



THE PRIDE

OFFICIAL NEWSLETTER OF SNGPL

Volume 13
Issue 10
December 2020

THE YEAR OF DIGITALIZATION

ANNUAL 2020



EDITORIAL TEAM OF THE PRIDE
WARMLY WELCOMES THE NEW MANAGING DIRECTOR, SNGPL
MR. ALI J. HAMDANI

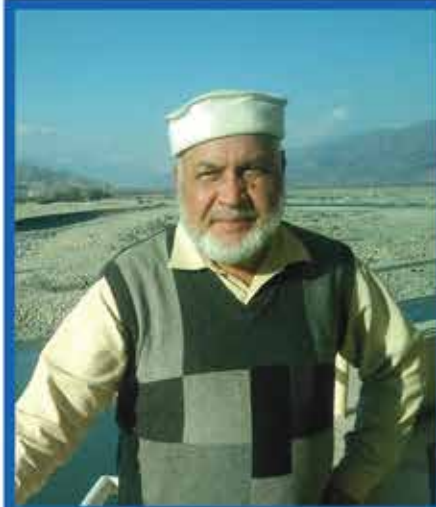


NOT FORGOTTEN!



Sajid Saleem Qureshi

Deputy Superintendent Meter Reader
Billing Section, Johar Town, Lahore



Sarfraz Khan

Associate Engineer
Telecom Section (Mardan - D)



M. Hammad Aleem

Supervisor Records
Billing Section (Multan - D)

Covid-19 took away so many of our near and dear ones. Sui Northern Gas also lost some of its employees while many others had to go to isolation to prevent its spread.

We pray for the departed souls hoping that the new year brings end to the pandemic.



سوئی ناردرن گیس
Sui Northern Gas

میڈیا افئیرز ڈیپارٹمنٹ | Media Affairs Department

[/SNGPlofficial](#)

Helpline: 1199

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Cover Story



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Disclaimer:

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Editorial Note

The Annual Issue of 'The Pride' has now become a regular feature and our readers wait for it at the end of every year since it draws a complete picture comprising of individual level performance of different departments and regions and their overall impact on the Company's performance. So in order to fulfill your appetite we are back again with another Annual Issue of the newsletter. There is a saying that goes 'There is always space for improvement, no matter how long you've been in the business.' So while we have put best the possible efforts in this issue, we will be welcoming all sorts of feedback and constructive criticism that can help us in bringing further improvements in the future.

SNGPL Board of Director recently appointed Ali J. Hamdani as Managing Director of Sui Northern Gas for a period of three years. Ali J. Hamdani features more than 30 years of experience in managing international businesses, particularly in energy, power, water, chemical and healthcare sectors. Prior to joining SNGPL, he remained associated with a number of leading international companies including Siemens AG, Linde Healthcare and Schneider Electric. His addition is expected to greatly benefit the Company through his leadership and management experience in national and global markets.

The Company has always considered UFG as the most important matter and hence a number of measures have been taken to overcome the gas losses resulting in a significant reduction in UFG percentage and volumetric losses. The efforts made by the Company resulted in reduction of Volumetric Loss by 3,285 MMCF and percentage UFG by 2.38% (As of October-20) against the targets of the three-year UFG Reduction Plan approved by ECC. This reduction has resulted in financial savings of Rs. 1,572 Million. One of the major achievements of SNGPL is 43% reduction in Average Monthly gas losses in High UFG areas with the help of law enforcement agencies.

The year 2020 hit the world really hard on so many levels. Millions of people lost their lives while hundreds of thousands are still affected by the pandemic. We also lost some of our very dear employees to Coronavirus this year. Since SNGPL is a utility company and hence our employees had to deal with a large number of consumers even when the pandemic was at its peak. The Company took all possible safety measures. We salute our hardworking and committed workforce which, despite all dangers, continued to serve the consumers. As we close the chapter of this year, we pray and hope that the testing times are over soon never to come back again.

Editorial team of 'The Pride' wishes its readers a very Happy New Year!

Syed Jawad Naseem

Chief Editor

Managing Director

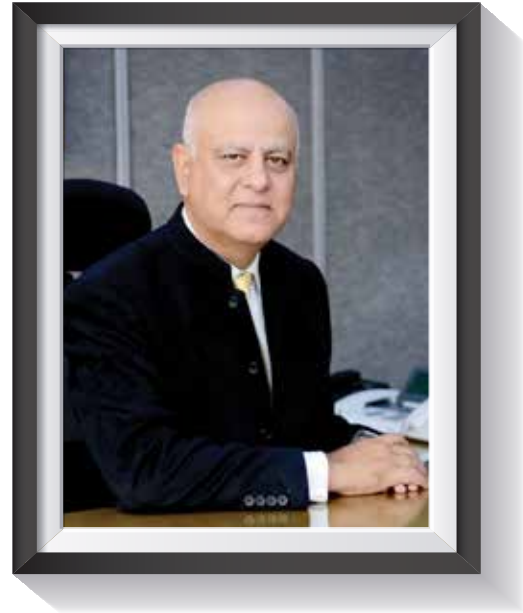
To be appointed as Chief Executive of the Country's largest integrated gas company is in itself a matter of sheer pride for me. I would like to thank Government of Pakistan and SNGPL Board of Directors for showing impeccable faith and trust upon me. I assure you of investing all energies to devise practical solutions to the problems faced by the Company utilizing my experiences while at the same time crafting a sustainable business model to ensure an exemplary future for the Company.

It is important that we need to develop a better understanding of our business while at the same time study changing dynamics of energy sector in Pakistan. Only then we will be able to set the right priorities and well-defined outcomes which we think are essential for our success in a soon-to-become extremely competitive energy sector of the Country.

Our manpower is our greatest institutional asset and hence we need to invest in their capabilities in order to improve their productivity. This grooming has to be done in a number of ways including proactive skill development on an individual level and team development on a collective level. Organizations prosper through skilled individuals who together form teams with mutual goals. There are hundreds of teamwork case studies spread around us and we should go through them to understand how this can do wonders to our organization as well.

Ethics constitute a major portion of professionalism and organizations where the code of ethics is religiously followed never face challenges on ethical grounds. We have to become one such example, on an individual as well as collective level.

I expect our employees to work with renewed zeal to help us become a model utility company of Pakistan.





ALI J. HAMDANI APPOINTED SNGPL MANAGING DIRECTOR

Media Affairs Department

SNGPL Board of Director has appointed Ali J. Hamdani as Managing Director of Sui Northern Gas Pipelines Limited (SNGPL) for a period of three years. Earlier, the Honorable Prime Minister of Pakistan had also approved appointment of Ali J. Hamdani in the Federal Cabinet meeting held on December 15, 2020.

Ali J. Hamdani features more than 30 years experience in managing international businesses, particularly in energy, power, water, chemical and healthcare sectors. Prior to joining SNGPL, he remained associated with a number of leading international companies including Siemens AG, Linde Healthcare and Schneider Electric. He has a proven record of positioning organizations for success, spurring billion-dollar sales growth,

leading global initiatives, and demonstrating a profound dedication to client satisfaction.

He has successfully led Siemens AG Pakistan as CEO/Managing Director and Board Member of operations in Karachi. He has executed mega automation programs for global companies and implemented failsafe technologies for 1200 wellhead shutdown systems at Saudi Aramco Oil and Gas Wells. Has also set up technology center at Siemens Saudi Arabia, to share best practices, optimize global competitiveness, and open new project opportunities.

Ali J. Hamdani has an Executive Master of Business Administration from Babson College, and an Electrical/Electronic Engineering Degree from the University of Engineering and Technology.

DEPARTMENTAL
REVIEWS
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ACCOUNTS

Accounts Department holds key importance for the Company as it narrates all operational and allied activities into financial terms. It identifies the end results of the Company in the financial term against the efforts made during a specific time period and the Company's worth at a particular point of time. Accounts department records each and every type of transaction made at any corner of the Company during any time and consolidate the same on monthly, quarterly, half-yearly and yearly basis. The periodic financial statements prepared by the Accounts department, help all the stakeholders to evaluate the financial health of the Company. A brief of the departmental performance during the FY2019-20 is presented for 'The Pride' readers.

Ledger Section

As per directions of management and keeping in view the future requirements, better utilization of Oracle system for data analysis and record retrieval following efforts have been made to improve the System:

1. Integration of Oracle ERP with other stand-alone applications:

- Completed Tasks
- i. Integration of Litigation Cases System (LCS) with AP
- ii. Generation of Payment Advice for Legal Payments from LCS

2. Cheque Printing from Oracle AP Module

Sr. No.	Region Name	Go-Live From
1	Gujrat	29-Jun-20
2	Sargodha	27-Jul-20
3	Lahore - East	01-Oct-20
4	Lahore - West	
5	Faislabad (D)	01-Nov-20
6	Faislabad (T)	

3. Payments Shifts to AP / Payroll Modules from GL Module

Sr. No.	Payment Nature	Module	Shift From
1	TA/HA of all Staff (Executives, Sub-ordinate & Casual)	AP	01-Jul-19
2	Issuance of Advance to Employees & their Adjustments		01-Oct-19
3	Newspaper Payment of Grade VII and Above		01-Feb-20
4	Brief Case Payment (for Executives Only)		01-Jul-20
5	Allocated Vehicle Repair Payment of Grade VII and Above		
6	Professional Membership Fee Payment (for Executives Only)		
7	Club Subscription Reimbursement Payment		Payroll
8	Mobile Phone Set Purchase Payment		
9	Parting Gift		
10	Washing Allowance		
11	Children Scholarship Payment for Subordinate Staff		01-Dec-20



4. Defining of Electronic Registers through Oracle AP Module

- Electricity Bills Register --- Completed

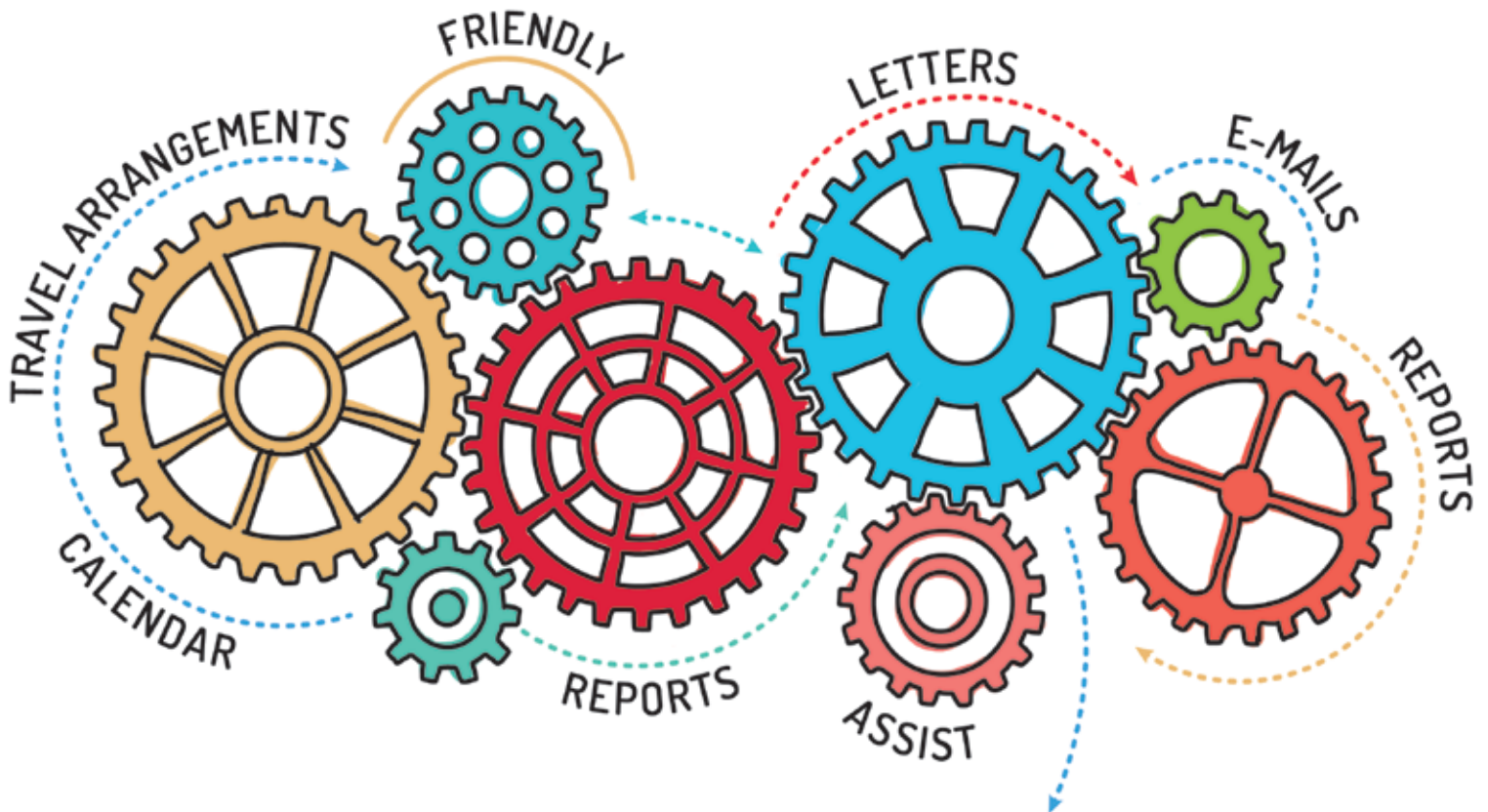
5. Defining of New Tax Codes for PST Input & With Held

- New Codes for PST Input --- Completed

Taxation Section

During the year when Company was operating under lockdown condition due to Covid-19, tax section was given an uphill task of filing sales tax return of the Company for the Month of March 2020 in a single day; normally 5 days are required to file Company's monthly sales tax return. This task was completed by the tax section in a given time and due to these efforts, the Company was able to receive sales tax refund of Rs 3.7 billion from FBR.

ADMINISTRATION



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

The year has been marked by global health crisis of our time and the greatest challenge the world has faced since World War II. The Coronavirus pandemic is the defining global health crisis emerging in Asia late last year. The virus has spread to every inhabited continent. Countries are racing to slow the spread of the disease by testing and treating patients, carrying out contact tracing,

limiting travel, quarantining citizens and canceling large gatherings such as sports events and schools etc.

Pakistan witnessed a massive increase in its confirmed cases since March 2020 and as a country whose economy is highly reliant on manufacturing and service industries a complete lockdown was not a solution. The challenge of combating COVID-19 for SNGPL became a real objective as Company was exempted from any kind of lockdown and the threat became all too real when a total of 246 numbers of employees and their eligible dependents were infected by Novel Coronavirus in its first wave. Snapshots of first and second wave of Coronavirus are as under:

Companywide Summary details of COVID-19 cases (22.04.2020 to 31.08.2020)

Employee Categories	Employees		Dependents	Total Infected	Recovered	Death	Under Treatment
	Serving	Retired					
Executive	55	3	37	95	91	4	0
Sub Staff	85	2	25	112	107	5	0
Casuals	42	-	-	42	42	-	0
Total	182	5	62	249	240	9	0

ADMINISTRATION

Companywide Summary details of COVID-19 cases (01.09.2020 to 10.12.2020)

Employee Categories	Employees		Dependents	Total Infected	Recovered	Death	Under Treatment
	Serving	Retired					
Executive	38	3	16	57	14	1	42
Sub Staff	21	1	03	25	13	-	22
Casuals	01	-	-	01	-	-	1
Total	60	4	19	83	27	1	65

Administration department supported all COVID-19 positive employees and their eligible dependents throughout the SNGPL, to come out of this infectious disease as soon as possible, by making following arrangements:

1. All company medical officers were requested to provide telephonic consultation to COVID suspected employees/dependents.
2. Employees returning from abroad were allowed to join office after medical screening from concerned CMO (Company Medical Officer).
3. Keeping in view of over occupation of hospitals, Medical Oxygen Cylinders Kits, Pulse-Oximeter and medicines were purchased with the aim to provide company employees and their eligible dependents the required assistance as per their medical needs.
4. As all government and private hospitals were over-occupied during this pandemic, close co-ordination was maintained with hospitals where COVID treatment was possible, to shift any serious patient if the need arose.
5. Carrying out disinfection of suspected area on immediate basis. Reporting to Health authorities and maintaining a detailed record of patients till recovery.
6. In addition to above Company-wide availability of sanitizers as well as face masks has also been ensured to safe guard the employees.
7. Twice a day disinfection of all Company premises is also being carried out.
8. Celebrations of various occasions of national and religious significance were observed with utmost care and protection and austerity was also exercised.

Transport section in coordination with IT/MIS Department has successfully automated vehicle repair/maintenance to Oracle Asset Management module. It has saved the time and strengthen the monitoring/control mechanism. In addition to above vehicle tracking and monitoring system has also been employed at Rawalpindi region on test basis to make use of technological advancement in control mechanism and to avoid pilferage of valuable resources.

Admin Department has also made efforts

for the utilization of Company transit Mess for official stay of Officers instead of at Hotels to save avoidable expenses as per direction of the BOD (Board of Directors) and in line with Management directions efforts are made to reduce Company expenses in day to day workings.

In order to beef up security measures and ensure effective security of both human and other company assets, IP based closed Circuit Television (CCTV) cameras have been installed at multiple offices (approx.60 locations) for better monitoring, keeping pace with modern technology application. Administration department has been able to reduce the cost of contracts with government Law Enforcing Agencies (LEAs) by Rs. 20.2 Million annually in comparison to previous year contracts. Similarly, a reduction of Rs. 75.2 Million has been made in security contracts with private security agencies in comparison to the previous contract.

During the year, admin department carried out lease activities for up to 200 premises with successful renewal of lease agreements of offices and shifting of offices to better office premises which has improved corporate image of the Company along with the establishment of new approved Complaint and Consumer Service Centers for consumer facilitation. The effective negotiations have led to many of the lease agreements being agreed upon at existing rates leading to curtailing the rental payments.

This year, Admin Department has achieved the milestone of implementing Biometric System across the Company at Head Office, all Regional/Transmission offices and also committed to replicate the same system in Sub-Regional offices, in future. Extensive training sessions have been conducted in SNGTI as well as at Regional level to educate Admin resources for better understanding/exposure of the system and its effective monitoring.

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

BILLING



Billing Department is exerting all-out efforts to ensure the provision of quality services with respect to the availability of gas bills and resolution of grievances along with timely processing of all the activities related to the Billing Department to safeguard company interest. Different initiatives are being explored so that company business effectiveness could be enhanced with maximum recovery and output.

The billing department has achieved 98.78% of desired targets against KMI based UFG benchmark introduced by OGRA related to disconnection/recovery from consumers involved in pilferage/theft of gas. In addition to this, all-out efforts are being carried out to ensure processing of Meter Inspection Reports and accordingly around, 725,000 detection cases were finalized during the current financial year 2019-20. All cases requiring charging of theft/non-theft volumes are processed expeditiously and same were incorporated in system so that timely recovery could be ensured. To contribute towards UFG reduction goal, 1,817,575 numbers of complaints were noted at the site and forwarded to Distribution

Department for necessary action.

It is our prime focus to serve our valued consumers in a transparent and fair manner regarding meter reading and billing. Accordingly, printing of images on the monthly gas bills along with date and time of meter reading is continued and to further enhance its clarity exercise of cross-verification of images and meter reading is being strengthened. As a result of this activity, 3,791,863 consumers were cross-checked through different means including HHU-CC&B Application and physical visits. Dedicated resources were deputed to address the complaints lodged by consumers through PMDU and/or 1199 to ensure their prompt resolution/response within stipulated timelines.

In line with Management's vision of automation regarding different aspects of business process, Billing Department is also contributing towards its part in this regard. Accordingly, after incorporation of balances of all Power, Fertilizer & Cement (PFC) consumers in system, billing to these consumers is being carried out through a

BILLING

centralized system i.e., CC&B. Furthermore, for an expeditious and prompt response, comprehensive OGRA complaints management system, the initial phase has been completed and the matter is being pursued for incorporation of other requisites regarding appeals and reviews.

It is worth mention here that during COVID-19 lockdown all resources performed duty with SOPs and meter reading activity was suspended for only 15 days throughout pandemic to safeguard company interest. Billing department management remained available in offices to ensure smooth functioning of crucial activities. Services were also rendered to our valued consumers regarding installments facility and resolution of their grievances while following COVID-19 SOPs.

Recovery of outstanding dues from defaulting consumers is another vital aspect and accordingly effective and extensive recovery campaign has been launched against active and litigant consumers to maximize recoveries against outstanding dues. Secondly, different avenues are being explored and approached under the provision of Gas (Theft Control and Recovery) Act, 2016, especially seeking support from Land Revenue Authorities, SECP etc, under section 27(2) to ensure maximum Recovery. As of to date 4,850 applications against defaulted disconnected consumers having outstanding amounts to the tune of Rs. 26 billion have been filed with District Collectors in all Regions for recovery as arrears of land revenue. Recovery efforts regarding different categories of consumers are presented hereunder:-

- Special emphasis has been given to recovery drive regarding liquidation of outstanding dues from active commercial and domestic consumers resulting in reduction in arrears to the tune of Rs. 3,269 million as compared to June-20 despite COVID-19.
- As a result of continuous follow-up regarding recovery from industrial consumers, an amount of Rs. 2,415 million has been recovered from defaulted consumers other than litigation.
- As a result of continuous follow up with Pak Army, PAF and other Govt. consumers like Punjab Police, Jails, PWD, CDA etc. a recovery of Rs.3,977 million has been materialized during July-2019 to June-2020.
- Due to our continuous follow up, case of Technical Supplementary Grant is under consideration at Ministry of Defence in order to arrange payment of LPS dues amounting to Rs.2,427 million up to June-20 appearing against MES Army consumers.

A Special focus has been given for clearance of non-billing and resolution of provisional billing cases to ensure error-free billing and quality of reporting regarding anomalies and discrepancies noted at site so that timely action can be initiated for their rectification. Billing Department is committed to the provision of quality services to our valued consumers regarding accuracy and transparency of meter reading, timely billing and resolution of grievances in an effective manner to their entire satisfaction and achievement of Company's objectives under the guidance of Management.

THIRD SLAB, THREE TIMES THE GAS BILL

REMEMBER!

After 3rd slab, there will be a substantial increase in bill with every subsequent slab.

Combined usage of stove, heater and geyser = Implementation of 6th slab

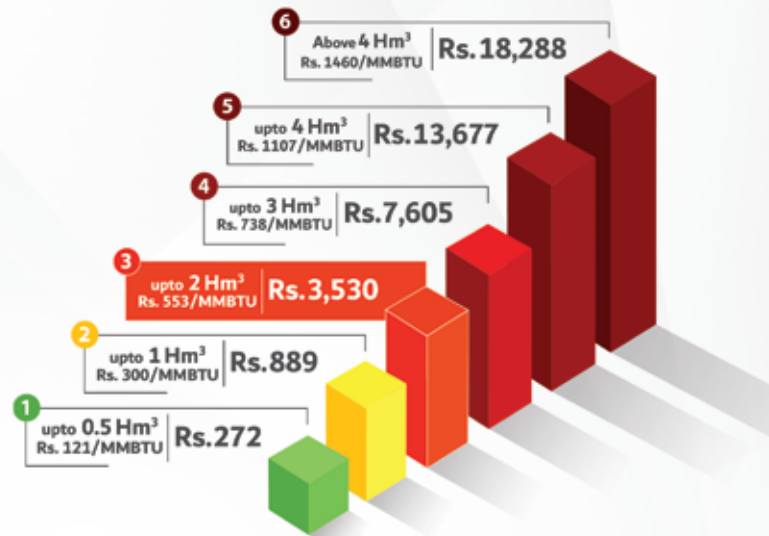
Estimated bill: **Rs. 21,710/-** per month

- Geyser (10 hours per day)
- Gas heater (6 hours per day)
- Single burner stove (6 hours per day)

To reduce your gas bill, Install Gas Saver Cone and Geyser Timer Device

For installation of Gas Saver Cone call **1199**

For installation of Geyser Timer Device call **042-99204581**
or email at gtd.hse@sngpl.com.pk or sms <info> at **0332-4317776**



You can also order Gas Saver Cone and Geyser Timer Device through

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BUSINESS DEVELOPMENT



Business development can be summarized as the ideas, initiatives, and activities that help make a business better. This includes increasing revenues, growth in terms of business expansion, increasing profitability by building strategic partnerships and making strategic business decisions. It works as a mediator between the Company and its customers.

Ease of Doing Business (Customer Facilitation)

Online Applications system:

The year 2020 witnessed onset of COVID-19 pandemic which changed the normal business routine. In order to safeguard, not only our prospective consumers but also our workforce, the Company introduced the facility of receiving online applications for 'New Gas connections' during March 2020. The online application is available on Company's website. This initiative by the Company was very well received by general public. More than two hundred thousand (200,000) applications have been received since 18 March 2020. It means that more than 200,000 citizens have avoided risk of exposure to the virus without affecting service delivery. To make it easier for new gas connection applicants, a mobile app was

developed in-house and launched for the consumers.

Customer Facilitation for Transfer of Gas Connections:

The procedure for transfer of an existing Gas connection was very cumbersome. It essentially required extensive documentation, NOC, CNIC etc. which sometime was not readily available due to various reasons, including but not limited to multiple sale/purchase of the premises, non-availability of NOC/CNIC of original consumer etc.

With a view to facilitate the existing consumers, on the one hand and to update consumer database on the other hand, the Company introduced the following:

- Requirement of NOC and CNIC of previous owner withdrawn while only an Undertaking to ascertain ownership and assume any liability is now required from the present owner.
- Transfer of Security deposited by previous owner allowed in the name of present owner of the property.

BUSINESS DEVELOPMENT

- Use of simple stamp paper allowed for smaller denominations (up to Rs. 400) instead of E-Stamp Paper for submission of the requisite Undertaking.
- Online facility (web link) has been provided to the valued customers where they can apply for transfer of gas connection.

FAQs and General Guidelines regarding the above initiative have been displayed on Company's website.

Decentralization Policy for Facilitation of Commercial Consumers

The following measures have been adopted for customer facilitation:

- **Blanket Load Allocation:**

New Commercial Connections are being processed on RLNG basis. Allocation of individual cases was being approved through Sales Head Office (HO). All requests were being compiled at HO and approvals were sent to regions on weekly basis. In order to facilitate the customers and to mitigate the time spent on correspondence with HO, the Management of SNGPL has approved revised mechanism through which blanket approval is being allocated to region for processing of commercial/industrial connections.

- **Reconnection over 1 year**

Previously for any commercial connection which remained disconnected for a period over one year, reconnection was approved at Head Office level on receipt of case from respective region after due processing.

