



Sui Northern Gas Pipelines Limited

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THIS ISSUE

- 1 Change of Guard
- 2 Farewell Ceremony
- 3 Message from the Chief Executive
- 4 OGRA Hearing
Distribution of Unit Certificates under BESOS
- 5 Emotions vs Intellect in Business
- 6 Islamabad Sports Gala
- 8 Hajj Draw
- 9 Award Distribution Flood Fighters Ceremony
- 11 HSE Week Earth Day

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Change of Guard

The Board of Directors at its meeting held on April 27, 2011 appointed Mr. M. Arif Hameed as Managing Director of the Company in place of Mr. Abdul Rashid Lone, who resigned from the position. Mr. Abdul Rashid Lone expressed his confidence in the ability of Mr. M. Arif Hameed to take over the reins of the Company and improve its performance.

Farewell Ceremony

An informal farewell ceremony of Ex-Managing Director, Abdul Rashid Lone was held on 27th April, 2011 at SNGPL (HO).



Message from the Chief Executive

Sui Northern Gas Pipelines Limited (SNGPL) is committed to be the leading integrated natural gas provider in the region, seeking to improve the quality of life of customers and achieving maximum benefit for stakeholders by providing natural gas to its consumers.

We know, as we grow, we will face challenges in growing, prospering and remaining sustainable. We are neither complacent nor naive, we face challenging times ahead and we will do everything, we can, to help you through this turbulence by providing efficient services. We, as a team in SNGPL, are engaged in candid, ongoing discussions about our concerns and there are no easy solutions. If we work together, we think the outcome can be positive for stakeholders, consumers, the Company and the society. We will continue to connect with stakeholders and seek their input as we move forward.

Our responsibility is to deliver un-interrupted supply of gas to our consumers. However, the constraints on supply are beyond our control. We urge our consumers to use natural gas efficiently and economically, since conservancy is the need of the hour.



We also look forward to the support of the authorities and the nation as a whole to curb the menace of gas pilferage, which deprives honest consumers from getting their legitimate share.

We aim to meet any stakeholder who can help the Company to serve its consumers better and develop initiatives and ideas to build our capacity.

OGRA Hearing

By Amer Tufail (CFO)

The Oil & Gas Regulatory Authority is the sole regulator of upstream & downstream gas business in Pakistan. The Authority (OGRA) holds public hearing for determination of Revenue Requirement of SNGPL each year. The public hearing provides an opportunity to the public to understand the mechanism of gas pricing in Pakistan. The public including various consumer groups and corporations give their point of view on various components of gas pricing.

The public hearing for estimated revenue requirement for 2011-12 was arranged by OGRA in three major cities of Punjab & KPK i.e Lahore, Multan & Abbottabad on April 19, 22 and 25, 2011 respectively.

The public hearing was chaired by the Chairman Oil & Gas Regulatory Authority along with Member Gas and Member Finance. The SNGPL side was led by the Managing Director along with the DMD's, Chief Financial Officer, and other senior members of Management.

The public hearing in Lahore started with the recitation of Holy Quran. The Registrar of the Authority presented the rules and regulations of the public hearing.

The Managing Director of SNGPL in his inaugural speech provided a brief history of SNGPL along with the problems being faced by the Company. After MD's speech the Chief Financial Officer gave a detailed presentation with the help of multimedia projector, the revenue requirement of the Company for 2011-12.



After the presentation by the CFO, the legal counsel of the Company gave a brief presentation on the legal aspects affecting the revenue requirement of the Company. The Chairman invited the interveners to give their point of view on the revenue requirement of the SNGPL and resultant change in prescribed prices of gas sought by SNGPL. The public including various consumer groups and corporations raised various queries. The queries were immediately addressed and cleared by the Management of the Company.

The Authority after hearing all the interventions and their satisfactory reply by SNGPL declared the sessions closed and said that the decision of the Authority will be communicated after complete "in house" deliberations by the Authority of all the facts and figures provided by the Company and critiques raised by the public.

