-19 to 33,162 MMCF (8.60%) in FY 2020-21 (i.e. 37% reduction).

Further reduction gas losses during FY2021-22 have also been achieved, figures of which are yet to be finalized by OGRA.

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 Pakhtunkhwa, 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. Site work against Phase-I has been completed and more than 456 Km network has been laid / commissioned.

- So far 9,128 applications have been received for provision of gas connections and 5,404 gas connections have been installed on priority basis against deposited Demand Notices.

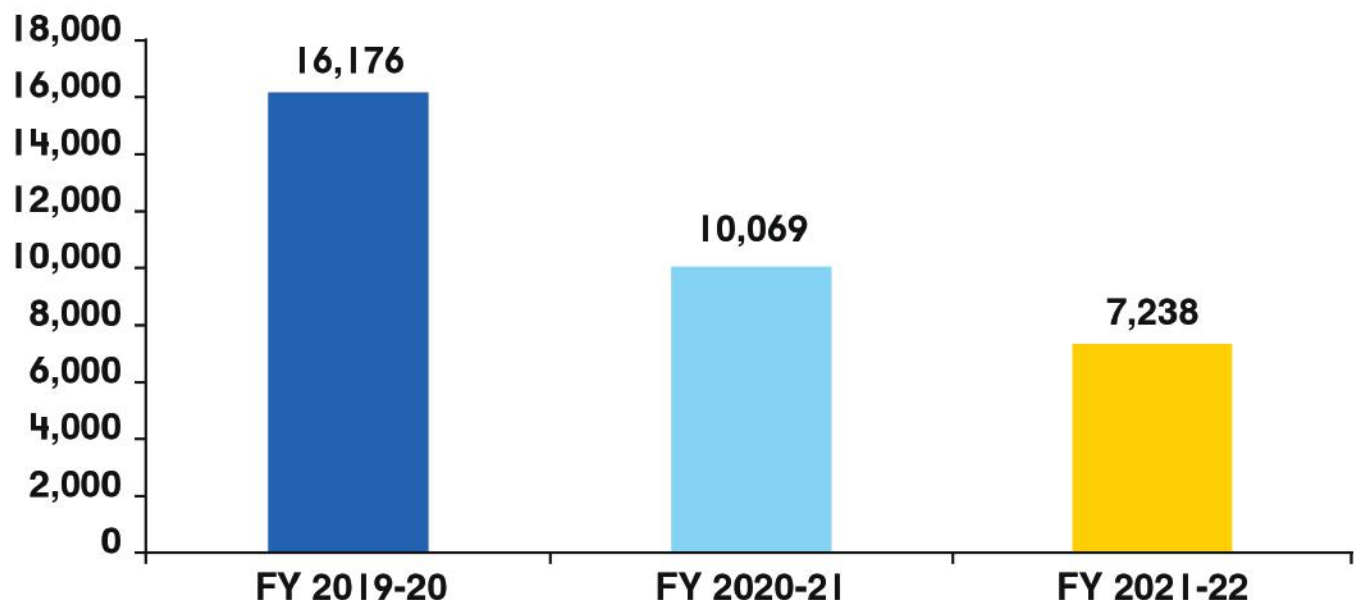
- Phase-2 amounting to Rs. 5.148 Billion (having share of Rs.3.497 Billion from Government of Khyber Pakhtunkhwa) under remaining SMSs was approved by ECC and ratified by Federal Cabinet.

- Site work against Phase-2 has also been started and around 220 Km network has been laid.

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 18,748 illegal taps were removed and 366 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 7,238 MMCF in FY 2021-22 i.e. 55% reduction.





MD SNGPL RANKED AMONG BEST PERFORMING CEOs OF PAKISTAN

MD SNGPL Ali J. Hamdani has been ranked among the Top 100 Best Performing CEOs of Pakistan. The event took place at Pearl Continental Hotel, Lahore. Speaker National Assembly Raja Pervaiz Ashraf was Chief Guest of the event. He urged all the participants to play their role to improve

the economic situation of Pakistan. Fahd Hussain, Special Assistant to the Prime Minister (SAPM) was also present on the occasion. The event was attended by a large number of Chief Executives associated with different Corporate Entities.







MINISTER OF STATE AND FEDERAL SECRETARY FOR ENERGY (PETROLEUM DIVISION) VISITS SNGPL HEAD OFFICE

Minister of State for Energy (Petroleum Division), Dr. Musadik Malik and Federal Secretary for Energy (Petroleum Division), Captain (Retd) Muhammad Mahmood visited the SNGPL Head Office and held a meeting with Senior Management of the Company. MD SNGPL Ali J. Hamdani gave a detailed briefing about the ongoing activities of the Company. During the visit,

MD SNGPL briefed about the consumption of natural gas in different sectors of the economy. Senior Management of the Company briefed about the latest technologies being used by the Company in managing day to day operations. Moreover, demand and supply situation was also discussed during the meeting.





SNGPL'S CORPORATE BRIEFING SESSION HELD AT PAKISTAN STOCK EXCHANGE

Corporate Briefing session of Sui Northern Gas Pipelines Limited (SNGPL) was held at Pakistan Stock Exchange, Karachi. Managing Director Sui Northern Gas Pipelines Limited (SNGPL) Ali J. Hamdani briefed the analysts, investors and shareholders about the Company's performance and future prospects of the Company.

While addressing the event, MD SNGPL Ali J. Hamdani said that the Company's profitability has increased from Rs. 5.99 billion in FY 2019-20 to Rs. 10.99 billion in FY 2020-21 demonstrating 83% growth. He cited reduction in UFG charges, operational excellence and technological solutions as the key contributing factors behind it. He also informed that the company's profitability for the first quarter of FY 2021-22 stands at Rs. 3.03 billion.

MD SNGPL Ali J. Hamdani acknowledged the role of the Management and Board of Directors in the current turnaround and profitability of the Company. He also said that technology utilization as

well as network upgradation initiatives also greatly contributed to the growth of the Company. He briefed the participants on initiatives of SCADA installation, GIS mapping of network, launch of mobile apps to further improve customer services and establishment of kiosks at public places. MD SNGPL emphasized on human resource capacity building to achieve sustainable success.