In order to cut down on the processing time, the authority to reconnect commercial connections, which remained disconnected for over one year, has been delegated to respective regions.

Streamlining of New Development Projects (Towns/Villages)

- The Company prepares a feasibility report and cost estimates for New Development Scheme recommended/requested by honorable Parliamentarians/Notables. The cost of the project

is worked out on the basis of the population of the area of recommended scheme. As a result of latest census, the procedure to work out per consumer cost has been streamlined by linking it with Census data.

- Software is being arranged through IT/MIS for visibility, tracking and monitoring. This will help all concerned departments to track pending cases and monitor performance. IT-Based record and data shall also be secured.

RLNG Based Business Development (Processing of Gas Connections to Housing Societies)

With the relaxation of moratorium on provision of RLNG to new Housing Societies, BD Department is vigorously working on processing of such requests from various applicants. These requests comprise of new Housing societies, extensions and remaining areas. Applications for provision of RLNG based Gas connections are being accepted in Regional Sales sections and after completion of formalities, offer letters are being issued to the applicants on TOR/ 100% cost basis. In 2020, load of 29,380 MMCFD RLNG was allocated to the private housing societies, after fulfilling the procedural requirements.

Naya Pakistan Housing Projects

In order to boost economic activities and to fulfill deficiencies of dwellings in the country, the Govt. of Pakistan has launched "Naya Pakistan Housing Schemes". SNGPL is extending full support to "Naya Pakistan Housing & Development Authority" (NAPHDA) and "Association of Developer and Builders (ABAD)" by providing the following facilities:

- Online Application Submission
- New Process definition in CC & B
- Tracking of Application on Company's Website
- Reduced Timeline for easy and convenient completion of formalities.

Issuance of Demand Notices/Proposal Letters

The following table elucidates this accomplishment.

Demand Notices Issued Data for Calendar Year 2020			
Region	Urgent Fee	Normal	Grand Total
Abbottabad	1,729	6,382	8,111
Bahawalpur	1,007	11,038	12,045
Faisalabad	12,880	22,788	35,668
Gujranwala	1,635	17,624	19,259
Gujrat	182	10,818	11,000

Region	Urgent Fee	Normal	Grand Total
Islamabad	2,577	14,348	16,925
Lahore East	7,508	11,110	18,618
Lahore West	2,818	4,970	7,788
Mardan	486	21,644	22,130
Multan	1,796	22,055	23,851
Peshawar	149	18,223	18,372
Rawalpindi	3,286	15,168	18,454
Sahiwal	1,111	8,653	9,764
Sargodha	1,431	7,763	9,194
Sheikhupura	3,681	13,196	16,877
Sialkot	567	14,067	14,634
Grand Total	42,843	219,847	262,690

Summary of SMS sent to applicants on the following stages

In order to better facilitate our valued applicants, the applicants are intimated on their mobile phones at various stages regarding progress of their cases for gas connection through "Short Messaging Service (SMS)".

During 2020, approximately 50,000 SMSs were sent to applicants in various categories intimating following status:

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

Response to Consumer Complaints

Customer facilitation through redressing their grievances has been accorded top priority. Business Development - Retail has contributed effectively for redressing of grievances/complaints received from individuals and various external forums including but not limited to the Pakistan Citizen Portal (PCP) at Prime Minister Office, Ministry of Energy (Petroleum Division), Wafaqi Mohtasib, OGRA etc. During 2020, 18,930 complaints were received through various forums, out of which 17,775 were responded showing the healthy redressing percentage i.e. 93.90 %.



نقطہ کار سے انتظار
نیا دور نئے اطوار

اب گیس بل ادا کریں
easypaisa
کے ساتھ

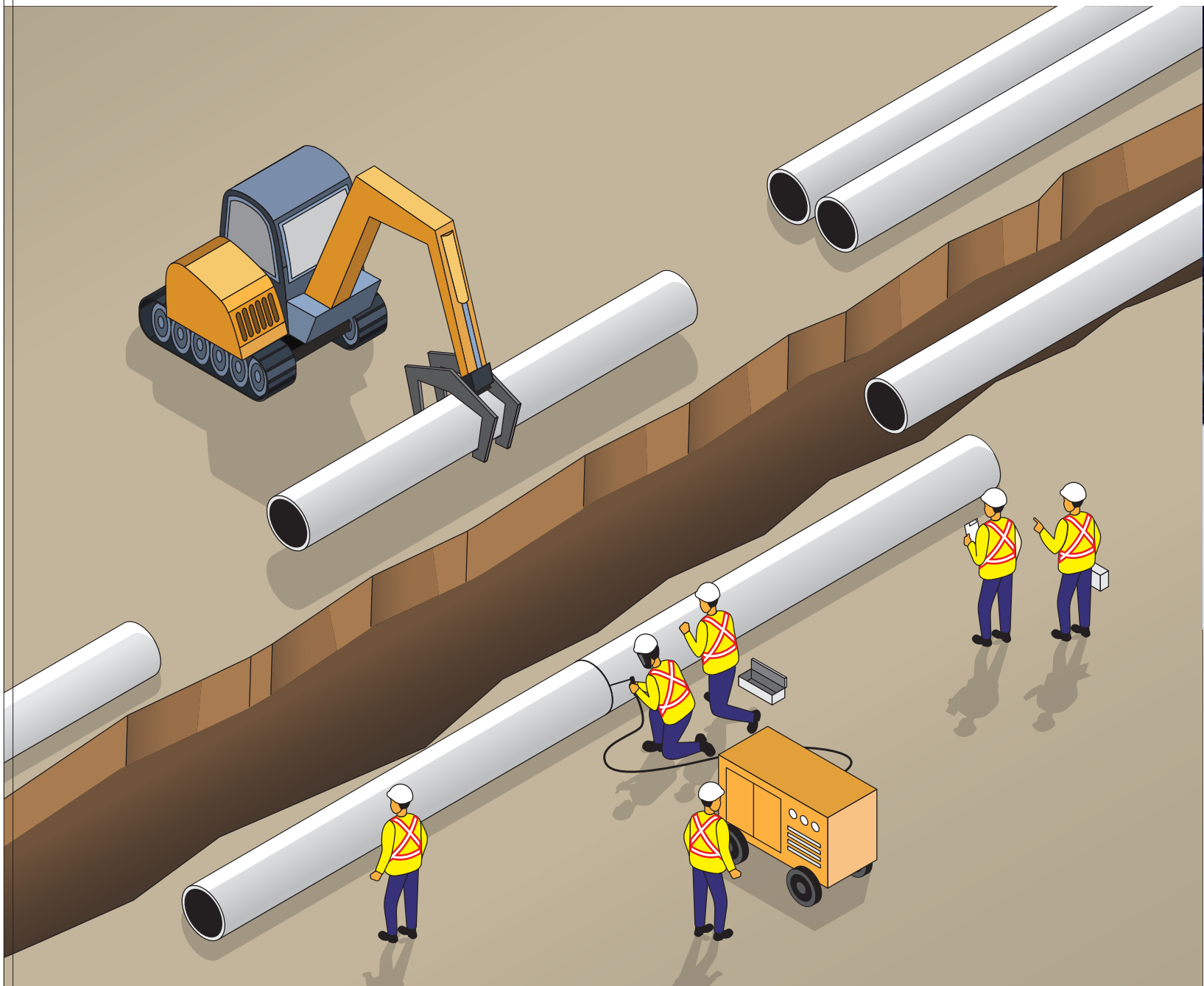
SNGPL بل ایپ



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Sui Northern Gas
Media Affairs Department | سبیا افیئر ڈیپارٹمنٹ

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CIVIL CONSTRUCTION



In line with the tradition of continually serving the company-wide requirement of infrastructure for enhanced and smooth operations, the department has carried out various projects in the year 2020. Ranging from projects that enhance existing capacity to building new structures, projects completed in the current fiscal year span all over the country. The most notable projects in line with the management efforts to curb UFG losses are as under:

Construction of Domestic Meter Inspection Shop at Multan

A state of the art facility is being constructed at Multan Region that will help in the

efforts to curb UFG losses. Once completed the facility will include all essential infrastructure and equipment required by Metering Department to deal with UFG losses related to Domestic as well as commercial users.

Upgradation of Different Distribution Office Buildings

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

COMPRESSION



SNGPL's Compression Department owns the largest fleet of gas turbines in the region, operating 69 Turbo-machinery packages with total installed horsepower of 226,200 Hp at company-wide 11 compressor stations, to power National Gas grid sustainably. The main function of the department is to boost the gas pressure every 60-90 miles along the gas transmission network to cope up with pressure losses due to trans-sectional supplies, frictional losses, elevation, direction and diameter changes, demand and supply changes, and flow & pressure variations from gas producers etc. thereby operating the Company's gas transmission network at its optimum efficiency. During the year 2019-20, Compression Department compressed 1,085 BCF RLNG and Indigenous gas at different Compressor Stations through 119,047 cumulative operating hours of gas turbine compressor packages, in order to transmit low and variable pressure gases from different sources, including depleting sources, into Company's Transmission network and maintain stability and uniform system operations amid large swings in demands and supplies.

In addition to optimize operations, the department also achieved various milestones in line with its focus on continuous improvement and technological advancement for improved efficiency and deliverability.

Compressor Packages Refurbishment & Control System Up-gradation Project:

In order to address the challenges posed by the system obsolescence due to technological advancements over the years, the 2nd phase of compressor package the refurbishment and control system up-gradation was designed by our planning and development team of engineers for refurbishment of two (02) vintage compressor packages of 1975-1990 to latest system and sub-systems including up-gradation of their control systems from obsolete relay logics to PLC-based controls for enhanced reliability and performance. The timely execution of this project has enabled us to migrate away from product obsolescence towards newer technologies thereby enhancing the operational life of these compressor packages for another 20 years.



COMPRESSION

The first phase of the project for 11 compressor packages has been successfully completed in previous the year. During the 3rd phase, Nine (9) more compressor packages to 4700 hp shall be upgraded, for which all the designing and planning job has been completed



and the project is under final approvals.

Compression system Augmentation at Compressor Station AC-6

Compression department has also completed the system augmentation project at compressor station AC-6, in order to cater for an additional 150 MMCFD RLNG flows in the transmission system within target schedule, to be supplied to Power Sector. The project included augmentation of compression system at compressor station AC-6 with 4,700 horsepower, along with capacity enhancement of discharge gas cooling system by installation of the water-cooled heat exchanger, and re-staging of centrifugal compressor to match the operational parameters.

Compression system Augmentation at Compressor Station CC-1

During the year 2019-20, the Compression department also completed the system augmentation project at Compressor Station CC-1 (Haranpur), which was planned due to consistently declining trend in gas input from existing northern sources, continuous expansion of distribution system in northern regions, and requirement of RLNG based new consumers in northern regions. The project encompassed the relocation of three (3) Saturn Gas Turbine Compressor packages to CC-1 along with enhancement of gas filtration



capacity of the station.

Implementation of Computerized Maintenance Management System:

After completion of pilot project for implementation of Asset Management system at compressor station AC-4 (Uch Sharif), the implementation has been extended to compressor stations and has been made fully functional at Seven (7) compressor stations, whereas its implementation is in progress at remaining four (4) locations, in coordination with IT department. This system will help to optimize engineering processes and operational activities with more focused control. The system has been linked with already established ISO-9001-2015 QMS system for effective management, cost control on all departmental activities as well as help for effective



inventory management and reduction in equipment downtime.

Turbine Engines Overhauling:

Compression Department is also working on its five-year plan (2016-21) for zero-overhauling of turbine engines, which have completed more than 100,000 operating hours during current year, as per International Standard API-616, in order to increase the life and the fuel efficiency of these engines. With a highly professional & experienced team of turbo-machinery experts, we are privileged to be the only authorized company in Pakistan to overhaul the gas turbines along with technologically advanced testing facility. The Turbine engine overhaul facility is equipped with state-of-art workshops with CNC machines, rotors balancing facilities and all repair, inspections and testing facilities, complying with international standards. During the year 2019-20, three (3) Centaur Gas Turbine Engines and one (1) Saturn Gas Turbine was overhauled and installed in the field.

Multistage Centrifugal Compressors Field overhaul:

Compression department is also self-reliant

for field overhauling and re-staging of centrifugal compressors used for gas pressure boosting. Typically, these compressors are overhauled after 50,000 – 60,000 operating hours. During the year, 04 centrifugal compressors of model C-304 and 02 compressor of mode C-160 was field-overhauled and re-staged to operate compression system at optimum efficiency and maximum throughput. In-field restaging and overhauling of boost compressors has been carried out to change the rotor dynamics to match process requirements and maintain isentropic head and efficiency.

Compression Department has got the technology and experience, and today we are more committed to increasing our technological benchmark through continual process of measuring and improving. The driving force behind this



achievement has been a department wise effort engaging and empowering our workforce to offer ideas and implement them to symmetrically and measurably enhance our quality of operation and execution.

سردی آگتی ہے خیال رکھنا!

گیس کے مسلسل استعمال سے بل میں تیسری سلیب پر 3 گنا سے زائد اضافہ ہو جاتا ہے۔ یہ بل مزید اضافے کے ساتھ چھٹی سلیب پر 18 ہزار روپے تک پہنچ سکتا ہے



اس پڑوس پر نظر رکھیں
کہیں کمپریسر لگا ہوا ہو تو
فوراً 1199 پر اطلاع دیں



اس لیے ٹھنڈے لگتے تو
مضر صحت گیس ہیٹر کی بجائے
محفوظ اور کم خرچ
ایکٹرک ہیٹر استعمال کریں



سونی ناردرن گیس
Sui Northern Gas
Head Office: Department 1، اسلام آباد

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CORPORATE AFFAIRS



Corporate Affairs Department is responsible for arranging Board as well as Shareholders' meetings apart from ensuring compliance of rules, regulations under the Companies Act, 2017. The compilation and publication of Quarterly and Annual Reports of the Company is also one of the core responsibilities of the department.

The year under review was marred with the outbreak of COVID-19. The three (3) year term of the Board of Directors which commenced on June 26, 2017, ended this year. In this regard, an Extraordinary General Meeting was held on July 06, 2020 wherein eleven (11) Directors were elected on the Board of the Company. The whole exercise was managed with very scarce human resources at hand due to the worsening situation of COVID-19.

For the first time in the history of the Company, shareholders were facilitated with the option to vote through electronic means in the light of the Companies (E-Voting) Regulations, 2016, through CDC Share Registrar Services Limited. Moreover, the Shareholders were also facilitated to attend the general meeting through video

conference facility provided by the Company, keeping in view the health & safety of the valued Shareholders and employees during the pandemic. Thereafter, after finalization of Final Revenue Requirements (FRR) by the OGRA, the Annual General Meeting of the Company for approval of Annual Accounts for the financial year 2018-19 was also held on August 15, 2020, in accordance with the guidelines of the SECP, PSX, and Government of Pakistan ensuring SOPs in the wake of COVID-19.

Presently, the Board of the Company consists of twelve (12) members including the Managing Director. The Board provides strategic guidance for sustainable growth along with an effective management oversight in respect of comprehensive corporate governance. All periodic financial statements and working papers for consideration of the Board and its committees are circulated to the Directors well before the meetings (i.e. at least seven days before the meeting) except in case of an emergent meeting, in order to give sufficient time for informed and prudent decision making. The minutes of the meetings are circulated within fourteen days from the date of meetings,

after due clarification from the respective Chairperson of the Board and its Committees. The Board has also formed five committees viz Board Audit Committee, Finance and Procurement Committee, Human Resource and Remuneration Committee, Nomination Committee, Risk Management and UFG Control Committee, comprising different Board members, based on their areas of expertise.

During the calendar year 2020, the department successfully managed 62 meetings of the Board and its committees. The process of conducting a Board or Committee meetings is very sensitive and meticulous. Extreme diligence and confidentiality is maintained in the process of dissemination of information related to agendas, minutes and decisions taken by the Board and/or its Committees.

As per Section-223(6) of the Companies Act, 2017, it is mandatory for a Company to send audited financial statements to all members of the company either by post or electronically at least twenty-one (21) days before the date of meeting at which it is to be laid before the members. During

the period, Annual Report of the Company for the financial year 2018-19 was published and sent to 17500 shareholders in the form of DVDs apart from dispatch of hard copies of the reports. In addition to Annual Report, Quarterly Reports for the 1st Quarter, Half-year, and 3rd Quarter of the financial year 2019-20 was also compiled, published and circulated amongst the concerned by the Corporate Affairs Department.

Corporate Affairs Department also handles the payment of dividends to shareholders in cooperation with Treasury Department. A final cash dividend for the year ended June 30, 2019 at Rs.2.00 per share i.e. 20%, in addition to interim cash dividend already paid at Rs. 1.50 per share i.e. 15% for the 1st quarter ended September 30, 2019, as recommended by the Board of Directors and approved by the Shareholders of the Company at their 55th Annual General Meeting held on August 15, 2020, was paid to the valued Shareholders.

Corporate Affairs Department is committed to play its role to perform at its best in the future endeavors to ensure smooth operations of the Company.

اس لیے اضافی بل سے بچنے کیلئے اپنے گیزر میں

ٹائمڈ ڈیوائس انسٹال کروائیں
جس سے بذریعہ موبائل ایپ گیزر ہو خود بخود آن اور آف

گیس سیورکون لگوائیں
جس سے پانی رہے زیادہ دیر تک گرم اور بل ہو آدھے سے بھی کم

گیس سیورکون اور گیزر ٹائمڈ ڈیوائس آرڈر کرنے کے لیے 1199 پر کال یا
پریچ گیری /SNGPLofficial



سردی آگتی ہے
خیال رکھنا!

گیس کے مسلسل استعمال سے بل میں تیسری سلیب پر 3 گنا سے زائد اضافہ ہو جاتا ہے
یہ بل مزید اضافے کے ساتھ چھٹی سلیب پر 18 ہزار روپے تک پہنچ سکتا ہے



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CORROSION CONTROL



SNGPL's Corrosion Control Department is continuously striving to protect the underground precious MS pipeline network from attack of corrosion through application of coating material and by applying Cathodic Protection (CP) techniques through 1,815 CP Stations being monitored through 32,281 and 6,554 test points in Distribution and Transmission Departments respectively. Following are the significant achievements of Corrosion Control department during the calendar year 2020.

- Non-Destructive Testing (NDT) was performed on ~384 Kilometers of transmission pipelines as a part of Pipeline Integrity Management Programme. The data entry of inspection data in data management software VAIL-Plant was arranged and Risk assessment, remnant life calculations and implementation of remedial actions is in progress.

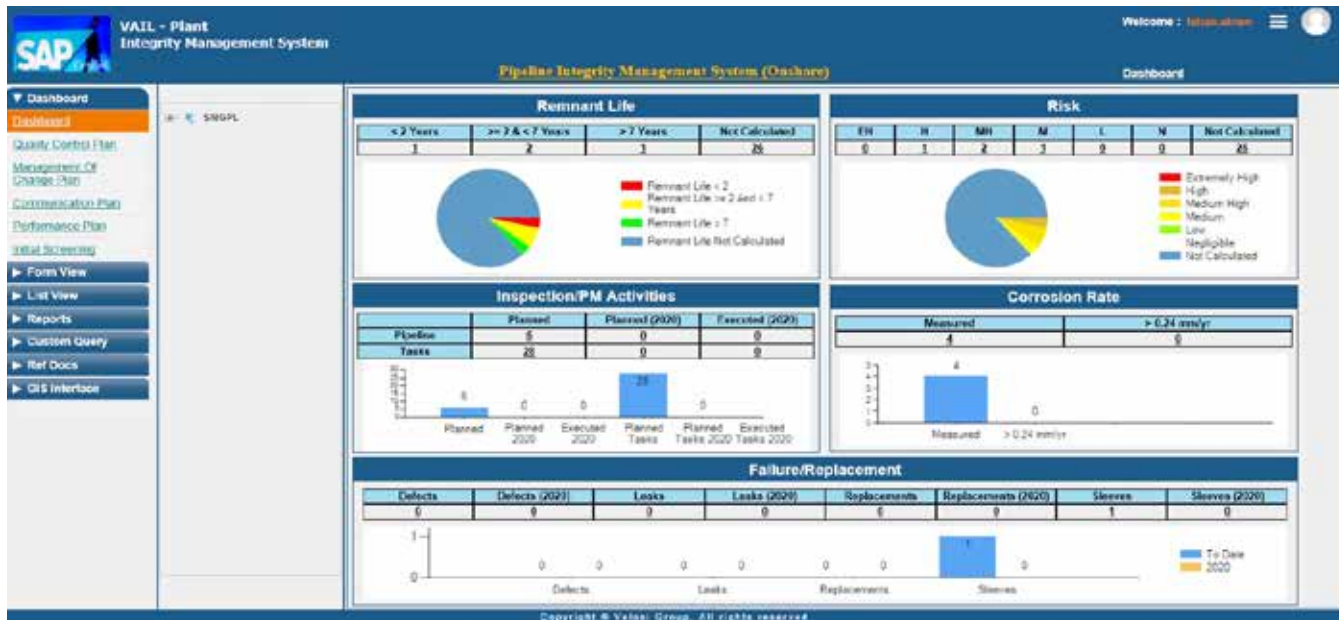
Furthermore, Indirect Assessment Surveys were carried out on ~289 Kilometers of underground Transmission Pipelines and potential sites were selected for Direct Examination.

Customization of VAIL-Plant software to meet the requirements of Pipeline Integrity Management Program is in progress.

Moreover, ~400 Kilometers of Transmission Pipeline Network had been selected after screening for integrity assessment in upcoming year. The data gathering pertaining to

design, construction, operation and all historical inspections are being reviewed as per requirements of ASME B31.8S "Managing System Integrity of Gas Pipelines".





- During the year 2020, Underground Gas Leak Detection Survey on 25,000 Kilometers was carried out and 35,859 underground leak points were identified by Corrosion Control Department, through laser-based gas leak detection equipment. The progress against KMI for UFG Control is 100% achieved.
- As part of Research and Development, “GSM Based Remote Monitoring Units” for data transmission of CP Stations was developed at Corrosion Control Centre by employing our in-house resources. GSM based Remote Monitoring Unit measures operational parameters of CP Station and communicates the same to end-users through text message. Moreover, 1,278 units were installed at various remote areas for

remote monitoring of CP parameters to improve the efficiency of the system and the effective resource utilization, while hardware for 350 units is under procurement.

- Cathodic Protection Data Management Software in coordination with IT/MIS Department had been developed to log output data of CP Stations being monitoring by Remote Monitoring Units. The software allows quickly distinguish among faulty and healthy CP Stations and optimize our day to day planning of tasks. The output data of any CP Station for a selected period can also be viewed graphically. Further customization of software is in progress to keep a log of protection status of our network and its mapping on GIS.



CORROSION CONTROL

• In addition, as part of Research and Development, two (02) types of gas detectors were designed and developed at Corrosion Control Centre by employing in-house resources. The detail is as under:

- User-friendly and economical gas sensor and alarm system for domestic sector (wall mounted/fixed)
- Portable gas detector for the detection of aboveground leakages.

• Moreover, to increase the survey in Lahore and Peshawar Regions, the available Laser Gas Leak Detectors have been modified with attachment of carpet probes. With the introduction of carpet probes the survey speed has been doubled at a very low cost.

• The 41st meeting of Risk Management and UFG Control Committee of Directors was held on 10-11-2020 in Camp Office, Islamabad. Corrosion Control Department took the opportunity to display the equipment being used for “Underground Gas Leakage Detection” and briefed regarding operation of laser-based Gas Detection systems. The equipment included following:

- Portable/handheld laser based gas leakage detectors (for Sub-surface leakage detection survey)
- Vehicle mounted leak detection equipment (for surface leakage detection survey)
- Carpet probe (for surface leakage detection survey)
- Hi-flow sampler equipment (for determining rate of gas leakage)

SGM (ES) Asif Akbar Khan and Incharge (Corrosion Control) Ahmed Jawad Khan briefed the Worthy Chairperson, Directors and Management about the working principle, salient features and field application of this equipment. They also gave practical demonstration of the equipment. They further appraised Directors/Management about in-house development of carpet probes for increased survey in Lahore and Peshawar Regions. The different questions of the esteemed guests, regarding equipment and Gas leakage detection were adequately responded by Incharge (Corrosion Control). Chairperson, Board of Directors, Roohi Raees Khan and Managing Director SNGPL acknowledged the efforts made by Corrosion Control Department in detecting underground gas leakages by using latest equipment/technology; and highly appreciated Ahmed Jawad Khan and his team for their dedication in the field of research and development.

- 442 M. Tons of Carbonaceous Backfill Material



has been prepared for Deep Well Ground beds and Horizontal Ground beds respectively through Mechanical Mixer at Corrosion Control Centre, installed for mixing of Carbonaceous Backfill, to create a good quality homogenous mixture in an efficient way. 8,841 bags of said material were also packed for dispatching of the same to Transmission Sections/Distribution Regions.

- Material testing of 195 samples was performed at Material Testing Laboratory of Corrosion Control Centre.
- During the calendar year 2020, 16 new CP Stations were added to the system while 58 exhausted ground beds of existing CP System were replaced.
- ECDA Survey is being carried out for Integrity Assessment of Transmission Lines of different diameters as per NACE Standards.
- Coat and Wrap works on Transmission Lines have also been carried out by recoating of 11,370 feet of Transmission Lines in four transmission sections.
- 80 Air cooled T/R Units were fabricated and 900 Remote Monitoring Electronic Kits were tested/configured at T/R Unit Workshop.
- The activity of Cross Checking/Follow-up of Underground Leakage Rectification Work was carried out in Lahore (E/W), Sialkot, Sheikhpura and Gujranwala Regions, by the designated team from Corrosion Control Centre.
- CP Audit of Sargodha and Abbottabad Region was also carried out in 2020.

CUSTOMER SERVICES



The Company's paramount commitment to improving the services of the Company for better facilitation of the customers is the driving force to ensure constant up-gradation of Customer Services. In pursuance of that, Customer Services Department has taken various steps to facilitate its customers. Numerous additional modes have been now provided to the customers for registering their complaints. In previous years, Customers had to physically visit the concerned office and search for the relevant officials on their work-desks, in order to lodge their complaints. This exercise used to cause wastage of time and discomfort, for not only the valued customers but also for the employees. Improvement of customer's experience and establishment of a true Customer-Company relation was the need of the hour. Therefore, "One Window" facilities were established in SNGPL front desk offices.

Customer Services Department of SNGPL is offering customer care facilities to more than 7 million consumers through front desk offices situated in all areas of jurisdiction situated in Punjab, Khyber Pakhtunkhwa and AJ&K. Presently there are 16 Regional offices, 34 Sub-Area offices, 40 independent Customer Service Centers (CSC) and 88 independent Complaint Centers (CC) operational for providing customer-related services. Due to a huge consumer base, around one million complaints are being handled by the Customer Service Department annually. The emergency response teams are equipped with proper tools, equipment, material and transport for prompt action as per approved time standards.

