



# THE PRIDE

OFFICIAL NEWSLETTER OF SNGPL

Volume 18  
Issue 11  
December 2025

## SUI NORTHERN'S CORPORATE BRIEFING SESSION HELD AT LAHORE



Driven by Excellence  
Powering Progress...



# سردی آگنی ہے

# خیال رکھنا!



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Volume 18

Issue 11

December 2025

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MESSAGE FROM

MANAGING DIRECTOR

As we stand on the threshold of a New Year, I take this opportunity to reflect on our collective journey and to express my heartfelt appreciation for your dedication and commitment to Sui Northern.

Our Company exists to serve its consumers, and I firmly believe that dedication, honesty and transparency must remain the cornerstone of all our actions. Recently, we have started the installation of new gas connections on RLNG tariff. This milestone reflects our responsibility to ensure safe, reliable and environment-friendly gas supply to our consumers. I urge each one of you to continue serving the customers with integrity, professionalism and a strong sense of accountability.

At the same time, I want to emphasize that our greatest strength lies in our people. Human resource is not merely a function or a department - it is the very backbone of our Company. Your hard work, resilience and teamwork enable us to meet challenges and achieve our goals. I remain deeply committed to the well-being, safety and professional growth of our manpower, and we will continue to take steps to create a supportive, respectful and inclusive work environment where everyone can thrive.

As we move into the New Year, let us renew our resolve to uphold our values, enhance service quality and work together with mutual trust and respect. I am confident that with your continued efforts, we will reach new heights in the coming year.

I extend my warmest New Year greetings to you and your families. May the New Year bring you good health, happiness and success in all your endeavours.



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# COVER STORY



## SUI NORTHERN'S CORPORATE BRIEFING SESSION HELD AT LAHORE

Sui Northern conducted its Corporate Briefing Session after closure of the financials for FY 2024-25 in December 2025, in compliance with the requirements of the Pakistan Stock Exchange (PSX) Limited. The session was held at Faletti's Hotel, Lahore and was attended by the shareholders, analysts and other stakeholders, both in-person and via video-conferencing.

The Company's Management provided a comprehensive overview of the operational and financial performance of SNGPL. Key performance indicators, including the Company's record second highest profitability and notable achievements in reducing Unaccounted for Gas (UFG), were shared with the participants.

The Managing Director highlighted that SNGPL recorded the second highest ever profit before tax of Rs. 24,446 million and profit after tax of

Rs. 14,592 million, resulting in earnings per share (EPS) of Rs. 23.01. It was also noted that the Company achieved a major operational milestone by reducing overall UFG volumetric losses from 31,317 MMCF to 30,026 MMCF.

An interactive question-and-answer session was held after the presentation, during which the shareholders and analysts posed queries related to the Company's operations, profitability, UFG control measures, regulatory matters, customer services, and future prospects.

The session was chaired by Amer Tufail, MD SNGPL, Saqib Arbab, DMD (Operations), Kamran Akram, CFO, and Imtiaz Mehmood, SGM (Corporate Affairs) / Company Secretary. Moreover, Senior Management of the Company also attended the session.



2025 ANNUAL



DEPARTMENTAL

*Reviews*

# ACCOUNTS



Great achievements are never the result of one person's effort — they are built by teams who refuse to give up. FY 2024–25 will be remembered as a defining year for the Accounts Department - one that brought the entire team together to achieve something truly historic. After eight long years, SNGPL has successfully finalized the Annual Accounts FY 2024-25 within the regulatory timelines. This achievement is more than just the completion of a compliance requirement; it is a moment filled with pride, satisfaction, and a renewed sense of confidence.

This milestone reflects countless hours of hard work, dedication, and a deep belief that the Company could once again reclaim its reputation for timely financial reporting. While stronger internal controls and better systems played an important role, the real driving force behind this success was the people - colleagues who supported each other, teams that stayed committed under pressure, and a shared motivation to break an eight-year cycle of delays.

The journey came with its own challenges. Ensuring timely data, addressing legacy issues, and maintaining audit readiness required resilience and close coordination. Yet, every hurdle was met with teamwork, cooperation, and remarkable discipline

from the Finance Group, under the leadership of CFO and General Manager (Accounts).

The improved collaboration with External Auditors also contributed significantly. Early engagement, transparent communication, and faster resolution of audit observations created a professional environment that made the audit cycle more efficient and constructive than in previous years.

Equally important was the strengthened partnership with regional teams and departmental focal persons. Their timely provision of accurate data and their willingness to work within tight timelines were crucial in meeting regulatory deadlines. This collective effort is a reminder that financial reporting is not the responsibility of one group - it reflects the unity and teamwork of the entire organization.

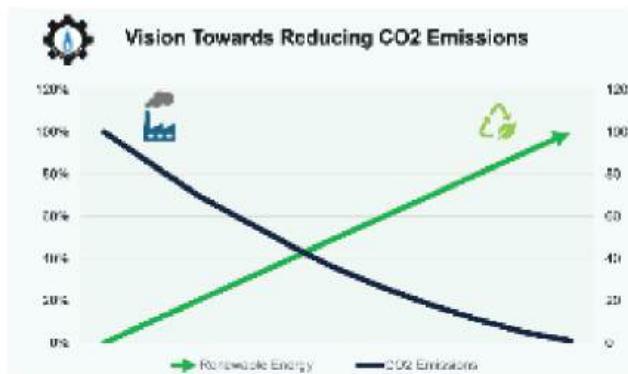
The Accounts Department stands proud while celebrating this milestone. This achievement serves as proof of what can be accomplished when a team works with sincerity, focus, and trust. The department remains committed to sustaining this momentum and raising the bar even higher for financial reporting excellence at SNGPL.

# ALTERNATE ENERGY, CONSERVATION AND NEW INITIATIVES



In an era where the global energy landscape is shifting faster than ever before, SNGPL stands at a pivotal point in its journey. The Alternate Energy/Conservation and New Initiatives functions - though newly established are laying the groundwork for a more resilient, diversified, and sustainable SNGPL.

The mandate is simple yet transformative: reduce the Company's energy footprint, expand into new business domains, and future-proof SNGPL's role in Pakistan's energy ecosystem.



Energy conservation and efficiency remain the first line of sustainability. By exploring smart energy practices, promoting efficient technologies, and identifying opportunities for reducing internal consumption, it is aimed to set a culture of responsibility and environmental stewardship within the organization.

At the same time, the New Initiatives wing is charting new horizons through business diversification. EPC services, LPG distribution, and natural gas trading - once adjacent possibilities are now being shaped into tangible business avenues. These ventures will not only create new revenue streams but will also strengthen SNGPL's long-term financial stability, reduce dependence on regulated returns, and position the Company as a modern multi-energy enterprise.



While these functions may be at the beginning of their lifecycle, the vision guiding them is clear: to build an SNGPL that is agile, competitive, and aligned with the global shift toward sustainable and diversified energy models.

Small steps today, strong foundations tomorrow - SNGPL is evolving, and sustainability is becoming part of its core identity.

# COMPRESSION



The Compression Department operates the country's largest fleet of gas turbines, comprising 69 turbine-driven compressor packages installed across various Compressor Stations, with a combined installed capacity of 226,200 HP. This infrastructure plays a vital role in ensuring the continuous and reliable supply of gas across the National Gas Grid. In the fiscal year 2024-25, the gas turbine compressors operated for more than 78,409 operating hours, for successfully compressing over 702 BCF of RLNG and indigenous gas.

### Gas Turbine Engines Overhauling Project

The Compression Department is efficiently executing its five-year overhaul program (2021-26) for gas turbine engines that have reached their Time Between Overhaul (TBO), ensuring full compliance with International Standard API-616. During the fiscal year 2024-25, two Saturn gas turbine engines and five Centaur gas turbine engines were successfully overhauled.

### Multistage Centrifugal Compressors Field Overhaul

The Compression Department is fully capable of independently performing field overhauls of centrifugal compressors utilized for gas pressure boosting, which typically require overhaul after 50,000 to 60,000 operating hours. During the previous year, two centrifugal compressors, model C-304, were successfully overhauled on-site.

### Up-gradation of Emergency Shutdown System (ESD) System at Compressor Station AC-0 (Sui)

The conventional relay-based Emergency Shutdown System (ESD) has been modernized to a PLC-based configuration, significantly minimizing

wiring complexity, maintenance efforts, and unplanned outages. The upgraded system incorporates advanced Siemens S-7 Series PLCs along with HMI I500 MPT Series for enhanced control and monitoring.

### Compressor Packages Refurbishment and Control System Up-gradation Project

To overcome challenges caused by system obsolescence and rapid technological advancements, after the approval granted by the Board of Directors and OGRA, for a project involving the refurbishment and control system upgrade of four Centaur-40 compressor packages (1995 model) has been successfully completed. The aim of this project is to modernize and replace outdated technologies.

### Installation of Motor Control Centers (MCC) and Power Factor (P.F.) Improvement system at Compressor Station AC1-X (Bhong)

Variable Frequency Drives (VFDs) have been deployed to replace the obsolete star-delta starters, enhancing operational control and extending equipment lifespan. Additionally, a 100 kVAR power factor correction panel has been installed to optimize the efficiency of the electrical power system.

### Certification of Quality Management System, Implementation of ISO 9001:2015 Standard

Following the successful completion of the surveillance audit, the certifying body, M/s. Ethical Certification (Pvt.) Ltd., has confirmed the Compression Department's compliance with the ISO 9001:2015 standard in all of its operations for the fiscal year 2025-26.



