



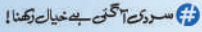
# THE PRIDE

OFFICIAL NEWSLETTER OF SNGPL

Volume 17  
Issue 09  
December 2024

## MD SNGPL's VISIT TO ISLAMABAD REGION





## صارفین کیلئے گیس کا حصول ہو اور مزید آسان

**LPG** کمرشل اور گھریلو سلنڈرز کی فروخت جاری ہے

## آج ہی خریدیں محفوظ اور معیاری **LPG** سلنڈرز\*



گیس سلنڈر کی فراہمی آپ کے کاروبار اور گھر کی دہلیز پر

**QUICK** پیک



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**FIRST** تحفظ

بین الاقوامی معیار کے حامل محفوظ سائنڈرز



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\* یہ سروس پہلے فیئر میں درج ذیل شہروں میں دستیاب ہے: لاہور، اسلام آباد، راولپنڈی، گوجرانوالہ، پشاور، ملتان، شیخوپورہ، فیصل آباد



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**Patron - in - Chief:** Amer Tufail  
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MESSAGE FROM

MANAGING DIRECTOR

As we embark on a new year filled with possibilities and challenges, I express my gratitude to the Board of Directors for their unwavering trust and support. It is an honour to serve this company, and I assure you that we will continue to perform to the best of our abilities to ensure the sustainable progress of Sui Northern Gas.

At SNGPL, we should believe that providing exceptional customer service is not just about meeting expectations but exceeding them. We know that our success is directly tied to consumers' satisfaction, therefore, we should be fully committed in making every interaction with them a positive one. We must be dedicated to listening to consumers' feedback and continuously improving our services so that their experience with us is seamless, efficient and pleasant.

Human Resource is the biggest asset of any organization and I take personal interest for its development and well-being of our employees with special emphasis on our younger employees who are the future of this country and company. Let me emphasize that SNGPL is a dynamic organization having immense potential to make your career path brighter and successful. It is my top priority to provide a conducive work environment for all the employees and make SNGPL an employer of choice for everyone.

I would like to wish all the employees and management team a very happy and prosperous 2025! May your wishes and *duas* come true and may Allah keep us under His protection this year and for years to come.



## In This Issue



Managing Director  
SNGPL recently  
visited Islamabad  
Region



Departmental  
Reviews - 2024



Year in Pictures - 2024

اس شمارے میں

وہ نبیوں میں رحمت لقیب پانے والا



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# COVER STORY



## MD SNGPL'S VISIT TO ISLAMABAD REGION

Managing Director SNGPL, Amer Tufail visited the Islamabad Region to review key operational matters and customer service initiatives. Managing Director visited the Model Customer Service Center and closely observed its operations and role in enhancing customer service efficiency.

General Manager Islamabad Region briefed the Managing Director on the operational performance. The briefing was primarily focused on TBS (Town Border Station) reconciliation and efforts to control Unaccounted-for Gas (UFG). As part of the ongoing UFG reduction strategy, it was highlighted that metering systems have been

installed on TBSs across the city to monitor gas losses on a micro level and to identify areas with higher losses.

Managing Director Amer Tufail emphasized the importance of improving regional customer service operations. He urged regional officers and staff to ensure facilitation of consumers, especially ahead of the winter season, stressing the need for prompt and effective service delivery to meet customer expectations. He further advised for improving operational efficiency and customer satisfaction, ensuring uninterrupted gas supply especially in winter season during cooking hours.





**ANNUAL**  **2024**

**DEPARTMENTAL**

*Reviews*



# ACCOUNTS



## A Landmark Achievement: Relief of Rs. 160 Billion for SNGPL in Sales Tax Demand Case

The tax section of Accounts Department achieved a historic legal victory, safeguarding the Company's financial interests and setting a precedent for the Sui Companies. This success involved the resolution of a Rs. 160 billion sales tax demand, marking a milestone in SNGPL's legacy of operational and financial excellence.

### The Case History

In order to meet the emerging energy demand, a triparty contract was signed between PSO, SNGPL and SSGC for import of LNG by PSO and onward delivery to SNGPL through SSGCL. As per agreement for delivery of LNG from Karachi to SNGPL network, Pipeline infrastructure of SSGC was used. In order to achieve it, Gas Swapping arrangements were finalized where SNGPL handed over LNG to SSGC at Karachi for its use and equivalent quantity of gas was taken back at another point.

The dispute arose when the Sales Tax Authorities classified gas swapping between SNGPL and SSGC as "supplies of goods" under the Sales Tax Act, 1990, raising a demand of Rs. 160 billion sales tax on swapped quantity.

Gas swapping is an operational necessity to

balance national supply and demand, not a commercial transaction, therefore, SNGPL challenged this interpretation.

### A Strategic Approach

Accounts Department contested the demand on multiple legal forums. The turning point came with amendments to the Sales Tax Act, 1990, requiring State-Owned Enterprises (SOEs) to resolve tax disputes through the Alternative Dispute Resolution Committee (ADRC). Leveraging this platform, SNGPL presented a well-prepared case, supported by operational data and legal analysis.

The ADRC upheld SNGPL's stance, confirming that gas swapping does not constitute a taxable supply and nullified the Rs. 160 billion demands.

### Impact and Recognition

This landmark decision not only protected SNGPL's financial position but also clarified the tax treatment of operational activities in the energy sector. The success reflects the exceptional strategic efforts which enabled to secure this favourable outcome.

This achievement underscores SNGPL's commitment to operational excellence, compliance and financial stewardship, serving as an inspiration to the entire organization.



# COMPRESSION



Compression Department operates Pakistan's largest fleet of gas turbines with 69 gas turbine-driven compressor packages installed at Compressor Stations with a total installed horsepower of 226,200 HP in order to sustainably maintain the gas supplies in National Gas Grid. During the fiscal year 2023-24, more than 782 BCF of RLNG and Indigenous gas was compressed through a cumulative 102,367 operating hours of gas turbine compressors.

## **Compressor Packages Refurbishment and Control System Up-gradation Project Phase-II**

To address the issues arising from system obsolescence due to advancements in technology, the Board of Directors and OGRA approved a project for the refurbishment and control system upgrade of nine Centaur-47 compressor packages (1995 model). The project's objective is to modernize outdated technologies.

## **Gas Turbine Engines Overhauling Project**

Compression Department is swiftly accomplishing its five-year plan (2021-26) to overhaul gas turbine engines which have completed their TBO (Time Between Overhaul) in compliance with International Standard API-616. During the FY 2023-24, two Centaur and Saturn gas turbine engines were successfully overhauled.

## **Installation of Motor Control Centers (MCC) and Power Factor (PF) Improvement system at Compressor Station AC-8**

Variable Frequency Drives (VFDs) have

been installed to replace the redundant and outdated star-delta starters for extending the lifespan of the equipment. Additionally, a 100 kVAR power factor correction panel has been installed to improve the efficiency of the electrical power system.

## **Multistage Centrifugal Compressors Field Overhaul**

Compression Department is self-sufficient in performing field overhauls of centrifugal compressors used for gas pressure boosting. These compressors typically undergo overhauls after 50,000 to 60,000 operating hours. Last year, two centrifugal compressors models C-304 and C-334 were field-overhauled.

## **Up-gradation of Emergency Shutdown System (ESD) System at Compressor Station AC-8 (Faisalabad)**

The outdated relay-logic Emergency Shutdown System has been upgraded to a PLC-based system, reducing wiring complexity, maintenance costs and unplanned downtime. This project utilizes advanced Allen Bradley PLC 1756-L71 and HMI 2711P components.

## **Re-Certification and Implementation of ISO 9001:2015 Quality Management System**

Compression Department has been awarded the venerable ISO 9001:2015 certification from M/s. Ethical Certification (Pvt.) Ltd. The department was successfully re-certified by the certifying body for the fiscal year 2024-25.



# CORPORATE AFFAIRS



The Corporate Affairs Department under the stewardship of the Company Secretary, continues to serve as a crucial bridge between the Board of Directors and Management, ensuring seamless communication and collaboration. In 2024, the department upheld its commitment to maintain compliance with the Companies Act, 2017, the SOEs (Governance & Operations) Act, 2023, and associated rules and regulations. The department also diligently addressed investors' and shareholders' complaints, ensured transparency in the publication of financial accounts and maintained robust communication with external stakeholders.

In line with its statutory responsibilities and strategic support to the Company, the Corporate Affairs Department managed an impressive forty-seven meetings for the Board of Directors and its sub-committees throughout the year. These meetings required meticulous planning, including the issuance of meeting notices, drafting and circulation of minutes, communicating Board decisions to relevant departments and monitoring implementation progress. A significant focus this year was the compliance adjustments necessitated by the State-Owned Enterprises (Governance & Operations) Act, 2023, and the SOEs Policy, 2023, which introduced substantial changes to the legal framework and operational policies.

A major milestone of the year was organizing a Directors' Training Program in collaboration with the Institute of Chartered

Accountants of Pakistan (ICAP). This initiative aimed at fostering a deeper understanding of corporate responsibilities and the evolving regulatory landscape.

The department successfully compiled, printed and disseminated the Annual Report for the financial year 2022-23, ensuring timely and accurate communication with stakeholders. Additionally, the Quarterly Reports for the first Quarter, Half-year and 3rd Quarter of the financial year 2023-24 were prepared, published and distributed. The Company's 59th Annual General Meeting, held on August 21, 2024, was another hallmark event demonstrating the department's commitment in facilitating transparent and equitable shareholder engagement.