Minimum Service Standards at our Front Desks

In order to facilitate the consumers, who visit front desk offices for redressal of their complaints and queries, basic public facilities at CSCs are being provided. This includes dedicated facilities as well as general facilities for ease of consumers and for a better customer services experience. The following facilities have been ensured at CSCs.

- Dedicated seating areas, separate counters and dedicated washrooms for female customers.
- Dedicated seating areas, separate counters, dedicated washrooms for senior citizens and physically challenged customers.
- Wheel Chairs along with personal assistance for physically challenged customers.
- Establishment of information front desk for guidance of visiting customers.
- Display of Fee/Charges List pertaining to different services through flex signs and display screens.
- Step-wise display of procedures for availing different services through flexes signs and display screens.
- Proper signage for different counters.
- Instant Complaint Redressal Facility.
- Queue management system.
- Drinking water facility.

CUSTOMER SERVICES

Incorporating Technology for Ease of the Customer

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

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

- Application for new domestic gas connection.
- Transfer of domestic gas connection.
- Registration for SMS alerts.
- Registration of complaints and complaint history.
- Provision to update CNIC and cell number in records.
- Receive Bill through Email/SMS.

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

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

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

Multiple forums for reaching SNGPL is something that has been worked on in recent times

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

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

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

Custom designed complaint dashboard has been initiated by Customer Services Department in order to keep a track of complaint resolution process. The dashboard developed by IT/MIS department provides a real-time picture of the complaint resolution process and has drastically helped out the concerned sections in prompt resolution of customer complaints. This dashboard also includes multiple analytical tools for improved control of the overall complaint resolution process.

Self Service Kiosk is the upcoming addition to facilitate customers visiting CSCs. This multi-touch interactive screen will be helpful for the customers who prefer self-service. Kiosks are under the procurement process and would be available at Lahore and Islamabad CSCs by the end of FY 20-21.

Top Performance in PMDU Complaint Resolution

The Prime Minister's Delivery Unit (PMDU) was initiated in 2018 for merging all of the country's departmental complaints under one portal. Resolution of PMDU complaints through dedicated

resources has been ensured and resultantly, SNGPL is the top achiever in resolution of customer complaints, received through PMDU portal. As per 28th PCP progress review report, MD SNGPL is at the top of the ranks with the highest number of resolved complaints. As of 14th Dec 2020, MD SNGPL is at the top with 153,989 resolved complaints against a total of 154,250, whereas, remaining 261 complaints are in process of resolution (99.8% resolved complaints).

The mechanism adopted for the resolution of PMDU complaints is a well-synchronized in-house web portal developed in-line with the PCP, Islamabad. Dedicated focal persons have been nominated for different Regions/Departments. A supervisory cell of PMDU complaints is developed at Head Office which follows up with the focal persons for timely resolution of the complaints. In this regard, recently SNGPL received appreciation from the honorable Secretary Petroleum on timely resolution of complaints.

Holding of E-Kachehris and Khuli Kachehris

In order to further improve customer approach to services, SNGPL started to convene

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

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

SARDI AA RAHI HAI KHAYAL RAKHNA!

Continuous use of gas leads to threefold increase in gas bill on third slab.
It can further escalate to Rs 18,000 in sixth slab.

To avoid additional gas bill



Ensure service of your geyser before turning it on in winters



Get your geyser installed with Geyser Timer Device and Gas Saver Cone



Stop unnecessary use of stove

Install Geyser Timer Device and Gas Saver Cone in geyser, call **1199** or message on [f](#) [t](#) /SNGPLofficial



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FINANCE



Financial prosperity is impossible without constant planning and management of money. (Sunday Adelaja– Ukrainian journalist and broadcaster)

Amidst the uncertainty the whole world is facing during the year 2020, following the spread of novel Coronavirus pandemic, the role of Finance Department of a company is strong and central, alongside other business functions, in stabilizing the business and positioning it to thrive when conditions improve. Finance department, by acting as a catalyst for improved business performance directly contributes to a company's financial health and organizational resilience day to day.

At SNGPL, Finance Department is responsible for preparation of Annual Budgets to support business operations and assessing feasibilities of new initiatives. The department also ensures accurate, timely, efficient and effective discharge of budgetary controls functions in line with the prescribed regulatory framework.

Year 2020 remained a busy yet challenging year for Finance Department, in order to ensure that continuity of business operations was not hurdled and it remained thriving albeit the global social and economic crises.

Finance Department's Significant Achievements In 2020

Beside the routine tasks carried out throughout the year, Finance department is actively responding BOD's initiative of Technology Implementation Plan (TIP). Following is one of the in-progress ERP based work around solution completed and implemented during this year

Monitoring of Completion Reports: Job Completion Reports Exception Monitoring System

Historically, completion reports were being analyzed by Finance department manually, and exceptions (if any) were being raised to the respective quarters through memorandums. Since,

it had been done without involvement of any ERP utility, tracing the foot-steps of the exceptions and their subsequent resolutions/regularization by the job holders remained a challenge.

Now, moving forward and keeping in view the importance of analyzing and reporting the anomaly(ies)/observations in completion reports received from job holders, this year, another utility has been added for implementation on Completion Reports being received in FY 2020-21 through which:

- A standard check list for Job Completion Reports is implemented having appropriate risk matrix.
- Exception letters are generated through this utility.
- Users can view the list of anomaly(ies) observed in the submitted completion reports.

This utility will aid in timely intimation of anomalies observed in job completion reports, to the job holders, and resultantly speedy submission of completion reports to Finance Department, after resolution/regularization of the same, by the job holders.

Future Endeavors

Following are the some of the targets set to be achieved in Year 2021:

- Development of ORACLE based work-around solution for calculation/evaluation of savings against Jobs/Projects with lesser laying/expenditure than sanctioned.
- Development of ORACLE based, work-around solution for monitoring of Capital Jobs in Progress;
- Development of ORACLE based, process flow for sanctioning and circulation of request for jobs;

In a nutshell, no one knows how long the pandemic will last, but in time, business and daily life will find a new equilibrium. Finance Department is, and will be striving to ensure that SNGPL not only survives the current crisis but also prospers in the next normal.

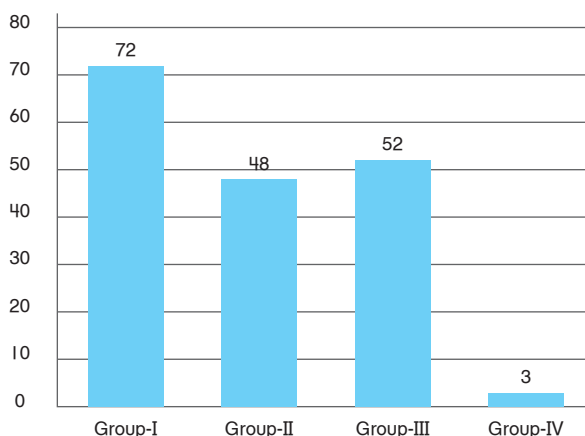
HUMAN RESOURCES



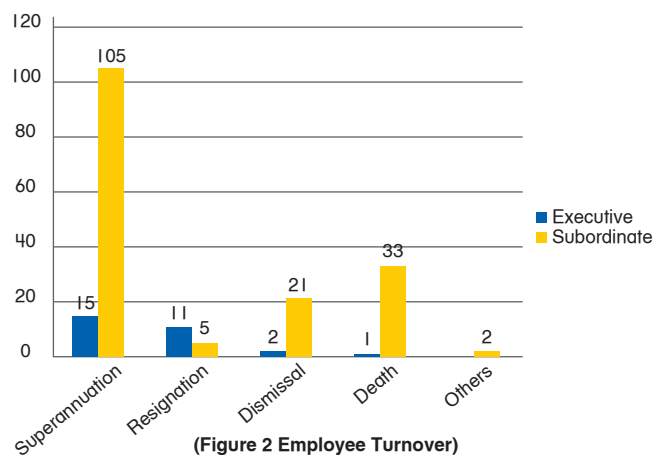
During the period under review, Human Resource Department of SNGPL continued its role as an enabler to achieve Company’s strategic mission while also ensuring that its human resource remains engaged and motivated by reviewing its HR policies.

Although the lockdown due to COVID-19 pandemic has affected various business operations, the HR Department successfully ensured business process continuity through duty rotation of its employees. The Company successfully ensured smooth operations to its valued consumers during lockdown; while strictly complying with the laid down SOPs.

The HR Department proactively played a vital role in the implementation of merit-based recruitment system with an aim to acquire the best talent. A total of 175 new inductees joined the Company in Executive Cadre, adding value to the existing human resource. A quick glance from last year’s HR activities is given below:



(Figure 1 Group Wise Summary of Newly Inducted Executives)



(Figure 2 Employee Turnover)

Career Progression Process

With an aim to ensure that employees have the desired level and combination of competencies required for the next grade, Potential Assessment Test (PAT) is underway for a total of 633 Executives in different grades through third-party to gauge their competency level.

Promotions of Executives

During the period 2020, a total of 409 Executives in Grades I-VII were promoted, despite Covid-19.

Employment of Persons with Disabilities (PWDs)

Being a socially responsible Company, SNGPL believes that every person with disability (PWD) should be provided due opportunity to integrate them into mainstream society. The Company has defined 2% quota in compliance with Disabled Persons (Employment & Rehabilitation) Ordinance, 1981. During the period under review, 11 PWDs were inducted in the Company.

HEALTH, SAFETY & ENVIRONMENT



To ensure that our Health, Safety and Environmental Policy is systematically applied and best industry practices are adopted within all operations, we have developed an Integrated HSE Management System (IMS) based upon ISO 14001:2015 and OHSAS 18001:2007 standards.

- HSE infrastructure at SNGPL is divided into 33 sites of operational departments. Incharge of each site is designated as HSE Focal Point. Each HSE Focal Point is responsible for the Implementation of Company's HSE Management System through line management under his domain.
- In compliance with Company's HSE Policy a systematic Management Program is introduced by developing procedures and guidelines for all operational activities across the Company.
- Monitoring and measurement is carried out as per standard through HSE Internal Audits and Surveillance Audits by Certifying Body to evaluate the effectiveness of Company's HSE Management System. This reflects the Management Commitment towards the implementation of HSE Management System.

- Health, Safety & Environment department have developed 35 procedures duly approved by the management based upon operational activities of the Company and circulated across the company for implementation in true letter and spirit. These procedures are also available on the Company's web portal for easy access.

HSE Surveillance Audits

In order to monitor the compliance of ISO 14001/OHSAS 18001 Standards, Surveillance audits are conducted by M/s United Registrar of Systems (URS) bi-annually. Successful conduction of these audits demonstrate the effectiveness of HSE Management System. Management commitment towards HSE is highly appreciated by the Auditors. It is pertinent to mention that SNGPL has upgraded the Management System to ISO 14001:2015 version through in-house resources. Third-party audit of 09 sites was carried out this year.

Contingency Plan for Covid-19 Pandemic

The coronavirus, also known as COVID-19 pandemic, is an ongoing global deadly contagious virus. It causes severe acute respiratory syndrome.



In Pakistan first case of COVID-19 was reported on 26 February, 2020. To control the epidemic, efforts are being made at Government and organizational levels across the country. SNGPL being responsible organization is striving hard to play an effective role in preventing the Coronavirus infection and enhancing awareness level among its employees, consumers, and the general public. Following actions are taken in this regard. Being a socially responsible Company, SNGPL donated 38 million rupees to Prime Minister's Relief fund after seeking approval from the Board of Directors.

HSE Department has developed a comprehensive contingency plan for COVID-19 according to the guidelines of World Health Organization (WHO), which includes rotational plan for employees, work of employees at home with health issues, halting of biometric attendance procedure. Suspension of annual Sports events,

training at Sui Northern Gas Training institute and evacuation and Fire Drills to avoid large gatherings. Awareness of employees regarding COVID-19 is ensured by circulating bulletins, circulars, posters, videos, pictures, text messages and developing SOP for SNGPL field staff etc.

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

Provision of ample quantity of hand Sanitizer for disinfecting hands.

In all Company premises COVID-19 positive cases were reported immediately, and the area was cordoned off and disinfected as per guidelines issued by Government of Pakistan. Personal protective equipment (mask, gloves, full body suits, face shields etc) are being arranged and distributed among staff.

Complete medical oxygen kits have been arranged at each Company site considering the over the occupation of hospitals in Pakistan.

Health Surveillance

Medical Camps are being arranged by HSE Department on regular basis to promote Health Care Awareness and on-spot health screening of employees. It provides an excellent opportunity for promoting awareness about the general HSE related initiatives as well. HSE Department has organized Medical Camps at Corrosion Control Centre, SNGTI, Sahiwal Region and Head Office. Medical screening tests of Diabetes, Hypertension, Hepatitis B and C, Eye Refraction and Bone Scanning were carried out. Response of employees was very encouraging who participated enthusiastically to get examined and to get published material from HSE Stall about general



HEALTH, SAFETY & ENVIRONMENT



and work-related diseases and safety measures. Occupational Health risk assessment is a very important tool to monitor and advise any health risk which provides input for developing suitable controls before any outbreak.

SNGPL has made its Occupational Health Mobile Unit operational last year. It has started its operation in the last quarter of 2019. This in-house occupational health facility will help us to have valid, unbiased lab results and to prevent loss of employee's work time for visiting hospital & labs. Corrosion Control Centre, SNGTI, Sahiwal Region, Multan Transmission, Multan Compression, Multan Region and Head Office were the locations underwent Occupational Health Surveillance. More than 1200 employees were screened.

HSE Training

HSE Training is imparted to the Company's Executives and staff with the prime objective to learn, refresh and update HSE knowledge and skill to continually improve on their HSE performance at work. SNGPL, being a member of 'National Safety Council', which is a non-profit organization with the mission of saving lives by preventing injuries and

deaths at work, in-homes and communities, and on the road through leadership, research, education and advocacy draws considerable support for its engineers. During 2020, more than 14,000 employees have been trained for HSE modules in 1,172 numbers of sessions. Around 4,000 sessions of SOP training have been conducted.

Installations of CCTV Cameras

HSE Department successfully installed Close Circuit Television (CCTV) Cameras at 85 sites including Customer Service Centers (CSC's), Regional Offices and sub-areas of 15 Regions. The performance of CCTV camera system was evaluated as satisfactory as it fulfilled the desired requirement. Further installation of CCTV Cameras at other sites is in progress and is at different stages of installation and is being pursued for successful completion.

Energy Conservation

Keeping in view the energy crisis, Sui Northern Gas Pipelines Limited is committed to conserve energy by optimum utilization of energy. Energy conservation initiatives are being looked after by HSE department. The Company strives to preserve resources for the future and reduce environmental pollution. SNGPL makes extensive efforts to reduce energy consumption in its own operations as well as convince its consumers on efficient utilization of energy through improvements in processes, use of energy-efficient equipments and changing lifestyle.

HSE Week 2020

HSE department believes in taking new initiatives. Celebration of HSE Week across the Company was a newly added initiative that left a measurable impact on Company employees for carrying out their assignments safely and efficiently. This year HSE Week was celebrated





with a theme of “**Breaking Barriers to HSE Culture**”.

Safe Working Man Hours

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

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

Environmental Monitoring

SNGPL is committed to preserve the environment by making compliance with all applicable laws and codes. A procedure for environmental monitoring is part of Integrated Management System Manual. In addition, emission tests of stacks, generators, vehicles and welding plants are carried out as per frequency using either in house resources or third-party services. In-house resources for monitoring of emissions of all vehicles, generators, stacks and welding plants with state-of-the-art portable equipment like LANCOM, TESTO, IMR. A vehicle installed with Crypton emission analyzer equipment has been specially designed for emission monitoring in addition to portable devices. This year emission testing of 276 vehicles (Company owned and hired), 139 Welding plants, and 38 Compressors and 130 Generators by using the equipment has been carried out.

Carbon footprint is another new concept being launched in the Company. A baseline of energy utilized and CO₂ emissions would be determined to calculate Carbon footprint of SNGPL and opportunities for reducing and offsetting Company's Carbon Footprint would be identified

through energy conservation. This initiative would not only improve the environmental conditions but also would reduce the excessive energy consumption in various Company operations.

Company CSR Policy

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

SNGPL CSR Policy focuses on the areas of Health, Environment and Education for the less privileged/ underdeveloped community in its area of operations.

Conservation of the environment is a major objective of SNGPL's Corporate Social Responsibility policy. SNGPL is a corporate partner of Worldwide Fund (WWF) for this purpose.

Like other initiatives being a responsible corporate organization, SNGPL has also taken an initiative of Tree Plantation. The purpose of this initiative is to contribute towards Cleaner and Greener Environment. SNGPL has partnered itself with the WWF and Forest departments of Punjab and KPK for planting trees. This year SNGPL has planted more than 80,000 plants to date.

SNGPL in its CSR initiatives supported WWF for utilizing agro-waste gasifiers to meet energy requirements in areas where natural gas is not available. The purpose was to build the capacities of rural communities and culinary vendors on alternate cooking energy solutions through dissemination of two types of gasifiers.

- a) Household Gasifier
- b) Semi-Commercial Gasifier

Demonstration of agro-waste gasifiers was carried out at least 850 gasifier units are distributed among rural families in selected areas of Punjab, Khyber Pakhtunkhwa and Gilgit-Baltistan. At least 31 training workshops were conducted for rural communities in selected areas of project in which 44 local fabricators in different geographical regions were trained. More than 600 students were given awareness and basic operational training of household gasifiers in 05 Girls schools of rural areas.

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

INTERNAL AUDIT



The Internal Audit function helps the Company to accomplish its objectives by bringing a systematic, disciplined approach for evaluating and improving the effectiveness of risk management, internal control, and governance processes. The most frequently cited function of the Internal Audit function is monitoring compliance with the internal control structure and assessing its effectiveness. Internal Audit provides recommendations to improve internal controls and correct deficiencies observed. Internal Audit through audit engagements of the Company's functions, identify gaps and give assurance that appropriate action plans are put in place.

The Internal Audit performs many valuable functions including:

- Operational, technology and financial audits.
- Special assignments either on the directions of Board Audit Committee or on self-initiative.
- Handling and investigations of concerns raised under Company's whistle blowing Policy.

During the year, various audit engagements and investigations were carried out to evaluate management's risk mitigations techniques and effectiveness of internal controls. Engagement results were reported to the appropriate levels of Management and the Board Audit Committee for corrective measures.

Key Performance Measurements

Performance of Internal Audit function is measured against defined targets developed for monitoring

the efficiency and effectiveness. Major measures include:

- Compliance with Audit Plan

The Internal Audit function strives to provide audit coverage to areas posing the greatest risk to the Company. As per risk-based Audit Plan, reports were issued for Head Office, Distribution Regions and Transmission Offices covering all high-risk functions and processes. All these audit engagements were timely conducted and reported to management to ensure their effectiveness. During the year, Internal Audit function issued 270 reports (pertaining to current and previous audit plans) highlighting more than 3,000 audit observations of different nature.

- Implementation of Audit Recommendations

Reporting risk-rated findings and identification of root cause in internal audit reports enables the audit clients in prioritizing efforts to address areas of greatest risk along with the root cause of the issue occurred rather than just the result.

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

As a result, 35% of our recommendations were implemented at HODs level and 29% at Management level.

- Discussion of audit reports with Head of Department and Management

Further, to the issuance of reports, during the year 338 reports (pertaining to current and previous audit plans) were discussed with HODs and 126 reports with the Management. As a result of discussions and continuous follow-up of outstanding issues, various actions were taken in respect of the audit observations including recoveries, compliance in future transactions and introduction of new SOP or improvement in existing procedures/strengthening of existing controls. Moreover, inquiries against the individuals found negligent in performing their functions were also recommended.

- People, Proficiency and Professional Development

The makeup of the Internal Audit function contains a group of professionals with diverse backgrounds and experiences and our talented team is capable of successfully executing the audit plan.

International standards require that internal

auditors must enhance their knowledge, skills, and other competencies through continuing professional development. The Internal Audit encourages its resources for continuous professional development and during the year, 100% of the target set for mandatory CPD hours was achieved.

Digital and Technical Audits

As a new initiative digital and technical audits have been made regular feature of Annual Audit Plans in line with directions of Board Audit Committee. To conduct these audit engagements, IT and Technical resources were recently transferred to Internal Audit function which had further strengthened our ability to conduct these audits to analyze end to end business processes and to contribute positively for improvements in these areas as well.

Special Assignments

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

Revised Internal Audit Departmental Manual

Internal Audit Manual was revised and updated in line with the legal statute, best practices and international internal auditing standards which were approved by Board Audit Committee and Board of Directors. Some of major changes include compliance with Code of Corporate Governance/Public Sector Companies (Corporate Governance) Rules, adoption of international internal auditing standards and best practices, risk-based audit approach, Quality Assurance And Improvement Plan (QAIP), performance measures, RACI framework including timelines to complete each step, and monitoring/follow up procedures.

Whistle-blowing Policy

In line with the Code of Corporate Governance, wherein the whistle-blowing function falls under the purview of the Board Audit Committee and handling/implementation of the said policy rests with Internal Audit function, the existing whistle-blowing Policy and protection mechanism of the Company was reviewed giving a detailed procedure for lodging and dealing with such complaints. Accordingly, revised policy was approved by the Board of Directors on recommendations of the Board Audit Committee and the responsibility for handling/dealing with whistle-blowing policy was entrusted to Internal Audit function under which complaints are received, investigated and results are submitted to the Board Audit Committee on quarterly basis.

IT/MIS



“The global Corona virus pandemic, which has already caused unimaginable devastation and hardship, has brought our way of life to an almost complete halt. The outbreak will have profound and lasting economic and social consequences in every corner of the globe,”

(United Nations Environment Program (UNEP), Executive Director Inger Andersen)

The mobility restrictions were enforced to control the spread of the novel Coronavirus (COVID-19), so most of the employees of SNGPL were working from home. As IT services providers, we remain committed to keep our services up and running. In this unprecedented situation, the resilience and capability of networks and applications connectivity and performance have become even more challenging.

Business users at SNGPL are adept at the Enterprise Applications (CC&B, ERP), Email Services. The network laid up to far off locations; have assisted in proper utilization of web-based applications. The significant accomplishments during 2020 are as follows:

SNGPL- Website Activities

To minimize consumer in-person visits to the Company offices, IT/MIS in coordination with Business Department has introduced the following online services at its website:

- Transfer of Gas Connection
- Application for Domestic Connection
- Services for Industrial Consumers
- New Connection Status
- Register-SMS Alert
- Complaint Registration
- Complaint History
- Update CNIC/Phone
- Bill Calculator

Sui Northern Gas Virtual Learning Platform (SNGVLP)

In line with the vision of technology improvement plan of SNGPL, IT/MIS has launched SNGVLP platform for eLearning i.e., “<https://lms.sngpl.com.pk>” where an employee has provision to securely access it either from the web or mobile app by using their domain credentials to attend nominated courses. SNGTI has been given the task to prepare online courses and SNGVLP is being successfully used by the employees to register and take online courses.

Currently around 50 courses of different departments are available on SNGVLP portal for SNGPL employees. As of today, around 700 employees have been nominated in courses of different categories and attended their courses in a specified schedule.

Introduction of Microsoft Teams in IT/MIS Department

IT/MIS promptly responded to business needs due to Covid-19 for remote work and opted to use the Microsoft Teams Application. This application offers increased work productivity by making all collaborations, conversations, online meetings, share files, and assign tasks etc available in one single application. Multiple users work on office documents online at the same time by using this application. IT/MIS is extensively using this application for online meetings in Head Office as well as with Regions from their desks/homes to collaborate on office documents, tasks assignments, project-related progress etc.

Online Tender Opening

In order to follow the SOP of maintaining social distancing, IT/MIS specifically arranged



Zoom meetings for Tender Openings at SNGPL.

Chief Election Commissioner Visit of Data Center:

Chief Election Commissioner along with his team of senior officials visited SNGPL Data Center. He acknowledged the efforts of IT/MIS regarding Bill Printing setup and also expressed his interest in establishing a similar infrastructure for managing the electoral process. General Manager IT/MIS in the presence of DM (Ops) briefed the overall setup and other relevant details and assures to extend their full support to Election Commission of Pakistan.

Oracle Enterprise Resource Planning (ERP)

Though the Coronavirus pandemic impacted the overall project plans and timelines globally, yet we have tried our best to continue our operations along with implementing new projects. In order to provide 24/7 support to current active 1,877 users, the initiatives by the ERP team comprised of Functional and Technical resources in year 2020 is mentioned below:

1. Enterprise Asset Management Module- A step towards Optimized Asset Utilization:

Functionality	Automation Description
Maintenance Activities of Compression Station	eAM has been successfully implemented in all Compression stations. All the assets have been defined along with effective maintenance planning in line with the associated maintenance activities.
Implementation in Admin Department	The module has been also implemented in Sialkot Region which was established after completion of implementation in Admin Department.
Admin Assets Data Cleansing	The vehicles data has been updated on the basis of current situation in all regions for all types (i.e., Operational, Pool etc)

Functionality	Automation Description
Completion and Closing of Work Orders	Solution has been provided for completion and closing of work orders in one go.

2. Supply Chain Management through Inventory and Purchasing Modules of ERP:

- Inventory

Functionality	Automation Description
Physical Count	Finance Department has been provided full support on Physical Stock Taking Activity during Lockdown Period.
Restriction on Negative Balance	Negative balances were restricted at 15 out of 53 store locations. It is another milestone achieved towards minimization of slow/non-moving items.

- Purchasing

Functionality	Automation Description
Revenue Direct Charge Indents	Implementation and rollout of e-LPR / e-Indents through Purchasing module of ERP in all project locations have completed the automation of purchasing process.

3. HRMS Modules of ERP:

- HR

Functionality	Automation Description
Implementation of Oracle SSHR PMS	Oracle Self Service Performance Management module has been adopted as test case to digitize the Appraisals Management process of SNGPL. ERP team in collaboration with HR focal person, worked round the clock to cater as many requirements in the system as we could. For the purpose, two iterations of UAT had been performed.

IT/MIS



- Payroll

Functionality	Automation Description
Email Alerts	PF Certificates, Income Tax Deduction Certificate and monthly salary slip has been circulated through email.