# CORPORATE AFFAIRS

Corporate Affairs Department continued to play a pivotal role in strengthening corporate governance, regulatory compliance, and stakeholders' confidence during the Calendar Year 2025. Functioning as the principal interface between the Board of Directors, Management, regulators, and shareholders, the Department demonstrated professionalism, resilience, and efficiency while managing an expanding compliance landscape and a large shareholder base.

## Board and Committee Support

During the year, the Corporate Affairs Department efficiently organized 30 meetings of the Board of Directors and its Committees, total 264 agendas were submitted, approximately 200 decisions were made, and implementation status of all directions passed in the meetings were submitted. This included preparation and circulation of agenda papers, statutory notices, drafting of accurate minutes, communication of Board decisions, and systematic follow-up on implementation. The Department's role remained central in enabling informed decision-making and maintaining high standards of Board effectiveness and accountability.

## Shareholder Services and Engagement

Managing a base of more than 20,000 shareholders, the Department ensured timely and transparent communication while safeguarding shareholders' rights and interests. A significant milestone was the successful convening of two Annual General Meetings, including the Company's 61st Annual General Meeting, held within the prescribed statutory timeframe for the first time after the lapse of eight years. In addition, two Corporate Briefing Sessions were arranged for investors and the general public, reinforcing the Company's commitment to transparency and stakeholder engagement. Department also processed approximately 87 transfer and transmission and 37 split cases to facilitate the shareholders.

## Dividend Processing and Distribution

Another notable achievement was the successful processing and payment of two cash dividends to more than 20,000 shareholders during the year. The Department coordinated closely with Finance, Share Registrar, banks, and regulators to ensure accurate, timely, and smooth disbursement, reflecting strong internal coordination and effective shareholder service delivery.

## Corporate Reporting and Disclosures

The Department successfully compiled, printed, and disseminated the Annual Reports for FY 2023–24 and FY 2024–25, ensuring full compliance with statutory disclosure requirements.

Furthermore, Quarterly and Periodic Financial Reports were prepared and published in a timely manner, contributing to transparent and credible communication with regulators, investors, and other stakeholders.

## Governance and Regulatory Compliance

A major highlight of the year was the successful implementation and compliance with the State-Owned Enterprises (Governance and Operations) Act, 2023, along with the SOEs Policy, 2023 and the Companies Act, 2017. The Department led the review, alignment, and operationalization of governance frameworks, policies, and Board processes in accordance with the newly enacted legal regime. This achievement ensured that the Company transitioned smoothly into the enhanced governance environment envisioned by the Government and regulators, particularly the Central Monitoring Unit (CMU) and the Securities and Exchange Commission of Pakistan (SECP).

## Share Registrar Management

During the year, the Corporate Affairs Department also successfully managed and administered the three-year Share Registrar Agreement with CDC Share Registrar Services Limited. This included effective coordination, oversight of contractual obligations, facilitation of seamless shareholder services, and ensuring compliance with regulatory requirements governing share registry functions. The continued and efficient engagement with CDC Share Registrar Services Limited contributed significantly to maintaining accurate shareholder records, timely processing of corporate actions, and enhanced service delivery to the Company's extensive shareholder base.

## Commitment to Excellence

Through disciplined execution, regulatory foresight, and a service-oriented approach, the Corporate Affairs Department upheld the highest standards of corporate governance and compliance. Its contributions during 2025 not only ensured statutory adherence but also enhanced institutional credibility, stakeholder trust, and organizational stability. The Department remains committed to supporting the Company's strategic objectives and sustaining excellence in corporate governance in the years ahead.

# CORPORATE SALES

In a critical phase for the gas sector in Pakistan where the competitive market has been opened up, reliance on RLNG is reducing and dynamics of global energy sector are evolving continuously, Corporate Sales has played its role to enhance Company's position as a key stakeholder in the country's gas sector and resolved key issues in following ways.

## Gas Load Management

Amid the issue of surplus LNG, Sales department helped balance the demand supply equation throughout the year and high-pressure conditions were effectively managed on the network through coordination with MoE and relevant entities. Gas supply to various sectors was ensured even during peak winter season keeping in view the availability of gas / scheduling of LNG cargoes, Annual Delivery Plans of GPPs, Terminal Outages and Field ATAs.

## Resolution of Disputes and Revision of Minimum ToP of GPPs at the Platform of Task Force

Gas Sales transaction with Government Power Plants (GPPs) has been marred by Take or Pay invoices disputes and international arbitrations since its inception. Moreover, reduction in minimum offtake commitments of GPPs resulted in further increase in mismatch for SNGPL vis-à-vis its upstream obligations. Sales department played a critical role in negotiations with GPPs at the Task Force Platform that culminated in resolution of disputed ToP invoices for three years. Not only did it save SNGPL's claims from becoming time-barred but also paved way for recovery of ToP invoices without arbitration.

## Engagement with Wood Mackenzie for Integrated Energy Study

An International Consultant (Wood Mackenzie) was hired by the GoP to develop a long-term Integrated Energy Study (Oil & Gas Demand/Supply) for Pakistan (up to year 2040) and deliver a detailed gas market model to address potential supply demand shocks and its overall implications on Pakistan's energy mix. Sales department proactively provided all the necessary input and later remained fully involved in fine-tuning and analysis phase of the study which concluded in June 2025.

## Mitigation of the Issue of Surplus LNG through NPD for 2026

The issue of surplus RLNG was threatening the sustainability of entire gas sector in Pakistan. Sales department effectively highlighted the issue at all relevant forums and actively pursued its resolution with other stakeholders. SNGPL was also part of the Government delegation that visited Qatar

and negotiated directly with Qatar Energy for resolution of the issue. As a result, Qatar has agreed to endeavour selling off 24 LNG cargoes under Net Proceeds for the Year 2026 while an additional 11 cargoes from ENI have been sold outside Pakistan. Increase in System Gas Component of Blended Supply to Industry

SNGPL increased the system gas portion from 25% to 50% in the blended supply to industrial sector keeping in view the competition from Third Parties and to help the industrial sector growth. The dispensation has been offered across the board to all existing and new General Industrial consumers in order to reduce their energy cost, help them compete around the globe and kickstart the economy.

## Continuous Supply of RLNG to Fertilizer Sector at Subsidized Tariff

In view of shortage of Urea Fertilizer in the country and difficulties in import of the same, SNGPL provided continuous RLNG to Fertilizer sector to help ensure availability of cheaper Fertilizers as per ECC decisions.

## TPA Framework and its Implementation

Implemented and monitored Third-Party Access Framework including capacity enhancement requests, code modification proposals and day-to-day functions under the ambit of Capacity Allocation Committee and Code Modification Panel. 1st Addendum to the Access Agreement with UGDC was signed to account for capacity increase from 13 to 15 MMCFD. Further, MOUs were signed with various prospective shippers per prevailing policy.

## Reduction in Security Deposit Requirements to Increase Industrial Sales

- New connections and over one-year reconnection cases of Industrial / CNG consumers are now being processed after receipt of 50% security, instead of 100%.
- Basis of additional security calculation revised from 6 months to 3 months average consumption.
- Payment of additional security in installments.
- Change in security option from three (03) months to one (01) month basis for old system gas-based consumers of KPK.

## Signing / Finalization of Agreements / Addendums

Following agreements were signed / finalized:

- GSPA with PLL for Purchase of RLNG
- Letter Agreement for sale of RLNG by PLL to KE
- Amendments No. 1 to the GSAs with GPPs
- Settlement Agreements with GPPs for Final Settlement of LCIA Arbitrations

# CORROSION CONTROL



Corrosion Control Department is playing an important role in this prestigious organization to improve and maintain gas pipelines operation and reduction of UFG losses in Distribution and Transmission sections by provision of adequate Cathodic protection and identification of leakages in gas pipelines.

This year Corrosion Control Department added another shining feather in glorious cap of professional success stories by maintaining the momentum and achieving all targets. Some salient achievements are:

- Percentage of Cathodic Protection Level is improved in Distribution Regions from 78 % to 79.31
- In house fabrication of TR Units = 72
- Renovations of exhausted ground beds = 152
- Installation of new CP Station = 26
- CP Technical audit of regions and sections = 10
- Network recommended for rehabilitation = 3495.798 Kilometers.
- PIMS surveys conducted in transmission segments.

Above displayed activities contributed in

maintenance and Upgradation of Cathodic protection system which ultimately reduce UFG losses due to leakage and aging pipelines infrastructure.

## Upgradation

Universal Testing Machine with advanced features is installed and commissioned in Material Testing Laboratory, Corrosion Control Centre to perform the testing of mechanical parameters of Cold Applied Tapes. A Hands-on training session on the operation of UTM's hardware and software was also arranged for the concerned executives of C.C.C.

## Innovation

- Installation of hybrid CP Stations to control electricity cost and encourage green energy.
- Digitization of all CP Stations and PSP points through GIS mapping.

Corrosion Control Department is committed to achieve all future targets with enhanced capabilities and internationally recognized practices.

# CUSTOMER SERVICES



To ensure uninterrupted customer support, SNGPL maintains a 24/7 Call Center that receives complaints and forwards them to the concerned offices for prompt redressal. Consumers can access this service through the short code 1199 from both mobile phones and landlines. To further enhance service quality, feedback on attended complaints is systematically obtained at the Head Office, Regional Offices, and Call Center levels, including through SMS-based feedback mechanisms.