Highlighting the energy sector's situation, MD SNGPL said that due to depleting indigenous gas resources, RLNG now has 53% share in gas supplies which will continue to increase. He said that the Company is aware of RLNG short supply owing to various global and regional dynamics and hence it is exploring alternative options to mitigate energy shortfall. MD SNGPL also hinted that the company has been approached for fast track development work on recent gas discoveries in North Waziristan including Bannu in Khyber Pakhtunkhwa.

Sharing future outlook of the company, the



Company Management said that the Company is weighing in diversification possibilities in areas like LPG cylinder sale, solar power, bio gas, EPC, and sale and sharing of acquired technical expertise among others.

MD SNGPL also expressed deep grief on loss of lives and properties due to floods in various parts of the Country. He assured that SNGPL will make every possible effort to help the affected families.

Senior Management of the Company including Faisal Iqbal, CFO; Syed Jawad Naseem, SGM (BD); Saqib Arbab, SGM (Distribution);



Imran Yousaf, SGM (ES); Kamran Akram, GM (Accounts); and Imtiaz Mehmood, Company Secretary were also present on the occasion. The session was attended in large numbers by the analysts, investors and shareholders who showed keen interest in the briefing conducted by the Company's team led by the Managing Director Ali J Hamdani.

The briefing was followed by Question and Answer session in which all the queries were responded by the Managing Director and Senior Management in a very positive manner.





57TH ANNUAL GENERAL MEETING SUI NORTHERN ANNOUNCES PROFIT AFTER TAX OF RS.10.99 BILLION

The 57th Annual General Meeting of shareholders of Sui Northern Gas Pipelines Limited (SNGPL) was held at Pearl Continental Hotel, Lahore. The shareholders of the Company approved the Annual Accounts for the FY 2020-21 with profit after tax of Rs.10.99 Billion translating into Earnings per Share (EPS) of Rs.17.32. The shareholders also approved Final Cash Dividend of 50% i.e. Rs.5.00 per share on the recommendations of the Board of Directors of SNGPL in addition to 20% i.e. Rs.2.00 per share interim cash dividend already paid for the period ended December 31, 2020. Moreover, the Shareholders of the Company re-appointed M/s. Yousaf Adil, Chartered Accountants as Auditors for FY 2021-22.

The Chairperson, Board of Directors, Roohi Raees Khan informed the shareholders that SNGPL remained focused and robust despite existing market challenges including economic and financial, and delivered positive and growth oriented results. This has been achieved mutually with the

able guidance of the Board of Directors and the Management alike. She further elaborated the support of the Ministry of Energy (Petroleum Division) and other key government stakeholders which contributed to this achievement. She expressed pleasure in announcing that the Company declared the dividend for the fourth consecutive year.

The Chairperson briefed the shareholders about focus of the Board since the start of its tenure in July 2020. The top priority remained reduction of UFG losses because reduction in UFG has a manifold effect in terms of loss of precious national resources, adverse environmental effects and a dent to the profitability of the Company. To maintain this trend a three-year sustainability program has been introduced to maintain this positive trend. She added that Digitization Drive combined with Cost Controls and Customer Service are being continuously focused upon. She appreciated the role of the Management under the leadership of



Managing Director who are working continuously to provide the best services to the customers. The Chairperson shared the new regulations for SOEs formulated by the Government, which would bring more transparency and efficiency in operations of SOEs.

Managing Director in his message to the shareholders stated that the global energy crisis has affected our country and company also. The challenges faced are complex including indigenous gas depletion, RLNG spot cargoes and massive domestic demand. He also stated that SNGPL is a part of the Energy value chain of the country and it is our resolve to overcome and resolve these issues as they arise. Managing Director SNGPL, Ali J. Hamdani said that though natural gas reserves are depleting but there has been a discovery in the North and SNGPL is working on putting a pipeline network and this would add additional gas. Managing Director said that our main focus at SNGPL is to build a strong Human Resource pool of highly capable technical, finance and IT experts. He stated that our Company has the largest number of engineering resources which is an asset to be exploited for the benefit of the



country. He also briefed about the future strategy for human resource development and business diversification plan apart from engaging in various pipeline construction projects with National and Multinational Companies. He assured the shareholders that SNGPL will find new avenues of business to enhance its profitability.

Roohi Raees Khan, Chairperson; Ali J. Hamdani, Managing Director, Dr. Sohail Razi Khan, Director; Amer Tufail, Deputy Managing Director (Services), Faisal Iqbal, Chief Financial Officer and Imtiaz Mehmood, Company Secretary were present in person while Muhammad Sueleh Ahmad Faruqi, Syed Zakria Ali Shah, Manzoor Ahmed and Muhammad Haroon-ur-Rafique, Directors, attended the meeting via video link. Senior Management of the Company was also present at the Annual General Meeting.

The Chairperson, Board of Directors, acknowledged the commendable efforts made by the Board Members including the Managing Director, Management, Staff and especially appreciated the constant guidance and support of the Ministry of Energy (Petroleum Division).



EVENT





SUI NORTHERN ANNOUNCES HISTORIC PROFIT

For the year ended June 30, 2021, SNGPL has earned profit before tax of Rs. 15.84 Billion, profit after tax of Rs. 10.99 Billion and Earnings Per Share (EPS) of Rs. 17.32 as compared to the profit before tax of Rs. 8.42 Billion, profit after tax of Rs. 5.99 Billion and EPS of Rs. 9.46 during the corresponding period of last year. Based on the declared profit, the Company has proposed a final cash dividend of 50% (in addition of interim cash dividend at the rate of Rs. 2.00 per share of Rs. 10 each i.e. 20% already paid) for FY 2020-21.

Some of the significant factors which helped the Company to achieve these results are set out below:

- a) Decrease in UFG percentage from 12.32% to 8.60% reducing UFG disallowance from Rs. 11.7 Billion in FY 2019-20 to Rs. 3.4 Billion during the year ended June 30, 2021. The substantial reduction in UFG was made possible due to concerted efforts of the Board of Directors and the Management in setting an ambitious target for UFG reduction and achieving tangible results in this regard.
- b) Re-negotiation of financial costs on the borrowing

facilities coupled with reduction in interest rates by SBP helped the Company to reduce the financial cost by over Rs. 8 Billion.