The Corporate Affairs Department also led efforts to revise key corporate policies and practices to align with the changes introduced by the State-Owned Enterprises Act, 2023 and the SOEs Policy, 2023. These revisions were critical in ensuring compliance with the enhanced legal framework established by the Central Monitoring Unit (CMU) and the Securities and Exchange Commission of Pakistan (SECP).

The Corporate Affairs Department remains steadfast in its commitment to operational excellence and governance, playing an instrumental role in the Company's sustained success and adherence to the highest standards of corporate performance.



# CORROSION CONTROL



SNGPL's Corrosion Control department is continuously striving to protect the underground precious MS pipeline network from attack of corrosion through application of coatings and Cathodic Protection (CP). For protection of network, 1965 CP Stations have been installed and being monitored through 38,704 test points on Distribution and Transmission network. The systems include Transformer / Rectifier units, Solar systems, Thermoelectric Generators and battery back-up systems. Corrosion Control department has ISO-9001-2015 certified Corrosion Control Centre at Kot Lakhpat, Lahore, fully equipped and capable for in-house fabrication and repairing of Transformer / Rectifier units, repairing of CP equipment / instruments, testing facility of coating materials and related R&D works.

In order to maintain and improve cathodic protection levels of Distribution and Transmission network, construction of new CP Stations and renovation of existing CP stations is being arranged against annual targets. Field survey and inspections (i.e. DCVG, CIP, PCM, Soil Resistivity, visual examination along with NDT inspections, etc) are being carried out on Transmission and Distribution network as per applicable standards to ensure network integrity. Needful recoating and coating repair works are being arranged on Transmission

network to maintain coating integrity of pipelines. Various threats to pipeline integrity i.e. external corrosion, internal corrosion, stress corrosion cracking, HVAC interference due overhead electrical Transmission lines, HVDC stray currents generated through earthing system of HVDC and orange line metro system are being monitored continuously and mitigated through effective engineering techniques and methodologies.

Corrosion Control department also played effective role in UFG reduction of the company through 'Underground Gas Leak Detection' survey using 'Laser Leak Detection' technique. Special integrity assessment survey was carried out to identify chronic / leaky networks / Identification of Network against Water in Pipelines Complaints and 3,876 Kms underground pipelines network was proposed for replacement against "System Rehabilitation Program". Regular inspections / survey plan is also being implemented to identify network anomalies contributing towards UFG losses and wastage of CP current.

Special emphasis is given to R&D works for development of equipment and software to enhance in-house capabilities in design, fabrication and trouble-shooting tasks for effective and economical engineering solutions.



# CUSTOMER SERVICES



Customer satisfaction remains the cornerstone of SNGPL's policies and decision-making as reflected in our Vision and Mission. To serve our more than 7.3 million consumers across Punjab, Khyber Pakhtunkhwa, Islamabad Capital Territory and Azad Jammu & Kashmir, SNGPL has established a robust network of 17 Regional Offices, 37 Sub-Regional Offices, 41 Customer Service Centers and 86 Complaint Centers.

Our Complaint Centers operate 24/7, 365 days a year, ensuring timely resolution of consumer issues, particularly emergencies. Additionally, SNGPL's state-of-the-art Call Center operates round the clock, accessible through the short code 1199 from both mobile and landline numbers within the company's operational area. Complaints received via the Call Center are promptly forwarded to the relevant offices for redressal.

To further enhance service delivery, consumer feedback on attended complaints is gathered at the Head Office, Regional Offices, Call Center levels as well as through SMS.

Consumers can lodge complaints 24/7, 365 days a year through the following platforms:

**Walk-in:** Visit any Customer Service Center (CSC) or Complaint Center (CC).

**Landline:** Call the number provided on the top-right corner of the monthly gas bill.

**Website:** [www.sngpl.com.pk](http://www.sngpl.com.pk).

**Social Media:** Use our official Facebook, Twitter

and Instagram accounts:

**Facebook:** [www.facebook.com/SNGPLofficial](http://www.facebook.com/SNGPLofficial)

**Twitter:** [www.twitter.com/SNGPLofficial](http://www.twitter.com/SNGPLofficial)

**Instagram:** [www.instagram.com/sngplofficial](http://www.instagram.com/sngplofficial)

**Mobile App:** Download the "SNGPL ConnectOn" smartphone application.

**PMDU:** Lodge complaints via the Prime Minister's Delivery Unit.

All complaints are routed through SNGPL's Oracle-based Customer Care & Billing (CC&B) software which maintains a complete history and database of each customer. Our complaint rectification teams, stationed at all Complaint Centers are equipped with the necessary tools, equipment and transport to ensure prompt action in accordance with the standards set by the Oil & Gas Regulatory Authority (OGRA).

Moreover, the Complaints Management Dashboard, an advanced tool designed for monitoring and analyzing the resolution of Consumer Complaints is being utilized by Regional Heads, the Management and the Head Office Customer Services team to monitor timely resolution of complaints. Key Features of the Customer Complaints Dashboard are as under:

- Comprehensive Complaint Tracking
- Critical Priority Identification
- Resolution Efficiency
- Proactive Service Improvements
- Consumer Complaints Mapping
- Complaints Heat Maps



## HSE

SNGPL is certified against International ISO standards i.e. ISO 14001:2015 and ISO 45001:2018. During the year, Company successfully executed the certification and surveillance audits by third party. Successful execution of these audits demonstrates the effectiveness of HSE Management System. Management commitment towards HSE is highly appreciated by the Auditors and Company sustained the third-party certifications after being audited against ISO 45001 and ISO 14001.

### HSE Trainings

HSE Training is provided to the Company's executives and staff with the primary objective of enhancing, refreshing and updating their HSE knowledge and skills. This year training on HSE modules is imparted to 21,413 employees. Internationally accredited training programs have been organized for HSE Engineers, enhancing their capabilities and aligning them with global standards and best practices.

### Occupational Health

During the year, occupational health screening camps were organized at Company offices emphasizing to ensure provision of congenial working environment to Company employees exposed to various hazards and around 3,790 employees were screened out.

### RO Plants

Scarcity of safe drinking water is a big challenge in most parts of the country. 17 RO plants were procured and installed at various Company locations to ensure provision of safe drinking water to employees.

### Fire Prevention

Fire fighting and fire prevention have high importance in terms of saving precious human lives and valuable Company assets. Fire fighting capabilities of Compressor station CC-3, Gali Jagir were strengthened through installation of fire hydrant system. Addressable smoke detection systems were made for Head Office Lahore, Islamabad Region and Compressor Station AC-6 Multan. 530 fire extinguishers and 100 battery operated smoke detectors have been procured during the year.

### Corporate Social Responsibility

SNGPL made expenditure against following projects under Corporate Social Responsibility during the year:

#### Health

- Provision of RO Plant (1000 LPH) at DHQ, Kohat.
- Provision of RO Plant (1000 LPH) at Govt. Girls Degree College, B.D Shah, Karak.
- Provision of RO Plant (1000 LPH) at Govt. Graduate College, Baghdad Road, Bahawalpur.

- Provision of Medical Equipment at Regional Blood Donor Centre (RBDC) under Pakistan Red Crescent Society, Islamabad.
- Provision of one Dialysis Machine and one Dialysis Chair at Multan Institute of Kidney Disease (MIKD), Multan.

### Education

- Scholarship for six students of UET, Bannu.
- Scholarship for six students of UET, Mardan.
- Scholarship for six students of Islamia University, Bahawalpur.
- Sponsorship of Gold Medal at NFC, Multan.
- Sponsorship of Gold Medal at NUST, Islamabad.
- Establishment of Solar PV Electrician Lab at Government Polytechnic Institute (TEVTA), Karak.

### Ration Distribution Drive

In wake of economic slowdown and inflation in the Country, approximately 16,500 ration bags were distributed to needy and deserving citizens by SNGPL.

### Company's HSE Slogan / Logo

Following Company's HSE Slogan / Logo was finalized during the year.



**WE CARE...**  
People. Profession. Planet

### Award

In recognition of Company's HSE Management system for its contribution in the field of Fire Safety, Environment and Corporate Social Responsibility, following awards have been awarded to SNGPL.

- National Forum for Environment & Health (NFEH) 16th Annual Corporate Social Responsibility Award 2024.



- National Forum for Environment and Health (NFEH) 21st Annual Environment Excellence Award 2024

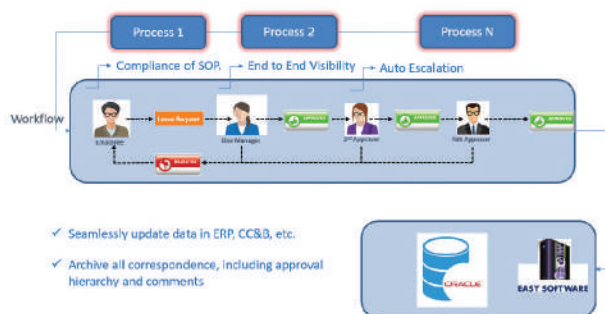


## IT/MIS

In 2024, the IT department at SNGPL played a crucial role in driving innovation, ensuring business continuity and securing operations through digitization, infrastructure upgrades, cybersecurity and regional support:

### Accelerating the Shift to Digital

IT/MIS is driving digital transformation by implementing a workflow automation framework.



### Cybersecurity

This year, the IT/MIS department has introduced Managed Security Operations Center (SOC) services which are integral to enhancing the organization's cybersecurity strategy.