Customers may lodge complaints round the clock through multiple convenient channels, including:

- Walk-in visits to CSCs and CCs
- Dedicated landline numbers printed on gas bills
- Company website: [www.sngpl.com.pk](http://www.sngpl.com.pk)
- Social media platforms: Facebook, Twitter, and Instagram (SNGPLofficial)
- Mobile application: SNGPL ConnectOn
- Prime Minister's Delivery Unit (PMDU)

All complaints are processed through the Oracle-based Customer Care and Billing (CC&B) system, which ensures comprehensive tracking and

maintenance of customer history. Complaint rectification teams are fully equipped with modern tools, equipment, and transportation to facilitate timely resolution in accordance with OGRA's Performance and Service Standards. During FY 2024–25, a total of 1,051,913 complaints were attended and resolved promptly.

#### Key Initiatives to Enhance Customer Services

- Dedicated assistance for physically challenged customers
- Toll-free helpline (0800-01199) for RLNG connections
- Establishment of a model Customer Service Center at PASSCO Building, Lahore
- Commencement of Net Promoter Score (NPS) surveys to gauge customer satisfaction
- Development of a real-time customer feedback dashboard

Through continuous improvement, digital innovation, and a customer-centric approach, SNGPL remains committed to delivering reliable, responsive, and high-quality services to its valued consumers.

# HUMAN RESOURCE

HR Department has continuously been engaged with all departments to facilitate in addressing Human Resource issues and improving working environment. Through structured initiatives, transparent processes, and a people-centric approach, the HR Department has consistently supported and implemented Company's vision.

## Career Progression of Employees

Promotions play a vital role in recognizing talent, motivating employees, and ensuring leadership continuity within an organization. During the year, 09 Senior Management positions in Grade-IX were filled through internal promotions. Moreover, first time in the history of the Company, a total of 976 employees have been promoted from subordinate to executive cadre in order to motivate educated and experienced employees providing them the opportunity to contribute in Company's progress with enhanced sense of ownership and responsibility.

## Fulfilling Commitments For Employee Welfare

Demonstrating the dedication to employee's economic and social well-being, HR department fulfilled the commitments with employees and arranged Sponsored Hajj, welfare loans, motorcycle loans and scholarships for education of their children.

## Internship Program

HR expanded opportunities for emerging talent through offering internships to students enrolled in graduate programs of different universities, aiming to bridge the gap between theoretical education and practical workplace application of gained knowledge. Moreover, the Company collaborated with the Ministry of Planning, Development and Special Initiatives in its Ba-Ikhtiyar Naujawan Internship Program (BNIP) and provided internships to fresh graduates and fixed stipend was paid to them by the Government. A total of 141 internships were facilitated during the year.

## Market Competitive Compensation Structure and Employee Satisfaction Survey

In line with Management's commitment to provide market competitive compensation and improve employee retention, the HR Department arranged market compensation study through independent Consultant that formed the basis for revision of pay scales leading to better internal equity with handsome take home salary for all executives.

## Embedding Skill Upgradation With Promotion Policy

Under the guidance of the SNGPL Board of Directors and Management, major shift has been made by making training /skill upgradation as



integral part of the promotion process. This policy reform will strengthen leadership, managerial and technological skills of executives competing for middle and senior management positions.

## Breaking The Silos and Attracting New Talent

To strengthen SNGPL's engagement with future talent, the company took significant steps including participation in Career Fairs held at University of the Punjab, Lahore, Ghulam Ishaq Khan Institute (GIKI) and The University of Engineering and Technology (UET) Lahore. This initiative has improved SNGPL's visibility as Employer of Choice.

## Development of Employee Dashboard - Direct Access of Employees to Their HR Record

The HR Department, in coordination with the IT/MIS Department, developed an Employee Dashboard accessible through the internal web portal using Google Chrome and individual logins. The Dashboard provides employees with access to all employment-related information and personal details, enabling them to regularly review their records and get the same updated, if required.

## Organizational Discipline and Governance

To ensure that professional conduct, ethical behavior, and organizational policies and values are upheld at all levels and all times, any reported issues were proactively addressed and appropriate actions were taken, ensuring accountability.

# 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 20130 employees.

## Occupational Health

During the year, 25 occupational health screening camps were organized at the Company offices emphasizing to ensure the provision of congenial working environment to Company employees exposed to various hazards and around 3064 employees were screened out.

## Fire Prevention

Fire fighting and fire prevention have high importance in terms of saving precious human lives

and valuable Company assets. Fire Hydrant systems were made under procurement for Compressor Station CC-1 Haranpur, Transmission Section-IV office Mohlanwal, Extension of hydrant system at Stores Office Faisalabad and upgradation of systems installed at AC-4 Uch Sharif and AC-IX Bhong. Addressable Smoke Detection systems have been installed at A-7 Terminal Multan, Compressor Station CC-1 Haranpur, Corrosion Control Centre Lahore, Regional office Sahiwal and CBS Manga. 240 Fire Extinguishers and 250 battery operated smoke detectors have been procured during the year.

## Environmental Monitoring

Prevention of pollution and conservation of the environment is a global priority. HSE department contributes by controlling emissions from company vehicles, stacks, machines, and equipment, having tested 3162 vehicles and 1042 stacks/machines/equipment.

## HSE Week-2025

HSE Week was successfully organized across the company. During the week various activities were planned to inculcate awareness among employees about safe work practices, reduce workplace accidents, and promote a safer work environment.

## Corporate Social Responsibility

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

### Health

- Provision of RO Plant at Government High School, Pattoki.
- Provision of one Ventilator machine at Indus Hospital, Lahore.
- Provision of Medical Equipment at Nishtar Hospital, Multan.

### Environment

- Provision of Solar system at Rescue 1122 office, Karak.
- Provision of Solar system at Civil Hospital, Bahadur Khel, Karak.
- Provision of Solar system at Govt. Secondary Special Education Centre, Rahim Yar Khan.
- Establishment of Computer lab at Alkhidmat Aghosh home Rawalakot.
- Provision of scholarship to 10 Boarding students of Aligarh Public Schools under Tehzibul Akhlaq Trust.
- Provision of Scholarships to 18 students (06 students each) at UET Bannu Campus, COMSATS Abbottabad and Khawaja Fareed University, Rahim Yar Khan.

## IT/MIS

In the modern energy sector, technology is no longer just a support function, it is the engine that drives efficiency, secures the assets, and connects with the consumers. Over the past year, the IT/MIS Department at SNGPL has moved beyond standard maintenance to deliver strategic solutions that align with the Government of Pakistan's vision and internal goals for operational excellence.

### Revolutionizing the Customer Experience

For the consumers, convenience is the key. The department has aggressively expanded the digital payment and service footprint to ensure that interaction with SNGPL is as seamless as possible.

### Instant Payments and QR Integration

Following the Ministry's directive for rapid modernization, the Department successfully implemented QR codes on billing statements. This allows customers to simply scan and pay in real-time through banking partners like JazzCash and Bank Islami. Furthermore, the department has expanded the real-time payment network to include Bank Al-Habib and Faysal Bank, ensuring that when a customer pays, their account is updated instantly, reducing the risk of accidental disconnections.

### The ConnectOn App and New Gas Connections

In response to the Government of Pakistan lifting the ban on new gas connections, the IT/MIS department acted swiftly to ensure that digital channels were ready for the public.

- **New RLNG Applications:** The department has integrated new RLNG gas applications into the ConnectOn app in addition to official website: <https://www.sngpl.com.pk>, making them immediately accessible. Customers can now apply for new connections from the comfort of their homes without visiting regional offices.
- **Dedicated Support:** To manage the increased activity, IT/MIS has allocated dedicated resources to provide continuous support to the Sales and related departments, ensuring that back-end processing handles the influx of new applications smoothly.
- **Enhanced Transparency:** The app overhaul also includes self-service Reconnection Applications, a "Bill Estimator," and "OGRA Tariff Information," empowering customers with clear data on their consumption and costs.

### Urgent Fee Bills and SMS Alerts

IT/MIS department streamlined the issuance of Urgent Fee Bills. The IT team developed a bulk extraction system that not only prints these bills efficiently but also triggers an automated SMS to the applicant. This SMS contains a secure, customized link, ensuring that sensitive billing information is accessible only to the relevant customer.



### Privileged Access Management (PAM)

The Department has successfully deployed a Privileged Access Management solution. In simple terms, this acts as a centralized "digital vault" for the most critical administrative passwords. This reduces the risk of unauthorized access or misuse of core systems. IT/MIS is currently in the Asset Onboarding phase, integrating the remaining systems into this secure environment.

### Indigenous 2-Factor Authentication (2FA)

Security doesn't always need to be bought; sometimes, it's better built. IT/MIS team developed an indigenous Two-Factor Authentication solution for the SNGPL Email System when accessing from outside. This adds a critical layer of security, ensuring that even if a password is stolen, the account remains secure.

### CC&B Infrastructure Upgrade

To support this massive data load, the department is upgrading the core billing engine (CC&B). While the tender is being refloated to address specific technical clauses raised by Oracle, the budget has effectively been secured and approved by OGRA. This upgrade will serve as the backbone for future digital growth.

### Digitizing the Manga Archive

Historical data is a valuable asset. In coordination with the HSE Department, IT has established a dedicated wing to digitize the massive physical archives at Manga. The department has set an ambitious initial target to digitize 500,000 documents within the next year, preserving the institutional history while making record retrieval a matter of clicks rather than hours.

# LPG – LNG



In view of the country's growing natural gas shortage, SNGPL's strategic entry into the LPG cylinder distribution business continues to play a crucial role in ensuring reliable energy access for tail-end low-pressure and off-grid consumers. Throughout the year, the LNG/LPG Department effectively managed the LPG cylinders supply chain by securing LPG from M/s. SSGC-LPG Ltd. (SLL) and ensuring efficient movement of empty and filled cylinders through its primary transportation fleet.