Distribution of Unit Certificates under BESOS at SNGPL (HO)

A distribution ceremony of unit certificates under Benazir Employees Stock Option Scheme (BESOS) was held on May 12, 2011 at SNGPL (HO). The occasion was honored by Mr. M. Arif Hameed, Managing Director (SNGPL). Mr. M. Arif Hameed (MD) distributed unit certificates amongst the Senior Management of SNGPL's (HO).



Emotions vs Intellect in Business

By MOHAMAMD ASIM (Coordinator Training –SNGTI)

Aristotle used to say that when story telling goes bad in society, then the result is decadence. A 2003 Harvard Business Review article named "Power of Story" says that to involve people in work and deep thought you have to tell them stories not power points and statistics. This does not mean that mathematical and logical calculations do not matter, rather they matter a lot in understanding of ideas what we call as Intellectual Reasoning. But to move people to work in life you don't need logic, you need to motivate them. Motivation has an emotional value without which people cannot be productive.

In business world there are many examples where companies relying solely on logical development and work met disastrous results in the end. But the companies which were able to use people emotions and matched them with their product appeal progressed with distinction and even setting new competitive benchmarks. As an example let us consider one example of IBM and Microsoft. The invention of computer in 1930's presaged the current dominance of Information Age. IBM became the flagship of computer industry with a claim that MAIN FRAME is the computer. They enjoyed monopoly for decades. For them computer is a technical and logical device beyond the comprehension of common man. For them this is not marketable to masses because masses are emotional. Apple started in a garage in 1970's and by 1986 it was a billion dollar company through mass marketing thereby challenging IBM with their user friendly computers having unique aesthetic appeals to the common people. Their famous computer COMMODORE 64 was a stunning hit among children. In a few years another company MICROSOFT joined the race but in software and appealed to students mind with their windows. This led to their dominance of information age and today Microsoft guides the computer industry rather IBM.

Cotton industry in Pakistan never used to market their products in 1970's with only intellectual view that cotton absorbs sweat. In 1980's Pakistan cotton industry got boost through eye catching and aesthetically appealing traditional ladies LAWNS. Even the product was seasonal to be marketed only in summers but it appealed to masses with its exotic patterns. The industry sales increased steeply and by early 1990's Pakistan was leading producer in the world in cotton products.

In the daily working of companies the Human Resource is made productive through emotional intelligence such as treating them with dignity, catering to their needs, asking for work life balance. Rather, the high achievers in every field never mention their intellect as their prime factor in their success but the LOVE of the work that put them on high pedestal.

It is a cliché and indisputable fact that "Business of a Business is CUSTOMER SERVICE". The most important thing in customer service is not understanding the product or solving the problem of the customer but "EMPATHY" with the customer. As long as the organization "feels" for its customers, it can innovate and develop in the business. Apple build visuals in software to make I-MAC, I-PADS etc. All these have emotional appeal in kids, and elderly people alike. The companies marketing messages are always emotional. Slogans of the companies to be on top have emotional connotation: , as easy as Dell, McDonald's appeal to children, with toys. . Business presenter

who mingles with the emotions of the audience carries more impact. Connecting with the people is the essence of business success, and one can only connect with emotional dispositions.

The concept of Pre-Schools and Montessori Method was accepted in our society because it tries to educate children with fun and aesthetics. Children learned more from Sesame Street and Mickey Mouse shows than from traditional school educations. The most admired CEO in today's world is Steve Jobs of Apple computers. He is high school drop out. He attributed his success in life and business on being upbeat, having enthusiasm, remaining upbeat and above all instilling hungry and staying foolish. People say that numbers are reality. There is no doubt that figures never lie but at the same time liars can figure. It is not what numbers are, it is what numbers mean. The best mode of teaching in universities is through case studies because it involves participation by the people. There was a famous book named "What Harvard Business School does not teach. The best university was criticized that their intelligentsia live in ivory towers and fail to perceive the common person's emotional need. On the other hand Japanese educational institutions and companies like Toyota focused on team work, employee motivation, training and customer satisfaction. This led to many Japanese companies surpassing US firms in the business world.