IT/MIS department also successfully upgraded its ISMS certification from ISO 27001:2013 to ISO 27001:2022.

### Revamping of IT Infrastructure

The IT Infrastructure and Data Center team has upgraded the organization's IT infrastructure. Highlights include:

- Deployed Huawei OceanStor Pacific Object Storage
- Integrated Veritas Enterprise NetBackup
- Upgraded Security and Network Infrastructure
- Enhanced Customer Experience

### Managing and Securing Critical Data

- In 2024, following key upgrades took place:
- Migration of CC&B Application Servers to Power10
  - Migration of ERP Database to Power10
  - Upgrade of Website Database from Oracle 11g to 19c
  - Migration of CC&B Standby Database to Power10

### Enhancements and Configurations in CC&B

In 2024, several significant configurations were introduced to enhance system functionality and better serve the company's diverse consumer base.

- Key updates include improvements to Code-5 Meter Management
- Upgradation of CNG consumer rates based on per kg measurements
- The bifurcation of Lahore East and West regions

and the definition of a new Karak Region

- TBS consumption updates and define TBS teams
- Configurations for Feeding EVC numbers for consumers with EVC-equipped

### Customize Applications

IT/MIS department has developed a range of customized applications to streamline various internal processes, enhancing operational efficiency and user experience.

- Application to addresses tax-related matters
- SNGPL Employee Dashboard
- SNGPL IT Equipment Dashboard
- Automation of the reconnection process within the CC&B system
- Introduction of a Bill Estimator on both the SNGPL website and mobile app
- Upgradation of mobile application such as Bill Estimator, Reconnection application, Tariff details, Load Management Schedule and a QR code scanner, enhancing customer convenience.
- PSP (pipe-to-soil potential evaluation) web application was developed for the Corrosion Control Department
- The Help Desk Application underwent a revamp, transitioning from older technology to Oracle APEX
- Integration of real-time payments with the Bank of Punjab, allowing immediate reflection of payments in the CC&B system when made at the counter
- Implementation of data validation controls to improve data accuracy in CC&B
- Auto Gas SA creation feature was also introduced for RLNG consumers
- The CPRMS (Cathodic protection remote monitoring) Application was upgraded to Oracle APEX
- Lastly, the Development Team developed a cutting-edge tool for OCR read analysis, combining AI and machine learning to improve the accuracy and efficiency of HHU meter readings.

### Regional Operational Support: Ensuring Regional Operations Run Smoothly

IT department plays a crucial role in ensuring seamless operational support across multiple regions of SNGPL. In this regard, the Sargodha region has established a hi-tech server room.

The Islamabad region's IT infrastructure, established in 2006, is undergoing a major revamp to enhance performance, security, and scalability. With Phase-I completed, the project moves forward to completion by mid-2025.



## LPG - LNG



In the backdrop of an acute shortage of natural gas due to the deterioration of natural gas resources, SNGPL has made a strategic decision to embark on the LPG cylinder distribution business. This novel venture aimed to augment service delivery by the provision of LPG cylinders to the tail-end low-pressure and off-grid consumers. LPG-LNG Department has played a pivotal role in efficiently managing the LPG cylinders supply chain by securing supply from M/s. SSGC-LPG (SLL), through its fleet of primary transportation for delivering empty and filled LPG cylinders, to and from regions to ensure a streamlined supply of LPG cylinders for valued customers. With the management's directives for the diversification of business, LPG-LNG Department has recently inducted commercial LPG cylinders (45.4 Kg) in LPG product portfolio. Fortunately, SNGPL has captured sizeable consumer base of commercial cylinder as well and sale of LPG cylinder has been increasing consistently. In the wake of black marketing and market manipulation by illegal decanter, SNGPL's consumer and public at large have appreciated and welcomed this initiative. The provision of quality LPG cylinders by SNGPL at affordable prices is a testament to its commitment to meeting the evolving needs of the community as responsible and conscious public sector energy company.

Moreover, LPG-LNG Department has established in-house call center to facilitate the peak-season business workflow of LPG orders booking and complaint management.

Another landmark achievement of the LPG-LNG Department is the successful commissioning and commencement of operations of its flagship LPG Air Mix Plant, Gilgit which is Pakistan's largest with respect to capacity. Furthermore, LPG-LNG Department has spearheaded media and awareness campaign in Gilgit to augment and foster public interest in a reliable, cheap and environment friendly alternate energy source. Consequently, SNG consumer connection activity is in full swing and upstream supply of LPG has been assured to streamline operational utilization of plant by entering into LPG supply agreement with M/s. OGDCL and transportation agreement with third party transporter. SNGPL's venture into the SNG field through the country's largest and state-of-the-art LPG Air Mix Plant, Gilgit is a great leap forward towards the realization of the government's socio-economic agenda and to cater the energy requirements of the residents of far-flung hilly areas.

The expansion into the SNG (LPG Air Mix) and LPG cylinder distribution business presents a remarkable opportunity for SNGPL itself. This strategic move enables the company to propel on a sustainable growth trajectory in the long run. LPG-LNG Department shall continue to play its active role in diversifying the portfolio of SNGPL to strengthen the company's position in the energy sector but also tap into a lucrative market with immense growth potential in the realm of alternate energy projects.



## MEDIA AFFAIRS

# اضافی بل کے بوجھ سے بچیں سمجھداری سے گیس استعمال کریں

نومبر تا فروری گیس کا استعمال اگر  $0.9 \text{Hm}^3$  سے زیادہ ہوگا تو گیس بل نان پروٹیکٹڈ کیٹیگری میں کئی گنا بڑھ سکتا ہے



Every year SNGPL's Media Affairs Department carries out Winter Awareness Campaign through Print, Electronic, Outdoor, Digital and Social Media to educate the consumers on gas conservation and safety. This campaign is executed in accordance with Rule 43 of OGRA's Licensing Conditions.

It won't be wrong to say that Winter Awareness Campaign has come a long way from where it began. The changes that appeared over the period of time shows that Media Affairs Department has continuously put efforts to improve quality and contents of the product. Last year's tag line of the campaign 'Sardi Aa Gai Hai, Khayal Rakhna' received immense applause from the public. It was a blend of information, creativity and engagement. Therefore, the same tag line has been adopted this year to freshen up the concept in the minds of public.

Like every year, the Company has launched the Mass Media Campaign to create awareness among masses about conservation of gas. The public is being sensitized to use good quality appliances in order to prevent the wastage and leakage of gas. A new TVC was made as per needs of the existing situation of demand-supply position and revised tariff of gas which resulted in relatively increased bills for the consumers. Through this campaign, consumers were sensitized about the increasing gas bills and the methods to keep the bills at minimum level by careful use of gas.

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 shall help the company in achieving the desired outcome.



# METERING



The Metering Department is exerting utmost efforts to ensure the accuracy of gas measurements through specialized activities such as inspection, flow proving, calibration of meters/EVC and configuration of measurement parameters in EVCs at Meter Shops, adhering to international practices.

Metering Department is not only saving the revenue through the repair and maintenance of Domestic, Commercial and Industrial meters/EVCs, but it is also playing a vital role in detecting gas pilferage to curb UFG losses. This is achieved through critical inspections of replaced / disconnected meters and EVCs.

In fiscal year 2023-24, Central and Regional Meter Shops have dispatched 5318 Industrial and High-Pressure Commercial Meters, 11,064 Low Pressure Commercial Meters and 101,497 Domestic Meters to Regions to achieve OGRA KMI No. 6, 7, 8, 9, 10 and 11.

Moreover, Meter Inspection Reports of 9,495 Industrial and High-Pressure Commercial Meters, 13,102 Commercial Meters and 444,939 Domestic Meters were also generated and dispatched to regions. In the category of TBS/Check Meter/ETC, 894 Industrial and High-Pressure Commercial meter inspection reports and 16 Commercial meter inspection reports have been dispatched to the region.

Furthermore, Accreditation of Central Meter Shop, Lahore and Regional Meter Shops (Islamabad, Faisalabad, and Multan) for Testing and

Inspection based on ISO 17025; 2005 & ISO 17020:2012 through Pakistan National Accreditation Council (PNAC) is under process. Regional Meter Shop, Multan has been accredited on ISO 17020:2012.

In the fiscal year 2023-24, ISO audits were conducted by third party certification body at Central Meter Shop, Regional Meter Shops Faisalabad, Islamabad and Multan. All these Meter Shops have been recertified against the latest Quality Management System (QMS), namely ISO 9001:2015. During conducted surveillance audit, it has been explicitly mentioned by the third-party auditors that system is working as per standard.

Furthermore, five engineers from Central and Regional Meter Shops have successfully completed the ISO Lead Auditor course, enhancing the Metering Department's auditing expertise and reinforcing its commitment to quality management.

Additionally, 11 Domestic Meter Inspection Shops (DMISs) are working in various Regions for the purpose of flow proving and inspection of replaced / disconnected domestic meters. Furthermore, the construction of DMIS Multan is currently in progress.

The Metering Department is dedicated to enhance gas metering by introducing the latest measurement techniques in compliance with International Standards. Additionally, there is a focus on improving the specifications of measurement



# METERING

gadgets through continuous research and development.

Gauss meters have been procured by Industrial Inspection Section of Meter Shop, Lahore. Gauss meter is an instrument to measure the strength of magnetic field. In Meter Shops, Gauss meters are used to ensure flawless working of meters. Magnetic strength test is performed for verifying the accurate, interference free performance of the meters before their installation at consumer



premises as well as to detect the attempt of weakening the magnetic strength to secure unregistered gas flow.