Under the Company's diversification strategy, the delivery of LPG domestic (11.8 kg) and commercial (45.4 kg) cylinders has continued to perform well. SNGPL has maintained a strong and growing consumer base, supported by consistent sales and sustained market confidence. In a market often affected by black marketing and illegal decanting, consumers have greatly appreciated SNGPL's provision of safe, high-quality LPG cylinders at OGRA-regulated prices, reflecting the Company's commitment to responsible, transparent and customer-focused service delivery.

Operational facilitation was further strengthened through the in-house LPG call center,

which has continued to streamline peak-season order booking and complaint management for both domestic and commercial consumers.

SNGPL's flagship LPG Air Mix Plant in Gilgit - Pakistan's largest in capacity remains a prominent milestone. Ongoing public awareness initiatives have helped reinforce confidence in this clean, reliable and economical alternative energy source. Consumer connection activity remains active while upstream supply arrangements with M/s. OGDCL and third-party transporters continue to support seamless plant operations. This project stands as a significant contribution toward the government's socio-economic objectives, particularly for the remote and hilly regions of Gilgit-Baltistan.

SNGPL's expansion into the SNG (LPG Air Mix) and LPG cylinder distribution business continues to offer promising growth prospects. The LPG – LNG Department remains committed to support the Company's long-term strategy by diversifying its operational portfolio, strengthening its energy-sector footprint and advancing sustainable alternative energy solutions.



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*Chairman Board of Directors, Ismail Qureshi along with other Board Members and senior Management visited the Pakistan Gas Port Consortium Limited (PGPCL) LNG terminal at Port Qasim in Karachi. The purpose of the visit was to gain firsthand insight into the critical processes involved in handling Liquefied Natural Gas (LNG)*



*Federal Minister for Energy (Petroleum Division) Ali Parvaiz Malik, along with Federal Secretary for Energy (Petroleum Division), visited Sui Northern Gas Pipelines Limited (SNGPL) Head Office in Lahore. The Federal Minister held discussions with the Company's Management and emphasized that ensuring efficient gas supply to the public is the government's top priority.*

*The year 2025 became a year of success for SNGPL, not only in terms of corporate profits but also in the realm of sports and adventure. Ashraf Sadpara, a proud member of the SNGPL Mountaineering Team, has climbed all five peaks of Pakistan's above 8,000 meter giants - without using supplementary oxygen.*



*In a landmark step towards organizational excellence, SNGPL and the National School of Public Policy (NSPP) joined hands to sign a Memorandum of Understanding (MoU) for launching a Career Progression Program tailored for Executives from Grade III to Grade VII.*

*Annual Sports Gala, 2025 was held in November 2025 at the Pakistan Sports Complex, Islamabad. Faisalabad (D) successfully defended its title with 60 points, followed by Mardan (D) and Multan (T) as joint runners-up with 34 Points, while Head Office secured third place with 28 Points.*





The Prime Minister of Pakistan, formally inaugurated the Nationwide RLNG Domestic Gas Connections Program at a prestigious ceremony held at the Prime Minister's House, Islamabad. The initiative marks a major milestone in extending gas access to households across the country and in reducing dependence on traditional energy sources.

# YEAR IN PICTURES 2025



Federal Minister for Energy (Petroleum Division), Ali Pervez Malik, along with Federal Secretary for Energy (Petroleum Division), visited the Jalalpur Pirwala Motorway breach point. On this occasion, directions were issued to ensure uninterrupted gas supply to all the adjoining areas.



SNGPL convened its 60th Annual General Meeting (AGM) of shareholders in May 2025. The Company achieved its highest ever profitability, recording a profit before tax of Rs. 29,843 million and a profit after tax of Rs. 18,977 million.



Sui Northern conducted its Corporate Briefing Session after closure of the financials for FY 2024-25. The session was held at Faletti's Hotel, Lahore and was attended by the shareholders, analysts and other stakeholders, both in-person and via video-conferencing. The Company's Management provided a comprehensive overview of the operational and financial performance of SNGPL.

# MEDIA AFFAIRS



Every year SNGPL's Media Affairs Department carries out Winter Awareness Campaign through Print, Electronic, Outdoor 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 incessantly poured efforts to improve quality and contents of the product. Last year's tag line of the campaign 'Sardi Aa Gai Hai, Khayal Rakha' 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.

This year's campaign was unique in a way that SNGPL also advertised the opening of RLNG

domestic gas connections on all the aforementioned mediums. In this regard, a new TV Commercial was made, and the cast included the leading actors from the industry. The TVC is being appreciated by all quarters of the society as it is very eye-catching and includes all the relevant information. The tag line of this TVC is 'Ab Gas ki No Tension'.

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.

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.

# METERING



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 through transparent inspection/flow proving of removed gas meters from sites to curb UFG losses. Moreover, the Metering Department has supplied 4,969 in phase I and II large capacity meters to the Distribution regions to meter the TBS sites for reconciliation of gas sales / micro monitoring of UFG losses.

In fiscal year 2024-25, Central and Regional Meter Shops have dispatched 12,497 Industrial and High-Pressure Commercial Meters, 12,469 Low Pressure Commercial Meters and 125,418 Domestic Meters to the Regions.

MIR Dispatched and Tampering %			
July 2024 to June 2025			
Ind MIRs	8,398	Tampering%	0.2
Com MIRs	14,865	Tampering%	0.47
Dom MIRs	895,702	Tampering%	1.23

### ISO 17020 Accreditation

CMS Lahore and RMS Multan have been accredited by Pakistan National Accreditation Council (PNAC) and accreditation of RMSs Islamabad and Faisalabad is under process.

### ISO 17025 Accreditation

CMS has been accredited by PNAC in

March 2025 and is valid up to March 2028 and accreditation of RMSs is under process.

It is a proud moment to share that CMS has become first ever gas measurement lab in Pakistan with accreditation by PNAC for ISO 17020 and 17025.

Now Meter Shops have participated in the proficiency testing for parameters (i.e. flowing volume, pressure and temperature) against ISO 17025 Standards to have worldwide acceptability of flow proving/calibration of results.

### ISO 9001:2015

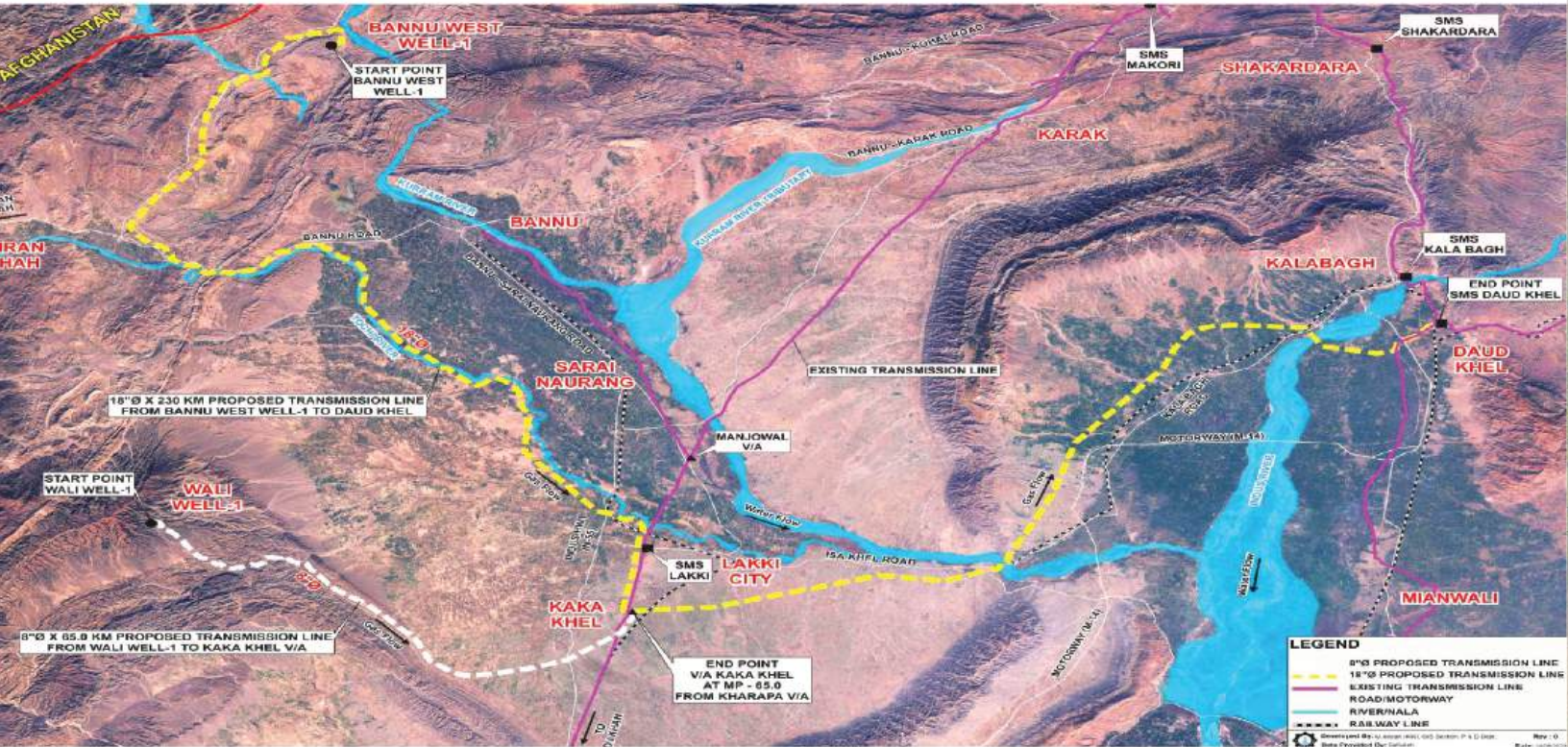
ISO Annual Surveillance Audit was conducted by third party at CMS, RMSs, Islamabad and Multan and it was explicitly mentioned by the third-party auditors that system is working as per standard.