Moreover, SNGPL has also declared its quarterly results for the first quarter ended September 30, 2021. During the period under review, the Company has earned profit before tax amounting to Rs. 4.27 Billion, profit after tax of Rs. 3.03 Billion and EPS of Rs. 4.78 against a profit before tax amounting to Rs. 4.47 Billion, profit after tax of Rs. 3.18 Billion and EPS of Rs. 5.01 for the corresponding period.

Despite all the economic challenges and financial constraints, the Company has not only maintained its pace but is accelerating its momentum and is confident of promising results in future. It is considered that the results have been achieved by timely completion of targets of infrastructure development and continuous focus of the Board of Directors on various initiatives taken by the Company. Management and staff of the Company are confident that performance of the Company will further enhance in the years ahead.



Gas Supply Issues MD SNGPL TALKS TO MAJOR TELEVISION CHANNELS

Media Affairs Department

Electronic media with its vast reach in the country is one of those media which can be utilized to raise awareness about major national issues. In this age of information, there is always a chance of spread of fake news if the relevant quarters do not come up with the official words. Same is the case with energy sector, hence, it has become essential for the higher ups to continuously inform public on relevant issues of the sector through television channels.

As such the Managing Director of SNGPL Ali J. Hamdani was recently interviewed by major media houses including Geo News, ARY News, Express News, Lahore News, Lahore Rang, Suno TV and Samaa TV.

In his interviews, MD SNGPL talked at length about gas connections, gas supply and other relevant issues. In his interview to Geo News,

MD SNGPL Ali J. Hamdani said that the Company is providing highly subsidized RLNG to domestic sector. He emphasized that more and more natural gas should be provided to the industrial sector as it is not only an economical energy source but this will also fuel economic growth of the country.

While answering questions of Mazhar Iqbal of ARY News, MD SNGPL said that the Federal Government is already negotiating with Russia for natural gas supply and this will help in coping with the shortfall. He further said that currently SNGPL has 2.8 million outstanding gas connection applications but the Company has the capacity to provide 0.4 to 0.5 million connections only.

The Managing Director in his interview to Express News said that the Company is taking all initiatives to ensure uninterrupted gas supply to the consumers. He said that the Company will not bear any act of gas theft and is already taking stern action against gas theft.



Geo News



City 42



Suno TV



PNN News



Lahore News



Lahore Rang



Exploring Business Opportunities SNGPL VENTURES INTO LPG BUSINESS

Every year the gas crisis due to rapidly depleting indigenous gas resources creates trouble for the consumers. This Year, with the unavailability of RLNG, the intensity of possible crisis multiplied. This challenge was soon turned into a business opportunity with the Management's decision to launch LPG business in line with the directives of Government of Pakistan and MD SNGPL Ali J. Hamdani's vision of diversifying the Company's business and to ensure supply of gas to consumers. This could be a usual business launch had it been planned year ago but due to the severity of crisis, Federal Government directed to launch it on immediate basis to provide relief to the gas consumers residing in tail-end or low pressure areas.

A number of regulatory requirements are needed to be fulfilled before launching LPG business hence it was decided to sign LPG distribution agreement with Sui Southern LPG Limited (SLL). The agreement in this regard was signed at the Sui Southern Gas Head Office in Karachi. MD SLL Amir Mahmood and SGM (ES) SNGPL Imran Yousaf signed the agreement.

MD SNGPL Ali J. Hamdani and MD SSGC Imran Maniar along with Syed Jawad Naseem, SGM (BD) SNGPL, Jalees Ghalib, CFO SLL and Ali Khan, DGM (Treasury) SLL were present on the occasion. According to the agreement details, SNGPL has entered into LPG business initially as distributor of Sui Southern LPG Limited (SLL). As a distributor, SNGPL planned to initially distribute 100,000 LPG cylinders in the cities of Islamabad, Rawalpindi, Lahore, Peshawar, Multan, Faisalabad, Gujranwala and Sheikhupura.

To ensure that the LPG cylinder reaches consumers belonging to tail-end and low pressure areas, it was essential to identify such areas. For the purpose, IT/MIS and P&D Department, with the help of GIS succeeded in identifying all such areas. In the next phase, logistic arrangements including storage space for LPG cylinder without compromising on safety standards already chalked out by OGRA were required. Additionally, dedicated vehicles for delivery of cylinders were also arranged. In addition to the ordering facility on the company website, dedicated phone number 1210 and Whatsapp Number 0333-7641199 were also

opened for the public. Special LPG Counters were established at customer service centres of all the eight cities which were included in Phase-I. A dashboard was also launched to track progress on sales and delivery of cylinders.

Once all the arrangements were completed, a comprehensive media campaign was launched through Print, Social/Digital and Outdoor Media to motivate consumers, particularly from tail-end and low pressure areas to opt for LPG cylinder.

The efforts made by different departments resulted in successful launch of LPG business. This milestone was achieved under the visionary leadership of MD SNGPL Ali J. Hamdani in a record period of time.

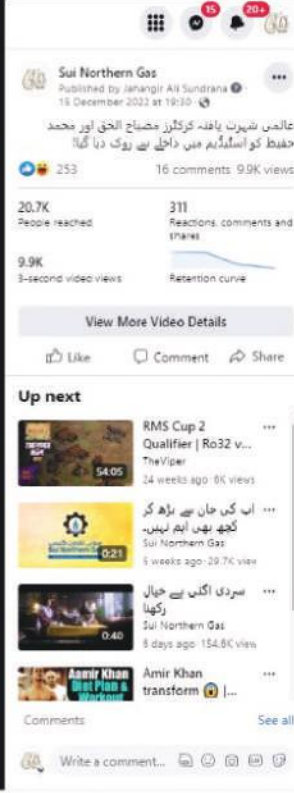
SNGPL commits to adhering to the highest quality and safety standards and providing guaranteed quantity at controlled price thereby discouraging the black marketing. It is hoped that the launch of business will help in mitigating energy crisis while at the same time turning SNGPL into a energy solution provider.