In 1950's, a person named Peter Drucker became famous for propagating the idea of MBO—Management by Objectives. His work was implemented in many companies with remarkable success. The theory emphasizes on quantification of goals. By mid 1960's many US firms realized that MBO has reached inertia, as it was not addressing lot of qualitative aspects of business such as organizational culture, values, motivation etc. Against this idea another person from USA named Deming went to Japan and implemented a famous philosophy named-TQM—Total Quality Management. Today TQM has rendered MBO obsolete. TQM is based on the 14 points of Deming and ask for motivation, intense customer satisfaction, driving fear out of organization and continuous training. This philosophy has made Japan and now followed by the leading companies of the world. Rather, the biggest award of quality is called as DEMING AWARD.

So emotions have strong role to play in life and business both. Emotional Quotient (EQ) instead of Intelligence Quotient (IQ) has become the hallmark of successful managers in the organizations. A blend of logic with emotions is called intuitive understanding. Intuition is the language of the heart and heart is the repository of all the emotions. The future of the world is for knowledge workers. Knowledge seeking is based not on intellect but on inspiration which also comes from the heart. That is why we always say "Learn by Heart". So emotions do matter rather matter a lot.

Islamabad Sports Gala 2011

By **WAHEED KAMAL** IT/MIS Section Islamabad.

1st SNGPL Islamabad Sports Gala 2011 was held at different locations of Rawalpindi/ Islamabad in April 2011.

Major events were cricket, table tennis, badminton and athletics in which IT/MIS, Sales, Accounts, Distribution, Billing, CS, Meter Installation, Maintenance and Meter Workshop Departments participated.

Mr. Abdul Ahad, CE (D) inaugurated the cricket tournament at CDA cricket ground I-8 Islamabad. All the matches were played after office time. A large number of SNGPL Employees as well as others came to view all the matches. Final match was very interesting in which IT/MIS scored 153 runs in 10 overs but UFGC successfully chased that target on the last ball of 10th over. Table tennis and badminton matches were played at Liaquat Gymnasium, Rawalpindi and Athletics competition were held at Islamabad Sports Complex.

Prize distribution ceremony was held at Regional Office Islamabad. Mr. Amir Naseem GM(Isd) was the Chief Guest, Mr. Shahid Kamal CA, Mr. Yasir Mirza DCO(IT), Khalid Ahmed DCE(UFGC) also distribute the prizes.

Overall positions were, Accounts section got 1st position. UFGC got 2nd and IT/MIS got the 3rd position.

Mr. Amir Naseem GM (Islamabad), Mr. Abdul Ahad CE(D) , Raja Iftikhar (SAO) and Raja Mukhtar Ali SVP CBA cooperated to arrange this sports gala which is a healthy activity for the 1st time in Islamabad region for which we are thankful to them.



Shahid Kamal CA, Reciving overall winner trophy from GM Islamabad



UFGC winner of the Cricket Tournament



Final of Table Tennis between IT/MIS & Accounts Section



Finalist UFGC Team



Captain Waheed Kamal IT/MIS
receiving Cricket Runner-Up Trophy



Finalist IT/MIS Team



- 1 Waris Shah winner of 100 & 200 meter race
- 2 Haroon Razaq runner-up of 100 & long jump
- 3 Ishfaq Ahmed runner-up Table Tennis single final
- 4 Saif-ur Rehman IT-MIS receiving Man of the Cricket Tournament
- 5 Azhar Ishfaq winner of Badminton Double
- 6 Waheed Kamal receiving the runner-up trophy
- 7 Noor Ali Shah receiving appreciation award