DMISs located in Gujranwala, Islamabad, Rawalpindi, Peshawar, Lahore, Multan, Faisalabad and Sahiwal have been successfully certified/re-certified against ISO 9001:2015.

### Innovative Projects

- Flow proving of Rotary meters have been made fully automated.
- Helical coil Thread repairing Kit Meters worth millions of rupees that were previously declared scrapped due to damaged threads are now being successfully repaired using a helical-coil thread repair kit.
- Repairing of 102 M bulky Rotary Gas Meters

# NP&D



In the year 2025, GIS team propelled on-going digitization drive by actively pursuing the GIS mapping tasks and introduced new technologies i.e. survey drone for improving work efficiency and accuracy. The Phase I-B of GIS mapping project is 65% completed. The distribution pipeline network of major cities including Lahore, Peshawar, Islamabad, Rawalpindi, Faisalabad, Multan and Gujranwala is completely mapped and remaining work is expected to be 100% completed in 18 months. The budget for Roll-out of GIS mapping project has also been approved in 2025 to implement paper-less mapping environment in Regional offices by deployment of GIS professionals. In order to introduce digital mapping environment, dedicated Apps are available on GIS Portal for each region, users from all Regional offices are being involved to use the GIS Apps for viewing distribution network.

In 2025, number of GIS Portal users exceeded 500 across SNGPL's franchise offices. The users are actively using GIS Apps and dashboards for monitoring, planning and management purpose. Several new features and layers are added in the TBS Micromanagement Dashboard for better data visibility. A mobile App is now available for both iOS and Android mobile users.

Drone technology has emerged as a transformative tool in the field of geospatial sciences, infrastructure development, and utility planning. Drones are remotely piloted or

autonomously operated aerial platforms equipped with advanced sensors such as high-resolution cameras, GNSS/RTK positioning systems, LiDAR, and multispectral sensors. Drones are specifically designed for professional mapping and surveying applications, offering high positional accuracy, operational reliability, and rapid data acquisition. The use of drones has significantly reduced dependence on time-consuming and labour-intensive conventional survey methods while improving safety and data quality. NP&D Department has procured a high-grade survey drone DJI Matrice 4E for real time surveying and image capturing. Pipeline planning requires precise topographic information, careful route selection, and detailed assessment of terrain and obstacles. Drones allow rapid surveying of long, linear corridors, producing accurate elevation models that help to evaluate slopes, crossings, and earthwork requirements. This capability is especially valuable in remote, congested, or environmentally sensitive areas where conventional surveys are difficult, risky or time consuming.

The GIS team has recently conducted drone survey to capture high resolution current imagery for monitoring the critical situation at Jalalpur Pirwala pipeline site. The image revealed exposed pipeline segments, craters formation, HDD exit point, ongoing motorways construction and real time ground situation for precise assessment of the pipelines construction work status and impacts due to flood damages.

# PROJECTS



Projects Department of the Company has commissioned 176.64 Km Transmission lines and 500 Km of Distribution mains during the calendar year 2025 for improving gas pressure, reducing UFG and extending gas facility to new consumers. In order to secure continuity of flow of gas in the wake of flood emergency which seriously affected the main trunk pipelines from Sindh to Punjab, Projects department undertook successful laying of a temporary aboveground 36 inch dia x 6 Km pipeline as a contingency plan on war-footing basis. In addition to the foregoing, 3.25 Km contract lines were laid for MOL Pakistan as a contractor to help inject further indigenous gas supplies into SNGPL's system. All the 3-layer PE coated pipe required for laying of these pipelines was made available by Coating Plant Uch Sharif which operates 24x7. During 2025, coating progress of 258,098 square meter surface area of steel pipes with diameters 6 to 18 inch was achieved.

## The Most Significant Achievements In 2025

### Commissioning of 56 inch dia x 0.260 Km High-Pressure Transmission Pipeline segment from Sidhnai D/S Valve Assembly AV-31(a) to the Punjab Power Plant Valve Assembly

The 56" Diameter x 0.260 KM

High-Pressure Transmission Pipeline segment from Sidhnai D/S Valve Assembly AV-31(a) to the Punjab Power Plant Valve Assembly has been successfully commissioned. This achievement stands as a landmark milestone in the history of SNGPL and

Pakistan's energy infrastructure.

As the first-ever 56-inch diameter natural gas transmission pipeline constructed within Pakistan, the project showcases the nation's advancing indigenous engineering capability, operational excellence, and commitment to strengthen its energy supply chain. It has established a repeatable, scalable framework for future large-diameter pipeline projects, further solidifying SNGPL's position as Pakistan's leading gas transmission utility and reinforcing its strategic vision of self-reliance, innovation, and technical excellence.

Undertaken to enhance gas transmission capacity and system reliability, the project ensures a stable and efficient fuel supply to meet the country's rising energy demands. Despite spanning only 0.26 km, the pipeline's unprecedented diameter and high-pressure rating introduced unique technical and logistical challenges that required meticulous planning, specialized expertise, and seamless coordination.

The successful execution and commissioning of this 56-inch high-pressure transmission segment reflect SNGPL's unwavering commitment to engineering excellence and national development. From conceptualization to final commissioning, every phase of the project demanded exceptional teamwork, rigorous safety management, and advanced technical proficiency,

# PROJECTS

culminating in its flawless, safe, and timely completion.

## Laying of Temporary Aboveground 36 inch dia x 6 Km pipeline on Multan – Sukkur Motorway as a Contingency Plan

The severe flooding in September 2025 jeopardized the main trunk high-pressure pipelines (36-inch / 30-inch / 24-inch) transporting RLNG and Indigenous System Gas to Punjab, the Federal Capital, and Khyber Pakhtunkhwa. At the Jalalpur Pirwala river crossing, segments of the pipelines became buoyant and began floating, posing a serious threat to critical infrastructure, public safety, and the uninterrupted supply of gas to the North and Central Regions.

To safeguard the pipelines and ensure continuity of gas supply, a 36-inch diameter, 6 km aboveground pipeline bypass was rapidly constructed along the Multan–Sukkur Motorway. This arrangement was implemented strictly as a contingency measure in response to the flood-affected corridor of the transmission network. It was developed after detailed consultations with design engineers and technical experts, and it received formal approval from the Managing Director, SNGPL.

The bypass line was installed in full compliance with all engineering, quality, and safety standards. It was not intended for routine operation, but designed exclusively for deployment in the event of a severe emergency - specifically, a simultaneous rupture or failure of all four underground pipelines crossing the affected area.

Throughout this period, the Prime Minister, the Minister for Petroleum, and the Secretary Petroleum remained in close contact with SNGPL's management, closely monitoring the evolving situation. During their visit to the site, the Minister and Secretary Petroleum commended the

professional, timely, and proactive efforts of SNGPL's management and staff, who worked tirelessly to ensure continuity of this critical national gas supply despite the challenging circumstances.

## Other Achievements For Calendar Year 2025

- 18" dia x 100 Km from Shewa to Kaka Khel pipeline, remaining part of 18" dia x 230 Km Shaheed Fahad Ashfaq Project, was commissioned, helping SNGPL to inject 45 MMCFD of local gas into national transmission network.
- 16" dia 3 Km pipeline alongwith SMSs was commissioned under Lahore Augmentation/Bifurcation Phase-II for bifurcation of Lahore East and West Regions.
- Gas facility has been extended to Bahawalpur Industrial Estate SEZ by laying 10" dia x 1.1 Km pipeline and 12" dia x 1.1 Km supply main.
- 18" dia x 44.60 Km Section of 84.60 Km Daudkhel to Dhullian pipeline has been commissioned as part of Kotpalak Project for augmentation of the transmission network for absorption of the newly discovered gas supply.
- Pipeline laying progress of 32.07 Km has been achieved amid worst law and order situation prevailing in the area against construction of 12" dia x 77 Km pipeline from Kot Palak CPF to Existing V/A at D. I. Khan , for the injection of 45 MMCFD gas form Kot Palak Field are in progress.
- 24" dia x 4.5 Km supply main and 16" dia x 9 Km supply main commissioned under Greater Islamabad Project for the augmentation and bifurcation of distribution networks of Islamabad and Rawalpindi Regions.
- 16" dia x 15.7 Km supply main and 10" dia x 8.4 Km supply main was commissioned for segmentation of looped SMSs in Lahore for bifurcation of Lahore East and West Regions.