Moreover, battery capacity tester has been introduced for testing of batteries/cells. It is used to



measure the energy content of batteries/cells in terms of coulombs.

Impedance meters have been introduced in Meter Shops to measure the Impedance (Z) that is an important parameter, used for the characterization of electronic components, circuits and cells. An impedance meter is a type of electronic test equipment used to measure complex impedance. By measuring impedance of cells with



an impedance meter we can gain valuable information about its expected life.



Additionally, a Sonic Nozzle Prover G-6 capacity is installed at DMIS Sundar, a state-of-the-art machine for flow prove Domestic meters.

In line with the TBS Project initiated by the Board of Directors, the Metering Department has supplied 555 Industrial meters to Distribution regions. This initiative aims to enhance the reconciliation of Gas volume, ultimately reducing the overall Unaccounted-for Gas (UFG) of the Company.

Meter Shops actively engaged in research and development, with a view to secure accessibility to moving parts of meters. In this context, high pressure diaphragm meter coupled with EVC have been modified by installation of protection grating to the inlet part of meters. Development of mechanized repair skid for the maintenance of 102 M capacity meter to cope with the requirement of TBS and consumer meters.



# Year IN PICTURES 2024







The Annual General Meeting of shareholders of Sui Northern Gas Pipelines Limited (SNGPL) was held in August, 2024 at Lahore. The shareholders of the company approved the financial statements for the year ended 30th June 2024 and declared an after-tax profit of Rs. 10,564 million with EPS of Rs. 16.66. The shareholders also approved Cash Dividend of 45% i.e. Rs. 4.50 per share and re-elected the Directors.



The much-anticipated Annual Sports Gala, 2024, was held at Gaddafi Stadium, Lahore. Faisalabad (D) got 51 points and won the tournament for exceptional skills and teamwork, followed closely by Lahore (D) with 49 points and Multan (T) in third place with 35 points.



To cherish the spirit of patriotism on the eve of Independence Day, a vibrant and engaging ceremony was held at SNGPL. The children of the nation were instructed a dress code and to carry the national flag.



SNGPL won the President Cup ODI tournament. Sui Northern defeated Higher Education Commission by 8 wickets in the final match. The final match was played at Gaddafi Stadium, Lahore.

Managing Director SNGPL, Amer Tufail, visited the Lahore (East & West) Regions to review key operational matters and customer service initiatives. He also visited the Model Customer Service Center and closely observed its operations and role in enhancing customer service efficiency.







The Company approved the Annual Accounts on the recommendations of the Board of

was held in November, 2024 at Punjab and secured the top spot with their by Mardan (D) in second place with ints.



t of Independence Day of Pakistan, a SNGPL Head Office, day care center. Little and they all wore colours of the national



Sui Northern Gas Pipelines Limited (SNGPL) held its Corporate Briefing Session in September at Faletti's Hotel, Lahore. The event was well attended by analysts, investors, and shareholders, both in person and via Zoom. Amer Tufail, Managing Director SNGPL, welcomed the participants and highlighted the Company's celebration of its 60th anniversary.

## YEAR IN PICTURES 2024



The Federal Minister for Energy (Petroleum Division), Musadik Malik recently visited SNGPL Head Office and held a meeting with Chairman Board of Directors Muhammad Ismail Qureshi, MD SNGPL Amer Tufail and Senior Management of the Company. MD Amer Tufail gave a detailed briefing on the ongoing activities of the Company.



The construction of 18 Inch Diameter Transmission line crossings at Jinnah Hydel and Jinnah Barrage within the domain of Projects Camp, Essakhel, was a challenging and crucial task for SNGPL. However, it was meticulously coordinated among different departments which subsequently resulted in its successful execution.



Women's Day was celebrated at SNGPL Head Office. As such a small gathering was arranged which was attended by MD SNGPL Amer Tufail, Senior Management, Executives and female employees of the Company.



# NETWORK PLANNING AND DEVELOPMENT



To connect newly discovered MPCL's Shewa / Bannu West Well-I OGDCL's Bettani / Wali Well-I with SNGPL transmission network, NP&D department planned the laying 18"dia x 230 km transmission line from Shewa Well to Daudkhel. The construction activities are in progress and out of 230 km, the laying of entire pipeline has been completed whereas 130 Km has been commissioned so far.

Augmentation / Bifurcation of Lahore Distribution network planned for efficient operation of the system at optimal parameters which would not only help in reduction of UFG losses but also enable the Company to alleviate low gas pressure complaints at fag ends. This objective is being achieved by laying 8"dia x 16 km from SMS Barki to SMS Dial and 16"dia x 3 km from Chah Tamboli to Sunder Industrial Estate loopline. 8"dia pipeline has been commissioned in June 2024, whereas construction activities of 16"dia pipeline are in progress.

In order to address the acute low gas pressure issues during winter season in Mardan and Peshawar regions in view of system capacity constraints, NP&D department planned system augmentation by laying 10"dia x 27.75 km Charsadda Offtake – Charsadda transmission loopline and 10"dia x 20.80 km Charsadda – Khazana transmission loopline under Phase-I of the Project. Both of the pipelines have been commissioned successfully. Another Transmission loopline, approximately 24 km Charsadda – Tangi has also been planned under Phase-II. Survey and Engineering design of the same has been completed and construction activities are likely to commence soon.

A project for laying of 20"dia x 13.60 km pipeline from Qadirpur Valve Assembly (QV-2) to Fauji Fertilizer Plant at Mirpur Mathelo on 100% cost sharing basis has been planned for the supply of 105 MMCFD RLNG to Fauji Fertilizer plant. Requisite approvals are being sought while the construction activities have also been started at site.

With respect to the Solarization Project of SNGPL's offices, 12 sites have been selected

having a total capacity of 1915 KW. One site having 210 KW capacity has already been commissioned successfully at Regional office Islamabad, whereas, work on rest of the sites is in progress.

NP&D department has been persistently striving to expand the Company's business by providing EPC services to other clients. Construction of 8"dia x 2.5 Km Makori East-6 loopline has been carried out by SNGPL under contract between MOL and SNGPL which was commissioned in September 2024. Construction of 8"dia x 7 Km (from Tulanj West-2 to EPF Tulanj) loopline and 10"dia x 13 Km (from Razgir-I to Tulanj West-2) loopline along with FOC laying for Razgir-I project has also been planned by NP&D department under contract arrangements with MOL. The construction activities have been started by SNGPL's Projects crew.

NP&D department has carried out the design and engineering of 12"Dia x 77 Km pipeline from Kotpalak CPF to Existing V/A at D.I.Khan, for the injection of upcoming 45 MMCFD gas from Kotpalak field, as the first phase of the project and 24"dia x 63.50 Km pipeline from CV-25 to existing Adhi-Rawat network being the part of System Augmentation Project for Debottlenecking and Operational flexibility of Transmission Network.

The GIS Section of the NP&D department has successfully developed and implemented the UFG micromanagement-level TBS dashboard. Boundary mapping for the TBSs in Phase I, covering the Lahore East, Lahore West, Peshawar, Islamabad, Rawalpindi, Mardan and Faisalabad regions has been completed, along with consumer mapping. The dashboard displays TBS data, including current and monthly gas sales, UFG losses and month-wise statistics for the mentioned attributes. Additionally, it showcases monthly UFG activities such as underground leak rectification, underground leak detection, above-ground leak detection, meter replacement, gas theft incidents, and measurement error statistics. Work on the mobile application for the same dashboard is currently in progress.



# PROJECT LANDS



The Project Lands Department has emerged as a cornerstone of operational success, undertaking critical functions such as land acquisition for rights-of-way (ROW), purchase of land for above ground installations, leasing for camps and pipe yards, obtaining No-Objection Certificates (NOCs), digitizing land records and resolving land-related litigation. These efforts have been pivotal in supporting the organization's ambitious business objectives.

In 2024, the Department achieved remarkable milestones. Among them was the recovery of 61 Kanals of land at Kamra, Attock and 6 Kanals-16 Marlas at Pattoki worth billions from illegal occupation. Additionally, 1064 Acres of land were successfully mutated under the Land Acquisition Act marking the highest level in five years.

In a strategic effort to boost infrastructure and enhance gas distribution, 91 Kanals of land were purchased for key projects aimed at improving energy efficiency and addressing service challenges.

## Key purchases include:

- Facilities in Lahore for pig launching and receiving, supporting the Lahore City Network Phase-II to cut UFG losses and strengthen distribution.
- Land in Mouza Dial, Lahore to tackle low gas pressure and further reducing UFG losses.

- Valve Assemblies along Gulabad-SMS Charsadda and Khazana pipelines to resolve low pressure in areas like Nowshera, Charsadda, and Peshawar.
- Sites for SMS in DHA Multan and Bahawalpur to improve gas pressure and ensure a reliable supply.

These initiatives reflect a strong commitment to better infrastructure, efficient service and meeting rising energy needs.

Efforts to streamline operations were bolstered by obtaining 82 NOCs from key Government Agencies facilitating pipeline crossings over challenging terrains like the Indus River and railway lines. Meanwhile, advancements in technology saw 812 kilometres (28 Pipelines in Punjab) mapped via Geographic Information Systems (GIS).

These accomplishments have been instrumental in the commissioning of core projects, enabling the integration of newly discovered gas, network bifurcation and customer isolation. These initiatives have significantly addressed low gas pressure issues, reduced unaccounted-for gas losses and strengthened the organization's financial performance.