RESULT SHEET OF SNGPL ISLAMABAD SPORTS GALA 2011

OVER ALL POSITIONS

Winner	1st Runner-Up	2nd Runner-Up
Accounts	UFGC	IT/MIS

ATHLETICS

100 Meter Race		200 Meter Race		Long Jump	
Winner	Runner-Up	Winner	Runner-Up	Winner	Runner-Up
Warish Shah (UFGC)	Haroon Razzaq(Accts)	Warish Shah (UFGC)	Noor Ali Shah (Ops)	Warish Shah (UFGC)	Haroon Razzaq(Accts)

TABLE TENNIS

Winner (Single)	Runner-Up (Single)	Winner(Double)	Runner-Up (Double)
Haroon Razzaq(Accts)	Ishfaq Ahmed (IT/MIS)	Waheed Kamal(IT/MIS) Ishfaq Ahmed (IT/MIS)	Haroon Razzaq(Accts) Latif Ullah (Accts)

BADMINTON

Winner (Single)	Runner-Up (Single)	Winner(Double)	Runner-Up (Double)
Raja Mukhtar Ali (Sales)	Latif Ullah (Accts)	Raja Mukhtar Ali (Sales) Azhar Ishfaq (Sales)	Syed Nadeem Iqbal(Dist.) Nasir Mehmood (Dist.)

CRICKET

Winner	Runner-Up
UFGC (Captain Warish Shah)	IT/MIS (Captain Waheed Kamal)

Man of the Cricket Tournament
Saif Ur Rehman IT/MIS ISD.

Hajj Draw 2011 for subordinate staff

By **Muhammad Naveed Akhtar** Officer HR OPS.

Sui Northern Gas Pipelines Ltd. greatly values its Human Resource. Various processes, rules and practices in the Company are enough proof that our prime concern is to ensure that our human capital, which forms the core of our organization, is satisfied, happy and competent. The Company provides attractive perks/benefits (financial & non financial) to its employees in order to keep them motivated so that they perform optimally.

The Company provides Hajj facility to 60 employees every year. For Hajj in 2011, 4361 applications were received out of which 3812 were found meeting the criteria in accordance with the Management-CBA agreement. An electronic draw was held at Head Office on 19th April, 2011. Managing Director, SGM (CSS), SGM (CS/HR), GM (LS) and Executives of HR Ops Deptt. alongwith the President and other Office Bearers of CBA conducted the ballot to draw out names of 33 successful applicants for performance of Hajj. The remaining 27 employees were selected on seniority basis i.e. length of service in the Company.

The event was well received due to its transparency. The Managing Director while addressing the participants appreciated the efforts of the organizers and wished successful candidates all the best on their religious pursuits and holy pilgrimage.



List of the successful employees is as follows

EMPLOYEES DECLARED SUCCESSFUL IN DRAW:

1	50522	Fida Muhammad Khan	Supdt. (P&S)	ATD (D)
2	66104	Ali Zeb Khan	Welder	ATTOCK
3	61676	M Rafique Shahid	Sr. Sup. Records	BWP (D)
4	39521	Muhammad Rafiq Iram	Dy. Supdt. Meter Reader	FSA (D)
5	67130	Muhammad Qasim	Sr. Insp. Meter Reader	FSA (D)
6	101508	Muhammad Younis	Sr. Insp. Meter reader	FSA (D)
7	68586	Muhammad Imtiaz Khan	Supervisor Typist	FSA (T)
8	94893	Shahid Mahmood	Chowkidar	FSA (T)
9	61790	Muhammad Younas	Sr. Insp. Meter Reader	GWA (D)
10	73187	Amjad Pervaiz	Sr. Insp. Meter Reader	GWA (D)
11	41123	Muhammad Iqbal	Sr. Sup driver	HO
12	66819	Rana Muhammad Ashiq	Sr. Sup Painter	HO
13	74793	M. Imran Abdullah	Sup Record Keeper	HO
14	49309	Saeed Asghar	Supdt. (GD) Sales	ISD (D)
15	51989	Jamal Ud Din	Sup Operator (C&W)	ISD (D)
16	71841	Azhar Mahboob	Sup Driver	ISD (D)
17	65861	Rana Waqar Hussain	Sr. Sup. (GD) Admin	LHR (D)
18	88482	Muhammad Aslam	Sr. Sup. Revenue	LHR (D)
19	90142	Muhammad Khalid	Sr. Insp. Meter Reader	LHR (D)
20	59201	Muhammad Zafar	Helper Mech. Plant	MUL (D)
21	75412	Malik M. Saleem	Sr. Sup. Pipeline	MUL (D)
22	36657	Atta Muhammad	Dy. Foreman welding	MUL (T)
23	87729	Rana Mukhtar Ahmad	Associate Engineer (Metering)	MUL (T)
24	46355	Banat Khan	Sup Fitter Pipe	NSR
25	64380	Taj Ali Khan	Sr. Sup Audit	PSR (D)
26	78308	Ahmad Noor	Sr Sup Emergency Duty	PSR (D)
27	91872	Arif Jan Durrani	Sr. Sup. Sales	PSR (D)
28	91816	Rana Qamar Faiz	Sr. Sup. Land	PRJ
29	62395	Mian Mazhar Rashid	Sr. Sup. (P&S)	RYK
30	38244	Rafique Ahmad	Dy. Supdt. Meter Reader	SWL
31	50395	Mazhar Hussain Khan	Assistant Incharge Record Keeper	SGD
32	59176	Muhammad Ejaz	Driver	WAH (T)
33	64880	Fouzia Naseem	Sr. Sup Typist	HO

EMPLOYEES SELECTED ON SENIORITY BASIS

1	24497	Riaz Khan	Dy. Foreman Inst. Mech. (met)	ATD (D)
2	27792	Abdul Hafeez Sikandar	Sr. Sup driver	FSA (D)
3	23745	Muhammad Younas	Dy. Foreman Welding	FSA (T)
4	26471	Muhammad Sadiq	Dy. Foreman Operator Water Pump	FSA (T)
5	30411	Muhammad Saleem	Staff Attendant	HO
6	27805	Muhammad Arshad	Sr. Sup. Operator Crane	PRJ
7	27929	Abdul Hakim	Dy. Foreman (Construction)	PRJ
8	28557	Mehboob Ahmad	Dy. Foreman Corrosion Operator	ISD (D)
9	27361	Fateh Ullah	Dy. Foreman Fitting	ISD (D)
10	27850	Hassan Mahmood	DY. FOREMAN WELDING	ISD (D)
11	26459	Muhammad Anwar	Supdt. Records	LHR (D)
12	27985	Sh. Abbas Hussain	Dy. Pipeline inspector	LHR (D)
13	29674	Muhammad Siddique	Sr. Sup. Driver	LHR (D)
14	27816	Muhammad Siddique	Dy. Foreman Operator (C&W)	MUL (D)
15	29209	Dilawar Ali	Dy. Foreman (C&WAH(T))	MUL (D)
16	29210	Muhammad Zubair	Dy. Foreman Fitting	MUL (D)
17	17345	Abdul Sattar Mushtaq	Dy. Foreman Telecom	MUL (T)
18	26631	Liaquat Ali	Sup Driver	MUL (T)
19	27554	Attaullah	Sr. Sup Driver	MUL (T)
20	26755	Umer Gul	Dy. Foreman Welding	PSR (D)
21	27543	Farid Gul	Sr. Sup Driver	PSR (D)
22	28853	Sultan Shah	Dy. Foreman Operator (C&W)	PSR (D)
23	28911	Gul Badshah	Dist Sup Welding	PSR (D)
24	26584	Muhammad Ismail	Chowkidar	WAH (T)
25	26608	Muhammad Javaid	Chowkidar	WAH (T)
26	27101	Muhammad Sayab	Sr. Sup Inst Mech. (Met)	WAH (T)
27	27930	Ghulam Rasool	Dy. Foreman Operator (C&W)	WAH (T)