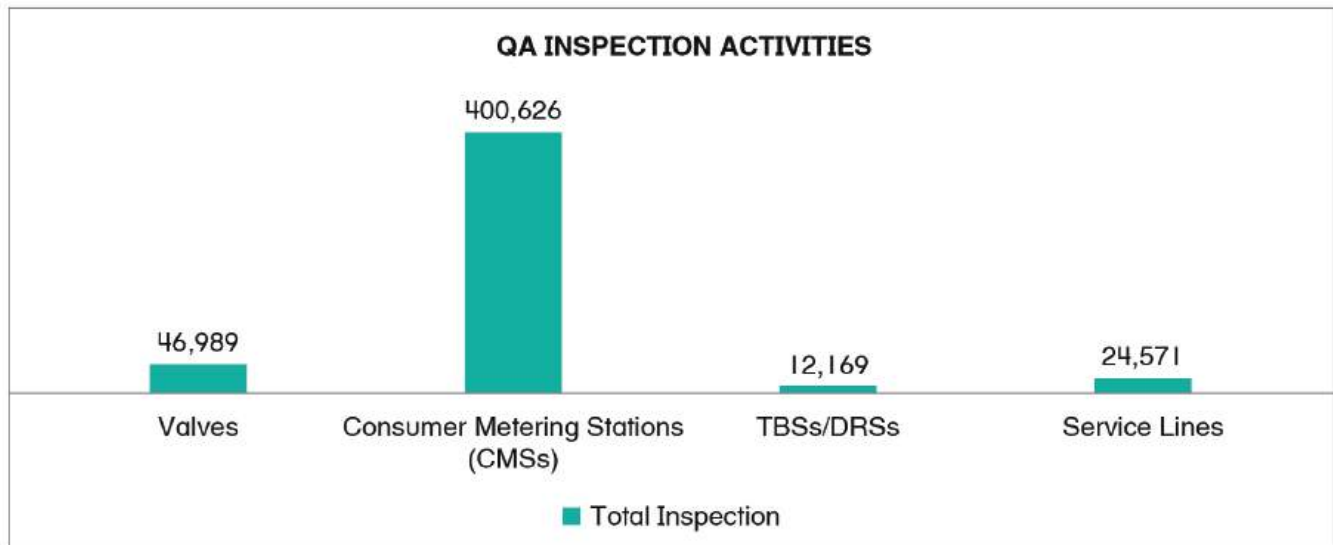




# QUALITY ASSURANCE

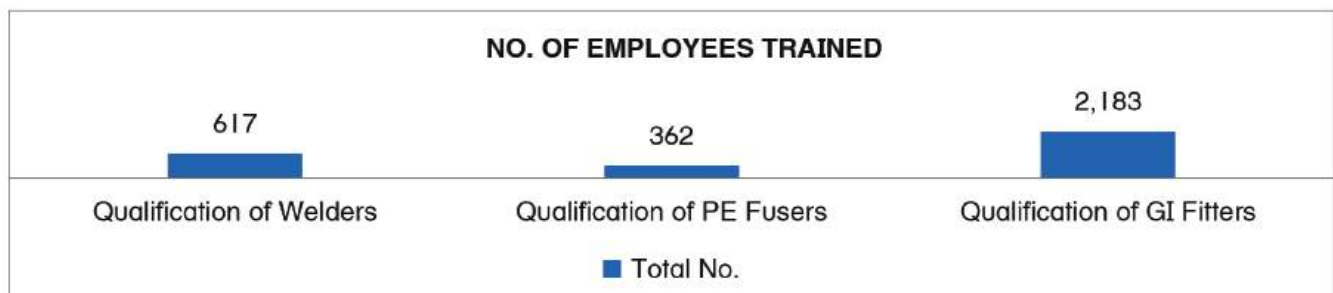
Quality Assurance (QA) department operates under a comprehensive Quality Management System (QMS) certified under ISO 9001:2015 standard. Quality Assurance (QA) department ensures the implementation of relevant national and international standards, including ASME and API standards, departmental manuals, approved procedures, and specifications across the Company. QA department aims for continual improvement in construction, operation and maintenance activities of Gas Transmission and Distribution piping systems through a comprehensive Quality Assurance Plan (QAP).

In the fiscal year 2024-25, 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:



Additionally, 908 punch lists (210 for M.S and 698 for P.E) were prepared for transmission and distribution lines and 40,448 bare pipes and 40,614 coated pipes were inspected.

Employee training and qualification were prioritized, with personnel trained and certified at all the 17 Regional Training Centers (RTCs). The training statistics for the fiscal year include:



# RETAIL SALES



Committed to its mission and vision, the Company is striving to provide safest, environment friendly energy to its valued customers across its area of franchise at their doorstep by optimum utilization of resources. Subservient to this vision and mission, Retail Sales Department acts as front desk for the Company with multi-dimensional jobs such as acknowledgement of new applications, surveys, issuance of demand notices, transfer of gas connections, re-connections 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.

## Relaxation of Moratorium on RLNG Domestic Gas Connections

2025 was a remarkable year for the department in particular, as the moratorium on RLNG domestic connections have been relaxed in September 2025. The moratorium was imposed in 2021. At that time there were around 240,000 applications under process (with demand notices/urgent fee paid), which were held upon, due to imposition of Moratorium.

While approving relaxation of the Moratorium, it has been decided that the old unattended applications to the tune of approximately 3.2 million shall remain put on hold as those were submitted for indigenous gas. As such, any applicant who wishes to obtain a gas connection on RLNG will have to submit a new application on fast track or normal merit basis. As expected, huge influx of applications is being witnessed, as 325,400 new applications under normal merit category and 427,150 applications under fast track category have

been received.

Despite the challenges, all necessary measures have been taken to meet the requirements of our valued customers as per OGRA's defined quota.

- Online channels like mobile app and website, have been launched and promoted for receipt of applications and conversion of paid demand notices for RLNG connections.
- Working hours of Customer Services Centres were extended upto 2000 hrs to facilitate the applicants / potential consumers.
- Interactive Voice Response (IVR) Based dedicated helpline has been activated for customer facilitation.
- Procedural facilitations have also been made for the customers so that they can submit their applications with least number of documents.
- Outreach to 3.2 million applicants to inform them to apply afresh for RLNG based connections was a challenge. To manage this challenge, Robo-calls were made.
- Individual letters to 230,000 prospective consumers (who had paid demand notice and/or urgent fee in pre-moratorium phase), have been dispatched. The applicants who had paid any amount (including urgent fee) before moratorium are being informed through letters and phone calls to contact SNGPL through website, dedicated helpline 0800-01199 or SNGPL offices to complete procedural formalities.
- Public messages through social media have also been disseminated besides national level press/electronic media.

New Applications Received (Fast Track)	New Applications Received (Normal Merit)	Urgent Fee Bills Generated	Survey Performed
427,150	325,400	244,923	108,595

The following table elucidates Sales performance in post-moratorium scenario:

### 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 3,867 applications and issued 3,227 DNPLs in 2025. 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.

### 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

Assignment	Case Received	Attended/Resolved	%Age
PMDU Complaints	3,650	3,650	100%
OGRA Complaints	1,205	1,170	97%
Wafaqi Mohtasib Cases	325	325	100%

pre-requisites, offer letters are being issued to the societies. In 2025, Sales Department received 44 new applications of processing of gas supply to housing societies and 63 (new and previous applications) have been processed.

### Commercial RLNG Business Development

New commercial cases are being processed to develop and expand the RLNG market. Approximately 218 Commercial RLNG demand notices were issued during 2025.

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

This is a privileged sub category of commercial consumers termed as "Special Commercial" and it is processed on subsidized

system gas tariff. To support the initiative of Govt. for provision of bread at economical price to masses, approximately 2,292 new connections have been processed during 2025.

### 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 the performance on these forums during 2025:

### Reconnections

Retail Sales Department processes reconnection cases after clearance of outstanding amount, scrutiny of the documents and other pre-requisites. In 2025, more than 58,092 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 2025, approximately 26,380 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 250,000 surveys in 2025, optimally utilizing field force for various functions such as domestic RLNG connections, reconnection, change of name, new localities, commercial RLNG / Roti Tandoors, and for collection of CNICs/ Documents by performing door to door visits.

Overall, year 2025 have brought, an added life line to the business growth of Company, by extending the RLNG based connections to the domestic sector, which is aligned with its mission, vision and corporate objectives.

# RISK MANAGEMENT

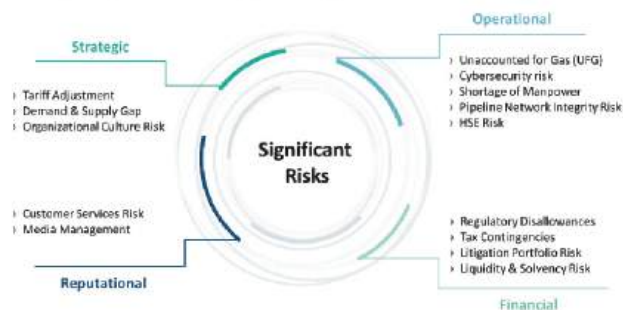
Risk management is essential for organizational stability and long-term success. It enables leadership to anticipate challenges, assess impacts, and take timely actions. The Risk Management Department supports the Board and Management in implementing a comprehensive risk management framework based on best practices and global standards. The framework integrates risk management into operations, strengthens decision-making, promotes accountability, and enhances resilience. Risk Management department also guides all other departments in identifying, assessing, mitigating, and monitoring risks to safeguard processes, assets, and stakeholders of the Company.



During the year 2025, the Risk Management department remained involved in various activities. A few salient activities are described as follows:

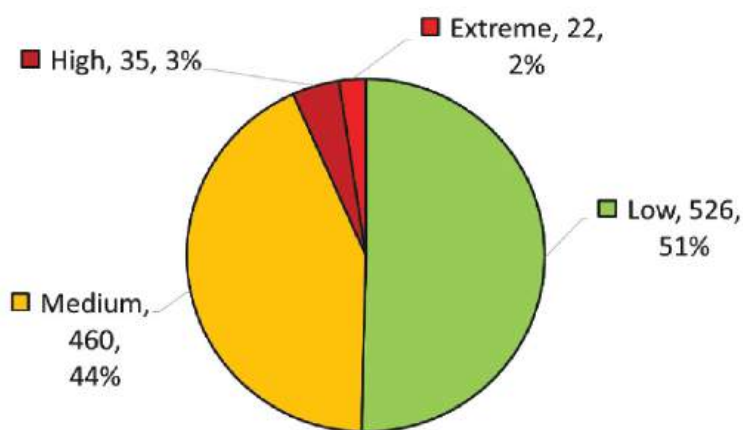
### Significant Risks of the Company

The Risk Management department maintained continuous focus on strengthening the assessment and reporting of significant risks at the organizational level. Regular updates were presented to the Management and the RM&UFGCC of the Board. Some of the significant risks that the Company is currently facing are shown in figure.