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

Oracle Customer Care & Billing (CC&B):

Currently, the user-count has reached 2,468 (synced with Two-factor authentication) which is continuously increasing. Below are the functionalities configured in 2019:

System Configuration and Development

System Configuration and Development has successfully completed the tasks as follows:

- Automation of Manual Billing & Consumer Balance Breakdown
- Integration and Improvements in CC&B - Integration of CC&B (FGF) with HR Module
- MIR Reconciliation Process (Industry / Commercial)
- Payment Arrangement (Prime Minister's Relief Package on Covid-19)
- Payment Arrangement - GIDC Installment Plan (Ind / Com)
- Payment Arrangement - GIDC PA SA for PFC consumers
- TBS Wise Reconciliation Reports
- OGRA Notified Tariff Up-gradation in CC&B

- Application of Pressure Factor to Domestic Consumers (DOM,DOM-OTH,DOML)
- Enhancement Vigilance Rectification (KMI 4 and 5)
- Installation OF GPRS Modems AND Integration With SCADA System
- Geyser Timer Device Prices Configuration in CC&B
- Complaint Closing SMS
- Data Posting Through Script

Besides the above tasks throughout the year, the department also completed the following:

- Corrections Required in data posted in Vigilance Modules
- MIRs validation and FA completion-Data of 11000 pending FA through Script
- Outsourcing of call center
- Technology Implementation Program - Mobile based Application Receiving against NCR

Software Quality Assurance /Testing:

To make sure clean, smooth and bug-free development and deployment, all in-house and outsourced development and configuration tasks were thoroughly tested at pre-prod and production server as well.

Automations in CC&B:

IT/MIS has greatly improved on hitting the production goals by implementing the automated solutions in CC&B. We have exceeded the output expectations set out for our department and made a large contribution to the overall success through excellent productivity. Following are the major system developments that are implemented to facilitate the business users and to achieve the goals of organization.

System Development	Impact
Pressure Factor Adjustments and Controls	The differential amount of pressure factor (in dispute) of almost 3.8 million consumers has been implemented and duly communicated through a bill message. In addition, checks were incorporated to control garbage input.
Online Domestic Application	Online application to facilitate the domestic customer for submission of application along with necessary information. The domestic applications data has then been populated into CC&B through an automated program designed by IT/MIS.
PM Installments	As per the directives of the Government of Pakistan, IT/MIS started sending Gas Bills of Winter 2019 to the consumers in installments as per the defined policy.
Commercial GCV/SMS Code Up-gradation	GCV/SMS Codes have a great significance for the reconciliation of the consumption; IT/MIS developed a script to Automate the posting of GCV/SMS codes on bulk data. Business Users are using these automated scripts for the posting of bulk data regarding commercial and domestic GCV/SMS Codes.
SMS Complaints	To support the Customer Services Department and to present the soft image of the Company to the consumers, IT/MIS started sending SMS Alerts on various events during Consumers Complaint Registration and Resolution. IT/MIS customized its system (CC&B) in a way that SMS alerts are sent automatically on: <ul style="list-style-type: none"> • Complaint Registration • Complaint Forwarding • Complaint Resolution
Complaint Feedback SMS	Keeping in view the importance of swift follow-up, another facility is added to the CC&B, for taking feedback from consumers against their complaints after its resolution with the following options: 01- Satisfactory 02- Unsatisfactory
TBS Code Up-gradation Script	To increase the scope of consumption reconciliation and provide a true picture, IT/MIS also provided the automated script to link/map the TBS of respective region on the consumer's premise.
GIDC & GST Recovery in Installments	In addition to continuous support on Billing, BPA Script Created the Payment arrangement SA along with setting of monthly installment amount equally divided as per number of installments. Amount of source SA will be transferred to destination SA automatically. (As Payoff Balance). Installment bill along with month billing is sent to the consumer.
GIDC Payments	Payment of GIDC on particular SA is being posted through the automated script.
GIDC LPS Calculation	LPS of GIDC amount is being calculated automatically and post the adjustment of LPS on the gas bill as per the KIBOR rates.
Geyser Timer Devices / Solar Water Heater 2nd phase Billable Charges Creation	In the first phase of development, automated program was developed and implemented successfully for the creation of monthly billable charges against the geyser timer/solar water heating devices. In the second phase, the script was extended to the other geyser timer and solar water heating devices to create billable charges and adjustment with revised prices against each device. For each category, recoverable SA created automatically and installments made in the form of billable charges.
Integration with EasyPaisa	To facilitate the consumers, IT/MIS developed new features in Android App with enhanced features which are the Integration with EasyPaisa system. By using this feature, consumer can pay their Gas Bills online. The amount is deducted from his/her EasyPaisa account.
Android APP for LCSt	Android app for Lawyers has developed as desired by the Committee of Board. User can view the last suit action of consumer cases when selecting any of the Suite Proceeding types like: <ul style="list-style-type: none"> • Criminal cases • Suite Filed by Consumer • Suite Recovery • Suite Nature

IT/MIS

Bill Processing/ Printing/ Dispatch:

IT/MIS has arranged a state of the art Bill Printing set up at Manga office to cater the monthly bill printing of Seven Million consumers with a systematic flow of bill printing activity from receiving of pre-printed bills to dispatch of the printed bills. Following specialized features have been introduced:

- Pre Printed Boxes/Stock Management: Through exceptionally improved process automation, we can store maximum stock, improve quality, and minimize paper wastage.
- Paper Dispatch and Delivery: We have re-visited the dispatch and delivery mechanism to minimize the time taken to deliver printed bill to the customer's doorstep.
- Bill Printing Click Charges SLA: Quality bill printing is the core responsibility of the printing section; our bill printing team closely coordinates with service providers and ensures quality printing.

Provision of IT Equipment:

In 2020, IT/MIS continued to provide latest IT equipment to organization wide users. A brief summary of procured IT equipment in 2020 is given below:



Sr. No.	Item	Qty Issued
1	HHU's	179
2	Laptops	37
3	PC's	412
4	Printers	232
5	Scanners	71
6	UPS	837
Total		1,768



Infrastructure Monitoring and maintenance:

IT infrastructure monitoring is baseline in smooth execution of IT services utilization. IT/MIS team puts in tremendous efforts to not only monitor

the current setup but also enhance its infrastructure with latest and secure solutions available in the market. The major achievements in 2020 are as follows:

System Development	Impact
NOC Operations	During the ongoing COVID-19 pandemic, NOC Team has been on the toes so that there is no hurdle in the services for the achievement of the Company business strategy and goals.
Data Center Infrastructure Management (DCIM)	IT/MIS has achieved one more milestone by upgrading the existing software and implemented Data Center Infrastructure Management (DCIM) software by Schneider-electric to enhance data center monitoring strategy and implement a new level of business intelligence for our data center for predictive analysis.
Video Walls	Video walls are primarily used to highlight critical information for NOC operators. It is essential to understand the types of data that could be important for both standard operations and emergency situations.

Future Projects:

IT/MIS teams are working on exploration of latest digital technologies including Mobile, social, cloud, analytics and many more to facilitate the business departments.

LAW



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

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

The Credit Bureaus Act, 2015 ("Act") is essentially meant to benefit the financial sector to make well informed decisions for the provision of banking facilities. Law department was of the view that the collection of credit information about defaulting consumers of utility companies may possibly force the utility defaulters interested in availing banking facilities to settle their utility defaults. Since the Federal Government reserves the power to include any non-financial company in the definition of "credit institution" as such in-house legal team took this initiative and requested the Federal Government to issue a notification to include the utility companies in the definition of "credit institution" mentioned under sub-clause (v) of clause (l) of section 2(1) of the Act 2015.

As a result of the hectic efforts and

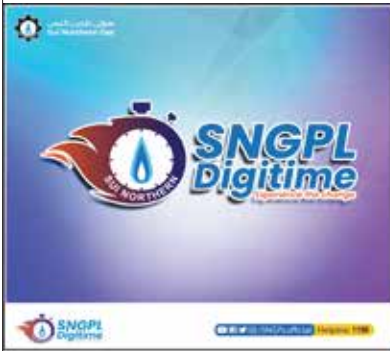
vigorously follow up by the law department, the gazette notification published by the Finance Division, GOP is successfully arranged whereby it is notified by the Federal Government that the companies supplying electricity or gas through distribution or transmission lines, to be members of credit bureau and to furnish information in accordance with the requirements and specifications of the said Act and the regulations made hereunder.

In the Year 2020, due to dedicated efforts and timely actions by the Law Department, approximately 1033 number of recovery cases, 528 declaratory cases and 142 numbers of criminal cases has been decided by the Courts in favor of the Company. These numbers also included the disposal of some high profile cases as well in favor of the Company.

Apart from the above an amount of Rs. 174,219,348/- approximately has been recovered from the litigant consumers. The Law Department has also made a remarkable progress regarding the encashment of bank guarantees amounting to RS.23, 923,938/- while helping to improve the receivable situation of the Company.

Law Department effectively provided in-house services for vetting, drafting and negotiation with the respective parties for finalization of 26 numbers of agreements/tender documents during the Year 2020 pertaining to Transmission, Business Development, IT/MIS, Billing, HSE and Treasury Departments including furnishing of legal opinions to different departments from time to time.

MEDIA AFFAIRS DEPARTMENT



The world of media had never changed this rapidly as it did during the last two decades. From the very conventional print and radio to electronic media's expansion and then taking new digital shapes with every passing day. With this, we have seen the rise of very unconventional celebrities who enjoy a huge fan following. Awareness campaign is always more effective when achieved through such public figures.

Sui Northern Gas has utilized digital media in a very extraordinary way during the ongoing awareness campaign. From customized digital commercials to animations for digital media, the digital awareness campaign has been very well received by the audience. Adding another feature to it, Sui Northern joined hands with renowned vlogger Junaid Akram for a vlog and podcast on gas crisis. In 11 minute long video, Junaid Akram talked at length about various perceptions that people have over the period of time wrongfully associated with Sui Northern Gas. He also told the

audience about the increasing demand and supply gap of natural gas in Pakistan. The video also discussed consumers' attitude towards natural gas consumption and advised people to use gas-saving gadgets like Gas Saver Cone and Geyser Timer Device.

In order to make full use of the popularity of social media, Sui Northern Gas also engaged social media influencers for the campaign. Known vlogger Junaid Akram, popular comedian Danish Ali and famous digital content producer Teeli were roped in. All the three videos produced by the digital partners went viral in no time thus enabling the Company in taking its message to the digital audiences.

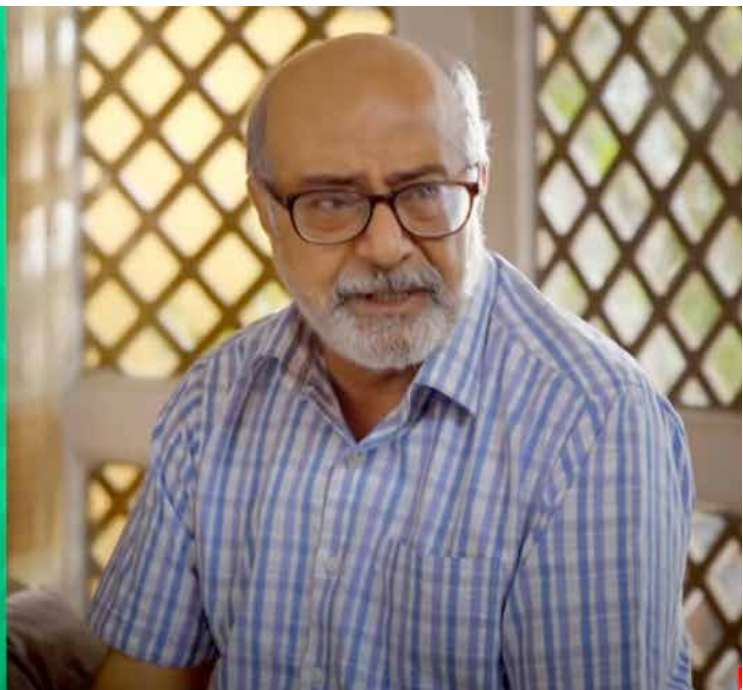
Media Affairs Department did not just share TVCs on SNGPL's social media platforms rather produced customized Digital Video Commercials (DVCs) for social media. The animated and short commercials grabbed the attention of social media

viewers who are interested in such stuff. These DVCs covered themes of conservation, safety and online services offered by the Company.

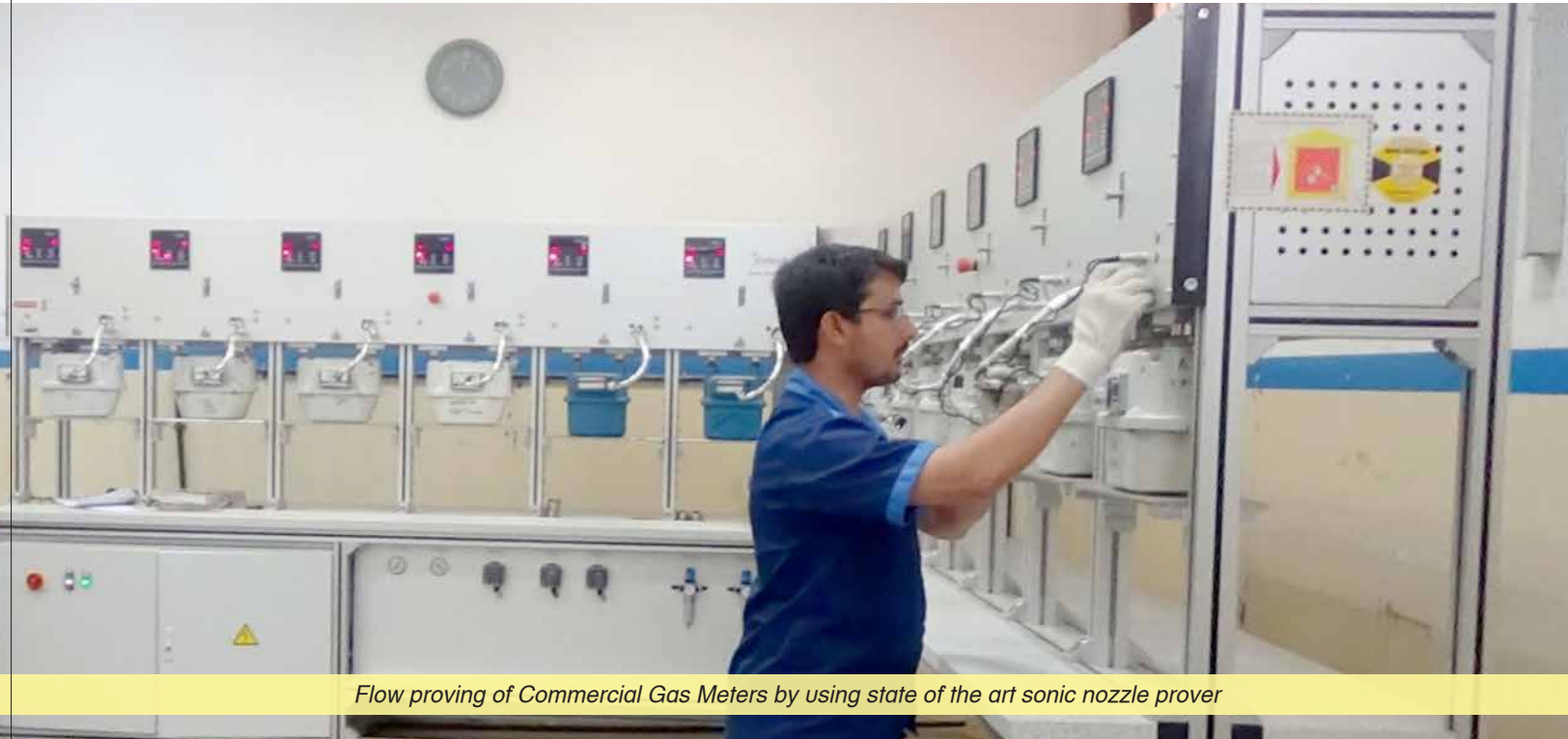
All in all, it was an outstanding year for Media Affairs Department with a lot of experimentation which resulted in good for the Company.



"Scan QR code to watch SNGPL TVC"



METERING



Flow proving of Commercial Gas Meters by using state of the art sonic nozzle prover

Meters and Electronic Volume Correctors (EVCs) are not only cash registers of the Company but also play a vital role in detection of pilferage of gas to curb UFG losses of the Company. The revenue generation of the Company through billing depends upon accurate working of these sensitive gadgets. Metering Department is putting all-out efforts for the accurate measurement of gas volume through specialized nature of activities such as calibration of meters & EVCs, configuration of measurement parameters in EVCs, saving revenue by repairing/maintenance of meters & EVCs, critical inspection of meters for any signs of tampering and flow proving in accordance with international practices.

SNGPL Meter Shops picked up honor after becoming the first department in SNGPL to be certified on 24th July 2017 for ISO 9001:2015 standard (latest version) by United Registrar (URS) of Systems. During the year-2020, Meter Shops have Re-certified against Quality Management System (QMS) ISO 9001:2015. Audit has been conducted by third-party M/S Advance Certification, Lahore to check implementation status of QMS and found in line with international Standards.

Meter Shops which are situated at Lahore, Islamabad, Faisalabad and Multan conform to ISO 9001:2015 covering the scope of flow proving, inspection, calibration and maintenance of Domestic, Commercial and Industrial Gas Meters and Electronic Volume Correctors.

Moreover, Accreditation of Central Meter Shop Lahore & Regional Meter Shops (Islamabad, Faisalabad, and Multan) for Testing and Inspection based on ISO 17025; 2005 & ISO 17020:2012 through Pakistan National Accreditation Council (PNAC) is under process. First two phase i.e. Gas Analysis & System Development and training and Internal Audit were completed successfully in Fiscal Year 2017-18. In fiscal year 2018-19 pre-assessment of Central/Regional Meter Shops have been completed by PNAC Officials against ISO 17025:2005. Pre-assessment of Regional Meter Shop Islamabad against ISO 17020:2012 has also been carried out. In fiscal year 2019-20, pre-assessment of Central and Regional Meter Shops Multan and Faisalabad have been completed by PNAC Officials against ISO 17020:2012. For accreditation of Meter Shops proficiency testing is necessary requirement for which process was initiated & Central Meter Shop has participated in it and achieved satisfactory results. M/S VSL B.V provided their comments in its report that Lab has no technical problems and no deviation w.r.t inter-lab comparison. Moreover, final audit of Central/Regional Meter Shops against ISO 17020:2012 & ISO 17025:2005 is also awaited. Meter Shops are also complying with Organization's Health, Safety and Environmental Management Systems and has certifications of OHSAS 18001:2007 & ISO 14001:2004 respectively.

Metering Department is striving hard for



ISO 9001:2015 Quality Management System Certificate

improvement through induction of latest measurement techniques complying with International Standards and by improving specifications of measurement gadgets through continues research and development. In order to maintain centralized record of MIR's generated at Domestic Meter Inspection Shops, a secured shared link has been generated in coordination with IT Department. Moreover, in compliance with the advice of BOD for integration of already installed GPRS Modems with SCADA system for monitoring

of industrial connection, Metering Department has arranged communication solution based on Modbus Protocol from EVCs manufactures and provided to Telecom Department for implementation.

In this regard, Metering Department has provided Gas meters with Modbus configured EVCs against phases I and phase II. Said sites are successfully communicating data to SCADA server and alarms are generated on dashboard to timely resolve the issues.

Training is being imparted on regular basis to executives and staff on the following topics for better understanding of measurement gadgets and measurement techniques at Sui Northern Gas Training Institute (SNGTI).

1. Calibration of Volume & Pressure of EVC and Related Uncertainty.
2. Calibration of Temperature probe of EVC and related Uncertainty.
3. Meter Reading / Inspection for Meter Reader and Field Metering Staff.
4. Calibration, Flow Proving & Measurement Technologies use in Gas Meters EVCs
5. EVC & Data Analysis.

Moreover, 16 Nos. Domestic Meter Inspection Shops (DMISs) are working under supervision of General Manager (Metering). Construction of first ever separate building of Domestic Meter Inspection Shop for Multan is under process which is expected to be completed during this fiscal year.



Construction of separate building for DMIS Multan

METERING



Group Photo during Re-certification audit of ISO 9001:2015 by M/S Advanced Certification, Lahore

Whereas, the construction of a separate building for domestic meter inspection shop Faisalabad and Gujranwala is in the pipeline.

Separate building for Domestic Meter Inspection Shop will bring the following benefits:

- Issue of Space constraints to carry out Metering activities will be resolved.
- Proper/safe storage of Repairable and Evidence meters will be ensured
- Access of Regional staff to Domestic Meter Inspection Shops will be restricted.
- ISO certificate can be initiated for a separate building of Domestic Meter Inspection Shops.

Targets achieved by Central/Regional Meter Shops and Domestic Meter Inspection Shops during fiscal year 2019-20 are as under:

MIRs dispatched FY 2019-20	
Industrial/high pressure commercial	11214 Nos.
Low pressure commercial	14764 Nos.
Domestic	690476 Nos.

Repaired Gas Meter FY 2019-20	
Industrial/high pressure commercial	13494 Nos.
Low pressure commercial	11968 Nos.
Domestic	288595 Nos.

EVCs & Modem Repaired FY 2019-20	
EVCs	13957 Nos.
Modem	324 Nos.



Certificate presented by M/s advance Certification to GM (Metering)

PLANNING & DEVELOPMENT

In view of GOP's plan for the development of infrastructure for boosting industrialization under CPEC, the Government of Pakistan has planned the development of Special Economic Zones to support industrialization and business within the country. Accordingly, the Government of Khyber Pakhtunkhwa is developing Special Economic Zones (SEZ) at Rashakai and Hattar through Khyber Pakhtunkhwa Economic Zones Development and Management Company (KPEZDMC) and Government of Punjab is developing SEZs at M3 industrial estate and Allama Iqbal industrial estate at Faisalabad through Faisalabad Industrial Estate Development and Management Company (FIEDMC). Moreover Government of Punjab is also developing SEZ at Bhalwal, Vehari and Rahim Yar Khan through Punjab Industrial Estate Development and Management Company (PIEDMC). Provision of gas is one of the prerequisites for the operationalization of these zones. KPEZDMS has identified gas requirement of 30 MMCFD for Rashakai SEZ and FIEDMC has identified gas requirement of 40 MMCFD for Allama Iqbal Industrial Estate.

GOP has identified Rashakai SEZ near Rashakai Interchange, M-1 Khyber Pakhtunkhwa and Allama Iqbal SEZ near M3 industrial estate as an early harvest projects and they intend to develop these SEZs on priority. Therefore, in order to supply 30 MMCFD gas to Rashakai SEZ, Planning & Development Department (P&D) has planned a project involving laying of 16"Ø x 29.2 kilometer transmission spur starting from Ismail Kot to terminal point (zero point i.e. doorstep) along with construction of SMS cum CMS having capacity of 30 MMCFD at zero point. The project envisages pipeline route surveying, detail design engineering, material procurement, land acquisition and construction/laying of pipeline infrastructure. The land measuring 300' x 170' shall be required for the construction of SMS cum CMS at terminal point of Rashakai SEZ which shall be provided by KPEZDMC authority. The project has been approved by Departmental Development Working Party (DDWP), BOD and OGRA. Detailed route survey and engineering of the project and Camp construction have been completed. ROW acquisition activities of the project are under progress. Tendering process of material has been initiated and near to completion. Tendering process of major items such as line pipe, Factory Bends, Ball Valves, Welding fittings etc. have been completed and their purchase orders have been placed to the prospective bidders after fulfilling PPRA requirement. The delivery of line pipe has



started and ROW gradation work has also started. Pipeline welding activity is going to start by 1st January 2021.

Similarly, for the supply of 40 MMCFD gas to M3 Industrial Estate/Allama Iqbal SEZ, P&D has planned 12"Ø x 15.5 KM transmission spur from Chiniot to terminal point (zero point) along with construction of SMS cum CMS having capacity of 40 MMCFD at zero point. The project envisages pipeline route surveying, detail design engineering, material procurement, land acquisition and construction/laying of pipeline infrastructure. The land measuring 270' x 170' shall be required for the construction of SMS cum CMS at terminal point of Allama Iqbal Industrial City SEZ which shall be provided by FIEDMC authority. Funds for the development of gas infrastructure for Allama Iqbal Industrial City as well as Rashakai SEZ shall be met out of Federal PSDP. The project has been approved by DDWP & Board of Directors while OGRA's approval is being arranged. P&D Department is also engaged in the planning of the infrastructure required for supplying gas to other SEZ being developed by FIEDMC & PIEDMC.

P&D department has planned augmentation/bifurcation of Lahore distribution gas network for efficiently operating the system at optimal parameters which will not only help in reduction of UFG losses but would also enable the company to alleviate low gas/no gas pressure complaints at fag end (especially eastern part of Lahore City) of the network. This will be achieved by laying of 24"Ø x 47KM/16"Ø x 26 Kilometer spur lines from Existing Valve Assembly Phoolnagar to Barki through less densely populated areas of Lahore along its periphery and installation of separate metering/regulation on major supply mains to segregate gas network/loads of Lahore city. Keeping this in view, we have also increased

PLANNING & DEVELOPMENT

three more feed points i.e. SMSs to segregate the network further for improvement of overall system. Detailed route survey and engineering has been completed. The construction activities of the project are under progress.

Similarly, P&D department has also planned augmentation of gas transmission system for Bahawalpur through proposing 16"Ø loop line from existing A5 (Khairpur Daha) – SMS Bahawalpur for resolution of low-pressure problem in Bahawalpur, Lodhran and adjoining localities. The project has been approved by BOD as well as OGRA. Detailed route survey and engineering has been completed. The construction activities of the project are under progress.

Over the years, the peak load requirement on Charsadda Offtake-Charsadda-Tangi-Khazana transmission pipeline network has increased manifolds and has reached up to 35 MMCFD due to continuous expansion of distribution network and consumer base while a further 5-7 MMCFD increase in connected load is expected in near future due to under process RLNG based applications of various prospective commercial, industrial consumers and private housing schemes in addition to in-process domestic gas applications on system gas which shall equate to a connected peak load more than 42MMCFD. It is worth mentioning here that currently maximum throughout capacity of Charsadda Offtake-Charsadda-Tangi-Khazana transmission pipeline network is 18 MMCFD only (at 900 psig off take pressure) while a total of 10 SMSs have been constructed on this network. The pressure in main transmission line reduces under peak winter load conditions due to capacity constraints of the network which leads to low/no gas pressure complaints by the consumers in the area. In order to address the acute low gas pressure/no gas issues of Charsadda, Turangzai, Khazana, Tangi, Doulatpura and adjoining localities as highlighted above, P&D department carried out detailed site survey and design studies which reveal that looping of existing 8"Ø/6"Ø/8"Ø Charsadda Offtake - Charsadda-Tangi-Khazana transmission pipeline network with 10"Ø x 72.55 KM loop lines/ transmission spurs (10"Ø x 20.80 KM from Charsadda OT (Gulabad) – Charsadda, 10"Ø x 24 KM from Charsadda-Tangi and 10"Ø x 20.80 KM from Charsadda – Khazana) transmission spurs is required which would improve the pressure in transmission pipelines, thus desired pressures would be maintained at SMSs to meet the downstream load requirement of the areas. The P&D department has arranged the approval of the

project from BOD and OGRA. The detailed route survey and engineering related activities have been initiated.