Some of Our Satisfied LPG Consumers





Champions کو اسٹیڈیم میں Entry کیلئے کچھ Extra کرنا پڑے گا



Challenging Year SNGPL REINTRODUCED AS ENERGY SOLUTION PROVIDER THROUGH EFFECTIVE WINTER CAMPAIGN

Winter Awareness Campaign is never an easy job since it is aimed at communicating a difficult message to the audience in an effective way. This year the challenge multiplied with multiple messages some of which were aimed at promoting energy conservation while others at reintroducing Sui Northern as an energy solution provider offering variety of solutions to customers including gas saving gadgets and LPG cylinders. On the other hand, gas crisis was expected amid unavailability of RLNG and depleting indigenous gas supplies, and as such Media Affairs Department need to communicate the same to the consumers without creating any unnecessary panic.

A visually impressive animated video was prepared on the issue of global gas crisis, unavailability of RLNG and other related issues to motivate consumers towards careful use of natural gas. The advertisement also highlighted gas saving

gadgets and LPG cylinder service of SNGPL.

Launch of LPG business was one of the most challenging tasks in terms of promotional campaign. Media Affairs Department made a variety of promotional material including animated TVC, static posts, pamphlets, banners, print ads and digital out of home promotional material. The department also did LPG branding on all the company vehicles which were deputed for the cylinder delivery. The campaign was very well received which is evident from the response received from the consumers.

Back in 2019, Media Affairs Department had collaborated with well known Social Media influencers and thus created an example in public sector. This year the Department collaborated with top TikTokers of the country. A jingle was produced and the TikTokers performed on the same. To



create more hype, a competition was also launched and TikTok users were invited to participate in it. The collaboration as well as competition worked well in ensuring a better reach of the campaign. The Company also launched its official account on TikTok. It is pertinent to mention here that Sui Northern has already its official accounts on Facebook, Twitter, YouTube and Instagram.

It is a matter of honour for Sui Northern that legendary Cricketers like Misbah ul Haq and Muhammad Hafeez are part of the company. In the larger national interest, the two cricketers also agreed on recording public interest message on energy conservation. A very interesting advertisement was created for Social/Digital Media. Its teaser was released on the Company's Social Media accounts only which created so much hype that a number of leading news websites, social media pages published it on their platforms. The complete advertisement also gained equal popularity and went viral on Social Media. The ad talks about use of gas saving gadgets.

In addition to this, the department decided to utilize its famous TVC of 2019 for television advertisement. The TVC carrying the campaign line of 'Sardi aa gai hai khayal rakhna' was a huge hit

as soon as it hit the screen in 2019. Use of famous advertisement is a regular practice in ad industry as it has huge recall value for the target audience.

Sui Northern Gas is one of very few public sector companies in Pakistan which is utilizing every popular mass medium for its awareness campaign which enables it to deliver its message to a wide array of consumers. It is hoped that the wisely planned and executed campaign will help the company in achieving the desired outcome.



CUSTOMER SERVICES



Lahore



KHULI KACHEHRI Providing Solutions

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

Khuli Kachehri took place at all regions of the Company. The Regional Management listened to the complaints and directed relevant officials for immediate action. Consumers were assured that their issues will be resolved in minimum possible time.



Gujranwala



Peshawar



Rawalpindi



Sargodha



Sheikhpura



SNGPL MOUNTAINEERING TEAM MEMBER SUCCESSFULLY SUMMITS THE K2

Muhammad Haroon

Ashraf Hussain Sadpara (SNGPL's Mountaineering Team member) has successfully climbed second highest mountain in the world. He is the son of our national hero and legendary mountaineer Ali Raza Sadpara (Late) who lost his life during a climbing expedition to K2. Ashraf Hussain Sadpara decided to complete his father's mission of climbing the K2.

He has also successfully climbed world's 11th highest peak Gasherbrum-I, 13th highest peak Gasherbrum-II and Spantik Peak as well. The SNGPL Management congratulates him on this great achievement. SNGPL will continue to promote the mountaineering sport in the country.

*The Writer is Executive Officer (Sports)
at Head Office.*



GAS THEFT



UFG TASK FORCE ACTIVITIES

SNGPL Head Office Task Force team conducted successful raid in Ferozewala, Sheikhpura Region and disconnected a direct bypass being used for heating of milk products. It was observed that a disconnected consumer was stealing gas through an abandoned service line and using gas for heating of milk products. A portable rubber pipe was installed on the abandoned service line which was connected with a heavy duty compressor to boost up the gas pressure. SNGPL teams immediately removed the direct pipe and service line from site.

Moreover, in another raid at Shahpur Kanjra, Lahore, SNGPL teams disconnected two direct domestic use cases. Direct pipes were removed from the site and applications for lodgment of FIRs against the accused have been lodged.





WORLD ENVIRONMENT DAY CELEBRATIONS AT SUI NORTHERN

Shumaila Azam

The World Environment Day is celebrated every year on 5th June. The topic of environmental protection is gaining global attention. Efforts are being made at Government and Corporate levels all around the world to raise awareness regarding environmental protection.

Each year, a specific theme is decided by United Nations Environment Programme (UNEP) to mark this day to amplify the important message behind it. This year's theme was 'Only One Earth', which draws our attention towards playing the role effectively while living in perfect harmony with nature without proving a burden on it.

Sui Northern also celebrated World Environment Day on 6th June with the same theme of "Only One Earth".

Different activities were planned for employees and their families to highlight the importance of environmental protection across the Company. These activities included tree plantation, speech competition, quiz competition, art and craft competition. At Head Office, the ceremony was graced by the Managing Director SNGPL Ali J. Hamdani who inaugurated the event by planting a tree.

General Manager (HSE) welcomed the Managing Director, Senior Management and

employees on the event. In his address, he sensitized the audience on global issue of environmental unbalance with nature. He emphasized that it was need of the hour that all out efforts were required to be made individually and collectively to restore the balance for a cleaner, greener and healthier environment.