### 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.



### Review of Operational Manuals

The Risk Management Department, as mandated by the Board of Directors, reviewed the operational manuals and SOPs of almost all departments focusing on strengthening internal controls and ensuring that roles and responsibilities are clearly defined in the manuals in line with the Management's directions. Operational manual of Risk Management department was also reviewed and updated to align it with latest risk management standards and best practices.

### Review and Risk Analysis of Policies / Procedures / Agendas

Risk Management department remained engaged in the review and risk analysis of various policies, procedures, and agendas shared by different risk owner departments.

# TELECOMMUNICATION



The year 2025 marked a transformative period for SNGPL, driven by the Telecom Department's initiatives with cutting-edge technology, focusing on Artificial Intelligence (AI), Machine Learning (ML), and the Internet of Things (IoT) to boost network security, reliability, operational efficiency, and cost-effectiveness. A key component of this digital shift was the extensive rollout of 425 IoT-based Pressure Transmitters across the distribution network, expanding upon a successful pilot project to efficiently monitor critical pressure points with a 95% communication rate. To leverage this data, the IoT dashboard was significantly enhanced; it now maps devices to Town Border Stations (TBSs) and Sales Meter Stations (SMSs), provides essential alarm notifications, and meticulously segregates peak and off-peak pressure trends, establishing the system as a robust tool for optimizing natural gas supply and demand. Furthermore, the physical security of the network was substantially improved with the installation of 2,190 Cyber Locks (EACS) at industrial CMSs, ensuring controlled and auditable premises access. To manage the resultant increase in enterprise data traffic, particularly for GIS and Oracle applications, the microwave bandwidth between Faisalabad and Lahore Head Office was proactively upgraded from 100Mbps to 800Mbps.

SCADA integration was successfully expanded to include 100 TBSs, 43 industrial CMSs, and one new SMS. Crucially, 11 critical block valves on the transmission network, such as Kot Kashmir on the SFA Line, were also integrated, enabling remote operation capability for rapid response during emergencies. Recognizing the need for resilient communication, two satellite links were installed at Sui and Peshawar, establishing essential

redundancy for field data transmission and minimizing outage risks associated with the microwave network.

In a significant stride for automation and in-house innovation, Telecom engineers successfully designed and developed a prototype for a Smart TBS Automation System using AI-driven control and Machine Learning. This system was successfully deployed at Askari-10 TBS in Lahore, completely eliminating the need for manual pressure profiling. Its impact was immediate and substantial, recording a significant reduction in Unaccounted-For-Gas (UFG) since deployment. In parallel, the department developed its own IoT-based Gas Pressure Sensor. This locally designed sensor, which costs significantly lesser than off-the-shelf imported alternatives.

As an alternative prototype, SCADA-based automatic pressure regulation, controlled by tail-end pressure, was also deployed at TBS Sitara Sapna, Faisalabad, utilizing in-house expertise for its integration. A pilot project at SMS Shahdara went a step further, implementing automated SMS pressure regulation that operates fully autonomously, managing multiple pressure setpoints throughout the day without human intervention.

These operational technology advancements were underpinned by robust cybersecurity initiatives, including the successful completion of the ISO 27001:2013 Surveillance Audit, with four executives achieving Lead Auditor Certification including comprehensive Vulnerability and Penetration Testing (VAPT). Additionally, the Operational Technology (OT) Health Check Assessment was also performed by the external consultant.

# TRAINING & DEVELOPMENT



Human resource development remains the cornerstone of organizational excellence, directly influencing a company's long-term success and sustainable growth. Recognizing this strategic imperative, Sui Northern Gas Pipelines Limited (SNGPL) established the Sui Northern Gas Training Institute (SNGTI) in 2005 at Quaid-e-Azam Industrial Estate, Kot Lakhpat, Lahore. The Institute was founded with a clear mission: to elevate employee capabilities through world-class learning interventions that enhance individual performance and drive overall organizational efficiency.

A key success factor of SNGTI lies in its distinguished faculty, highly qualified trainers with exceptional academic credentials and extensive corporate experience. Their expertise in designing, developing, and delivering training programs rooted in contemporary business practices ensures that SNGPL's workforce remains competitive, agile, and future-ready. The Institute's training portfolio spans more than eight diverse categories, including Technical Training, Soft Skills Development, Local and Foreign Trainings, Guest Speaker Sessions, Orientation Programs, Mandatory Promotional Courses such as Executive Development Program (EDP), Gas Control, Developing Future Leaders (DFL), Helper Trade Tests, and various Online Courses.

SNGPL's unwavering investment in employee Training and Development is a testament to Top Management's belief that employees are the organization's most valuable asset. During FY 24-25, SNGTI conducted 432 specialized courses tailored to organizational functions, culture, and emerging skill needs, successfully training 4,047 employees. The Institute's dynamic instructional approach comprising classroom learning, technical workshops, hands-on sessions, case studies,

assignments, simulations, interviews, trade tests, and theoretical as well as practical examinations ensures 360-degree learning. Practical training on drilling and welding machines is regularly organized, while employee awareness sessions on critical topics such as Protection Against Harassment of Women at Workplace further reinforce SNGPL's commitment to employee well-being.

As digital transformation reshapes industries worldwide, SNGTI has strategically aligned itself with modern learning trends. The Training & Development Department has embraced technology-driven learning by introducing the Sui Northern Gas Virtual Learning Platform (SNGVLP), till the end of FY 2024-25, 768 online programs have been offered and successfully attended by 4,132 participants.

SNGTI has launched a suite of specialized training programs in Artificial Intelligence (AI) and Machine Learning (ML) for executives across the organization, reaffirming its strategic commitment to developing a future-ready workforce. This initiative underscores the Institute's long-standing success in delivering high-impact, industry-relevant learning solutions that enhance digital capability, drive innovation, and strengthen organizational performance.

Through a blend of in-house offerings and collaborative programs with esteemed external partners such as the Pakistan Petroleum Institute (PIP), SNGTI has successfully trained more than 260 executives from diverse departments including Distribution, IT, Billing, Sales, Finance, HR, Legal, Procurement, Stores, UFGC, HSE, Media, and Corporate Administration. These participants have gained practical, hands-on experience in AI and ML applications, further solidifying SNGTI's reputation as a leading catalyst for professional excellence and technological advancement within the company.

A specially curated leadership session on "KPI Essentials" was arranged for Department Incharges by Farhan Mahboob, a certified Trainer from KPI Institute, Australia. The program offered deep insights into the strategic design, alignment, and evaluation of Key Performance Indicators, empowering leaders to enhance organizational performance with precision. The highly engaging and interactive dialogue enabled department heads to refine their KPIs for stronger alignment with corporate objectives. The initiative also reflects the Training Institute's continued success in delivering impactful, future-focused learning interventions that elevate managerial capability and drive a performance-oriented culture across the organization.

# TRANSMISSION



## Jalalpur Pirwala Flood Emergency

The year 2025 will be remembered as one of the most demanding chapters in SNGPL's Transmission history. Unprecedented flooding in the Ravi, Chenab, and Sutlej rivers placed exceptional stress on the national gas transmission network, with the gravest challenges arising at Jalalpur Pirwala, Sidhnai near Shorkot, and Shershah near Muzaffargarh.

Well before the floods, extensive preventive measures were implemented, including protection of key block valve stations and sealing of critical right-of-way crossings. However, emergency breaching of embankments by local authorities altered flood paths, allowing high velocity water to enter through a narrow motorway culvert. The resulting hydraulic forces caused severe scouring up to 70 feet beneath multiple pipelines and forced the isolation of two 36-inch lines, one of which later developed a leak.

Despite the loss of major transmission capacity, uninterrupted gas supply was maintained through optimized system operations. The most formidable challenge lay in stabilizing live pipelines under extreme buoyancy conditions. In a remarkable display of engineering ingenuity, transmission teams installed temporary supports at depths of nearly 70 feet using boats, floating platforms, and

custom-designed lifting arrangements.

Executed in harsh weather, this extraordinary effort safeguarded a vital energy corridor and reaffirmed SNGPL's commitment to reliability, resilience, and national service.

## Ensuring Excellence In Emergency Response In Law Effected Areas

In recent years, the company has demonstrated outstanding resilience and operational excellence in managing its high-pressure transmission network, particularly in law-affected and conflict-prone regions. Since June 2025, the Wah and Kohat Transmission teams, supported by Faisalabad (T), have successfully responded to 14 major pipeline emergencies. Each incident was managed with rapid isolation, technical precision, and strict safety compliance, preventing escalation and protecting critical assets. Despite challenging security conditions, close coordination with law enforcement agencies ensured safe operations with zero safety incidents. Through effective system balancing and pressure management, uninterrupted gas supply to domestic and industrial consumers was maintained. This exceptional performance highlights the professionalism, commitment, and teamwork of the field staff, reinforcing the reliability, resilience, and safety culture of the transmission network.