During the last few years, resident of Jalalpur Jattan and its adjoining village are facing acute low gas pressure/no gas issues during winter seasons resulting in several protests from local residents intimidating law and order situation. It is also anticipated an addition of 1-2 MMCFD gas load of Jalalpur Jattan and adjoining localities in near future and an addition of 3-4 MMCFD enroute gas load of Gujrat City due to already approved gas schemes for these cities under prime minister directive, in-process domestic gas connection applications and various RLNG based commercial/ industrial/housing schemes connection applications, which would further aggravate the low pressure/no gas issues in Jalalpur Jattan Tehsil during winter season in coming years. In order to address the acute low gas pressure/no gas issues of Jalalpur Jattan City and adjoining localities and keeping in view the anticipated & connected peak loads of existing SMS on 8"Ø Wazirabad-Gujrat transmission segment as highlighted above, P&D department carried out detailed site survey and design studies in coordination with transmission department which reveals that augmentation of exiting Wazirabad – Gujrat transmission segment by laying of 16"Ø x 7 KM transmission loopline from Wazirabad to River Chenab D/S Assembly shall be required along with laying of a dedicated 8"Ø x 20 KM transmission line/spur from River Chenab D/S Assembly to Jalalpur Jattan and construction of an SMS of capacity 10 MMCFD at its terminal point i.e. Jalalpur Jattan City where it will be connected to existing 8"Ø x 45KM supply main at KM 17. Subsequently, existing supply main shall be disconnected at this location, thereby, resulting in bifurcation of distribution network of Gujrat city and Jalalpur Jattan tehsil as well as alleviation of low pressure problems of Jalalpur Jattan. Above described/proposed system augmentation arrangement would also enhance the Wazirabad – River Chenab D/S Assembly transmission segment capacity up to 40 MMCFD making it coherent with the anticipated Peak gas load requirements on this segment. The P&D department has got approved the project from BOD as well as from OGRA. Detailed route survey and engineering activities have been completed. The construction activities of the project are under progress.

One of the major obstacles in undertaking the above proposed system augmentation for Jalalpur Jattan is approx. 1 KM wide River Chenab crossing which falls enroute to above proposed

16"Ø x 8 KM transmission loop line from Wazirabad to River Chanab D/S Assembly. Presently our 8"Ø transmission pipeline is crossing river Chenab by installation of Fix/Roller supports on steel structure portion of abandoned highway/railway bridge. This pipeline has been placed in the centre of the steel truss structure. P&D team have designed new crossing parallel to 8"Ø existing crossing using our in-house resources in such a way that existing 8"Ø would be shifted to left side to allow enough space for placement of proposed 16"Ø pipeline as construction of a new piling structure of execution of this crossing through HDD mode would have been very costly task and would have resulted in exorbitant cost of the whole augmentation project which have been saved by adopting this prudent planning of the crossing.

Planning & Development Department's GIS mapping endeavor has accomplished various pivotal tasks to transform the existing GIS into an elaborate decision making instrument during year 2020. The Enterprise GIS applications (for Transmission and Distribution network) deployed in respective Regional offices and user Departments. In order to unlock the full potential of the GIS portal, Customer Complaints, Leakage points and CP Test Points are being geo-tagged. The most remarkable achievement of this fiscal year is the development of Interactive Dash boards for the Management and other users across SNGPL in line with Technology Implementation Program's initiatives, to monitor Company's business operations through Apps and Dashboards. These dashboards are facilitating SNGPL's management in decision making and monitoring Customer Complaints (1199), Defaulter Customers, Gas Theft Cases and Leak Detection through interactive concentration/heat maps. The user training sessions conducted to familiarize them with the tools and possible uses of aforementioned applications and dashboards. The CP Test point's demarcation for some areas of Lahore City is done as a Pilot project, and it will be completed by next year. GIS Web application is providing CP protection levels concentration on existing pipeline network maps for a thorough analysis of existing CP protection status using CP Test point values along with many other analytical insights. Moreover, the Distribution pipeline network mapping is in process and the maps of completed areas will be uploaded on the GIS Portal as soon as completed.

Apart from rendering meritorious services for the nation by providing natural gas to every door step by optimally employing technological and

organizational resources, SNGPL has also emerged as an EPC contractor in pipeline infrastructure development which is in line with its vision to become leader in natural gas industry. The company has substantial potential to progress its way up in the market as an EPC Contractor in the recent years. SNGPL has undertaken and completed contract projects related to pipeline engineering and construction of multinational and national companies operating in the country. Most of the contracts have been awarded to SNGPL on negotiations or single bid basis which shows the trust in high standards of construction maintained by us.

The company is engaged in various pipeline construction projects of national and multinational companies. SNGPL is undertaking pipeline engineering and construction jobs of MOL Pakistan's flow line/trunk line and Fiber Optic Cable in District Kohat / Hangu for different gas fields of MOL Pakistan like Maramzai, Manzalai, Mamikhel, Makor Deep-I, Tolanj West and Makori for the last eighteen years. MOL Pakistan has played a very vital role in strengthening the gas input supplies. Lately, SNGPL has completed MOL Pakistan's job of 12"/10"Ø x 22 KM pipeline for Mardankhel-I well heads and with the completion of this job, additional 40 MMCFD gas has been injected into SNGPL's system. Recently, SNGPL has completed MOL Pakistan's job of 8"/6"Ø x 13 KM flow lines Mardankhel-2 & 3 flow lines and with the completion of this additional 20 MMCFD gas has been injected in to our system, which is quite instrumental in reducing energy deficiency in the country.

At present SNGPL is undertaking pipeline engineering and construction jobs including 8"Ø x 1.600 KM flow line from MammiKhel South Well-I to MammiKhel/Maramzai Extension line. SNGPL has recently completed Pak Arab Fertilizer Limited (PFL)'s job of laying 16"/12"Ø x 27 KM gas pipeline laid from Gas Processing Facility (GPF) at Mari Petroleum field to tie in point near QV2 valve assembly of SNGPL's system on Contract. SNGPL has only provided construction services in this project to PFL while engineering and procurement of material lied in the scope of PFL. P&D team ended up with an excellent Construction contract with PFL which yielded profitability for the Company.

Year IN PICTURES



To help Government of Pakistan in its efforts to contain spread of Coronavirus, Sui Northern Gas donated Rs. 38 million in Prime Minister's Relief Fund for Covid-19. The Company donated another Rs. 19 million in PM Covid Relief Fund earlier while Rs. 19 million were donated to NDMA for procurement of protective and medical equipments.

The year began with SNGPL winning Pakistan Stock Exchange (PSX) Top Companies Award for the year 2017. The achievement was termed as a major milestone for a public sector utility company. Award was given to the Company representative in a ceremony held at the Sindh Governor House, Karachi. Prime Minister of Pakistan Imran Khan was Chief Guest of the ceremony.

During the year 2020, SNGPL reduced its UFG by 1.60% against the target of 1.25%. Similarly the Company also reduced volumetric losses by 1,576 MMCF against target of 1,425 MMCF. This reduction resulted in financial savings of Rs. 755 million. It is pertinent to mention that average monthly gas losses in High UFG areas were also reduced by 40% from 1,413 MMCF to 856 MMCF.



سوئی ناردرن گیس کی ایک اور کامیابی

یومیہ شرح میں 1.60 فیصد کمی
ماہانہ گیس نقصان میں 1,576 MMCF کمی
مہینہ کو 755 ملین روپے کی بچت

To ensure efficient service delivery during the pandemic, Prime Minister directed public sector organizations to organize e-kachehris. Sui Northern Gas took the lead as always by organizing e-kachehris in regions and Head Office through Skype. E-kachehris at the Head Office are headed by the Managing Director. These e-kachehris have now become a regular part of customer services approached by a large number of consumers for redressal of their grievances.

The year 2020 went down as a year which will always be remembered for the deadly Coronavirus. As the pandemic started to spread in the Country in the summers of 2020, SNGPL took strict measures to contain its spread. This included mandatory wearing of face masks, maintaining social distancing; and ban on social gatherings among others. All the company premises are regularly disinfected as well. The Company also followed the Federal Government's directives to work with 50% staff to ensure social distancing. All these measures are still observed as the Country battles second wave of the pandemic.



SNGVLP (Sui Northern Gas Virtual Learning Platform)

- TECHNICAL COURSES**: Courses related to technical skills, development and advancement of skills and capabilities of the SNGPL Employees.
- SOFT SKILLS COURSES**: Courses related to soft skills, development of soft skills and capabilities of the SNGPL Employees.
- ENVIRONMENTAL**: All the courses related to the SNGPL (Sui Northern Gas Virtual Learning Platform).
- ONLINE COURSES**: SNGPL (Sui Northern Gas Virtual Learning Platform) is also available through mobile devices such as mobile and tablet.

Popular Courses

During the year 2020, the Company revolutionized the concept of internal trainings by introducing Sui Northern Virtual Learning Platform (SNGVLP) for its employees. SNGVLP will enable the employees to learn and get trained from their workstations.

Making full use of social media, Sui Northern Gas introduced 'Digitime' service to receive consumer complaints through the Company's official Social Media Accounts on Facebook and Twitter.



To overcome UFG in Southern districts of Khyber Pakhtunkhwa, the Company initiated laying of 2,677 kilometer long gas network at a total cost of Rs. 9 billion. The project which covers Karak, Kohat and Hangu districts, includes both the rehabilitation and extension of the existing network.

PROCUREMENT



Procurement Department of SNGPL is an important Services Department of the Company responsible for the procurement of goods required to meet the Company's operational needs while providing the highest possible value. The nature of departmental work is semi-technical and the personnel are supposed to have expertise in commercial/procurement practices and procedures. The departmental procedures are generally in line with procurement guidelines of the World Bank and Public Procurement Rules, 2004 issued by Public Procurement Regulatory Authority (PPRA) under ordinance 2002 (XXII of 2002).

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

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

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

supply chain stakeholders of the Company.

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

finalization of service contracts.

The department in line with PPRA rules believes in an open competitive bidding process and promotes healthy competition to materialize its requirements at the lowest competitive rates along with the best quality products. This way the department, as caretaker of the public money, not only saves the valuable funds of the Company, but also safeguards the interests of the Nation and the Country. During FY 2019-20, the Procurement department has processed the material requirements of indenting departments of the Company through 1,601 Tenders and subsequently 4,554 Purchase Orders for a procurement volume of approximately Rs.6.4 Billion with 65-35% ratio of local and foreign procurement, respectively.

Procurement Department has efficiently procured the material for Distribution, Transmission, Compression, and all other departments for the smooth running of the Company's operations. The entire exercise was done in strict compliance with PPRA rules and procedures outlined in the Company Procurement Manual. The credit for such a big success goes to continuous guidance and motivation by the Management, the department's leadership, the dedication of the entire Executives/Sub-ordinates of the department and all the other stakeholders through initiatives for check and balance, implementation of PPRA Rules and Company Procurement Manual, better coordination and guidance to the Procurement officials of Area/Field Procurement offices.

سردی آگنی ہے خیال رکھنا!

گیس کے سلسلے استعمال سے قبل ہمیں ہمیں گیس کی جانچ کرنا ہے۔۔۔ یہ جاننا ہمارے لیے جان بچاؤ ہے۔ 18 روز پہلے جانچ کرنا ہے

گیزر میں نامزد ڈیو آؤس اور گیس سیٹور کون لگوائیں
تذکرے کے لیے 1199 پر کال
SNGPLofficial / پر پیج کریں

اس لیے بھنڈ گئے تو مشورت گیس ہیکریج ہے
محفوظ اور گرم مشورے ایکنٹرک ہیکریج استعمال کریں

سوی ناردرن گیس
Sui Northern Gas
پبلک سٹیٹ انٹرپرائز

SNGPLofficial 1199

QUALITY ASSURANCE



Quality Assurance Department ensures implementation of national/international codes of practices in construction, operation and maintenance of Transmission and Distribution piping system, train and qualify personnel performing work and provides best inspection and NDT services. Being ISO 9001:2015 certified departments; scope of QA Department has been extended to all other Departments i.e. Material

Control, Transmission and Compression, Metering, Corrosion Control, Civil, Lands and CP&D including customer services. Quality Audit of the MIS Kot Lakhpat, Metering (DMIS) and Customer Service Centres has already been started and its implementation at all other departments is in progress resultantly, QMS and QA Audits will be implemented at all the Departments in near future.





Regional Training Centers (RTCs):

Skill gap of the personnel performing work is covered by imparting comprehensive training to the personnel according to applicable standards in the category of Welding, PE fusion and GI Fitting before performing the work at the Company's installations. This has been achieved by establishment of Regional Training Centers (RTCs) which are working under the executives who are well versed with the National and International standards.



Integrity of Weld Joints:

Quality Assurance Department plays a major role in assuring the integrity of weld joints by using Non-Destructive Testing techniques i.e. Radiography, Ultrasonic Testing & Dye Penetration Testing by Third Party NDT firms which are pre-qualified and contractually engaged by QA Department as per PPRA's rules. Moreover, 100% visual inspection of all the welded joints is also being carried out to ensure the pipeline network's integrity.

Coating Inspection:

The process of Three-layer Polyethylene coating of Mild Steel line pipe conducted at Coating Plant Uch Shariff is strictly monitored and inspected by Quality Assurance Department along with application of heat shrinkable sleeves in the field. In addition, quality of polymeric coating of line pipe at

Process of Quality Assurance

Material Control:

Pre-qualification of Material Inspection Firms is carried out as per PPRA's Rules in order to get stringent quality control of the material being procured locally. All the third party inspectors are qualified in accordance with the applicable standard in order to ensure that the deputed third party inspectors are fully conversant in the respective applicable standards. Surprise visits of the manufacturing facilities are carried out by QA Executives to cross check in-place processes and performance of Material Inspection Firms. Quality Check of the Mild Steel (MS) & Polyethylene (PE) line pipes at Manga Stores and Coating Plant Uch Sharif is also carried out.



Construction of Distribution/ Transmission Lines:

During construction of Distribution lines and Transmission lines, the team of QA Department ensures stringent checks in line with applicable standards. The inspection and checking of line laid by Private housing societies on TOR basis (Through Own Resources) is also one of the major responsibilities of QA Department.



Regional Dope yards is also ensured.

Punch list:

Punch list is a document which describes major and minor discrepancies pointed out by QA Department during the operational activities of laying of Transmission lines, Distribution mains and rehabilitation work. Punch list is prepared by QA

QUALITY ASSURANCE

Department and is witnessed by all the stake holders of the pipe line network.

UFG Reduction activities:

In the light of approved Quality Assurance Program "QAP", Regional Quality Assurance teams are performing Special Inspection activities directly monitored by GM (QA) in which QA Engineers personally cross-check the site activities and submit special inspection reports. These reports reflect the pointed out anomalies of above ground and underground leakages and their consequent rectification. As a result, QA Department is playing a key role in reducing Company's UFG losses. Moreover, Quality Assurance Department ensures Training sessions and Knowledge Sharing Meetings as per Key Monitoring Indicators (KMIs) No. 25 and 28 respectively in line with OGRA's UFG reduction plan for the Company.

Quality Assurance also equipped with



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Quality Policy

- To establish and maintain a "Quality Management System" which satisfies the requirement of ISO 9001:2015.
- To continuously improve cross checking, on site / field audit & technical audits of all the departments under the scope of Quality Assurance Program "QAP" through the use of this Quality Policy, quality objectives, performance evaluation including audit results, corrective actions and at Management review.
- To establish annual quality objectives at strategic and operational level within the Company, that will be measured and reported upon at the Management review meeting.
- To maintain documented information as objective evidence to demonstrate compliance with the Quality Management System.
- To review the Quality Management System at planned intervals to ensure its effectiveness and in achieving the stated Quality Policy.
- To continuously improve the construction, operation & maintenance of Gas Transmission & Distribution piping systems by implementation of Standard Operating Procedures and National / International Codes of practices.
- To qualify / train personnel performing the work on Company's installations to improve the Company's workmanship as per scope of Quality Assurance Program "QAP".
- To enhance the inspection capabilities of SNGPL by developing its own resources and hiring best inspection services available in the market to implement the Quality control and Quality Assurance in the Company in true letter and spirit.
- To ensure the quality of the material especially line pipe and service line material being locally purchased by pre-qualification of Third Party Material Inspection Firms, surprise visits of manufacturing facilities and implementation of "QAP" at Material Inspection Shop (MIS) in accordance with applicable Standards.

To implement Quality Policy Sui Northern Gas Pipelines Limited, Quality Assurance Department will:

- Comply with all relevant Laws and Regulations.
- Ensure that required Quality Management System, Standards & Procedures are developed and established.
- Ensure that all its activities are carried out in accordance with relevant international standards & procedures.
- Promote awareness and give due recognition to performance in the area of Quality Management System.
- Document, implement, maintain & continually improve effectiveness of our services.



Amer Tufail
Managing Director, SNGPL

Sui Northern Gas Pipelines Limited

latest and calibrated inspection tools to further strengthen the inspection capability of the company.

Company's Quality Policy, Quality Slogans, has been displayed throughout the company at all Quality Assurance Desks.

Quality Assurance Department comprises a team of qualified Engineers coupled with trained staff working under their domains for the inspection

of multiple activities. Our team is striving hard to create a quality conscious environment in the Company by inculcating and imparting the National and International Standards among the first-line executives and field staff of respective departments. We are committed to change the mindset by creating a culture of defect-free work to ensure safety, productivity and profitability of the Company.

REGULATORY AFFAIRS



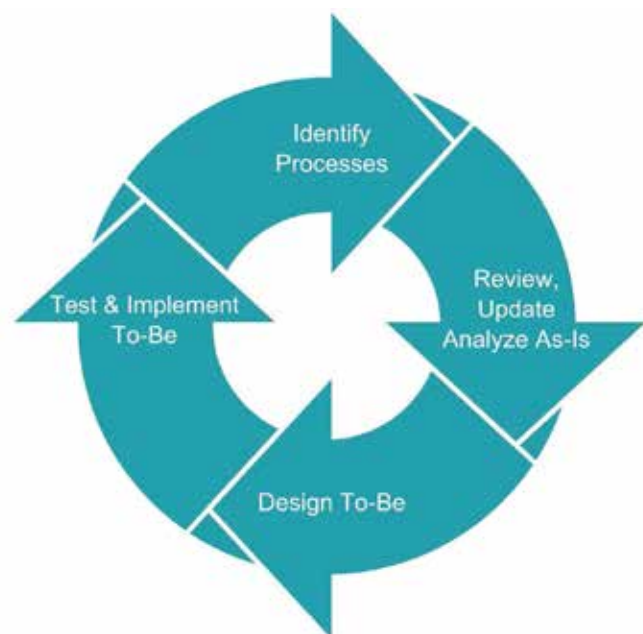
In this current era of ever-increasing digitalization, it is essential to integrate information technology with various business processes. To accomplish this important task, General Manager (Regulatory Affairs) was delegated the responsibility by the management to analyze various aspects related to integration of different processes involving Customer Services, Sales, Billing, Business Development and Distribution. To accomplish this task, an exercise of Business Process Re-engineering (BPR) was initiated.

The core purpose of this BPR was to increase customer satisfaction, focusing on customer ease and to keep them informed over the status of their complaint/query till resolution. Additionally, the BPR also aimed to mitigate various business risks by minimizing human interaction, in order to expedite processes of the above-mentioned departments so that the operational efficiency could be optimized.

To achieve the above mentioned essential but ambitious objectives was not an easy task. A team, consisting of highly motivated executives and ICAP trainees, was formed under the umbrella of the Regulatory Affairs Department. The team, under the supervision and guidance of General Manager (RA), like the rest of the organization, committed to excellence and revels in challenges. A plan was prepared to accomplish this task and was conveyed to each and every member through meetings, to ensure that everyone was on the same page. Detailed understanding of all relevant processes was obtained from all relevant departments. Flowcharts were prepared for all the relevant processes. These flowcharts were then

further used to perform gap analysis to identify potential areas for improvement.

After several brainstorming sessions and consultations throughout the organization, several possible solutions were identified. The most efficient and feasible one included launching a website and mobile application for customers. The Department played an integral role in exercise and subsequent reengineering therefore several business processes, pertaining to the above-mentioned departments, in order to increase customer satisfaction and to save valued resources and time of the Company.



Business Process Reengineering Cycle

RISK MANAGEMENT



"All of life is the management of risk, not its elimination." – Walter Wriston

Risk Management is recognized as a key aspect of Corporate Governance Principles and Code of Conduct which aims to improve the governance practices across the business activities. Risk Management at SNGPL is not limited to compliance with Corporate Governance Principles; it is regarded as an integral part of sound management practices and is seamlessly integrated into the Company's organizational culture, policies, procedures, and business plans.

Risk Management is an essential part of any organization and should be embedded in the ongoing activities of the business. Risk Management provides a holistic view of the risks of an organization considering how to treat and exploit risks and helps you to think about how to use risks as opportunities. The main objective of the Risk Management department is to assist the Risk Management and UFG Control Committee of the Board of Directors and the Management of SNGPL in fulfilling their responsibility of overseeing risk management within the organization by creating a

risk management culture through the establishment of a risk management framework that helps in identifying, assessing, mitigating, monitoring and reporting all potential risks faced by the Company while running day-to-day operations to achieve the desired sustainable growth of the Company. The Risk Management department also facilitates the other departments in identifying control gaps and devising mitigation strategies to improve the effectiveness of the control systems and re-engineer their business processes wherever required.

The year 2020 has been a difficult one due to the outbreak of the deadly COVID-19 virus across the entire globe. The virus has affected almost 45 million people across the world and has caused approximately 1 million deaths. In addition to this, the virus also caused a global economic downfall affecting numerous organizations and businesses. This was one of the biggest risks of the year that was not well anticipated by most of the countries. SNGPL also faced suspension of operational, development, and field activities amid the COVID-19 pandemic, however, being an

essential business, the Company operations were less affected than other non-essential corporate entities. Nevertheless, under the guidance of the Management, the Risk Management department took the initiative along with HSE and Admin departments for deploying the business continuity plan during the pandemic. The departments were consulted and work from home strategy/rotation plan was implemented across the Company after the lockdown decision by the Government of Pakistan in March 2020. The lockdown was gradually lifted in May 2020 when the situation was under control across the country.

The Risk Management department was actively engaged in the process of development of risk registers of all departments of SNGPL, during the year 2020, as per the annual risk management plans for the fiscal years 2019-2020 and 2020-2021 duly approved by the Management and by the Risk Management and UFG Control Committee (RM&UFGCC) of the Board of Directors. All efforts were applied to achieve a structured and effective implementation of the Risk Management framework within SNGPL. During the fiscal year 2019-2020, 1,242 risks were identified across all departments of the Company under the principal risk categories i.e. Strategic, Compliance, Financial, Operational, and Reputational. The annual risk management plan for the fiscal year 2020-2021 is currently in effect with the risk assessment phase of the risk management framework being in session in the 1st and 2nd quarters and the risk treatment phase scheduled in the 3rd and 4th quarters of the fiscal year.

In addition to the primary objective of development of risk registers, various contributions of the Risk Management department in line with the directions of the Management and the RM&UFGCC and in coordination with other departments of SNGPL are as follows:

- Worked on Business Continuity strategies to be implemented during COVID-19 pandemic along with continuous monitoring of the pandemic situation within the Company. A report on the future outlook of the Company amid COVID-19 pandemic was presented to the RM&UFGCC.
- Identified key risks areas in various departments and presented them to the Management Committee for their review.
- Developed a concept paper on Risk Appetite and presented it to the Management for the subsequent integration with the existing risk management framework of SNGPL. The risk appetites of risk owner departments have also been developed on an initial level.

- Conducted risk analysis on expected economic slowdown and mitigation strategies during the global COVID-19 outbreak under the guidance of CFO.
- Conducted a comparative analysis of the Company's whistle-blowing policy with the whistleblower protection and vigilance commission ordinance, 2019 in coordination with the Law department.
- Assisted the CFO and Law department in proposing recovery strategies against recovery and declaratory suits.
- Description of Company's most significant risks including strategic, commercial, operational, and financial risks along with plans and strategies for mitigating these risks and potential opportunities for the Company's Annual Report for FY 2019-2020.
- Conducted a review of the Business Process Reengineering document of the CS department, in coordination with the Regulatory Affairs department, and presented our comments.
- Conducted analysis of risk related to "Waiver of Minimum 66% Take-Or-Pay Commitment in PPAs & GSAs of Three RLNG Power Plants" and presented an agenda to the RM&UFGC Committee in coordination with the Corporate Business Development department.
- Conducted a risk analysis of UFG under the directions of the RM&UFGCC.
- Conducted a risk analysis of the Company's Organogram and its structure under the directions of the RM&UFGCC.
- Continued promoting the risk management culture within the Company through various initiatives including risk awareness campaigns, risk awareness sessions, the publication of risk management-related articles/literature in the Company magazine, displaying risk management policies at various locations of the Company, etc.
- Initiated a pilot project with the CFO for implementing a risk management framework and risk appetite concepts for the Finance Group.

SNGPL's core values are fundamental to the Risk Management function and these core values should be reflected in actions and decisions applied across the entity. Commitment to these values communicated from the top, risk awareness may be appreciated across all levels and risk-based decision making may become consistent with those values. There should be an examination and analysis of both current and emerging risks at each level of SNGPL's annual business planning process. This would also require consideration of those risks that might arise in the longer-term planning horizon and could adversely affect the sustainability of the organization.

SPORTS CELL

SNGPL Sports Team Players had participated in Tennis, Squash, Sport Climbing, Badminton events this year. From Cricket to Squash and Football to Tennis, SNGPL has its name everywhere as the winners. It is pertinent to mention here that due to Coronavirus Pandemic in March 2020, Government of Pakistan banned sports activities all over Pakistan resulted in postponement of different events of all games, especially team events like Hockey, Football, and Kabaddi.

SNGPL Sports Teams participated in eight (08) National and International Events and won 10 Gold, 08 Silver and 10 Bronze medals in Tennis, Squash, Badminton, Sport Climbing and Peak climbing. Game-wise detail of positions with Players name is tabulated below:



Tennis

SNGPL Players participated in 04 National/International Events during the Year 2020 which were held at Karachi, Lahore and Islamabad. Our players won 08 Gold Medals, 03 Silver Medals and 05 bronze Medals in different categories. Hamid Mir was the best performer of Tennis Team with 03 Gold, 01 Silver and 01 Bronze Medals.