Getting benefit of speech competition, the participants including executives, staff and children shared their views on the topic in a very effective manner and received remarkable appreciation from the audience.

Video message of UNEP was also shown to highlight the environmental issues and how these issues can be addressed individually and collectively. The event featured an art and craft competition. Many creative models, posters on environmental protection made by employees and their families were displayed on the occasion. Managing Director and Senior Management visited the art and craft exhibition. Children gave demonstration to Managing Director. He highly encouraged the exhibition and appreciated the efforts and response of the employees and their families especially children on the message of environmental protection they wanted to convey through their art work.

During his address, MD SNGPL urged the employees to play their role in environmental



protection by changing their lifestyle. He emphasized that the earth is a gift from Almighty Allah which we should value. He encouraged the HSE department's efforts in organizing the event across the Company which definitely has raised substantial awareness among employees and disseminated the message among their families. MD SNGPL gave shield of appreciation to General Manager (HSE) on the occasion as a token of acknowledgement. To mark the event, General Manager (HSE) presented the souvenir to MD SNGPL Ali J. Hamdani.

Recognizing the hard work and efforts of the employees and their children, MD SNGPL distributed various prizes among the winners and other participants.

At the end of the ceremony, MD SNGPL Ali J. Hamdani cut the cake which was designed as per the theme of world environment day i.e. "Only One Earth".

*The Writer is Senior Engineer (HSE)
at Head Office*



all IN THE FAMILY

انالله وانا اليه راجعون

Mother in Law of **Faisal Iqbal**, Chief Financial Officer, Head Office, passed away on 04 November 2022.

Akram Saeed, Ex - SGM (Transmission) and father of **Kamran Akram**, General Manager (Accounts), Head Office, passed away on 14 September 2022.

Mother of **Muhammad Umair Khan**, Ex - General Manager (HR), passed away on 19 December 2022.

Sister of **Liaqat Ali Nehra**, Incharge (Regulatory Affairs), Head Office, passed away on 04 October 2022.

Elder Sister of **Ejaz ul Nabi**, Chief Admin Officer (Services), Head Office, passed away on 02 September 2022.

Khurram Hameed, Ex - Chief Admin Officer, Head Office, passed away on 20 October 2022.

Mother of **Usman Hassan**, Deputy Chief Engineer (Material Control), Projects Headquarter, passed away on 02 September 2022.

Mother of **Malik M. Nawaz Awan**, Deputy Chief Officer (Audit), Head Office, passed away on 04 September 2022.

Father of **Mehmood Ahmad**, Deputy Chief Accountant (Accounts), Gujranwala (D), passed away on 19 September 2022.

Father of **Azhar Abbas**, Deputy Chief Officer (Admin), Head Office, passed away on 09 October 2022.

Father of **Qaisar Zaman**, Senior Officer (Billing), Sialkot (D) passed away on 29 November 2022

Father of **M. Shahzad Ashraf**, Senior Accountant (Accounts), Head Office, passed away on 06 October 2022.

Elder Brother of **Ghulam Abbas**, Senior Engineer (Operations), Multan (D), passed away on 29 November 2022.

Father of **Syed Salim Akhtar**, Senior Accountant (Finance), Head Office, passed away on 12 September 2022.

Rahim ud Din, Ex - Senior Staff Officer to Managing Director, passed away on 15 September 2022.

Father of **Aziz ur Rehman**, Executive Officer (Procurement), Gujranwala (D), passed away on 20 September 2022.

Father of **Aamir Nadeem**, Executive Officer (Audit), Islamabad (D), passed away on 01 November 2022.

Brother of **Jahanzeb Shahbaz**, Executive Officer (IT/MIS), Sahiwal (D), passed away on 08 November 2022.

Father of **Rashid Habib**, Officer (IT/MIS), Multan (T), passed away on 24 November 2022.

Father of **Akram Butt**, Secretay to CFO, Head Office, passed away on 03 December 2022.

Mother of **Muhammad Rizwan Rehan**, Officer (Billing), Bahawalpur (D), passed away on 07 December 2022.

Mother of **Hammad Sultan**, Technical Officer (Compression), Multan (T), passed away on 08 December 2022.

Mother of **Rizwan ul Haq**, Admin Officer (Transport Section), Head office, passed away on 03 October 2022.

Mother of **Nasir Shahzad**, Technical Officer (Corrosion), Corrosion Control Centre, Kot Lakhpat (Lahore), passed away on 18 October 2022.

Elder Brother of **Nisar Ahmad**, Officer Vigilance, Sub Area Office, Swabi (Mardan - D), passed away on 26 September 2022.



سوئی ناردرن گیس
Sui Northern Gas

میڈیا افئیرز ڈیپارٹمنٹ | Media Affairs Department

f t i o s /SNGPLofficial

Helpline: 1199

کمپریسر لگے گا تو کنکشن کٹے گا



کمپریسر استعمال
کرنے والے صارفین کا
گیس کنکشن
بغیر کسی نوٹس کے
فوراً منقطع
کر دیا جائے گا



کمپریسر کی اطلاع 1199 پر دیں



Qamar Zaman Kaira, Adviser to PM for Kashmir and GB called on MD SNGPL at his office.



Engineer Amir Muqam, Adviser to Prime Minister for National Heritage and Culture met Ali J. Hamdani, MD SNGPL at his office.

GLIMPSES



MD SNGPL Ali J. Hamdani during a meeting with APTMA Delegation.



Ali Pervaiz Malik, Member National Assembly met Ali J. Hamdani, MD SNGPL at his office.