# DIGITIZATION



## EMBRACING DIGITAL ADVANCEMENT IN INTERNAL AUDITING: A MILESTONE ACHIEVEMENT FOR THE SNGPL TEAM

**Jawad Zafar Siddiqui**

In today's rapidly evolving business landscape, the field of Internal Auditing is undergoing a profound transformation. The integration of digital tools, data analytics, and artificial intelligence (AI) has redefined how auditors assess risks, detect fraud, and add value to organizational governance. To remain at the forefront of these developments, it is imperative that audit professionals continuously upgrade their knowledge and skills in emerging areas such as Digital Audit and Fraud Analytics.

Holding up with this vision, a team from Sui Northern Gas Pipelines Limited (SNGPL), led by Amir Latif, Head of Internal Audit, attended an intensive training course on "Digital Audit and Fraud Analytics". The team comprised of Syed Muhammad Abdul Ghafoor, Chief Accountant (RA), Muhammad Farhan, Deputy Chief Officer (Audit) and Jawad Zafar Siddiqui, Deputy Chief Officer (Audit).

The course was conducted by Adrian Resag,

an internationally recognized expert in Governance, Risk, and Compliance (GRC), Risk Management, Internal Audit, and various international standards including ISO 27001, ISO 42001, ISO 22301, ISO 9001, as well as Anti-Fraud and AML frameworks. The training focused on leveraging digital tools and analytical techniques to enhance fraud detection, improve control efficiency, and strengthen assurance functions across the enterprise.

The participation of SNGPL's Internal Audit team was not only a learning endeavor but also a moment of pride for the Organization. Among several participating entities including Attock Refinery Limited (ARL), Fauji Fertilizer Company Limited (FFC), FFBL Power Company Limited (FPCL), Sapphire Textile Mills Limited, KAPCO, Pakistan Mortgage Refinance Company (PMRC), National Bank of Pakistan (NBP), Easypaisa Bank Limited, Alfalah Insurance Company Limited, Pakistan Poverty Alleviation Fund (PPAF) and Sindh Engro Coal Mining Company (SECMC), the SNGPL Audit team stood out by earning two





prestigious awards. One award was conferred on “the Best Anti-Fraud and AML Framework” to the Internal Audit Department SNGPL, while the second was especially presented to Aamir Latif, HoIA acknowledging his visionary leadership, analytical acumen, and dedication to excellence in internal auditing.

The “Anti-Fraud and AML Framework” award was respectfully presented by Head of Internal Audit to Amer Tufail, Managing Director SNGPL, in acknowledgment of his strategic vision, ethical governance and unwavering efforts in cultivating

accountability and integrity across SNGPL.

These recognitions are a testament to the commitment of the Internal Audit Department towards innovation, professional growth, and continuous improvement. As internal audit practices continue to evolve with digital transformation, the SNGPL Internal Audit team remains steadfast in its mission to align with global best practices, adopt modern tools, and uphold the highest standards of professionalism and ethics.

*The Writer is Deputy Chief Officer (Audit), Head Office.*

# ALL IN THE FAMILY

## OBITUARY

**Khalid Maqsood**, Ex - Chief Accountant (Accounts), Head Office, passed away on 13 December 2025.

Mother of **Syed Hassan Raza Kazmi**, Senior Engineer (Distribution), Multan (D), passed away on 08 December 2025.

Mother of **Muhammad Naeem Atif**, Executive Engineer (Gas Control), Faisalabad (T), passed away on 09 December 2025.

Father of **Tanveer Hussain**, Executive Secretary to SGM(D - North), Head Office, passed away on 05 December 2025.

Father of **Usman Ansari**, Technical Officer (Distribution), Multan (D), passed away on 12 November 2025.

**Abdul Sattar**, Officer (Stores), CMS Kot Lakhpat (Lahore), passed away on 02 December 2025.

Father of **Faisal Mehdi**, Accountant (Accounts), Projects Headquarter, passed away on 29 December 2025.



## یوم قائد اعظم - فرامین قائد کی روشنی میں ایک فکری مرقع

ادیب احمد راؤ

تھے جو طوفانی سمندر میں بھی سمت نہیں کھوتا۔ انہوں نے منتشر قوم کو اتحاد کے دھاگے میں اس مہارت سے پرویا کہ اختلاف کی دراڑیں بھی قوت میں ڈھل گئیں۔ اسی تناظر میں ان کا یہ فرمان بجا طور پر رہنمائی کرتا ہے کہ 'اتحاد، ایمان اور تنظیم ہی ہماری نجات ہے'۔ یہ تین الفاظ نہیں بلکہ وہ ستون ہیں جن پر قومی بقا کی عمارت کھڑی کی جا سکتی ہے۔

قائد اعظم قانون کی بالادستی کو ریاست کی روح تصور کرتے تھے۔ ان کی نظر میں قانون ایک ایسا میران تھا جس کے بغیر انصاف کا وزن ممکن نہیں۔ اسی لیے انہوں نے واضح کیا کہ "قانون کے سامنے سب برابر ہیں"۔ یہ فرمان اس آئینے کی مانند ہے جس میں ایک مثالی ریاست کا چہرہ صاف نظر آتا ہے، ایسی ریاست جہاں طاقت نہیں بلکہ اصول حکمران ہوں۔

یوم قائد اعظم ہمیں محض تقریبات کی زینت بننے کے بجائے عمل کی دہلیز پر قدم رکھنے کا پیغام دیتا ہے۔ یہ دن ہم سے سوال کرتا ہے کہ آیا ہم نے قائد کے فرامین کو دل کی تختی پر نقش کیا ہے یا انہیں فقط کتابوں کی زینت بنا دیا ہے۔ اگر ہم واقعی اس قافلے کے سچے مسافر بننا چاہتے ہیں تو ہمیں "کام، کام اور بس کام" کو شعار بناتے ہوئے ذاتی مفاد کے خول سے

یوم قائد اعظم محض ایک تاریخی دن نہیں بلکہ اس عہد کی بازگشت ہے جب حریت کا آفتاب افق ہند پر طلوع ہوا اور غلامی کی شبِ تار اپنے انجام کو پہنچی۔

قائد اعظم محمد علی جناح وہ مرد درویش صفت تھے جن کی نگاہ دور رس نے تاریخ کے منتشر اوراق کو یکجا کر کے ایک آزاد ریاست کی صورت میں رقم کر دیا۔ وہ قوم کے لیے محض رہنما نہیں بلکہ تقدیر کے معمار ثابت ہوئے۔

قائد اعظم کی شخصیت فولاد کی سی سختی اور آہکنے جیسی شفافیت کا حسین امتزاج تھی۔ وہ وقت کی تیز آندھیوں میں جلتا ہوا وہ چراغ تھے جو خود تو ثابت قدم رہے مگر دوسروں کو راستہ دکھاتے رہے۔ ان کی جدوجہد کی بنیاد جذبات کے بجائے عقل، ہنگامہ آرائی کے بجائے نظم و ضبط، اور مفاہمت کے بجائے اصول پر استوار تھی۔ اسی لیے انہوں نے بجا فرمایا تھا کہ "کام، کام اور بس کام" یہ مختصر فرمان دراصل ایک مکمل ضابطہ عمل ہے جو قوموں کو زوال سے نکال کر عروج کی شاہراہ پر گامزن کرتا ہے۔ تحریک پاکستان کے نشیب و فراز میں قائد اعظم ایک ایسے ناخدا کی مانند



# انتباہ!

## لاپرواہی جان لیوا ثابت ہو سکتی ہے

### گیس لیکج کی صورت میں

◀ آگ ہر گز مت جلائیں ▶ کھڑکیاں اور دروازے کھول دیں

◀ مین والو بند کر دیں

◀ سوئچ آن آف نہ کریں ▶ گھر سے باہر کھلی ہو امیں آ جائیں

راولپنڈی: لیپرواہی کی باعث 3 ماں زخمی؟  
میرٹھان فریڈیز کالونی میں گھر میں گیس لیکج کے زوردار دھماکا، بیٹی زخمی  
ریسکو 1122 کی ٹیمیں فوری طور پر جائے وقوعہ پر پہنچ گئیں اور زخمیوں کو ایٹھائی طبی امداد فراہم کرنے کے بعد ہسپتال منتقل کر دیا گیا۔

لاہور: 3 منزلہ گھر میں تشرذگی 3 سہمست پچھون ہ خاندان کے 10 افراد جان بحق  
آگ رات اڑھائی بجے لگی، بچے اور خواتین بالائی منزل پر تھے، تنگ گیوں گنجان آبادی کی وجہ سے ریسکو کے کام میں دشواری ہوئی

**Gas leak tragedy casts gloom on neighbourhood**

**Gas heater leakage youth dies on wedding day**

پشاور: 7 کواہٹ روڈ پر گھر میں گیس لیکج کے دھماکے گھر میں تشرذگی  
5 افراد شدید زخمی ہسپتال منتقل، 1 مریض زخموں کی تاب نہ لاتے ہوئے دم توڑ گیا

لاہور: گھر میں گیس لیکج سے دھماکا، خاندان افراد جان بحق، زخمی  
گھر میں بیچ خوفناک آگ لگی کے 3 جاں بحق، 7 زخمی  
ابتھائی معلومات کے مطابق گیس لیکج کے باعث عمرے میں گیس بھرنی تھی جو چولہا جلانے کے دوران دھماکے کا سبب بنی



18 جلد  
شماره 115  
دسمبر 2025ء

# ویپرائیڈ



اسی ایجنسی پی ایل کا ترجمان جریدہ

## قائد اعظم محمد علی جناح