Event	Player Name	Event Category	Position
5 th McDonald's National Seniors & Juniors Tennis Championships, Karachi, January 2020	Aqib Hayat	Boys under 18 Single	Gold
		Boys under 18 Double	Gold
	Hamid Israr	Boys under 14 Single	Gold
		Boys under 18 Double	Silver
	Hamza Roman	Boys under 12 Single	Silver
Hamza Roman & Athesham	Boys under 12 Double	Gold	
Sheharyar Malik Memorial National Grass Court Tennis Championships, Lahore, November 2020	Hamid Israr	Boys under 14 Single	Gold
	Hamid Israr & Ahtisham	Boys under 14 Double	Gold
	Ahtisham	Boys under 12 Single	Gold
	Aqib Hayat	Boys under 18 Double	Gold
	Sami Zeb Khan	Boys under 18 Single	Silver
	Aqib Hayat	Boys under 18 Single	Bronze
	Hamza Roman	Boys under 12 Single	Bronze
Hamza Roman	Boys under 14 Double	Bronze	
Islamabad ITF Pakistan International Juniors Tennis Championships (I), at J5, Islamabad, November 2020	Hamid Israr	Boys Single	Bronze
	Sami Zeb Khan	Boys Double	Bronze
Islamabad ITF Pakistan International Juniors Tennis Championships (II), at J5, Islamabad, December 2020	Hamid Israr	Boys Single	2 nd Round
	Sami Zeb Khan	Boys Single	1 st Round



Squash

SNGPL Men and Women Team Players of Squash team participated in 02 International Events held at Quetta and Islamabad in November and December 2020 respectively. Pakistan's No. 1 Player Tayyab Aslam was the winner and won Gold medals in both events. In total, SNGPL won 02 Gold, 01 Silver and 03 Bronze Medals in both events. Detail performance is as follows:

Event	Player Name	Event Category	Position
BISL International Squash Championship, Quetta , November 2020	Tayyab Aslam	Men Single	Gold
	Muhammad Asim Khan	Men Double	Silver
	Amaad Fareed	Men Single	Bronze
	Noor ul Huda	Girls Single	Quarterfinalist
BISL International Squash Championship, Quetta , November 2020	Tayyab Aslam	Men Single	Gold
	Israr Ahmed	Men Single	Bronze
	Amaad Fareed	Men Single	Bronze



Badminton

SNGPL Men and Women Badminton team participated in 57th National Badminton Championship 2020 held in Lahore during January 2020. Our women Team lost the Final against WAPDA. In total, Men and Women players won 3 Silver and 1 Bronze in the event. Detail is tabulated below:

Event	Player Name	Event Category	Position
57 th National Badminton Championships, Lahore, January 2020	Girls Team	Team Event	Silver
	Boys Team	Team Event	Bronze
	Ms. Zubaira	Women Double Event	Silver
		Women Single Event	Quarterfinalist
	Nouman	Men Double Event	Silver

Sport Climbing

SNGPL Sport Climbing team participated in National Sport Climbing Championship held in Islamabad which was organized by Alpine Club of Pakistan. Ms. Amani Jannat was awarded special Medal for outstanding Performance. It is pertinent to mention here that she is the best player in Pakistan. Abu Zar Faiz won 01 Silver and 01 Bronze Medal. Detail is tabulated below:



Event	Player Name	Event Category	Position
National Sport Climbing Championship	Ms. Amani Jannat	Girls Rock Climbing	Special Award
		Girls IFSC Speed Route	Special Award
	Abu Zar Faiz	Junior Rock Climbing	Bronze
		Junior IFSC Speed Route	Silver
	Yaseen Ali	Boys Open Category	4 th Position
	Shah Jahan	Boys Open Category	5 th Position

SPORTS CELL

Peak Climbing

In addition, a team led by SNGPL's Ahmed Mujtaba Ali successfully climbed Falak Sar peak along with his fellows; Adnan Saleem and Hamza Anees. Falak Sar (also known as Falak Sair) is in Ushu Valley of Swat, Pakistan at an elevation of 5,957 meters. It is considered the highest peak of the Swat district in the Hindu-Kush mountains range. Ahmed Mujtaba Ali is the first Pakistani to climb mysteriously technical and highest peak of Mt. Falak sar. He did it not only in pure "alpine style" of climbing but also re-measured its elevation and found it 5,957m above sea level rather than previously measured 5918m.



Falak Sar Peak was last climbed in 1971 and hence, it was only after 49 years that the first ever team of Pakistani climbers achieved the landmark success. As a token of appreciation, a

special event was organized at Punjab's Governor House in Lahore. The event was presided by Governor Punjab Chaudhry Muhammad Sarwar. Muhammad Waseem, Senior General Manager (Central Shared Support), President Sports Cell along with Muhammad Arshad, General Manager (Customer Services) / Vice President, Sports Cell represented SNGPL at the ceremony. Ahmed Mujtaba Ali was presented shield and four hundred thousand rupees (400,000) cheque by Governor Punjab Chaudhry Sarwar.



Quaid-e-Azam Sports/ Rock Climbing Trophy

SNGPL climbing team participated in Rock Climbing event, organized by Alpine Club of Pakistan, Islamabad on 25 December. In Youth category, Abu Zar Faiz won 1st Position and received Gold Medal in IFSC Route with time 10.23 sec. whereas in Rock, Abu Zar Faiz won 3rd Position and received Bronze Medal. In Open category, Saif ud Din and Yasin Ali got 4th and 5th Positions respectively. All SOP's were strictly followed during the event.

گیس کا استعمال سے جہداری سے

موسم سرما کے دوران گیس کی ڈیمانڈ اور سپلائی میں فرق بڑھ جاتا ہے

سرڈیوں میں گیس کھانا پکانے کے اوقات میں فراہم کی جائے گی
گیس بحران پر قابو پانے کیلئے صارفین سے تعاون کی اپیل کی جاتی ہے



سوئی ناردرن گیس
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STORES



Stores Department plays an important role of bridging between indenting departments and Regions by managing the documentary processes of receipt and issuance of Company's store stock and direct charge material, thus contributing towards timely, accurate and effective physical transactions of materials, which are fully recorded so as to update inventory levels in Oracle System viz-a-viz in the Company's books of accounts.

At Stores, Inventory Module of Oracle System, has been fully implemented with deployment of requisite controls as deemed necessary and is being successfully maintained and reviewed for continuous improvements from time to time.

Implementation of e-MR/e-MRV across the Company has also resulted in assisting indenting departments/job-holders in managing their stock levels and job reconciliation through real-time inventory visibility and access which was not

possible before. Dedicated efforts of Stores team have made it possible to meet the given deadlines for monthly/quarter/yearly closings to support the relevant departments to finalize Company's financial statements in a timely manner.

Risk Management is relatively a new phenomenon in the Company which puts an important responsibility on the officials to follow its guidelines in order to comply with statutory requirement for Companies. Stores Department has not only welcomed this but also arranged awareness sessions throughout the Stores Department at Head and Area/Fields levels in coordination with Risk Management, for strict implementation of its parameters. After conducting awareness sessions, 'identification of risks' and 'assessment of risks' have been successfully carried out quarter-wise as per schedule is given by the management for implementation of Risk Management function.

STORES

The year 2020 brought a completely new threat throughout the Country i.e Coronavirus and complete lockdown, which has given the Company a new challenge with respect to its business continuity viz-a-viz prevention from the deadly virus. Stores Department has been able to successfully render its services to the user departments for their material requirements and played a vital role in continuity of Company business. This was all possible with effective rotational plans, close coordination & dedication of Stores team with round the clock communication and use of online tools.

For the first time in the history of SNGPL, a virtual stock check was carried out by external auditors, due to Coronavirus and lockdown, for the year closing June-2020. The Stores team fully integrated its transactional record to facilitate the external auditors in completing task of stock check through use of official/personal electronic gadgets.

During last financial year 2019-20, a total number of 434,199 store transactions were recorded with a ratio of only 1.54% store adjustments which also include adjustments from Accounts, Finance and User Departments.

Following achievements have been made at Lahore Regional Store towards the implementation of the operational functionalities of Oracle Inventory Module with support of IT/MIS Department for improved systems.

1. Testing, Go Alive and implementation of physical inventory count functionality in oracle inventory location module for speedy monthly reconciliation activity.
2. Testing and Go Ahead of index locators on test server which will help to identify the physical location of each item from system.
3. Finalization of testing on test server for usage of HHU allocated to two store staff members for transaction of store documents and physical inventory count through QR codes, which will substantially decrease the errors and processing time of store documents as well as physical audit.

Stores Department has always been maintaining its sites up to mark according to HSE standards and criteria. This year in early March'2020 HSE Week was celebrated across the company and Central Base Stores Manga being an independent site participated in this week. Following activities were performed;

- Corporate Social Responsibility (CSR) activity at Rural Health Centre (RHC) Manga.
- Training of waste collection and disposal at RHC Manga.

- Driving test of all drivers.
- Evacuation / Fire Fighting / First Aid Drill and training.
- Quiz Competition.
- Essay writing.
- Speech Competition.
- House Keeping Training and Drill.
- Waste Collection Game.
- Final ceremony of HSE Week on 13.03.2020 in the presence of Store Management and distribution of gifts, prizes among staff as well as Executives.

Final ceremony was honored by General Manager (Stores) as chief guest with distribution of gifts and prizes among staff and executives.

Untiring efforts were made for timely and safe transportation of huge quantity of Company's material to assist User Departments in meeting stringent targets and timely completion of different projects. The transportation included shifting of 5,798 Kilometers of assorted dia of coated/bare line pipes from Karachi Port/Coating plant Uch Sharif/Manga Stores to different Stores/Camps/construction sites and hundreds of Containers from Karachi to various stores/sites.

Adding to an existing database of 31,224 indices, 260 new indices were allocated for new store stock items being procured by different departments in 2019-20. Description for about 857 Items was updated/corrected in Oracle after verification from user, Area Stores and our record as Data cleansing activity.

Different types of scrap deposited by User Departments in different Area Stores were sold through public tendering and Rs. 172.76 Million was generated as revenue from sale of scrap material, machinery, vehicles etc.

Serious efforts were made to utilize the existing store stock inventory and prevent unnecessary procurement of stock items without compromising the requirements of user Departments. Approximately Rs.58 Million were registered as saving during clearance of 1,685 Indents/LPR by making available the stock of indented items lying at different store locations.

Moreover, minimum/maximum stock levels for mandatory & non-mandatory items provided by the User departments have been uploaded at production server along-with deployment of three reports. Min/Max levels have also been incorporated in the Indents, which has been considered at the time of clearance of the same.

TRAINING AND DEVELOPMENT



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

The Institute has highly qualified Trainers who possess the Best Academic and Corporate work experience. They are proficient in designing, developing and delivering Training programs reflective of the modern business tools and techniques in current challenging and vibrant business environment. Its professional training workforce offers and conducts training in more than thirteen (13) different types/categories i.e. Technical Training, Soft Skill Training, Domestic Training, Foreign Training, Orientation Programs, Management for Junior Executives (MJE), Promotional Program (Executive Development Program, Gas Control, Developing Future Leaders), Guest Speakers, Regional Training, Certification Training for Welders, and Helper Trade Test etc.

SNGPL investment in Training and Development is perhaps the single most important way that manifests the Top Management's recognition that Employees are our greatest asset. In the FY 2019-20 SNGTI conducted 275 training courses relevant to the organizational working, culture and Training needs of the employees in

above mentioned categories and trained 2916 organizational employees. The mosaic of training modules included not only classroom lectures but also Technical workshops, Hands of Training, Case studies, Assignments, Presentations, Interviews, Trade tests, Theoretical and Practical examinations. Practical Training on drilling machines and welding machines are also arranged.

With the inception of business operations of SNGPL after lockdown due to COVID-19, SNGTI has conducted Executive Development Program (EDP) for 13 Grade-III Executives, Gas Control for 267 Grade-IV Executives, Developing Future Leaders (DFL) for 145 Grade-V Executives and Orientation for Newly inducted Executives for 140 Grade I - IV Executives.

The rapid evolution of digital technology is having a significant impact on industries and is serving to provide exciting new opportunities with maximum efficiencies, increase collaboration with reduced costs. Same has also created a major impact on training sector as well. This new digital world requires adapting and adopting digital technologies, methodologies and mindsets. Therefore, with such a variety of specialization, T&D department has also taken an initiative to increase capacity building of the employees of SNGPL through Virtual Learning Platform. Sui Northern Gas Virtual Learning Platform (SNGVLP) was initiated on 18 January 2020 by the Worthy Chairperson. Since then, 39 online courses have been designed, recorded and uploaded so far.

TELECOM



During the year under review, Telecom Department ensured continuous operation of SNGPL's Microwave, SCADA, IP and Telephone network without any downtime in all of its services. Along with the regular scope of work, telecom completed the Phase-I of SCADA Expansion Project by Up-gradation/Replacement of SCADA Host System. Telecom has now started the Phase-2 of SCADA Expansion Project for Custody Transfer Points of Transmission Network with an expected one year time of installation and commissioning at 321 sites.

Telecom took steps for UFGC, completed the Phase-1 and 2 of the project: "GPRS based SCADA Communication of Industrial CMS's of Distribution Network" at a combined 480 sites. Phase-3 of this project at an additional 1359 sites is in progress.

Telecoms also established the Application Interface between SCADA Host System and IT/MIS Database System for provision of Real-time Data of SCADA System for Central Dashboards developed for the Management & Regional Offices. In addition, telecoms provided the SCADA Workstations to all 15 Regional Distribution Offices with the relevant Real-time Site-wise Displays, Data and SCADA-generated Alarms/Events.

Telecoms initiated a special Project for SCADA Communication of 22 Transmission Flow Computer and EVCs in Karak Area for effective Monitoring and facilitation of UFGC efforts. Telecom also initiated a special Project for SCADA System Installation at 3 Custody Transfer sites of Transmission for provision of Gas to Rashakai Special Economic Zone.

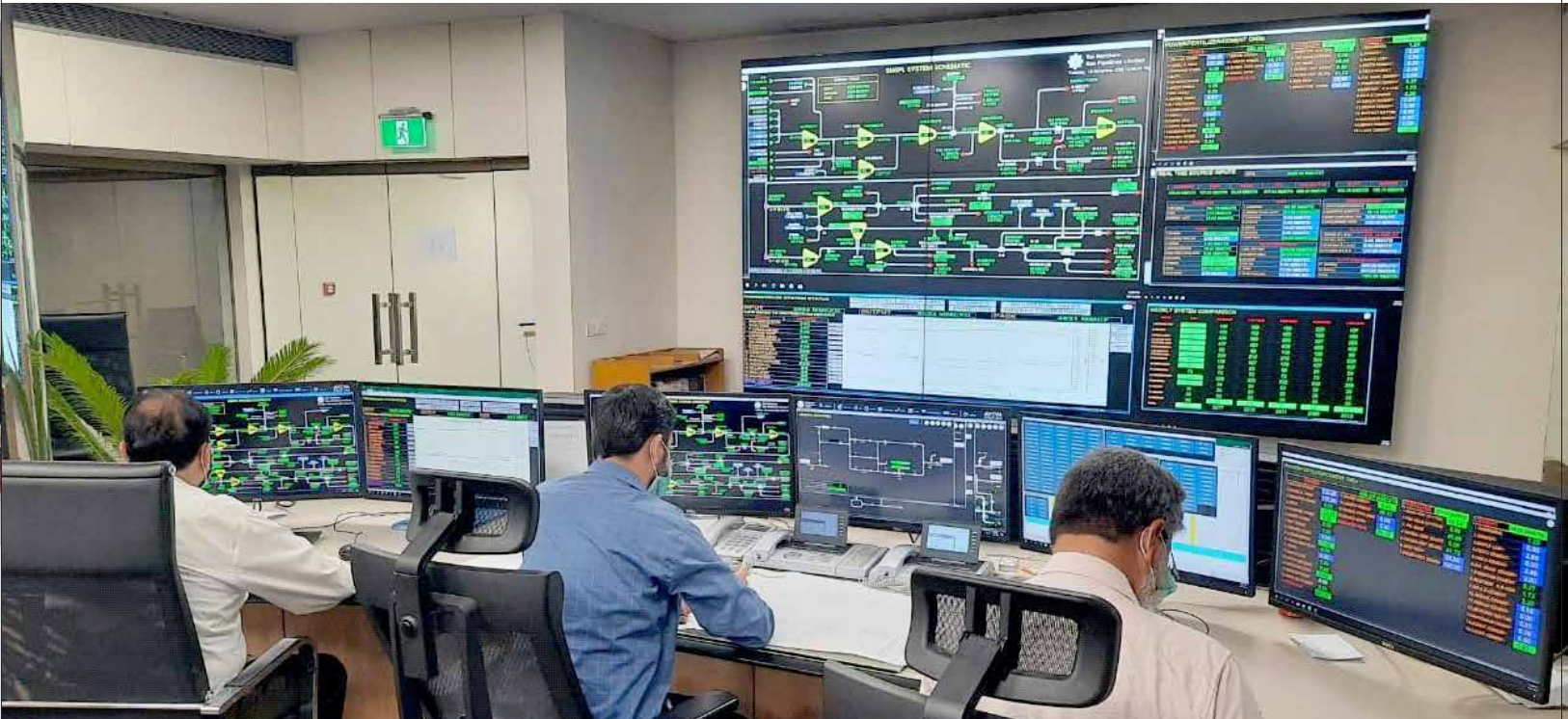
Telecoms initiated the Installation and Commissioning of Video Conferencing facility for 11 new Company Locations which is scheduled for completion by the end of the year.

Telecoms Introduced the Cloud-based Video Conferencing facility using ZOOM online Service including interfacing of Cloud Meeting with Physical Conference Rooms across the company. After successful trial of service; an independent license has been procured to add this facility as a permanent feature of SNGPL's Video Conferencing System.

Telecoms extended Voice and Video Conferencing facilities at newly established MD Secretariat and Board Room at Islamabad. Telecoms Department also initiated procurement for 200 Cyber Locks for Industrial CMS Sites. Procurement is in progress and installation and commissioning is scheduled by March-2021.



TRANSMISSION



Pipeline Operations Department

I. UFG Reduction In Karak Area

Transmission network consists of 9123.75 Km length and 1,415.95 Kilometers out of total falls in KPK. SNGPL is facing the problem of theft of gas through illegal taps from Transmission network especially in District Karak, due to prevailing law and order situation in the area. The locals are of the viewpoint that being residents of the gas-producing area; it is their legal right to use the natural gas whether they get it legally or illegally. Transmission has consistently taken up the matter with different law enforcement agencies and the

repair activities are in process to remove the illegal taps in coordination with the local Administration. The case has also been successfully defended in Peshawar High Court, which also directed the Divisional/District Administration to help SNGPL to accomplish the task.

Despite of the set difficult circumstances, Transmission continued the efforts to remove illegal taps and till date 463 (January 2020 till to-date) illegal taps have been removed by our teams. The accumulated status of illegal taps removal, illegal network uplifted, FIR's lodged and application submitted for lodgment of FIR's is given below:

Sr. No.	Description	Status
1	No. of illegal taps removed (January 20-till date)	463
2	No. of illegal taps re-connected after their removal (January 20-till date)	140
3	Length of illegal network uplifted (January 20-till date)	173,050 feet
4	No. of FIRs lodged (January 20-till date)	81

With consistent efforts, the UFG losses in Karak Area are drastically reduced, however, the

overall UFG of Transmission network is within limits. The detail is as under:

Sr. No.	UFG Figures of Transmission	Status
1	Transmission UFG (FY 2019-20)	-0.94%
2	Transmission UFG (July-September 2020)	-0.47%
3	UFG in Karak Area (July-September 2019)	0.78 BCF/Month
4	UFG in Karak Area (July-September 2020)	0.39 BCF/Month
Saving of gas (Approximately 50%)		0.39 BCF/Month

TRANSMISSION

Modifications for improvement of Gas Flow/ De-Bottlenecking

- i) Modification works at Repeater Station F3 valve assembly & End Point valve assembly (FV-27) to remove bottleneck and replacement of stuck valves carried out.
- ii) Up-gradation of the regulation facility at Zero Point Valve Assembly Wah for M-Leg along with installation of bypass for regulator carried out.
- iii) Diversion of Surplus gas from Adhi field to C-leg and allied modifications.
- iv) Permanent hookups of existing 8" Sakhakot – Swat pipeline with 12" Mardan – Swat Loopline at Mardan, Takhtbai, Sakhakot, Palai and End Point, Swat valve assemblies
- v) Installation of cross-connection at Kurram valve assembly on 12" dia. Kharappa – Manjowal pipeline.
- vi) Modification for removal of bottleneck and installation of regulator bypass at Wah Valve Assembly / SMS.
- vii) Modification at A-8 V/A, AV-32 and Compressor Station Ex-AC7 valve assemblies regarding hookup of 24" Ø Punjab Power Plant line.
- viii) Modification at QV-2 for hookup of 16" Ø Pak Arab Line and commissioning of custody transfer after joint verification and checking as per standard for accurate measurement.
- ix) Modification at AC-6 U/S, AC-IX U/S & AC-IX D/S V/As regarding segregation of RLNG and mix gas carried out.
- x) Installation of 3 - 8" Ø PCVs, 01 No. GC (ABB),



Illegal Tapping Operation

2 - 24" Ø Meter Run, 02 Flow Computers at AC-IX regarding RLNG segregation & measurement.

xi) Measurement installation at AC-IX, by installing 03 - 8" dia. Pressure control valves, 01 No. online GC, 02 - 24" dia. Orifice Meter Run along-with 02 Flow computers.

2. System Rehabilitation Jobs

- i) Installation of full encirclement sleeves on 30" dia line (30) from Sui to AV3 (a) Valve Assembly.
- ii) Lowering of 36" dia line at MP-216 (900 RFT) and MP 219.7 (500 RFT)
- iii) Re-routing of 10" x 850 Meters C4 - Pakistan Cement Pipeline due to serious exposure from MP-1.22 to MP-1.75
- iv) Re-routing of 10" x 1.9 KM Wah – Haripur Pipeline due to duplication of Hattar – Haripur road.

3. Commissioning of Pipelines

- i) Commissioning of 24" dia x 93 KM Pipeline was carried out from Kabirwala A8 to End Point Punjab Power Plant Pipeline.
- ii) Commissioning of 10" dia x 11.50 KM Pipeline was carried out from Adhi to Sukho.
- iii) Commissioning of 10" dia x 50.70 KM Pipeline was carried out from Daudkhel to Mianwali
- iv) 16" dia x 17.00 KM Pipeline from DH Off-take (MP 59.91 V/A) to Quaid-e-Azam Apparel Park.

4. Hot/Cold Taps

26 Taps were carried out on Transmission Pipelines to facilitate modification jobs.

5. Installation of Solar Powered Security Lights

Installation of Solar Powered Security Lights on following installations to enhance security vigilance of our overhead structure due to prevailing worst law and order situation in the country has been carried out.



Modification Activity

- i. RYK canal crossing
- ii. Minchen canal crossing
- iii. Daher Wah canal crossing
- iv. Mahi Wah canal crossing
- v. Massu Wah canal crossing
- vi. Abbasia canal crossing
- vii. Buch canal crossing
- viii. Muzafargarh canal crossing
- ix. Qazi Wah canal crossing
- x. Sutlej river crossing
- xi. AV-15a
- xii. Head Islam U/S and D/S V/As
- xiii. AV-29
- xiv. AV-20
- xv. AV-31
- xvi. SMS-I
- xvii. Chenab River Crossing U/S and D/S V/As



Commissioning Activity

Metering Section

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

1. Performance Verification of Flow Computers

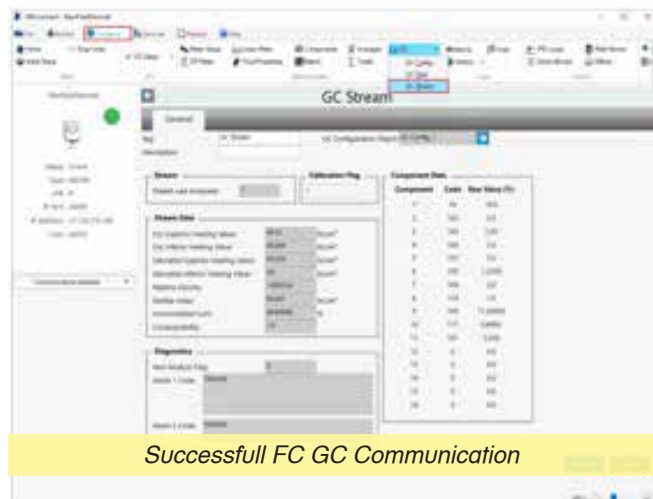
Technology is evolving at lightening pace and flow computers with enhanced features are being introduced in market. In 2020, Metering Department managed to successfully complete performance verification of 10 No's Emerson FBI200 Flow computers .The FBI200 flow computer measures and controls gas flow for up to two differential pressure or linear meter runs. Communication of latest flow computer with different brands of gas chromatographs is always a challenging task for Metering Department. Metering Department was well prepared to go through this technology driven period and we proved by managing to communicate FBI200 with Emerson Gas chromatographs and ABB NGC Gas chromatographs.

2. Repair of Gas Chromatographs

In 2020, Metering Department repaired 06 of Gas Chromatographs including 02 of Emerson gas chromatographs from Section III Wah & Section IV Lahore. Troubleshooting natural gas chromatographs within minimum down time has always been an ardent task for Metering Department which requires physical presence of our experts in troubleshooting GC. However, Covid has changed the dynamics and minimum interaction through social distancing is one mitigating solution. Metering Faisalabad (T) turned this situation to their advantage by employing innovative solutions such as troubleshooting GC online remotely.

3. Business Continuity Plan of Metering Department

New technologies evolving and rising epidemic are combining to create an environment that challenges even the best organizations and professionals. The current and near-term operational demands of Metering Department require data activities to be continued as per monthly joint meter reading schedule without any delay and hindrance. Our management developed business continuity plan where we divided Metering Department workforce into different subgroups and management was also forefront on ground along with staff to ensure continuous operations of Metering Department during epidemic Covid-19.



Successfull FC GC Communication

4. Flow proving of Meters

Accuracy and repeatability of turbine meters received from different sections of SNGPL Transmission are thoroughly scrutinized through their maintenance, repair and flow proving at Metering Flow Prover Cell in Transmission HQ, FSD to meet accuracy and repeatability standards. Metering Faisalabad (T) department has so far successfully flow proved and delivered 226 turbine meters in year 2020.