سوئی ناردرن گیس
Sui Northern Gas
میڈیا افئیرز ڈیپارٹمنٹ | Media Affairs Department

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گیس کی فراہمی کیلئے کوشاں

بین الاقوامی توانائی کے بحران اور مقامی سطح پر گیس کی پیداوار میں کمی

لہذا! کھانا پکانے کے اوقات میں گیس فراہمی یقینی بنائی جائے گی









کسٹمر سروسز کیوسک

خدمات میں بہتری کی جانب ایک اور قدم

شروع کیا جائے گا۔ اس سے ہمارے صارفین کا وقت بچ جائے گا کیونکہ وہ دفاتر جانے کے بجائے اپنی شکایت کے حل کے لیے کیوسک سے رجوع کر سکتے ہیں۔ انہوں نے مزید کہا کہ یہ کیوسک جدید ٹیکنالوجی سے آراستہ ہوں گے جن میں ای سیٹ، ای بلنگ، ڈیجیٹل بل، نئے گیس کنکشن کے لیے درخواست اور شکایت کے اندراج وغیرہ جیسی خدمات فراہم کی جائیں گی۔ ان کیوسک کی ایک اور خصوصیت یہ بھی ہوگی کہ اس کے ذریعے ہمارے صارفین کی رائے ہم تک پہنچے گی۔ نیجنگ ڈائریکٹریٹس این جی پی ایل علی بے ہمدانی نے مقررہ وقت سے پہلے اس پروجیکٹ کی تکمیل پر سینئر جنرل نیجنگ ڈسٹری بیوشن (نارتھ) ثاقب ارباب کو مبارکباد دی۔

آخر میں سینئر جنرل نیجنگ ڈسٹری بیوشن (نارتھ) ثاقب ارباب نے کہا کہ وہ نیجنگ ڈائریکٹریٹس کے شکر گزار ہیں کہ انہوں نے ان پراور ان کی ٹیم پر اعتماد کیا۔ پراجیکٹ کے لیے خصوصی طور پر تربیت یافتہ عملے سے بات کرتے ہوئے انہوں نے کہا کہ ہمیں امید ہے کہ آپ انتظامیہ کی توقعات پر پورا اتریں گے اور کمپنی کی خدمات کو بہتر بنانے اور اس کی امیج کو تبدیل کرنے میں ہمارا ساتھ دیں گے۔

سوئی ناردرن گیس نے ہر دور میں اپنے صارفین کی سہولت کیلئے بہتر سے بہتر اقدامات کئے ہیں۔ اسی سلسلے کو آگے بڑھاتے ہوئے، ایم ڈی ایس این جی پی ایل علی بے ہمدانی نے حال ہی میں پہلے کسٹمر سروسز کیوسک کا افتتاح کیا۔ اس افتتاح کی تقریب کا انعقاد ہیڈ آفس لاہور میں ہوا۔ یہ پراجیکٹ ان منصوبوں میں سے ایک ہے جو کمپنی کے امیج میں جدید تبدیلی لانے کے لیے پریزنٹ کیا گیا ہے۔ کیوسک کوون ونڈو آپریشن پروجیکٹ کے طور پر ڈیزائن کیا گیا ہے جہاں صارفین کو ایس این جی پی ایل دفاتر کا دورہ کیے بغیر خدمات فراہم کی جائیں گی۔

نیجنگ ڈائریکٹریٹس این جی پی ایل علی بے ہمدانی نے کہا کہ ایس این جی پی ایل ڈیجیٹلائزیشن کے اس دور میں اپنے صارفین کو فوری اور معیاری خدمات فراہم کرنے کی کوشش کر رہا ہے۔ یہ پائلٹ پروجیکٹ "کسٹمر فرسٹ" پروجیکٹ پر ڈیزائن کیا گیا ہے۔ ایم ڈی ایس این جی پی ایل نے مزید کہا کہ نوجوانوں کو سامنے لائے جانے کی ضرورت ہے کیونکہ نوجوان معاشرے اور کمپنی کا روشن چہرہ ہوتے ہیں۔ وہ ہمیشہ بہتری کے لیے کوشاں رہتے ہیں۔ انہوں نے مزید کہا کہ ابتدائی طور پر یہ پروجیکٹ ہیڈ آفس میں شروع کیا گیا ہے لیکن اسے مختلف عوامی مقامات جیسے شاپنگ مالز اور ایئر پورٹس پر بھی

پیامِ ایم ڈی



میں تمام ملازمین اور انتظامیہ کی ٹیم کو نئے سال 2023 کی مبارکباد پیش کرتا ہوں۔ میں دعا گو ہوں کہ آپ کی خواہشات اور دعائیں پوری ہوں اور اللہ ہمیں اس سال اور آنے والے سالوں میں اپنی حفاظت میں رکھے۔

نئے سال کے آغاز کے ساتھ ہی سوئی ناردرن گیس اپنے آپ پر بشتر کے ساٹھویں سال میں داخل ہو گئی ہے جو کہ نہایت یکسوئی اور مضبوطی کے ساتھ ترقی کر رہی ہے۔ مجھے اس باوقار کمپنی کی سربراہی سنبھالے ہوئے دو سال ہو چکے ہیں اور یہ ادارہ ملک کو توانائی فراہم کرنے کے ساتھ ساتھ ایک قومی اثاثہ بھی ہے۔ ایک ایسی تنظیم کی سربراہی کرنا قابلِ فخر ہے جس کے بنیادی اثاثے، وسائل اور اس کے ملازمین ہیں اور جس کا ڈیڑھ لاکھ کلومیٹر فیٹ ورک انتہائی متنوع ہے۔ ہمارا ادارہ 7.2 ملین صارفین کو گیس فراہم کرتا ہے۔

مختصراً، ہم نے ایک ٹیم کے طور پر بہت اچھی طرح سے کام کیا ہے اور مالی سال 2021/2022 میں یو ایف جی کو پچھلے سال کی نسبت کم کرنے میں کامیاب رہے ہیں اور اسے مسلسل سنگل ہندسے میں برقرار رکھیں گے۔ یہ ہمارا اچھی رینجنگ انتظامیہ اور مینجمنٹ ٹیم کی وجہ سے ممکن ہوا ہے۔ ہمارے منافع میں پچھلے سال کے مقابلے میں نمایاں اضافہ ریکارڈ کیا گیا ہے اور ہم ہر دور میں اس میں سبقت لے رہے ہیں۔ کمپنی نے بہت سے پرائیکٹس شروع کیے ہیں جن کی پہچان بنوں ویسٹ پرائیکٹ ہے جو کہ وزیراعظم پاکستان کی ہدایت پر عمل میں لایا جا رہا ہے۔ اس منصوبے میں متعدد تعمیراتی اور حفاظتی چیلنجز ہیں، لیکن ہم ایک ٹیم کے طور پر اسے کامیابی سے مکمل کرنے کے لیے مشترکہ طور پر کام کر رہے ہیں۔ یہ پرائیکٹ مکمل ہونے کے بعد قومی خزانے کے ساتھ ساتھ ہمارے صارفین کے لیے ایک اعزاز ثابت ہوگا۔