The Project Lands Department's unwavering commitment underscores its vital role in delivering operational excellence and aligning with the Company's vision for sustainable growth.



# PROJECTS



During calendar year 2024, Projects department carried out 39 Km laying and 45 Km commissioning against transmission lines and 11 km laying and 12.5 Km commissioning against contract lines for MOL as contractor. Moreover, 616 Km laying and 619 Km commissioning of various distribution projects was also achieved.

As of date, 100% laying work of 18" dia x 230 Km Shaheed Fahad Ashfaq Project (Shewa Project) has been completed along-with commissioning of 130 Km section in the face of extremely challenging local law and order situation, local community issues and tough terrain. Commissioning of remaining section is pending due to forceful stoppage by Utmanzai tribes demanding gas supply to entire North Waziristan. Matter has been taken up with MoE, Civil Administration and Law Enforcement Agencies to resolve the issues for the earliest completion of the remaining work. Meanwhile continuous follow-up with concerned quarters is in progress

The detail of some of the most challenging work completed are given hereunder: -

## **SUCCESSFUL COMPLETION OF INDUS RIVER AND THAL CANAL CROSSINGS FOR COMMISSIONING OF 18"DIA X 75KM ESSA KHEL TO DAUDKHEL SECTION OF 18"DIA X 230 KM SHEWA-DAUADKHEL LINE (SHAHEED FAHAD ASHFAQ PROJECT)**

The 18"dia x 75 Km Essa Khel to Daud Khel section of 18"dia x 230 Km Shewa to Daud Khel pipeline was pending due to failure of contractor to

do HDD crossing of Indus River and Thal canal enroute. As an alternative, the feasible option available was to cross Indus River through the existing bridges at Jinnah Hydal power station (tail race) / Jinnah Barrage and Thal Canal. Keeping in view the sensitivity of the afore-mentioned bridges being high security asset under KPID (Key Point Intelligence Division) which requires clearance from law enforcement agencies, services of M/s NESPAK were hired for preparation of detailed design drawings. It was an exceptionally challenging task to execute the crossings safely within minimum time.

By the grace of Almighty Allah, the objective was achieved successfully in just two months well ahead of initially estimated time of 4-5 months. With the completion of Indus crossing, remaining portion of 18" dia 75 Km Essa Khel to Daud Khel Pipeline section was commissioned as well, thus allowing gas flows from Kaka Khel assembly towards Daud Khel Valve Assembly. It has contributed significant saving in UFG losses.

## **AUGMENTATION OF GAS NETWORKS OF MARDAN AND PESHAWAR REGIONS**

10"dia x 20.80 Km remaining section of 48.55 Km Charsadda – Khazana transmission loopline under Phase-I of the Project was commissioned to address the acute low gas pressure issues during winter season in Mardan and Peshawar Regions

## **KARAK-II PROJECT**

184 Km Lowering and 295 Km of





commissioning of gas network under this project was achieved which has contributed towards reducing UFG losses.

#### **AUGMENTATION / BIFURCATION OF GAS NETWORKS OF ISLAMABAD/RAWALPINDI REGIONS**

Project for the augmentation and bifurcation of distribution networks of Islamabad and Rawalpindi cities to address low pressure issues of tail end consumers was approved comprising of 45 Km distribution lines of varying diameters i.e., 24", 18", 16" and 10". Three supply mains out of total five approved in 24" dia, 18" dia and 10" dia have been commissioned successfully. Commissioning of these distribution lines has contributed towards working, monitoring and control of gas losses.

#### **PHASE-II OF AUGMENTATION / BIFURCATION OF GAS NETWORKS OF LAHORE REGION**

Projects for laying 8" dia 16 Km from SMS Barki to Dial pipeline, laying of 10" dia 10 Km from SMS Dial to Byco Pump GT Road, installation of SMS Dial and SMS Ferozpur Road, Lahore were approved as part of Phase-II of Lahore augmentation/bifurcation plan. Route clearance and land acquisition against these jobs was extremely challenging task. All of the aforementioned jobs have been commissioned which have augmented the gas networks and contributed towards reduction of UFG.

#### **SYSTEM REHABILITATION PROGRAM AND SEGMENTATION OF LOOPED SMSs**

A number of distribution lines under projects

of System Rehabilitation Program and Segmentation of Looped SMSs have been completed. These lines were designed through densely populated areas of bigger cities like Lahore, Faisalabad, Gujranwala, Multan etc. The site conditions did not allow crews to work at full pace. Accordingly, in order to achieve the objective, work was carried out in regular day and night shifts amid frequent traffic jams and constraints posed by the local agitation. Completion of these jobs have contributed towards reduction in UFG losses.

#### **COATING OF CARBON STEEL LINEPIPE AT COATING PLANT UCH SHARIF**

All the required coated pipe was made available by Coating Plant Uch Sharif which operates 24x7. The three-layer coating of 359,750 meter steel pipes of diameter 4" to 24" was carried out at coating plant during 2024.

#### **MAINTENANCE/REPAIR/OVERHAULING OF MACHINERY/EQUIPMENT/VEHICLES AT MANGA WORKSHOP**

Manga workshop made available the working vehicles and construction equipment/machinery for execution of aforementioned works as these are critically important for timely completion of pipeline construction projects. The job included maintenance, repair and overhauling. The paraphernalia included dozers, excavators, semi-trailers, prime movers, cranes, compressors, welding plants, trucks, pickups etc.



# QUALITY ASSURANCE

Quality Assurance (QA) is the backbone of any institution, ensuring its processes and outcomes are consistent and exemplary. QA is not just a monitoring tool but a strategic approach that aligns all operations within a unified framework. Technical audits and inspections across all engineering and operational departments form an integral part of Quality Assurance activities in an engineering organization.

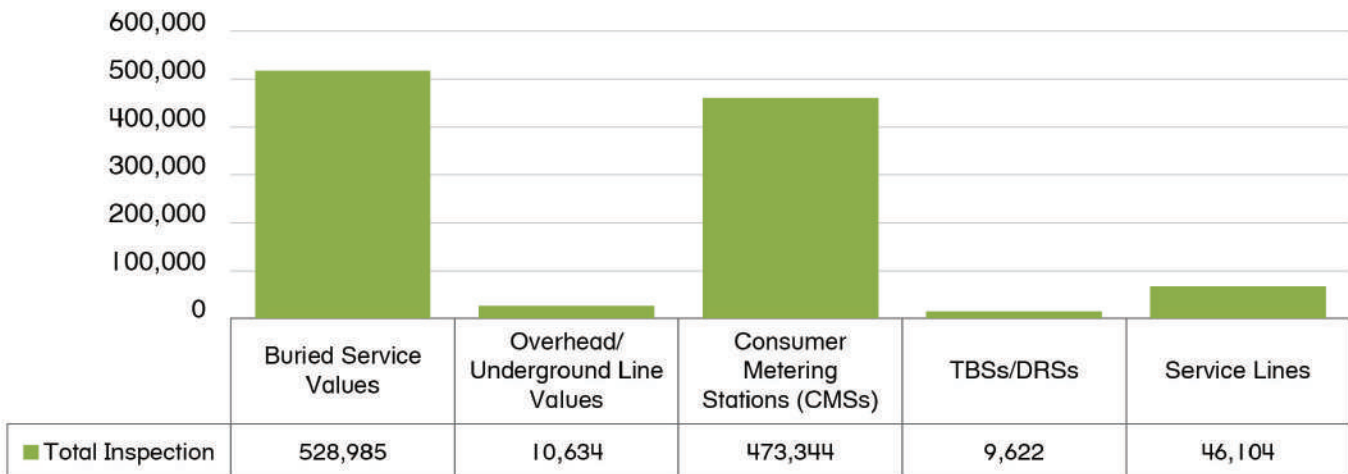
By implementing standards such as ISO 9001:2015 and following ASME/API guidelines, the QA team ensures not just compliance but also the optimization of all systems and practices. QA department aims for continual improvement in construction, operation & maintenance activities of Gas Transmission and Distribution piping systems through a comprehensive Quality Assurance Plan (QAP).

standards in the transmission and distribution systems.

In the fiscal year 2023-24, the Quality Assurance Plan (QAP), approved by the Managing Director, laid the guidelines for the department's activities. Technical audits were conducted across all engineering departments, including Customer Services, to ensure adherence to established standards. Furthermore, stringent inspections were carried out on the distribution and transmission gas network, which include the following activities:

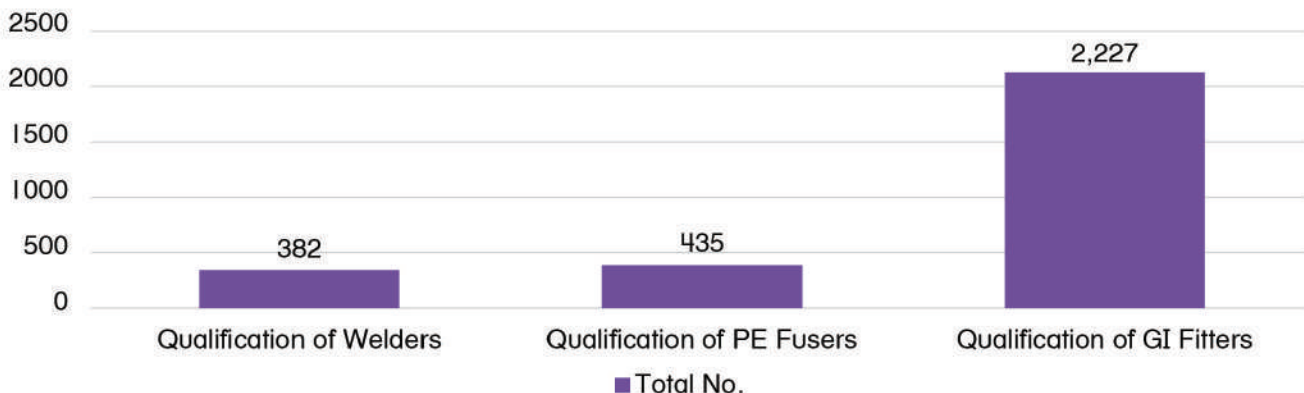
The importance of QA in institutions becomes even more evident through its emphasis on staff training and certification. Training programs conducted at regional centers not only enhance operational standards but also boost employee satisfaction and institutional reputation.