TRANSMISSION

Month	Meters Received from Wah	Meters Received from Multan	Meters Received from Gujranwala	Faisalabad	Meters Received from Comp. FSD	Total (Flow Proved Meters in a Month)
Jan-20	6	13	8	11	-	38
Feb-20	10	5	2	6	-	23
Mar-20	8	6	-	3	-	17
Apr-20	10	5	3	4	-	22
May-20	4	4	3	3	1	15
Jun-20	5	3	11	6	1	26
Jul-20	1	-	1	-	1	3
Aug-20	3	3	5	-	2	13
Sep-20	21	6	2	-	1	30
Oct-20	25	4	2	-	3	37
Nov-20	5	-	-	-	-	5
Total	98	49	37	33	9	226
Grand Total						226

5. SMS's Up-gradation / Capacity Enhancement.

To enhance design flow capacity and to overcome various operational constraints, 04 SMS's have been upgraded and 02 have been commissioned successfully by Metering Department. Fifteen (15) SMS's are in phase of up-gradation, as approved by BOD in their 510th meeting.

A. Gas Control Section

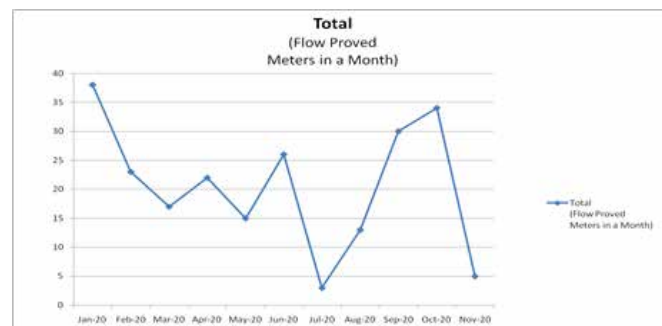
Gas Control Center is the heart of Transmission Network and is responsible for the smooth intake of gas from geographically widespread Gas Fields and transportation of the same through hills of Baluchistan, deserts of Sindh and terrains of Punjab to the northern part of the country.

Receiving the gas is just the beginning of control regime that includes the efficient operation of million dollar Pipeline network, state of the art compression facilities and highly complex SCADA system. All these operations are performed in continuum throughout the year without a break, no matter day or night, through the weeks and the weekends, by the highly motivated and skilled personnel.

The legacy doesn't end at its off-take points where it ensures the smooth supply to its consumers, including Distribution system, Power plants, Fertilizer plants and Cement plants, rather we step further in computing all the inputs and off-takes on weekly, fortnightly, monthly and yearly basis, preparing various reports, as required by the Management, OGRA, MOE and most importantly reconciliation of all the data for auditors.

Covid-19 played an important role in reshaping

Turbine Meter Flow Proving Details



Total Flow Proved Meters in Month in Year 2020

operational strategies and human resource management. As the nature of various jobs at Gas Control Center demand continuous workflow throughout the year, any interruption in the same might have resulted in total collapse of gas transmission which would be a national emergency in the middle of overwhelming Pandemic in the region. However, Gas Control took this challenge with firm believe in commitment to its company and nation and continued its operations, with utmost precautions and safety measures, and was successful at the end.

Some of the milestones achieved during this journey are listed below:

1. Identified over billing of 282 MMCFD gas, claimed by gas producers in their debit invoices, by carefully cross checking of computation of gas quantity, thus, saving an amount of around 135 million rupees.
2. Identified 668 MMCF off-specification gas delivered by gas producers in their debit invoices, thus, saving an amount of around Rs. 33 millions.

3. Un-accounted for gas (UFG) of transmission system remained within internationally acceptable standard of +1 %.
4. Provided valuable suggestions to management during meetings regarding gas/ RLNG Sale & Purchase Agreements with gas producers Gas Supply Agreements with consumers, and Access Arrangements with Shippers.
5. Assisted Corrosion Control department for evaluation of pipeline integrity by accepting Mari PFL gas in Third Party Access regime and its further successful execution by accepting gas at QV-2 and its delivery at PFL, Multan.
6. Successful coordination in 12 pipeline modification jobs, 04 rehabilitation activities, 04 pipeline commissioning jobs, removal of 1036

illegal pipeline taps and several other up-gradation and installation activities on SMSs, Regulation facilities, valve assemblies etc without interrupting gas supplies from the Gas Sources and transportation to consumers, while meeting the contractual obligations which otherwise may have caused huge financial implications for SNGPL in shape of penalties.

7. Successfully conducted Gas Control training of around 240 Grade-IV Executives, mandatory for their promotion in next grade. Prime objective of this on job training was to familiarize them with Transmission network and role of Gas Control Center in its operations. They were introduced to indigenous, RLNG and TPA regimes and its load management scenarios.

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Media Affairs Department | سٹی افرز ڈیپارٹمنٹ

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TREASURY



During the year 2020, despite the challenges faced due to COVID-19, Treasury Department remained vibrant and strived to achieve goals vital for the operations of the Company.

Encashment of Bank Guarantees

With the vigilant supervision and vigorous follow-up, Bank Guarantees to the tune of Rs. 164.00 Million (approx) have been realized by Treasury department in the calendar year 2020. This achievement was possible with enormous correspondence and personal visits to banks.

Agreement with Allied Bank (ABL) Limited for Online Collection Of Gas Bills

Agreement for online collection of gas bills has been executed with ABL in the calendar year 2020 which will result in swift transfer of payments made by the consumers in the main bank account of SNGPL and early update of consumers' payments record in CC&B. Moreover, the agreement will not only result in saving of Rs. 5.0 Million (approx) on annual basis on account of Gas Bills Data Gathering Charges paid to M/s NIFT @ Rs. 2.10/- per bill, but also simplifies reconciliation due to automation and elimination of punching errors.

Agreement with United Bank Limited (UBL) for GIDC Collection

SNGPL finalized arrangements with UBL for providing centralized GIDC collection management services with the prime objective of immediate funds transfer and prompt reconciliation. A ceremony to sign GIDC collection agreement was held at SNGPL Head office on 9 November 2020. The agreement was signed by Managing Director SNGPL and Farooq A Khan, Group Head

Corporate & Investment Banking UBL. Faisal Iqbal (CFO), Aamir Latif GM (Treasury) and other senior officials from SNGPL and UBL were present on the occasion.

Agreement with Telenor Easypaisa

Treasury Department in coordination with IT/MIS department has taken an initiative by entering into an agreement with Easypaisa (a product of Telenor Micro Finance Bank) whereby SNGPL valued consumers may pay their gas bills through SNGPL Mobile Application without having the hassle of going to any bank branch/post office/ATM. This will result not only in prompt payment by the consumer, elimination of punching errors, but also prevent our valued consumers from exposure to Coronavirus (COVID-19) Pandemic in the present situation.

Arrangement of Term Loan Facility Amounting To Rs. 1,076 million

The Board of Directors in its 535th meeting held on September 06, 2019 accorded approval for obtaining term loan amounting to Rs. 1,076 million from Allied Bank (being lowest) for the financing of two projects i.e. Laying of 8" dia* 14.50 Kilometers pipeline to receive gas from OGDCL's Dhok Hussain Well No. 1 and Segregation of Transmission network for operational ease & flexibility. The said financing amounting Rs. 1,076 million has been finalized and part amount of facility is also withdrawn successfully.

Arrangement of Term Loan Facility Amounting To Rs. 8,455 million

The Board of Directors in its 542nd meeting held on November 29, 2019 accorded approval for obtaining term loan amounting to Rs. 8,455 million from United Bank Limited (Lead Syndicate) for the completion of the following projects:

1. System Augmentation (Rawalpindi / Islamabad) to receive additional gases from Adhi- Sukho,
2. System Augmentation for Jalalpur Jattan (Gujrat)
3. System Augmentation for Bahawalpur and Lodhran
4. Augmentation / Bifurcation of Gas Network in Lahore City (Phase -I)
5. Up-gradation of SMSs to Cater Operational Constraints
6. System Augmentation (Rawalpindi / Islamabad)

Arranging finance of this magnitude in stringent timelines especially during Covid-19 was quite challenging and a crucial task. The said financing amounting Rs. 8,455 million has been finalized and part amount of facility is also withdrawn successfully.

REGIONAL
REVIEWS

ANNUAL
2020



MULTAN



SNGPL Multan team played a vital role in controlling the UFG of the region. A team comprising of Zubair Ahmad (S.E Metering), Rashid Hameed (Incharge Taskforce) Muhammad Hassan Anwar (E.E Metering) & Omer Farooq Engr. (Corrosion) raided on the suspected Al-Badar CNG of Bhakkar Region. The raid activity was carried out on February 26, 2020 and was performed for 30 hours. Ditching of the service line

was carried out and 2"φ direct bypass was found at sit. SNGPL team immediately disconnected gas supply of the consumer and Gas theft FIR was lodged against the consumer. Volume of 49471 Hm3 amounting Rs. 319,184,980/- was charged to the consumer against pilferage of Gas. This combined effort of the SNGPL Multan team leads to UFG reduction of SMS Bhakkar and Multan Region as well.



SARGODHA



A huge campaign was launched against illegal laying and the extraction of SNGPL's pipe was carried out. With every passing day, one after another new area was under the raid of SNGPL and the FIA joint team. In total, approximately 3,500 meters of pipe was extracted and the gas supply to four towns was stopped. At present, FIA's inquiry is underway for these towns.

At the same time, in the freezing cold weather, the same team was combating the low-pressure issues of the consumers. Day or night, there was only one slogan as given by the Regional Manager "Consumer first". In the first ten months of the year 2020, more than 5,000 complaints, 25 of line looping, and installation of 20 new DRSs have been executed.

Further, the highest ever gas volume of Sargodha's History has been provided to the consumers, yet, UFG Target for the year was not only achieved but the additional saving of 57 MMCF above the assigned target was done. KMI Targets were not only achieved 100% but in many KMIs progress above 100% was achieved.

Despite the Coronavirus pandemic, 246 kilometers of Feeder main network was laid, 338 kilometers was commissioned and 8,103 new connections were installed. New town Border Stations (TBSs) installed in development activities stands at 17. A proper drawing section was established for the first time in Sargodha Region who has developed in-house skills for GIS drawings, local P&D, and Auto CAD etc.

For restructuring of the Sargodha's gas network on a purely engineering basis, much emphasis is being given to the operational phases. SNGPL Sargodha is motivated to execute the recently approved operational phases of 21 Kilometers (estimated cost Rs. 208.07 million) to remove the bottlenecks of the system for the permanent solution of low pressure and UFG issues. Further, 24 Kilometers of the operational phase has been approved and the budget is expected to be allocated in the next Fiscal year with every New Year, there are new challenges, new opportunities and new heights to achieve and Sargodha Region team is ready to face the upcoming challenges!

SHEIKHUPURA



The Regional Management of Sheikhupura Region is always at the forefront in implementation of the Company policies and striving hard for a customer oriented image of the Company. We also take pride in the fact that Sheikhupura Region acts as a beacon of knowledge and leader in terms of curbing the menace of UFG in a very effective and efficient manner despite limited resources. The regional performance in calendar year 19-20 bears testimony to the diligence, hard work and untiring efforts of the regional Management, executives and staff in achieving these goals.

Being a top performer is no small feat but to maintain the top position speaks volumes about our determination and perseverance. By the grace of Almighty, Sheikhupura Region has once again exhibited the best performance in SNGPL in terms of bringing down the UFG to minus 2.59 with volumetric saving of 1,294.8 MMCF as-on September 2020. It was achieved by performing numerous activities including but not limited to AGLR of 357 industrial, 2,886 commercial, 65,701 domestic consumers and 318 TBSs. 100% meter inspection of all replaced domestic meters was carried out in the stipulated timeline set by OGRA here at DMIS Sheikhupura. More than 45 TBSs have been installed during this period to regulate high-pressure areas. For identification of UFG prone areas, 18 number of check meters have also been installed.

For the first time in the history of Sheikhupura Region, the Regional office building was successfully certified to Environmental Management System ISO 14001:2015 and OHSAS 18001:2007 standards. A new and improved purpose-built building has been hired for sub-area office Muridkay to provide a congenial environment for the staff to boost their working capabilities. Now both sub-areas Shahdara and Muridkay are housed in new buildings with dedicated customer service centers proving all the necessary services to the consumers. In a bid to improve complaint resolution and providing better customer services to the customers, three Customer Services Centers have been made online at Manawala, Nankana and Shahkot. The meter inspection capacity of Domestic Meter Inspection Shop has been increased by more than 10% by optimum utilization of space allocation and the consequent renovation. All the KMI targets for the Fiscal Year 19-20 were not only met well in time but in most of the cases over achievement was also observed which speaks volumes about the dedication of the executives and staff posted in the region.

All these laurels would not have been possible without the unconditional support and guidance of regional management especially General Manager, Sheikhupura to all the executives and staff of the region. All the frontline warriors are thankful to them and the Company Management for believing in us and supporting us.

ACHIEVEMENT

سوئی ناردرن گیس کی ایک اور کامیابی

یو ایف جی شرح میں 1.60 فیصد کمی | ولیمٹرک نقصان میں 1,567 ایم ایم سی ایف کمی | کمپنی کو 755 ملین روپے کی بچت



IMPROVEMENT IN THE REDUCTION OF UFG LOSSES

SNGPL Reduces UFG Losses by 2.38%; Saves Rs. 1,572 Million

Sui Northern Gas Pipelines Limited (SNGPL) is taking stern steps to control the Gas Losses resulting in a significant reduction in percentage UFG and volumetric losses of the Company. The Company has reduced the Volumetric Loss by 3,285 MMCF and percentage UFG by 2.38% (As on October-20) against the targets of the three-year UFG Reduction Plan approved by ECC. This reduction in gas losses has resulted in financial savings of Rs. 1,572 Million.

One of the major achievements of SNGPL is 43% reduction in Average Monthly gas losses in High UFG areas from 1,424 MMCF to 810 MMCF "As on October-20" with the help of law enforcement agencies. The Company has made hectic efforts and has so far removed 1,311 illegal taps in these areas while 171 FIRs have been lodged during current Fiscal year. The Company is carrying out all efforts to curtail the gas pilferage by

the consumers through increased vigilance. As a result of increased vigilance, 18,748 gas theft cases have so far been detected which have resulted in booking of 519 MMCF amounting to Rs. 570 Million against consumers. The Company is also focusing on replacement of underground leaking network and 190 kilometer network has so far been replaced in current FY 2020-21, while an overall around 900 kilometer Network will be replaced. Moreover, SNGPL has also detected 320,353 aboveground and 13,384 underground leakages through laser leak detectors, which have been rectified accordingly.

The company is striving hard for rectification of Consumers' Complaints and so far around 325,000 complaints have been satisfactorily rectified and consumers' feedback is also being received through SMS services.

INITIATIVE



E-KACHEHRI

Reaching out to the Consumers

Media Affairs Department

SNGPL has been organizing e-Kachehri since Coronavirus outburst under the directives of Prime Minister of Pakistan. The aim of e-Kachehri is to facilitate the consumers through quick resolution of their complaints without any disruption. It has become a regular monthly event since the e-kachehri were first organized in May 2020.

Every month, the Regional Management

attended complaints through Skype in all the regions. After Regional e-kachehri are conducted, an e-Kachehri is conducted at the Head Office where Managing Director SNGPL attends the complaints.

Enormous public participation of our consumers is a proof that the SNGPL's consumers trust the Company. The Company assures the complainant of quick resolution of their complaints.



Gujrat



Gujranwala



Islamabad



Lahore



Sahiwal



Sheikhupura



Sialkot

گیس کے زیادہ بل سے ہیں پریشان تو گیزر کی سروس پہ دیں دھیان

- زنگ آلود گیزر کی ناقص شیٹس اور تھر موٹیٹ کی سروس کروائیں
- گیزر کے ساتھ بر پائپ کے بجائے معیاری پائپ استعمال کریں
- کھارے پانی والے علاقوں میں گیزر مینٹنس پر خصوصی توجہ دیں



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A BEAUTIFUL SOUL LOST

SNGPL Staffers Mourn Death of Asif Iqbal Qureshi



Birth and death is an inevitable part of the life cycle. Every day thousands or millions of people leave this world. If we look around, we also lose people around us including colleagues, friends, relatives etc. Among them, lucky are those people who are fondly remembered even after death. SNGPL's Head of Internal Audit Asif Iqbal Qureshi was one such figure.

Asif Iqbal Qureshi joined Sui Northern Gas in 2004 as Senior Billing Officer at the Company's Lahore Region office. He proved his mettle through his hard work and dedication, and hence he was promoted to the ranks of Deputy Chief Officer, Chief Officer and finally as General Manager (Billing). His last posting was Head of Internal Audit. During his association with the company, he

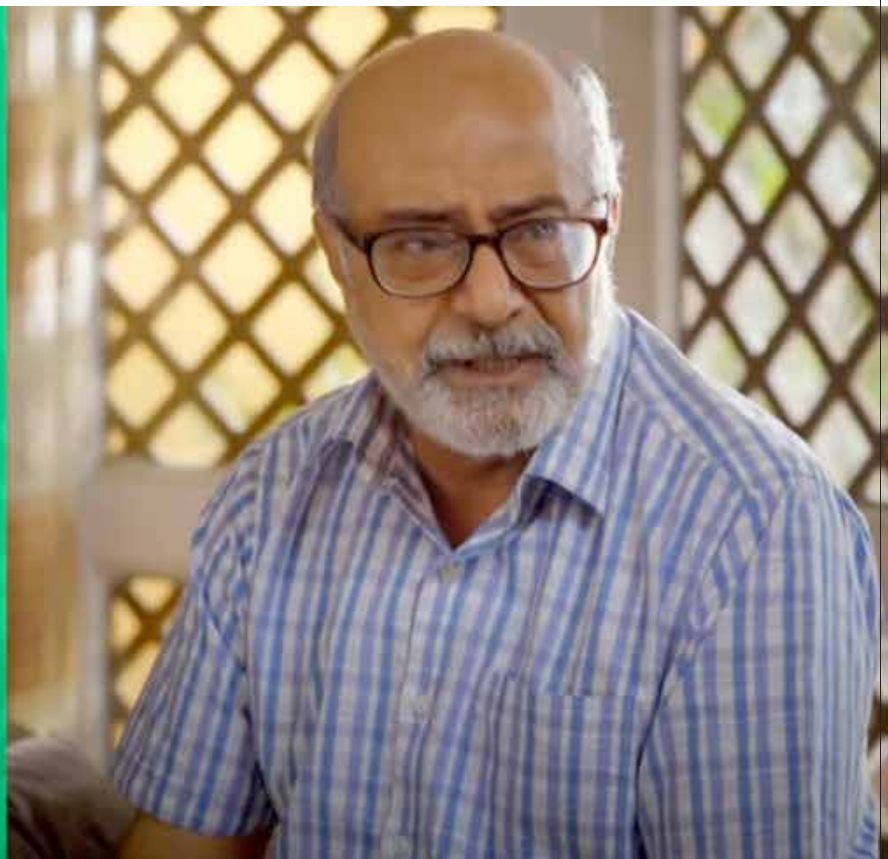
worked for Billing, Treasury and Internal Audit Departments. He remained General Manager of Billing and Treasury Departments.

He was a true sportsman and his love for sports led him to become Secretary Finance of Sports Steering Committee at SNGPL's Sports Cell. His friends at SNGPL still remember him for his humble, honest and straight forward personality. He also taught Financial Management at Institute of Cost and Management Accountants of Pakistan (ICMAP).

Only few weeks before his untimely death, Asif Iqbal Qureshi was diagnosed Corona positive despite him being extremely careful, taking all precautions since the pandemic made its way into the country. He recovered from Corona but post-recovery complications led to his death due to Cardiac arrest on 13 December 2020. He is survived by his wife, two daughters and a son.

The Management and the employees of Sui Northern Gas are deeply saddened by his death. We pray to the Almighty to rest the departed soul in eternal peace and give his family the courage to bear this huge loss.

AWARENESS CAMPAIGN



SUSAR V DAMAAD

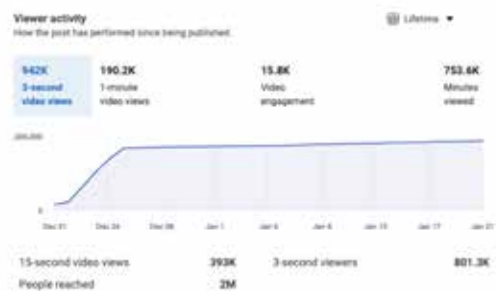
Teeli Video on Gas Conservation: A Major Hit on Social Media

Who doesn't like quality humor but it is more popular than any other genre, particularly on social media. It is also noticed that social messages with a touch of humor reach much larger audience on social media. It was with this objective that SNGPL Media Affairs Department roped in Teeli. Teeli, part of DAWN Media Group, is a major digital content producer, having more than 1 million subscribers on social media. It was decided to produce a video on gas conservation devices utilizing the very popular Teeli Series of 'Susar Vs Damaad' with veteran actor Mohammad Ahmed helming the role of Susar.

The plot of 'Susar Vs Damaad- phone ke Ghulam' was interesting. As always, Susar and Damaad engaged in arguments over excessive use of mobile phone by Damaad. Once the Damaad pointed out how gas bill can be reduced using a mobile app, the Susar immediately started taking interest in using mobile phone. Damaad also introduced Gas-Saver Cone to Susar telling him

that both the devices can be ordered through official Social Media accounts of Sui Northern Gas.

Susar vs Damad Facebook



teeli

The video has reached more than 2 million viewers on Facebook so far with total views exceeding 900,000. On YouTube also, the video has been watched by more than 30,000 people so far.

BOOK REVIEW

TEEJI MAKHLOOQ

Liaquat Nehra

About Author

Harkirat Kaur Chahal is Canadian based writer. She obtained her Bachelor of Science degree from Punjab Agricultural University and a Bachelor of Education from the College of Agriculture. Since her college days, she had a passion for literature and actively participated in cultural activities. Just after finishing her Bachelor of Education, She started a job as a school teacher and also went on to serve as the Principal of a school in Patiala. In 2005, she migrated to the city of Vancouver in Canada along with my family and there also, she worked as a school teacher at BC Muslim School Richmond for 6 years.

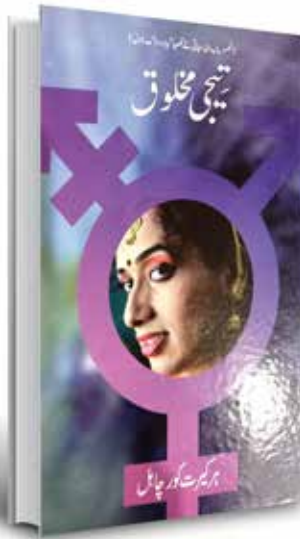
In the year 2016, her first literary book, 'Parian Sang Parvaaz' (A Flight with the Fairies), a collection of short stories, was published. Till date, her three novels, namely; Tere Bajhon (But for You), Thohran De Phull (The Cactus Flowers) and Adam Grehan (The Eclipsed Humanity) have seen the light of the day in 2017, 2018 and 2019 respectively. Novel 'Adam Grehan' has attracted a lot of debate in the Punjabi literary world and has won the most prestigious award "Dhahan Literature Award 2020. She has been recognized as a first woman to become a finalist. A 'Shahmukhi' transliteration of this novel under title "Teeji Makhlook" has been published in Pakistan.

Main Characters:

Ameeran (Meera) – Main character or heroine of the novel, Salma – Mother of Ameeran, Nizam Din – Father of Ameeran, Barkat – Brother of Ameeran, Mehnat Leechi – Guru of transgenders' dera No. 1 who helps Ameeran to leave her house and start new life, Reema – Another transgender in the dera of Guru Mehnat Leechi, Bulbul Leechi – A transgender Guru of Gori Kothi (a dera of transgenders which is functional for generations), Lali: A rejected woman who has taken refuge in the dera of Guru Bulbul, Koorra Mal: A harmonium player and Ustad of Gori Kothi, Charagh: An adopted transgender son of Ameeran, Anjo: An educated transgender person who visited Gori Kothi at the sad demise of Guru Bulbul.

I- Birth, childhood and departure of Ameeran

The novel begins with the birth of Ameeran and the writer has very skillfully narrated the culture and emotions of the parents when they came to know that a transgender person has born in their family. The events of childhood of Ameeran have



been narrated in a very natural manner and make the reader feel the shame which such persons face in daily life at the hands of the society and even by other family members. Despite all sufferings of Ameeran and the hate of society towards her, Salma, the mother continued to protect her and always stood by her through thick and thin. This shows the true relation of a mother. The hypocrisy of the relation of a brother and sister in our society has been exposed in a way that even a brother cannot stand before the hate of society against trans people.

It was a very emotional event when Barkat helps Ameeran in getting rid of the hypocrite society and informs Trans guru Mehnat about the presence of a trans person in their family. This scene is one of the most emotional scenes of the novel and has been written in such a way that the reader visualizes this event like a scene of an art movie. How Salma resisted the departure of her daughter and how Ameeran, despite her love with her mother, could not convince her to stay in the hypocrite society speaks volumes about the hate which society returns to trans people due to no fault on their part.

2- Arrival at Dera of Guru Mehnat

Leaving her house and blood relations especially the mother was not easy for Ameeran and she could not forget this moment throughout her life but the love she received at this new place gave her the meaning of the word love. This chapter shows that the writer had done an extensive research on the life of trans people and the life and culture of their deras before writing this chapter. She has narrated the culture and life at dera in such a natural way that one starts feeling

the sufferings of such people.

3- Life of Ameeran in Dera No. 2

The second Dera, Gori Kothi, has been narrated by the writer as an institution not only for the trans people but for the persons rejected by the society. How this dera has given shelter to a rejected woman and how Ameeran who later became the Guru of this dera, has adopted a trans child and decided to educate her so that this child does not have to face the difficulties and hate of the society. The desire and efforts of Ameeran who brought up Charagh in a very normal way and put every effort for his education and normal life is in fact a climax of this novel which has very adeptly handled by the writer and she keeps the reader involved in such a way that the ending of the novel remains suspense till the last page.

The behavior of educated society, even that of his professor, towards Charagh is a slap on the face of our society whose educated and so called respected members keep saying that transgender people should get educated and they should work like normal people and lead a normal life.

The life and sufferings of Charagh in the university is a tragedy which the writer has very professionally conveyed to her readers and made them thinking about their role in such sufferings.

4- Ending of the novel

The ending of the novel is very tragic and it has conveyed a very strong message to the reader about their hypocrisy and the contribution of society towards tragedy, the trans-people face in their daily life.

I, throughout my life, kept on thinking how the trans-people leave their house and parents and family and adopt a very tragic life which is hated and taunted by everyone. But this novel has given answers to all my questions and I am sure the other readers must have received answers to their queries as well.