جیسا کہ آپ سب جانتے ہیں کہ ایک عالمی بحران اور گیس کی قلت ہے اور یہ ایک ملک اور کمپنی کے طور پر ہم پر اثر انداز ہو رہا ہے اور ہمارے مقامی گیس کے وسائل تیزی سے ختم ہونے سے یہ مزید پیچیدہ ہو گیا ہے۔ اس کے لیے ایک فعال اور آگے دیکھنے والے انداز کی

ضرورت ہے۔ ہمیں اپنی بنیادی اہلیت کو مزید مضبوط کرنے کی ضرورت ہے اور منصوبوں، تعمیرات، ترسیل اور تقسیم کے شعبوں پر محیط اپنی طاقتوں پر کام کرنے کی ضرورت ہے۔ جب کہ ہم اپنے تمام کاروباری عمودی حصوں میں ٹیکنالوجی کو بڑھانے کے اقدامات پر کام کر رہے ہیں، ہمیں اپنے بورڈ کے تعاون اور رہنمائی کے ساتھ تنوع کو مزید بہتر کرنے کی ضرورت ہے۔ 2022 کے دوران ہم گیس کے بحران کا ایک اور حل پیش کرنے کے قابل ہو گئے جو کہ ہمارے ٹیل اینڈ صارفین کو ایل پی جی سلنڈرز کی فراہمی ہے۔ ہمارے کسٹمر کھلیٹ پورٹل نے اس موسم سرما میں ایک بڑی کامیابی حاصل کی ہے اور ہم اعلیٰ ٹیکنالوجی کے حل کی وجہ سے موسم سرما میں لوڈ مینجمنٹ کو کامیابی سے سنبھالنے میں کامیاب رہے ہیں۔ نیز، ہمارے جی آئی ایس میپنگ سسٹم اور سکاڈا سمیت دیگر ٹیکنالوجیز کی وجہ سے مثبت اثرات مرتب ہو رہے ہیں۔ محترم وفاقی وزیر اور سیکریٹری پٹرولیم کی ہدایت پر ہمارا آئندہ کا پروگرام پورے ٹیٹ ورک کو فحشی سطح تک ڈیجیٹل کرنا ہے۔ میں یہ بھی کہنا چاہوں گا کہ ایک بہت بڑا ادارہ ہونے کے ناطے ہمارے پاس اپنے چیلنجز اور بہتری کے شعبے ہیں جن پر معزز بورڈ کے تعاون سے میری سطح پر گہری توجہ کی ضرورت ہے۔ ہم نے ایگزیکٹوز کا پہلا ایچ آر کلائمٹ سروے کیا ہے۔ یہ اپنی نوعیت کا پہلا سروے ہے اور اس سے بہتری کے پہلو اچاگر ہوئے ہیں۔ ان میں سے ایک تنظیمی ثقافت ہے جس پر میں ذاتی طور پر کام کرنے اور بہتر بنانے کا ارادہ رکھتا ہوں تاکہ ایس این جی ایل کو ایک مساوی مواقع کی تنظیم اور پینڈ کا آجر بنایا جاسکے۔

سال 2022 عالمی اور ملکی سطح پر مشکل رہا کیونکہ ہمارے ملک میں بدترین سیلاب آیا جس نے مجموعی طور پر ہم کو بری طرح متاثر کیا۔ ہم نے معزز بورڈ کے تعاون سے ایک کمپنی کے طور پر سیلاب سے متاثرہ لوگوں کے لیے دل کھول کر تعاون کیا ہے۔ یہ بھی ہمارا عزم ہے کہ 2023 اور اس کے بعد بھی پوری دامنگی کے ساتھ ہی ایس آر سرگرمیوں میں مشغول رہنا جاری رکھیں۔

میں یہ نتیجہ اخذ کرنا چاہوں گا کہ تمام چیلنجز کے باوجود، ایس این جی ایل بحیثیت کمپنی مستحکم ہے اور یہ میرا ذاتی عزم ہوگا کہ آپ کے لیے بہتری لاؤں اور کمپنی کو تنوع اور پائیداری کے ذریعے منافع بخش ترقی کی طرف لے

کر جاؤں۔

آپ اور آپ کی فیملی کو 2023 مبارک ہو۔

ادارتی نوٹ

’دی پرائیڈ‘ کے سالانہ شمارے کو کافی پذیرائی ملی ہے اور ہمارے قارئین ہر سال کے آخر میں اس کا بے چینی سے انتظار کرتے ہیں۔ اس میں کمپنی کی سال بھر کی سرگرمیوں کی مکمل تصویر اور حکماندہ جائزے بھی شامل ہیں۔ یہ تمام حکموں کے لیے کمپنی کی کامیابی میں اپنی کامیابیوں اور شراکت کو اجاگر کرنے کا موقع فراہم کرتا ہے۔ اس سال نئے سال کا آغاز ایس این جی پرائیڈ کی ساٹھویں سالگرہ کا بھی موقع ہے جو ہم سب کے لیے قابل فخر لمحہ ہے۔ ہم عاجزی کے ساتھ اپنے معزز قارئین کے لیے ایک اور سالانہ شمارہ پیش کر رہے ہیں۔ ہم نے اس شمارے کو مزید دلچسپ اور معلوماتی بنانے کے لیے اپنی پوری کوشش کی ہے۔