## QA Inspection Activities



For instance, last year, the QA department inspected over 50,000 bare line pipe and almost similar number of coated pipes. Additionally, 923 punch lists (290 for M.S and 633 for P.E) were prepared, which ensured implementation of

In essence, QA's purpose is not just to address issues but to adopt proactive solutions and continuous improvement, making it a cornerstone for the strength and credibility of any organization.





# RETAIL SALES



Retail Sales Department is associated with a number of activities, functions and services delivered to the customers such as receipt of new applications, site surveys, reconnections, change of name, shifting of service lines, etc. Its core function is to facilitate its valuable customers and consumers, while safeguarding the Company's interest. It makes all efforts in order to create a conducive environment for business community, as well. Following steps have been taken for customer facilitation and improving the working of Regional activities through IT intervention.

The Department has taken some effective steps in Year 2024 as a guiding principle to follow in ensuing years for tangible outcomes.

- One-screen Dashboard for monitoring of various Sales processes has been arranged for transparency, visibility and insight.
- Project of Survey through mobile app has been initiated. A mobile app has been developed through IT/MIS Department.

In most of the cases, Retail Sales Department acts as front desk for the Company with multi-dimensional jobs such as acknowledgement of new applications, transfer of gas connections, re-connections etc. Besides the above, following achievements in various functions of Retail Sales Department are effectuated.

## New Applications

Receipt and acknowledgement of applications is one of the core functions of Retail Sales Department. A respectable and facilitative mode of submission of applications have already been provided to our prospective customers. During 2024, more than 147,000 applications have been received out of which around 64,500 applications have been received through online system (web based and mobile app). This large number of online applications indicates confidence of our prospective consumers who have availed web-based and mobile app based services. This facilitative mode has eliminated visits of more than a large number of people to SNGPL's offices. By these remote



# RETAIL SALES

services, requirement of application forms and prints of acknowledgement receipts has also been eliminated, saving cost.

## Regularization of Gas Connections in Gas Producing Law Affected Areas

Karak, Hangu, and Shakardara are among the oil and gas producing districts that are adversely affected by law and order situation. In these areas, huge losses were being incurred on account of direct tapping of SNGPL network by the residents.

A project of rehabilitation of the gas network and regularization of gas supply is underway. Teams from the Sales Department are playing pivotal role in the project's success. They are paying door to door visits to persuade the residents to get legal gas connections. Filling of application forms was carried out at the doorsteps of the residents. The Sales Section acknowledged 3,810 applications and issued 2,630 DNPLs in 2024. Since legal connections are being processed to eliminate direct usage through illegal taps, these efforts of the Retail Sales department have contributed towards UFG control drive.

## RLNG Business Development:

### a. Processing of Cases of Supply of RLNG to New Housing Societies

Applications for provision of RLNG based Gas supply are being processed and after verification of documents and completion of pre-requisites, offer letters are being issued to the

Commercial" and it is processed on subsidized system gas tariff. To support the initiative of Government for provision of bread at economical price to masses, approximately 1,800 new connections have been processed during 2024.

## Redressal of PMDU / Wafaqi Mohtasib Complaints

Retail Sales Department is associated with a lot of functions having customer interactions. The customers approach various forums for redressals of their grievances. Retail Sales Department endeavours to timely redress customer complaints.

The following information elucidates our performance on these forums;

### Reconnections

Retail Sales Department processes reconnection cases after clearance of outstanding amount, scrutiny of the documents and other pre-requisites. In 2024, more than 52,225 reconnections were processed.

### Change of Name (Transfer of Gas Connection)

Transfer of gas connection in the name of present owner has been facilitated and simplified to expedite the same. In year 2024, 30,495 cases of change of name were processed. This process has contributed in updation of real-time particulars of present owners of the properties where gas connections are operative.

Overall, Retail Sales Department has carried out around 200,000 surveys in 2024, utilizing

Assignment	Case received	Case disposed of	%age
PMDU Complaints	2,058	2,058	100 %
OGRA Complaints	309	291	94 %
Wafaqi Mohtasib Cases	291	288	99 %

societies. In 2024, Sales Department has received 84 new applications of processing of gas supply to housing societies and 1002 (new and previous applications) have been processed. Resultantly, 16,624 demand notices were issued for new RLNG based domestic connections, while approximately 25,000 surveys were carried out for the purpose.

### b. Commercial RLNG Business Development

New commercial cases are being processed to develop and expand the RLNG market. Approximately 200 Commercial RLNG demand notices were issued during 2024.

### Gas Connection Processing for Roti Tandoors (Stand Alone)

This is a privileged sub category of commercial consumers termed as "Special

field force for various functions such as reconnection, Change of Name, new localities, Commercial RLNG/ Roti Tandoors, and for collection of CNICs/Document by performing door to door visits.



# RISK MANAGEMENT

Risk management is critical for building organizational resilience and sustainability. It requires leadership at all levels to identify, assess and proactively mitigate risks. By embedding risk management into culture, policies, and decision-making, organizations can address challenges, seize opportunities and secure their strategic objectives. The Risk Management Department supports the Board and the Management in implementing a comprehensive risk management framework based on global standards. This framework enables the systematic identification, assessment, treatment and monitoring of risks. Dedicated to fostering a strong risk management culture, the Risk Management department works to enhance SNGPL's resilience and ensure sustainability in a rapidly evolving landscape.



During the year 2024, the Risk Management department remained involved in various activities. A few salient activities are described as follows:

## Significant Risks of the Company

Risk Management department is making continuous efforts and improvements in the assessment and reporting of significant risks of the Company. Reports on significant risks are regularly presented to the Management and the RM&UFGCC of the Board of Directors. During the year, various areas of the Company were examined for identifying new significant risks.

## Departmental Risk Registers

Departmental risk registers were continuously monitored and reviewed and various improvements were carried out in coordination with risk owners including refinement of risk descriptions, review of controls, review of risk treatment plans etc. Special efforts were made to involve risk owners in identification of fraud risks in departmental risk registers.



## Risk Management Process

### Risk Management Information System (RMIS)

RMIS is a dedicated software system and provides support in the monitoring of departmental risk registers and Company's significant risks. Continuous efforts were made to align the system with global best risk management practices by incorporating aspects such as monitoring of key risk indicators, inclusion of risk appetite etc.

### Other Activities

In addition to core departmental activities, Risk Management department remained engaged in various other activities as referred by the Management and the Board. Few of the key activities are given as following:

- Conducted risk analyses and provided recommendations on various agreements, contracts, and agendas, including GSPAs for Hatim-Faiz and Kot Palak Gas Fields, Ghazij contract, Capacity Enhancement of CMS, Draft Supplemental Novation Agreement (MPCL, SNGPL and EFERT), and categorization of the company under SOE policy.
- Reviewed and provided input on different policies and procedures including QA policy, Risk Governance and Internal Control Policy (aligned with SOE Act), Fraud Risk Policy, Protection of Public Interest policy, marketing policy, terms of credit and discount to consumer policy etc.
- Reviewed and provided input on changes in manuals of Admin, Civil, Compression, Corporate Sales, LPG-LNG, Projects and T&D departments.



# TELECOMMUNICATION



Following are the key achievements of Telecom Department for this year:

Upgradation has been completed on 08 Microwave Links from Lahore to Faisalabad, Shaheen Complex, Lahore-D and Manga in order to enhance bandwidth of 100 Mbps to 800Mbps to cater additional traffic load of GIS, Oracle etc.

TBS Integration with SCADA was performed and 210 TBSs have been integrated with SCADA.

02 Transmission SMSs i.e., SMS Dial and SMS Ferozepur Road have been commissioned on SCADA System.

ISO 27001-2013 Surveillance Audit and four Executives successfully completed Lead Auditor certification.

Engineering Design and Microwave planning for deployment of company owned telecom services along Shaheed Fahad Ashfaq Pipeline, Kotpalak- DIK and Kakakhel, Bettani- Kakakhel and Daudkhel- FCI line.

Provision of SCADA monitoring and voice communication through satellite at six sites.

Daily SCADA monitoring reports generation

for Transmission and Distribution for Load Management Committee throughout the year.

SCADA real-time reporting of daily consumption and imbalance as per TPA agreement for M/s. Universal Gas Distribution Company.

SCADA dashboards have been developed for SMS-TBS reconciliation in order to provide real time monitoring / vigilance of network to counter UFG losses.

Extension of SCADA EzXOS system to OGRA Head Office Islamabad over Data Radio Link.

Installation of SCADA system over Satellite at Shewa Source, Installation at new SMS Jehangira, successful testing of Pressure Operated Valve at newly built Valve Assembly Bakakhel.