Award Distribution Ceremony for Flood Fighters

At AC-1X & Qadirpur Interim Compression Project Team

By Syed Alla-ud-Din D.C.E (COMP)



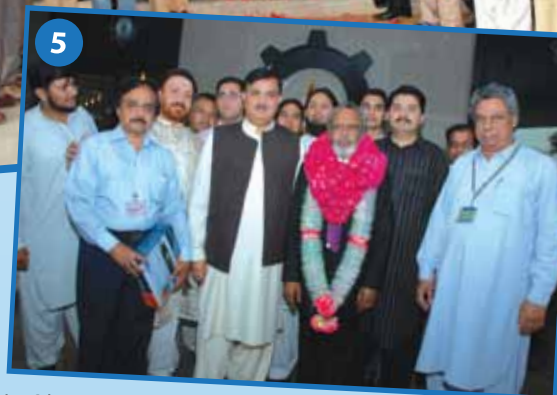
The award distribution ceremony chaired by the honorable Managing Director, Mr. Abdul Rashid Lone, for distribution of cash prizes and appreciation letters, was held at Multan Transmission on April 21, 2011.

The purpose were;

- To acknowledge the brave efforts of Compression Engineers and Staff in combating the last year flood which hit our most critical compressor station AC- 1X. Being the gateway to SNGPL's transmission network, restoration of this compressor station was vitally important to continue un-interrupted gas supply to Punjab and KPK. Due to the heroic and fearless efforts of Compression Engineers and Staff, the station was restored within 48 hours.
- To acknowledge and appreciate the Compression and Project Department teams, working for Qadirpur Interim Compression Project (QICP). The project was designed to rescue the fast depleting Qadirpur Gas Field by OGDCL. Ministry of Petroleum & Natural Resources entrusted SNGPL to execute this critical project with tough time line. Our teams comprising of Compression and Projects Department completed this project in just six months well ahead of target, under intricate security problems and strict supervision of engineering consultant by following the international quality and work standards.

Mr. Abdul Rashid Lone, Managing Director, Mr. K.W. Shariq, DMD, Mr. Amir Tufail, CFO, Mr. Ali Hussain Qureshi GM (Compression) and Mr. Abdul Rashid Arshad, GM (Div. South) graced the occasion and distributed the awards to boost the morale of committed and dedicated individuals of Compression and Projects Department.

Retirements



- 1 Farewell to Mr. Mahmood ul Hassan, Chief Officer (HR Ops) at SNGPL (HO)
- 2 Farewell to Syed Shafiq ur Rehman, Chief Officer (IT Ops) at SNGPL (HO)
- 3 Farewell bid presented to CH. Amjad Javed, Tec Officer (corrossion) from Liaquat Raza (GM) Faisalabad.
- 4 Farewell to Mr. Ashfaq Ahmad, Sr. Sup./Record Keeper (HR) at SNGPL (HO)
- 5 Farewell to Mr. Muhammad Nasrullah Khan, Dy Supdt. Admin HQ (P) at SNGPL (HO)