سال 2022 کمپنی کے لیے ایک تاریخی سال ثابت ہوا۔ ایم ڈی ایس این جی پرائیڈ علی بے ہمدانی کے وژن کے مطابق، کمپنی نے بالآخر ایل پی جی کاروبار کے آغاز کے ساتھ کاروباری تنوع کے سفر کا آغاز کر دیا ہے۔ یہ صرف ایک آغاز ہے اور اس سلسلے میں اگلے سال میں بہت کچھ سامنے آنے کی امید ہے۔ اس سے ایس این جی پرائیڈ کو نہ صرف ایک یوٹیلیٹی کمپنی کے طور پر بلکہ گیس سکٹر میں ریگ انفراسٹرکچر پراجیکٹس کو سنبھالنے کی صلاحیت کے ساتھ توانائی کے حل فراہم کرنے والی کمپنی کے طور پر ابھرنے میں مدد ملے گی۔ اس وقت کاروباری تنوع کی مزید نئی تجاویز پر بھی غور کیا جا رہا ہے۔

سوئی ناردرن نے اس سال مزید جدید ٹیکنالوجی متعارف کرائی ہے جس سے ہماری کارکردگی میں نمایاں اضافہ ہوا ہے۔ قابل ذکر کامیابی میں یو ایف جی میں مسلسل کمی، صارفین کی شکایات کا تیزی سے ازالہ، جی آئی ایس مینپنگ اور ایس ایم ایس کے ڈیٹا کی نگرانی شامل ہے تاکہ ٹیل اینڈ کے ساتھ ساتھ کم پریشر والے علاقوں کی نشاندہی کی جاسکے جو موسم سرما میں سب سے زیادہ متاثر ہوتے ہیں۔ صارفین کی جو بھی شکایات درج کی گئی تھیں، ان کا فوری طور پر ازالہ کیا گیا، باوجود اس کے کہ گزشتہ برسوں میں مقامی گیس کی سپلائی میں کمی آئی۔ نیز ٹیکنالوجی کے استعمال نے ہمیں ایل پی جی کی فروخت کو مذکورہ علاقوں کی طرف توجہ مرکوز کرنے میں مدد فراہم کی ہے تاکہ سردیوں کے دوران رہائشیوں کو حکومت پاکستان کے وژن کے مطابق کثرت و شدہ قیمتوں پر ریلیف فراہم کیا جاسکے۔

وزیر مملکت برائے پیٹرولیم سینیٹر صدق ملک اور سیکریٹری پیٹرولیم کمیشن (ر) محمد محمود نے ہڈ آفس میں متعدد میٹنگز کیں جس کا مقصد صارفین کو سردیوں کے دوران گیس کی فراہمی کو یقینی بنانے کے لیے حل نکالنا ہے اور اس میں کمی پر توجہ مرکوز کرنا ہے اور یو ایف جی اور متعلقہ آپریشنل کارکردگی کے معاملات کو بہتر بنانا ہے۔ کمپنی مینجمنٹ نے کمپنی کے آپریشنز کے اہم شعبوں پر جامع بریفنگ دی۔ ان میٹنگز نے کمپنی کو موسم سرما کے کثیر چہتی بوجھ کے انتظام کے منصوبے، یو ایف جی میں کمی اور حکومت پاکستان کے وژن کے مطابق توانائی کے تحفظ کا ایک موثر منصوبہ پیش کرنے میں مدد کی ہے۔

ہم نئے سال میں کچھ بہت ہی مثبت کامیابی کی کہانیوں کے ساتھ قدم رکھ رہے ہیں جو نیوز لیٹر کے اس ایڈیشن میں حکماندہ جائزوں میں بھی شائع کیے گئے ہیں۔ ہمارے تمام قارئین کو نیا سال بہت مبارک ہو۔

سید جواد نسیم
چیف ایڈیٹر

پرائیڈ

اسیٹن این جی پی ایل کا ترجمان جریدہ

جون تا دسمبر ۲۰۲۲ء

شمارہ ۰۴

جلد ۱۵

سرورق



06

کسٹمر سروسز کیوسک۔ خدمات میں بہتری کی جانب ایک اور قدم

پٹرین انچیف علی جے ہمدانی
چیف ایڈیٹر سید جواد نسیم
ایڈیٹر امجد اکرام میاں
ادارتی ٹیم تنویر یعقوب
آصف شکیل
جہانگیر علی سدرانہ

شائع کردہ: پی آر اینڈ پبلیکیشن سیکشن، میڈیا انفرزٹریکچر ڈیپارٹمنٹ

ادارتی نوٹ 04

پیام ایم ڈی 05

سرورق 06

اپنی رائے ہم تک پہنچائیے:

میڈیا انفرزٹریکچر ڈیپارٹمنٹ، سوئی ناردرن گیس پائپ لائنز لمیٹڈ،
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تقریباً ۱۵۱ نئے لیولنگ سوئی ناردرن گیس کی
ویب سائٹ کے علاوہ اپنے ہمارے فون پر کیے
کوڈنگز کر کے بھی ہماری مائل کر سکتے ہیں۔



نوٹ:

ادارتی ٹیم کا مضمون نگاروں/ڈیپارٹمنٹس/انٹرویو کردہ افراد کی رائے سے متفق ہونا ضروری نہیں ہے۔ مضمون
نگاروں/ڈیپارٹمنٹس/انٹرویو کردہ افراد کی جانب سے فراہم کردہ اعداد و شمار اور حقائق میں کسی بھی قسم کی غلطی کی ذمہ
داری ادارتی ٹیم پر عائد نہیں ہوگی۔



سوئی ناردرن گیس
Sui Northern Gas
Media Affairs Department | میڈیا امور ڈیپارٹمنٹ



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گیس بچاؤ

#ChampionBanJao



میں نے گیس کی
بچت کیلئے گیزر میں
سیورکون لگوائی ہے



میں نے گیزر ٹائمز ڈیوائس لگوائی ہے
اور اب میں اپنے سمارٹ فون سے
گیزر آن / آف کر سکتا ہوں

بل کے ذریعے آسان اقساط میں ادائیگی

آرڈر کیلئے ابھی ہیلپ لائن 1199 پر کال کریں

کسٹمر سروسز کیوسک

خدمات میں بہتری کی جانب ایک اور قدم