Developed a pressure sensor for monitoring gas pressure in real-time using Internet of Things (IoT) technology. The sensor has undergone a comprehensive two-month field test, demonstrating satisfactory performance and reliability. This device could help identify leakage-prone areas, thus reducing UFG and optimizing overall system performance.



# TRANSMISSION

SNGPL is facing the menace of gas theft through illegal taps in District Karak. The situation in the past was so dismal that besides compromising the integrity of network, the financial health of Company was also impacted due to UFG, directly from Transmission network. In this background, the strenuous efforts is in place to control the UFG losses as per Management given UFG reduction target. Some of the salient features of various strategies being employed to achieve the milestones are given below:

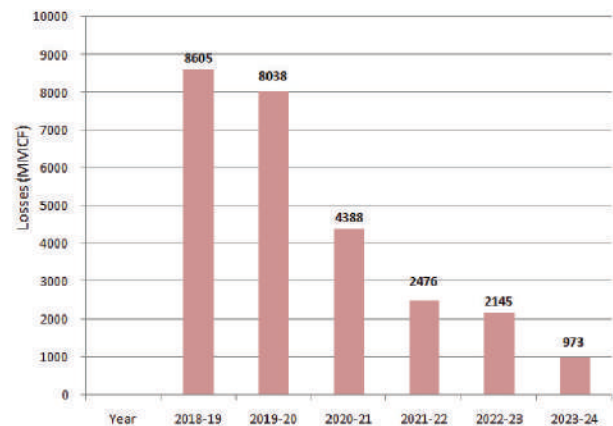
- Transmission Department has vigorously pursued the matter with all stakeholders including Law Enforcement Agencies through several meetings / communications and close liaison with the concerned is being maintained for the purpose.
- Numerous illegal taps removal operations carried out under security cover of District Administration / Police / FC Army.
- Deployment of FC Troops along ROW after consistent / untiring efforts with the concerned quarters.
- Efficient presentation of cases in numerous Jirgas with local elders being arranged by District Administration/Police.
- Continuous operations in challenging area despite hostile mob and facing direct firing / assault for the attainment of objectives.
- Effective pursuance of gas theft cases through timely lodgment of 291 FIRs and subsequent follow-up in different courts of Law.

- Several modifications on the network are carried out to strategically isolate different segments to carry out the illegal tap removal operation without disturbing rest of the system and to discourage the locals to avail gas theft.

- Safe execution of repairs of pipeline through installation of Plidco Leak Clamps on-stream Kharappa-Zanaka Segment with uninterrupted input of gas from Nashpa Gas Field.

- Last but not the least the synergy of above illustrated untiring efforts and meticulous management of repair activities have resulted into attainment of given below milestones of UFG reductions.

The graphical representation of our success story/pictorial evidences showing the grim site condition/repair activities are enclosed.



It is noteworthy to mention that the above success story is made possible through synergy of Administrative / Technical / on site supervision of repair teams directly by all level Executives.



REPAIR OF ILLEGAL TAP



ILLEGAL TAP FOR THEFT OF GAS



UPLIFTING OF ILLEGAL NETWORK









## EMPOWERING SNGPL ACCOUNTS TEAMS WITH TAX AWARENESS: IRIS SYSTEM SESSION AT PRA, HEADQUARTERS

**Shahid Ameer**

In a significant step towards enhancing tax compliance and operational efficiency, the SNGPL Accounts Department took the initiative to organize an awareness session at the Punjab Revenue Authority (PRA) Headquarters. This session focused on the adoption of the IRIS system for sales tax return submissions - a platform recently introduced by Punjab Revenue Authority (PRA) to streamline tax processes.

The session, led by Shahid Ameer, Chief Accountant (Tax) brought together accounts teams from SNGPL's regional offices, Projects HQ and Head Office. It provided comprehensive insights into navigating the IRIS system, understanding its functionalities and aligning it with SNGPL's tax compliance. Experts from PRA shared valuable guidance, ensuring clarity on the procedural and

regulatory requirements of the IRIS system.

This proactive initiative not only reflects SNGPL's commitment to compliance but also underscores our drive to equip Accounts team with the knowledge and tools essential for excellence in financial operations. The positive feedback from participants reinforces the importance of such engagements for fostering a culture of learning and innovation within the organization.

The collaborative engagement with PRA also demonstrates commitment and dedication of the SNGPL Accounts Department in staying ahead of evolving regulatory frameworks. The awareness session was marked by interactive discussions, with valuable insights shared by PRA officials.

*The Writer is Chief Accountant (Accounts)  
at Head Office*





## BILAL ASIM AND NAEL QURESHI TRIUMPH IN ITF JUNIOR DOUBLES FINAL IN ISLAMABAD

### Amjad Hussain

In a spectacular display of skill and coordination, the pair of Bilal Asim (representing SNGPL) and Nael Qureshi clinched the ITF Junior Doubles title at the World Junior Tennis Championship 2024, organized by the Pakistan Tennis Federation in Islamabad.

The talented duo dominated the final match, defeating their opponents in straight sets, 6-4 and 6-3. Their powerful serves, precise volleys and seamless teamwork left the crowd in awe and secured a well-deserved victory on home soil.

Bilal Asim's association with SNGPL has been a key factor in his development as a player. SNGPL's unwavering commitment to promoting and nurturing young talent through its sports initiatives

has played a vital role in fostering athletes who excel at both national and international levels.

This remarkable win not only highlights the potential of Pakistan's rising tennis stars but also reflects the growing prominence of the sport in the country. The Pakistan Tennis Federation lauded their performance, emphasizing the importance of nurturing young talent to achieve international success.

With this victory, Bilal Asim and Nael Qureshi have set a high standard for aspiring players and brought pride to the nation, a feat made possible by the combined efforts of dedicated players and visionary organizations like SNGPL.

*The writer is Deputy Chief Accountant (Finance) at Head Office.*





## OFFICIALS OF FEDERAL OMBUDSMAN VISITS THE REGIONAL DISTRIBUTION OFFICE MULTAN

Javed Mehmood Bhatti, Incharge Federal Ombudsman Secretariat, Multan along with Dr. Zahid Malik, Senior Investigation Officer and Mehmood Khan Mahay, Assistant Director, visited Regional Office, Multan. The guests were warmly welcomed at Customer Service Center, Multan by Chief Engineer Multan (D), where they engaged with consumers to assess the service quality firsthand. The consumers expressed a high level of satisfaction regarding the performance of concerned staff deputed at CSC highlighting the positive rapport and support provided by the CSC team.

Following the interactions, the delegation held a formal meeting with General Manager, Multan (D) and during the briefing the delegation received an in-depth overview of the operational scope, challenges and recent achievements/advancements in the region. The ombudsman officials commended the services and proactive approach in addressing the complaints filed with Federal Ombudsman emphasizing the impact of swift and effective resolution on consumer's satisfaction.

**all IN THE  FAMILY**

إِنَّا لِلّٰهِ وَإِنَّا إِلَيْهِ رَاجِعُونَ

Mother of **M. Raheel Farooq**, General Manager (Accounts), Head Office, passed away on 28 December 2024.

Wife of **Abdul Ghaffar Khan**, Ex - Chief Engineer (Civil), Head Office, passed away on 26 December 2024.

Father of **Qaseem Haider Abidi**, Deputy Chief Officer (Retail Sales), Bahawalpur (D), passed away on 07 December 2024.

Father of **Arshad Iqbal**, Senior Engineer (Corrosion Control), Peshawar (D), passed away on 07 December 2024.

**Mirza Rafique**, Ex - Senior Officer (Billing), Lahore (D), passed away on 16 December 2024.

Mother of **M. Haroon Rashid**, Executive Engineer (Distribution), Lahore (D), passed away on 29 December 2024.

Mother of **Muhammad Amin**, Secretary to SGM (P&S), Head Office, passed away on 04 December 2024.

Sister of **Sohail Shaukat Mufti**, Officer (Customer Services), Sub Office Sundar, Lahore West (D), passed away on 19 December 2024.



## وہ نبیوں میں رحمت لقب پانے والا

ادیب احمد راؤ

آپ صلی اللہ تعالیٰ علیہ وآلہ وسلم کی ولادت سے پہلے ہی والد ماجد کا انتقال ہو گیا۔ عمر بڑا رک تقریباً 5 سال کی ہوئی تو والدہ ماجدہ بھی وصال فرما گئیں اور آپ کی پرورش دادا جان حضرت عبد المطلب رضی اللہ تعالیٰ عنہ نے کی۔ دو سال کے بعد دادا جان بھی پرما فرما گئے اور پرورش کی ذمہ داری آپ کے چچا ابوطالب نے سنبھالی۔ حلیمہ سعدیہ کی قسمت چمک اٹھی شرفائے عرب کا دستور تھا کہ وہ اپنے بچوں کو دودھ پلانے کے لئے گردنواح کے دیہاتوں میں بھیجتے تھے تاکہ دیہات کی صاف ستھری آب و ہوا میں ان کی جسمانی صحت اچھی ہو جائے اور وہ فصیح عربی زبان بھی سیکھ جائیں۔ اسی دستور کے موافق والدہ ماجدہ نے بچپن میں آپ کو حضرت حلیمہ سعدیہ رضی اللہ تعالیٰ عنہا کے ساتھ ان کے قبیلہ بھیج دیا جہاں وہ آپ کو دودھ پلاتی رہیں۔ اس عرصے میں آپ سے کثیر برکات کا ظہور ہوا۔ بچپن میں آپ صلی اللہ تعالیٰ علیہ وآلہ وسلم کا ٹھو لافرشٹوں کے ہلانے سے ہلتا تھا، چاند آپ کی انگلی کے اشاروں پر حرکت کرتا تھا۔