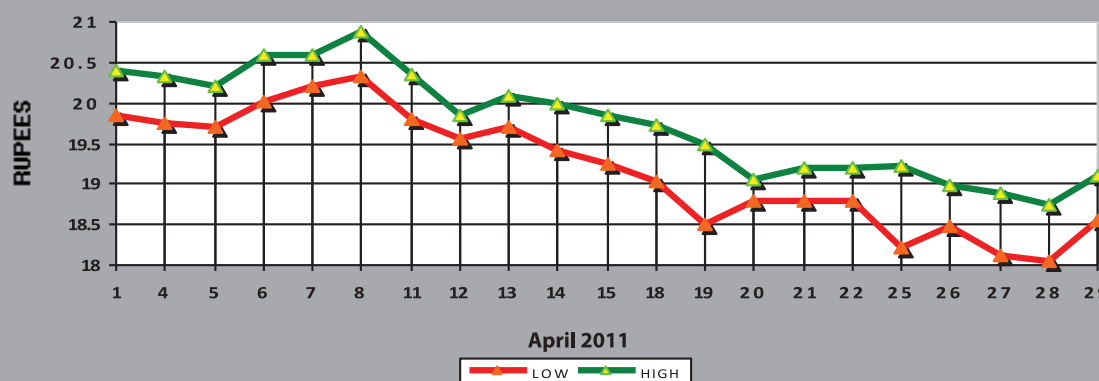
Achievements



Miss Sarooj Ahmed D/o Mr. Ali Ahmed, Chief Engineer (Pipelines), Multan (T) has secured 1st position in F.Sc. Pre-Medical examination 2010 in Multan Board of Intermediate & Secondary Education.

SNGPL Share Price Watch April 2011

Rate / Rs				
Period	Opening	Closing	High	Low
1st&2nd WEEK	19.84	20.37	20.89	19.70
3rd WEEK	20.37	19.35	20.35	19.25
4th WEEK	19.35	19.11	19.74	18.51
5th WEEK	19.11	18.60	19.23	18.06



HSE Week at Islamabad Region (18-22 April, 2011) Celebration of Earth Day (22 April, 2011)

By **Farrukh Majeed** CE HEC.

SNGPL's Management is committed to promote HSE culture in the Company. HSE Week at Islamabad Region was celebrated from April 18 to April 22 for creating awareness among the employees and to motivate them for implementing HSE initiatives.

In this regard, HSE Team from Head Office visited Islamabad Region from 18.04.11 to 22.04.11. This includes Regional Office Islamabad, sub area Jehlum, sub area Wah, sub area Attock, sub area Murree & CC Taxila. The basic objective of this visit is to monitor HSE initiatives pertaining to Islamabad distribution. The grey areas were highlighted for the improvement of working conditions and activities at site. Activities performed by the HSE Team at site are enlisted below.

- Housekeeping Inspection / Routine Safety Audit
- Documentation Review / Review of OHS & Environment Risk Assessment
- Implementation Review regarding upcoming 6th Surveillance Audit
- Training Session on HSE Awareness, Fire Fighting, PPE's Management. Defensive Driving for Drivers & First Aid.
- Pulmonary Function Test for Welders
- Illumination Survey
- Inspection of Vehicles / Welding Plants
- Distribution of Literature / Brochures / PPE's / Posters by CE HSE among the Executives & Staff at Site
- Pasting of Stickers at the Vehicles
- Display of HSE Flexes and PPE's
- Distribution of Quiz among Executives and Staff
- Tree Plantation – An Effort towards Low Carbon Emissions
- EARTH-DAY Celebration – Distribution of Cards among Executives

Mr. Farrukh Majeed, CE (HSE) chaired the closing ceremony of the HSE Week. He emphasized on the importance of Occupational Health & Safety of the employees, their coworkers and all the stakeholders of the SNGPL. Mr. Abdul Ahad CE (D), ISD-D distributed the souvenirs among the staff of the winners of HSE Quiz.



Display of HSE Week activities at Conference room of ISD-D



Fire Fighting session at Sub area Attock is in progress



Mr. Abdul Ahad, Chief Engineer (D), ISD-D is receiving Souvenir from Mr. Farrukh Majeed Chief Engineer, HSE



Opening Meeting with CE (D) at Regional Office ISD-D



Inspection of Welding Plants by HSE Engineer (CS-N)



"Earth Day" celebrated by HSE Team Head Office at Regional Office Islamabad



Ensure safe distance/operation of crane from overhead power lines.

09-HSE-SP-25



Health, Safety & Environment Department



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