آپ کی جوانی سچائی، دیانتداری، وفاداری، عہد کی پابندی، رحم و سخاوت، دوستوں سے ہمدردی، عزیزوں کی غمخواری، غریبوں اور مظلوموں کی خبر گیری، الغرض تمام نیک خصلتوں کا مجموعہ تھی۔ آپ کی راست بازی اور امانت و دیانت کا چرچا دور دور تک پہنچ چکا تھا۔ تجارت آپ کا خاندانی پیشہ تھا، 13 سال کی عمر میں آپ صلی اللہ تعالیٰ علیہ وآلہ وسلم نے پہلی بار اپنے چچا ابوطالب کے ساتھ ملک شام کا تجارتی سفر فرمایا جبکہ 23 سال کی عمر میں بغرض تجارت حضرت خدیجہ رضی اللہ تعالیٰ عنہا کا مال لے کر ان کے غلام منسرہ کے ساتھ شام کا دوسرا سفر اختیار کیا۔ آپ کدکمرہ سے تقریباً تین میل دور غار حرا میں تشریف لے جاتے اور رب تعالیٰ کی عبادت میں مشغول رہتے۔ یہیں آپ پر پہلی وحی کا نزول ہوا۔ چالیس سال کی عمر میں ہی آپ نے اعلان نبوت فرمایا، پھر تین سال تک پوشیدہ طور پر تبلیغ اسلام کا فریضہ سر انجام دیتے رہے، خواتین میں سب سے پہلے آپ کی زوجہ، مردوں میں سب سے پہلے حضرت ابوبکر صدیق رضی اللہ تعالیٰ عنہ اور بچوں میں سب سے پہلے حضرت علی المرتضیٰ شیر خدا رضی اللہ تعالیٰ عنہ اسلام لائے، پھر حضرت عثمان غنی، حضرت زبیر بن عوام، حضرت عبدالرحمن بن عوف، حضرت سعد بن ابی وقاص، حضرت طلحہ بن عبید اللہ رضی اللہ تعالیٰ عنہم بھی دامن اسلام میں آ گئے۔ تین سال کے بعد آپ نے رب تعالیٰ کے حکم سے اپنے قبیلہ والوں کو دعوت اسلام دی، عذاب الہی سے ڈرایا۔ کفار نے آپ کے خاندان والوں کا مکمل بایکٹ کر کے ایک پہاڑ کی گھاٹی تک محصور کر دیا جسے ”شعب ابی طالب“ کہا جاتا ہے۔ یہاں آپ تین سال رہے اور آپ کو بڑی مصیبتوں کا سامنا کرنا پڑا۔ حج کے موقع پر آپ صلی اللہ تعالیٰ علیہ وآلہ وسلم مختلف علاقوں سے آئے ہوئے قبائل کو دعوت اسلام دیتے اور ہر سال کچھ لوگ اسلام قبول کر لیتے۔ اعلان نبوت کے تیرہویں سال مدینے سے آئے ہوئے 72 افراد نے اسلام قبول کیا اور ابائس جا کر اپنے ہاں دعوت اسلام دینا شروع کر دی اور رفتہ رفتہ شیع اسلام کی روشنی مدینے سے جفا تک گھر گھر پھیل گئی۔ اعلان نبوت کے تیرہویں سال سرکار مدینہ صلی اللہ تعالیٰ علیہ وآلہ وسلم نے مسلمانوں کو ہجرت کر کے مدینہ منورہ جانے کی اجازت عطا فرمائی اور بعد میں حضرت سیدنا ابوبکر صدیق رضی اللہ تعالیٰ عنہ کے ساتھ خود بھی ہجرت کر کے وہاں تشریف لے گئے۔ ہجرت کے بعد آپ صلی اللہ تعالیٰ علیہ وآلہ وسلم نے مدینہ منورہ کو گیارہ سال شرف قیام بخشا۔

مصنف ملتان (غزنیہ) سے سینئر سپروائزر (ایڈمن) کی حیثیت سے منسلک ہیں۔

میں اس قابل کہاں کہ حضور ﷺ کی مدحت لکھ سکوں۔ میرے گناہوں کا بار اس بات کی اجازت نہیں دیتا۔ گویا ایک رند ہے اور مدحت سلطان مدینہ ﷺ مگر پھر بھی اس بڑھیا کی طرح جو پلے کچھتا ہوتے ہوئے بھی حضرت یوسف کے خریداروں میں اپنا نام لکھوانا چاہتی تھی، میں بھی کم از کم مدحت رسول ﷺ لکھنے والوں میں اپنا نام لکھوانا چاہتا ہوں۔ خطا کار ہوں سیاہ کار ہوں بدکار ہوں جو کچھ بھی ہوں سرکار مدینہ راحت قلب وسینہ فیض غنیمہ باعث نزول سکینہ ﷺ کی امت میں سے ہوں۔ وہاں معیار نہیں بلکہ خلاص دیکھا جاتا ہے۔ وہاں بڑے بڑے شاہ جھگی صفوں میں بیٹھتے ہیں اور غلام اگلی صفوں میں جگہ پاتے ہیں۔ کیا ہوا میں اگر قلم کار نہیں تو ادنیٰ سا غلام تو ہوں۔ اس لیے جو چندا لفظ لکھ سکتا ہوں وہ تو ضرور لکھوں گا۔ مگر پہلے قلم کو آنسوؤں کا غسل دوں گا۔ پھر قلم کو بصد احترام چوموں گا اور پھر شانہ چند حرفوں کا نذر رانہ پیش کر سکوں گا۔

حضور ﷺ کی ذات اقدس نا صرف انسانوں کیلئے بلکہ حیوانوں کیلئے ایک رحمت کا استعارہ تھی، ہے اور رہے گی۔ آپ ﷺ کی پر رحمت آمد سے قبل انسان درجہ حیوانیت کو پہنچ چکے تھے۔ آپ ﷺ نے مقام بشریت کو ایک بلندی اور رفعت بخشی۔

یہ بات تو روز روشن کی طرح عیاں ہے کہ اسلام کے نیر تاباں کے طلوع ہونے سے پہلے پورا عرب معاشرہ جہالت میں ڈوبا ہوا تھا۔ وہ لوگ شراب نوشی، جوا، قمار بازی، لوٹ کھسوٹ اور زنا کاری میں اس قدر مگن ہو گئے تھے کہ ان اعمال کو گناہ نہیں سمجھتے تھے۔ ان کے ہاں قتل کے بدلے نسل در نسل چلتے، وہ عریاں ہو کر خانہ کعبہ کا طواف کرتے، کعبہ کے صحن میں بتوں کی حکمرانی تھی اور بچپن کو زندہ درگور کر دیا جاتا اور ان کے ہاں معمولی معمولی باتوں پر جھگڑے شروع ہو جاتے تھے۔

حضور صلی اللہ علیہ وآلہ وسلم کی ولادت پر ہونے والے معجزات حضرت شیخ عبدالحق محدث دہلوی رحمتہ علیہ فرماتے ہیں کہ آنحضرت صلی اللہ علیہ وآلہ وسلم کی ولادت کے سلسلے میں آیات و کرامات بے شمار ہیں جن میں سے چند ایک یہ ہیں کہ ایوان کسریٰ لرز اٹھا اور اس کے چودہ ننگرے گر گئے اور دیارے سادہ خشک ہو گیا اور فارسیوں کا آتشکدہ بجھ گیا جو کہ ایک ہزار سال سے گرم تھا۔ (مدارج النبوة جلد ۲ ص ۲۷) جب حضور صلی اللہ علیہ وآلہ وسلم پیدا ہوئے تو اللہ پاک نے آپ کو پاکیزہ بدن اور تیز بولستوری کی طرح خوشبودار، نان بریدہ، چہرہ نورانی، آنکھیں سرگیں دونوں شانوں کے درمیان مہرہ نبوت درخشاں پیدا فرمایا۔ (سیرت رسول عربی ص ۴۳)

حضور صلی اللہ علیہ وآلہ وسلم کی ولادت پر اللہ پاک نے آپ کی والدہ ماجدہ پر ایک روشن بادل ظاہر فرمایا کہ جس میں روشنی کے ساتھ گھوڑوں کے جہنپانے اور پرندوں کے اڑنے کی آوازیں تھیں اور کچھ انسانوں کی بولیاں تھیں اور اعلان ہوا کہ محمد صلی اللہ علیہ وآلہ وسلم کو مشرق و مغرب اور مسندوں کی بھی سیر کروا تا کہ تمام کائنات کو ان کا نام اور حلہ اور ان کی صفت معلوم ہو جائے اور ان کو تمام جاندار مخلوق یعنی جن وانس ملائکہ اور چرندوں پرندوں کے سامنے پیش کروا اور تمام انبیاء کرام کے اخلاق حسنہ سے مزین کروا اور اس کے بعد وہ بادل چھٹ گئے ستارے قریب آ گئے۔ محمد صلی اللہ علیہ وآلہ وسلم کو تمام دنیا پر قبضہ دے دیا اور کائنات عالم کی کوئی چیز باقی نہ رہی کہ جو ان کے قبضہ اقتدار و غلبہ اطاعت میں نہ ہو۔





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## وہ نبیوں میں رحمت لقب پانے والا