Hats off for the writer for choosing such a difficult topic and doing justice with the same through her extensive research work. In fact this novel is a research paper and deserves to be quoted as a reference in the field.

The author is Chief Accountant (HO)

کہیں کمپریسر لگا ہوتو
فوراً 1199 پر اطلاع دیں



گیس کمپریسر کا استعمال کرنے والے صارفین کا
گیس کنکشن فوری منقطع کر دیا جائے گا



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سردی آگتی ہے خیال رکھنا!
SNGPLofficial Helpline 1199

PROMOTIONS

Congratulations

to the promoted executives from

THE PRIDE

THE FOLLOWING EXECUTIVES WERE PROMOTED TO GRADE IX AS SENIOR GENERAL MANAGER



Imran Yousaf Khan
Senior General Manager
(Compression)



Saqib Arbab
Senior General Manager
(D-North)



Qaiser Masood
Senior General Manager
(D-South)

THE FOLLOWING EXECUTIVES WERE PROMOTED TO GRADE VIII AS GENERAL MANAGER



Khurram Ayyub Khan
General Manager
(Coordination)



Shoaib Ur Rehman
General Manager
(Transmission)



Syed Shaukat Hussain
General Manager
(LNG/LPG)



Ahmed Jawad Khan
General Manager
(Corrosion)



Navied Ashraf
General Manager
(CS-South)

ALL IN THE FAMILY

Achievements



Asif Ullah
Team Incharge /
Dy. Chief Sales Officer



Abdul Raffy Khan
Sales Officer



Malik Ibrar Hamid
Superintendent Sales

Business Development team of the Regional Office Peshawar has received letter of appreciation from the Wafaqi Mohtasib Office, Peshawar. The office appreciated the diligence, dedication and teamwork for timely attending the complaints of the consumers.

The company extends its heartiest greetings to **Fraz Inam** on Publication of research article, by “Emerald Publishing” in September, 2019. It has been selected as Outstanding Paper of the Year, winning the ‘Emerald Literati Award 2020’. The research paper was titled as “Forecasting Bankruptcy for organizational sustainability in Pakistan: Using artificial neural networks, logit regression, and discriminant analysis”.



Little Angels

Irfan Abid (Executive Officer Operations-IT/MIS) has been blessed with daughter named **Minahil Irfan**.



Muhammad Khalid Aftab, Senior General Manager (Transmission) retired after serving the Company for more than 34 years. A farewell ceremony was organized in his honour which was attended by the Senior Management of the Company.

SUPERANNUATION

SNGPL and the Editorial Team of "The Pride" are thankful to the following employees for the services they rendered. We wish all the best for their future.



Afzal Hussain Shah
Sr. Supervisor Driver
Distribution
Lahore East (D)



Muhammad Shafiq
Dy. Foreman Mechanic
(AC) Transmission
Multan (T)



Gul Rehman
Sr. Supervisor Driver
Distribution
CSC Islamabad (D)



Sattar Ahmad
Staff Attendant
Sales
Head Office



Khalid Hussain
Sr. Supervisor Dopeman
Quality Assurance
Faisalabad (D)



Bashir Hussain
Dy. Foreman Fitting
Distribution, Harbanspura,
Lahore-West (D)



Rab Nawaz
Supervisor Operator Water
Pump, Transmission
Wah (T)



Pathan Khan
Chowkidar
Compression
AC-O (Sui), Multan (T)



Bashir Butt
Dist. Supervisor Fitting
Distribution
Lahore East (D)



Tariq Masieh
Supervisor Instrument
Mechanic Metering RM
Shop, Faisalabad (D)



Sheraz Gul
Sr. Supervisor Driver
Distribution
Multan (D)



Abdul Rahim
Sr. Supervisor Operator
Side Boom Projects
Project, HQ



Samuel Freedy
Sr. Supervisor Driver
Distribution
Lahore East (D)



Muhammad Akram
Dist. Supervisor Fitting
Distribution Johar Town
Lahore-East (D)



Muhammad Rafique
Supervisor Fitter Pipe
Distribution
Lahore West (D)



Feroze Khan
Asst. Incharge Telephone
Operator/Receptionist
Administration
Faisalabad (T)



Sher Ahmed
Helper Welder
Distribution
Fateh Jang, Islamabad (D)



Muhammad Yousaf
Sr. Supervisor Operator
Coat and Wrap
Distribution
Faisalabad (D)



Gul Khan
Dy. Foreman Instrument
Mechanic Metering
Metering (Operations)
Peshawar (D)



Muhammad Akabr
Dy. Foreman Welding
Distribution
Islamabad (D)



Amir Dad
Helper Welder
Distribution
Fateh Jang, Islamabad (D)



Arshad Mahmood
Sr. Supervisor Driver
Accounts
Islamabad (D)



Naeem Ahmad Butt
Dist. Supervisor Fitting
Distribution
Harbanspura, Lahore – W (D)

إِنَّا لِلَّهِ وَإِنَّا إِلَيْهِ رَاجِعُونَ

Asif Iqbal Qureshi, Head of Internal Audit (Audit Department), SNGPL - Head Office, passed away on 13 December 2020.

Brother of **Abdul Rashid Lone**, Ex - Managing Director, SNGPL - Head Office passed away on 21 December 2020.

Mother-in-law of **Nadeem Asghar**, Ex SGM (CS) passed away on 23 December 2020.

Elder Brother of **Malik Tanveer**, Senior Admin Officer, SNGPL - Abbottabad passed away on 9 December 2020.

Father of **Muhammad Aun Kazmi**, Executive Audit Officer (Audit Department), SNGPL - Head Office passed away on 3 December 2020.

Father of **Misbah Mehboob Awan**, Officer IT/MIS, SNGPL - Islamabad Region passed away on 25 December 2020.

Father of **Muhammad Mohsin Laang**, Officer (Ops), IT/MIS Department, SNGPL – Head Office passed away on 14 December 2020.

BOUQUET

Dear Readers, we have started this new segment where you will find variety of information. We will always welcome your contribution to this segment. Send us your contributions as well as suggestions to media.affairs@sngpl.com.pk and asif.shakeel@sngpl.com.pk

Quote of the Month

“Take time to deliberate, but when the time for action comes, stop thinking and go in.”

Napoleon Bonaparte

Napoleon Bonaparte was a French military and political leader during the latter stages of the French Revolution. His legal reform has been a major influence on many civil law jurisdictions worldwide, but he is best remembered for his role in wars led against France by a series of collations.

Plant Me PARSLEY

Seeds can be planted outdoors in March or April, and again in late summer for early growth the next spring. In warmer climates, the plants do better if they get afternoon shade protection from the sun.

- For better germination, you can soak the seeds overnight.
- Plant the seeds 3 to 4 weeks before the last spring frost because parsley is a slow starter. (The plants can handle the cold weather.) It can take up to 3 weeks for the plants to sprout.
- Plant the seeds in moist, rich soil about 6 to 8 inches apart. For thinner plants, plant about 6 to 10 inches apart. You'll be able to see the parsley sprouting after about 3 weeks.

Remember:

- Sow seeds 1 inch apart at a depth of ¼ inch, and keep the soil moist for the entire growing season. Thin to 6 inches apart when the second set of true leaves has emerged

Tip:

As parsley is slow to germinate, soaking the seeds for 24 hours in lukewarm water will help to hasten sprouting.



THE MAGIC OF THINKING BIG

The Magic of Thinking Big gives you useful methods, not empty promises. Dr. Schwartz presents a carefully designed program for getting the most out of your job, your marriage and family life, and your community. He proves that you don't need to be an intellectual or have inborn talent to attain great success and satisfaction, but you do need to learn and understand the habit of thinking and behaving in ways that will get you there.

The Magic of Thinking Big is basically about 'getting ahead', with a fair amount of attention to exponentially increasing your income, making that dream home a reality and getting your kids a first-rate education. It tells us how to think, look and feel 'important'.

Readers continue to be attracted, presumably, because of its materialist promise, but the paradox of Schwartz's message is that to get the material results, we must know the immaterial, that is, we must spend time alone with our thoughts. Decisions arrived at in managed solitude, he says, have a habit of being 100 per cent right. Action drives out thought, whereas leaders set aside time for solitude to tap their supreme thinking power.

Belief is everything; there is nothing mystical about the power of belief, but we must draw a distinction between merely wishing and actually believing. Doubt attracts 'reasons' for not succeeding, whereas belief finds the means to do the job. Schwartz was in conversation with an aspiring fiction writer. When the name of a successful author came up, the aspiring writer quickly said, 'But I could never equal him; I'm not in his league.' Knowing the writer in question, Schwartz pointed out that he was neither super-intelligent nor super-perceptive, merely super-confident. The writer had at some point decided to believe that he was among the best, and so he acted and performed accordingly.

Most of us believe that the result of an event is the best indicator of how successful we are, yet events are much more likely to reflect a person's level of confidence. In Schwartz's words: 'Belief is the thermostat that regulates what we accomplish in life'. Turn the thermostat up, and witness the results.

Publisher: Simon & Schuster

Author: David Schwartz

Pages: 320 pages

Genre: Motivational, thoughtfulness



Dictionary

Impulsive [im-puhl-siv]

Swayed by emotional or involuntary impulses, having the power or effect of impelling.

Synonym: rash, quick, emotional, hasty, spontaneous.

یاداشتیں

گاڑی کا انتظام کیا جاتا ہے، اسی طرح انصاری صاحب ایک میٹنگ کے سلسلہ میں اسلام آباد گئے، ان کو ایئر پورٹ پر لینے کے لیے سوئی ناردرن کا پروٹوکول آفیسر گیا۔ اتفاق سے وہ میرا دفتر کا پرانا ساتھی تھا۔ اس نے بتایا کہ میں ان کے ساتھ گاڑی میں بیٹھا اور ان کا پروگرام پوچھا تا کہ ان کے قیام و طعام وغیرہ کا انتظام کراؤں، تو انہوں نے مجھے بتایا کہ میٹنگ کے بعد وہ جہلم اپنی بیٹی کے پاس جانا چاہتے ہیں، اس لیے قیام و طعام کا انتظام نہ کریں اور جیب سے نکال کر نکلت دیا کہ دو دن کے بعد کی واپسی کی سیٹ کنفرم کرا دیں۔ میں نے ان کو میٹنگ والی جگہ پر چھوڑ دیا۔ جب میں وقت مقررہ پر پہنچا اور وہ گاڑی میں بیٹھے تو میں ان کو نکلت دیا، انہوں نے نکلت پوچھا کیا اور اطمینان کرنے کے بعد جیب میں ڈال لیا اور کہا کہ اب مجھے ونگین کے اڈے پر چھوڑ دو تا کہ میں جہلم جا سکوں۔ میں نے کہا: ”سرحج جب آپ نے مجھے بتایا تھا کہ آپ نے جہلم جانا ہے تو میں نے گاڑی کی ٹیکسی فل کرا دی تھی اور اپنے افسران کو بھی بتا دیا تھا یہ گاڑی دو دن آپ کے ساتھ ڈیوٹی کرے گی اور آپ کو اسلام آباد ایئر پورٹ چھوڑ کر آئے گی۔“

”میں جہلم اپنے ذاتی کام سے جا رہا ہوں۔“ انہوں نے کہا، میں سرکاری گاڑی استعمال نہیں کرنا چاہتا۔ میں نے انہیں ونگین میں بٹھایا۔ ونگین چلنے میں دیر تھی، گرمی بہت تھی۔ میں نے ایک پانی کی بوتل اور گلاس خرید کر ان کو پیش کیا تو کہنے لگے، اتنی بڑی بوتل؟ ساری ونگین کو پانی پلانا ہے؟ چھوٹی بوتل لے کر آؤ۔ پھر جیب سے نکال کر پیسے دیئے اور کہا کہ گلاس بھی واپس کر دو۔ کافی دیر بعد ونگین مسافروں سے بھری، تب وہ روانہ ہوئے۔ وہ بڑے صبر و تحمل کے ساتھ بیٹھے رہے اور کسی پریشانی کا مظاہرہ نہیں کیا۔

جن دنوں انصاری صاحب ایم ڈی کے طور کام کر رہے تھے تو اس وقت کے ایک اعلیٰ عہدیدار نے کوئی کام (جس کی تفصیل معلوم نہ ہو سکی) کرنے کے لئے انصاری صاحب سے کہا۔ انصاری صاحب نے کہا کہ ”یہ کام میرے اصول کے خلاف ہے، میں نہیں کر سکتا۔“ ”اگر نہیں کر سکتے تو فوری طور پر عہدے سے مستعفی ہو جاؤ“ اعلیٰ عہدیدار نے کہا۔ انہوں نے کہا: ٹھیک ہے۔ مجھے بتائیں چارج کس کو دوں؟ انہوں نے کہا کہ فلاں ایم این اے کو چارج دے دو۔ انصاری صاحب نے مثبت جواب دیا۔ یہ خبر اخبار میں آئی، کئی لوگوں نے مجھے بتایا کہ انصاری صاحب کو عہدے سے الگ کر دیا گیا ہے۔ میں نے ان کے گھر فون کیا اور اپنی نشوونما پیش کیا اظہار کیا لیکن گھروالوں نے بتایا کہ ہمیں کچھ خبر نہیں ہے۔ چند روز بعد انصاری صاحب سے بات ہوئی اور اخبار میں جو خبر شائع ہوئی تھی اس کے متعلق پوچھا تو انہوں نے بتایا کہ خبر ٹھیک تھی، جس کو میں نے چارج دینا تھا اس کا انتظار کرتا رہا، جب اس سے رابطہ کرنے کی کوشش کی تو پتہ چلا کہ وہ پاکستان سے باہر گیا ہوا ہے اس دوران اس اعلیٰ عہدیدار نے میری پرسنل فائل منگوائی اور ایک ایک لفظ پڑھا تو اس نے دیکھا کہ میری فائل بالکل بے داغ ہے اور میرے افسران نے سالانہ خفیہ رپورٹ پر میری کارکردگی کے بارے میں بڑے شاندار تعریفی الفاظ لکھے تھے۔ اس کے علاوہ مختلف ذرائع سے میری معلومات حاصل کیں تو وہ بھی تسلی بخش تھیں تو اس نے اپنا فیصلہ واپس لے لیا اور مجھے نوکری جاری رکھنے کا حکم دیا۔

انصاری صاحب کی ریٹائرمنٹ کے موقع پر جو الوداعی پارٹی دی گئی اس میں کمپنی کے افسران اور بڑے صنعتکار بھی آئے، جن کا دوران ملازمت انصاری صاحب سے واسطہ پڑتا تھا۔ انہوں نے آپ کی خدمات پر شاندار الفاظ میں خراج تحسین پیش کیا اور درخواست کی کہ آپ کی ملازمت کے دوران ہم آپ کے گھر نہیں آسکے، کیا اب آسکتے ہیں؟ آپ نے کہا: ”خوش آمدید۔ میرے گھر کے دروازے چوبیس گھنٹے کھلے ہیں کیونکہ اب میں اس پوزیشن میں ہوں کہ

کسی کو نہ فائدہ پہنچا سکتا ہوں نہ نقصان اور نہ اس توقع سے آئیں کہ میں کسی مرحلے پر آپ کی سفارش کروں گا کیونکہ زندگی میں میں نے نہ کبھی کسی کی سفارش کی ہے نہ سنی ہے۔“ اس بیان کے بعد کوئی عید لقر عید کو بھی میرے گھر نہیں گھسا۔

ریٹائرمنٹ کے بعد میں ان کے گھر رات کو قیام کے لئے گیا ہوا تھا۔ صبح کہنے لگے کہ میں بینک جا رہا ہوں، ساتھ چلو۔ میں ان کے ساتھ چلا گیا۔ ان کا بینک ان کے دفتر کے نیچے تھا، جب بینک پہنچے تو تمام سٹاف بڑی خوشی سے ملا۔ وہاں دس پندرہ منٹ کا کام تھا، اس دوران ان کی کمپنی کے بھی لوگ آتے رہے اور بڑی گرم جوشی سے ملتے رہے۔ میں نے ان سے کہا کہ جب تک آپ کمپنی میں رہے، ہم آپ کی مصروفیت کی بناء پر دفتر نہیں آئے۔ اب آپ ریٹائر ہو گئے ہیں، آپ اپنے دوستوں سے بھی مل لیں۔ کہنے لگے کہ دفتر جانا اور وہ بھی ریٹائرمنٹ کے بعد، میرے اصول کے خلاف ہے اور وہ زندگی میں کبھی بھی دفتر نہیں گئے۔

انصاری صاحب کا انتقال رات کو ہوا تھا لیکن صبح اٹھتے ہی ان کے چاہنے والوں کی تعزیت کے ٹیلی فون آنے شروع ہو گئے۔ سب سے پہلے لاہور کے ایک بہت بڑے صنعتکار ریاض احمد کا فون آیا۔ میں نے اس سے پوچھا کہ آپ کو اتنی جلدی کیسے اطلاع ہو گئی؟ اس نے کہا کہ مجھے فیس بک سے پتہ چلا، میں ان کی نیکیوں کو کبھی بھی نہیں بھول سکتا۔ اس ضمن میں یہ بات بتانا چاہتا ہوں کہ ریاض صاحب سوئی گیس فنگک کا سامان بناتے ہیں اور سوئی گیس کے اداروں کو بیچتے ہیں۔ ایک دفعہ انہوں نے ہماری مالیت کا سامان سوئی سدرن بیجھا، چھ ماہ سے زیادہ عرصہ گزر گیا مگر ان کو ادائیگی نہ کی گئی۔ متعلقہ ہلاکار نے ان کے بلوں پر مختلف قسم کے اعتراضات لگا تھے، وہ ان اعتراضات کو دور کرتے تو کوئی نیا اعتراض لگا دیتے۔ وہ ان سے کسی قسم کی توقعات وابستہ کئے ہوئے تھے۔ ایک روز ریاض صاحب نے مجھ سے درخواست کی کہ انصاری صاحب سے میرے بلوں کے بارے میں سفارش کریں۔ میں نے انہیں بتایا کہ وہ سفارش کے سخت خلاف ہیں، آپ کراچی خود جائیں، ان سے ذاتی طور پر جا کر باتیں اور اپنا مسئلہ بتائیں۔ اگر وہ آپ کی بات نہ سنیں یا دلچسپی نہ لیں تو تب میرا تعارفی کارڈ دیں۔

چنانچہ ریاض صاحب کراچی گئے۔ انصاری صاحب کو تفصیل سے ساری باتیں بتائیں۔ انہوں نے معلومات حاصل کیں تو ریاض صاحب کا موقف درست پایا۔ تو اسی وقت حکم دیا کہ 24 گھنٹے میں ان کا چیک میری میز پر ہو اور متعلقہ افسران کے خلاف تادیبی کارروائی کی۔ جب ریاض صاحب کا کام ہو گیا تو انہوں نے میرا تعارفی کارڈ دیا تو انہوں نے بہت عزت کی اور کہا کہ مستقبل میں آپ کو کبھی تکلیف ہو تو فوراً میرے نوٹس میں لائیں۔ ریاض صاحب نے کہا اس کے بعد سے آج تک میرا کوئی بل نہیں پھنسا اور کبھی کوئی پریشانی نہیں ہوئی۔ ان کی نیکی میں کبھی نہیں بھلا سکتا۔

یقیناً ایسے لوگ آنے والی نسل کے لئے روشنی کا مینار ہیں۔ اللہ سے دعا ہے کہ مرحوم کے درجات بلند فرمائے اور آخرت کی منزل آسان فرمائے، آمین!

مصنف ریٹائرڈ ایف بی اے آفیسر ہیں۔

روشنی کا مینار

حبیب اشرف صہبی

اس جہان فانی سے ہر شخص نے فنا ہو جانا ہے، صرف اللہ کا نام ہی باقی رہے گا بعض شخصیتیں اس دنیا سے چلی جاتی ہیں اور اپنے بے پناہ اوصاف کی یادیں چھوڑ جاتی ہیں۔ کہا جاتا ہے کہ انسان کو دو موقع پر آزمانا چاہیے، جب اس کے پاس دولت ہو تو اس کا رویہ اپنے غریب رشتہ داروں، دوستوں سے کیسے ہوتا ہے اور اگر اعلیٰ عہد دار ہے تو اس کا رویہ اپنے ماتحتوں کے ساتھ کیسا ہوتا ہے۔ عوام کی فلاح و بہبود کا کیا خیال رکھتا ہے؟ عوام کے مسائل کو کس طرح حل کرتا ہے؟ حقوق اللہ اور حقوق العباد کس طرح پورے کرتا ہے؟ اگر کوئی شخص صاحب اقتدار ہوتے ہوئے بھی خوف خدا، ایمانداری سے اپنے فرائض انجام دیتا ہے تو وہ وقت کا ولی ہے۔

ایسی ہی ایک شخصیت خورشید اختر انصاری مرحوم تھے، جو رشتہ میں میرے برادر نسبتی تھے۔ 11 نومبر 2020ء کو رات دس بجے کراچی میں کورونا کے باعث انتقال کر گئے۔ آپ سوئی سدرن گیس کے سابق مینجنگ ڈائریکٹر تھے۔ آپ نے اپنی ملازمت کا آغاز سی کمپنی سے اسٹنٹ انجینئر کی حیثیت سے کیا اور اپنی اعلیٰ کارکردگی کے باعث اس عہدے تک پہنچے۔ آپ نے اس ادارے میں چالیس سال تک ملازمت کی۔ ریٹائرمنٹ کے بعد بھی آپ کو کئی اداروں نے ملازمت کی پیشکش کی لیکن آپ نے اپنی قناعت پسندی کی بناء پر معذرت کر لی۔ آپ کی زندگی نسل نو کے لئے مشعل راہ ہے۔ آپ ایک متوسط گھرانے میں پیدا ہوئے۔ آپ کے والد محمد احمد انصاری علی گڑھ یونیورسٹی کے لاء گریجویٹ تھے اور گولڈ میڈلسٹ تھے، اور حافظ قرآن تھے۔ شروع میں آپ نے وکالت کی اور پھر فارن آفس میں ملازمت کر لی۔ وہاں سے سیکشن آفیسر کی حیثیت سے ریٹائر ہوئے۔

خورشید انصاری صاحب نے سندھ بورڈ سے میٹرک اعلیٰ نمبروں سے پاس کیا۔ ایف اے میں پورے سندھ بورڈ میں فرسٹ آئے۔ اس زمانے میں کراچی گیس (موجودہ سوئی سدرن گیس) نے ایک سکیم شروع کی، جس کے تحت ایسے طلبہ کو جن کا تعلیمی کیمریز شاندار تھا، انجینئرنگ کی اعلیٰ تعلیم کے لئے برطانیہ بھیجا جاتا تھا۔ چنانچہ خورشید انصاری صاحب بھی ان طلبہ میں شامل ہوئے اور انجینئرنگ کی ڈگری کے لئے کئی سال بعد وطن واپس آئے۔ آپ کو اسٹنٹ انجینئر کے عہدے پر لگایا گیا آپ کام کو عبادت کے مقولے پر عمل کرتے ہوئے اپنی ڈیوٹی سرانجام دیتے رہے۔ آپ فیلڈ میں ذاتی طور پر خود جاتے۔ اپنے سامنے سوئی گیس کی لائینیں بچھواتے، کھدائی سے لے کر میٹر لگنے تک کے طریقہ کار کو خود دیکھتے۔ مختلف ہدایات دیتے۔ اپنے اعلیٰ افسران کو مختلف تجاویز وغیرہ دیتے اور وہ آپ کی کارکردگی کو سراہتے۔ آپ شروع سے اصول پسند تھے۔ ڈپلن کی پابندی سختی سے کرتے تھے، بے اصولی کرنے والے کو پسند نہیں کرتے تھے۔

ان کے والد ریٹائر ہونے کے بعد اسلام آباد سے کراچی آ گئے۔ جس سوسائٹی میں انہوں نے گھر لیا، وہاں گیس نہیں تھی۔ کچھ عرصے بعد وہاں گیس کی لائن پچھی اور کنکشن دینے کی باری آئی تو وہاں سوئی گیس کے عملے کو پتہ چلا کہ اس گلی میں فلاں گھر انصاری صاحب کے والد کا ہے، تو عملہ کے سپروائزر نے سب سے پہلے کنکشن ان کو دیا اور ان کو اپنا نام وغیرہ بھی بتایا، تاہم وہ

انصاری صاحب سے ان کی تعریف کریں اور وہ ان کی نظروں میں مقام حاصل کر لے۔ اس گلی میں تمہیں کے قریب گھر تھے۔ ان لوگوں نے بہت پہلے سے پیسے جمع کرائے ہوئے تھے۔ ان لوگوں کو کنکشن دینے کا حق پہلے بنتا تھا۔ انہوں نے دفتر جا کر انصاری صاحب سے اس حق تلفی کی شکایت کی۔ انصاری صاحب نے متعلقہ سپروائزر کو بلا لیا اور پوچھا کہ تم نے کس کے کہنے پر میرے والد کے گھر کنکشن دیا ہے؟ میرے والد کے ہاں ابھی کنکشن نہیں لگنا تھا۔ ان کا بھی دو ماہ باقی ہیں۔ تم نے دوسرے لوگوں کی حق تلفی کی ہے، شرمندگی مجھے اٹھانی پڑی ہے۔ میں اس بے اصولی پر تمہیں نوکری سے معطل کرتا ہوں۔۔۔ پھر تینجی بنیاد پر دیگر لوگوں کے گھر کنکشن لگوا لیا اور ان سے معذرت کی۔

اس شخص کی بحالی کیلئے بڑی بڑی سفارشیں آئیں۔ یونین کے لوگ بھی آئے لیکن انہوں نے اسے معاف نہیں کیا۔ وہ شخص مجبور ہو کر انصاری صاحب کے والد کے پاس آیا اور رو کر بحالی کی درخواست کی۔ ان کے والد نے اس شخص کی ہرزور سفارش کی، جب وہ جا کر نوکری پر بحال ہوا۔ ان کے اس رویہ سے ان کا تمام عملہ بہت محتاط ہو گیا۔

ان کے بیٹے نے جب انجینئرنگ کی ڈگری حاصل کر لی تو اس نے انصاری صاحب سے ملازمت کے سلسلے میں بات کی۔ انہوں نے کہا ابھی کوئی جگہ نہیں ہے۔ جب جگہ نکلے گی تو اخبار میں اشتہار آئے گا تم بھی درخواست دو۔ دے، میں تمہاری کسی قسم کی سفارش نہیں کروں گا۔ چنانچہ ان کے بیٹے نے ایک سینٹ فیوٹری میں ملازمت کر لی۔ کافی عرصے بعد جب ملازمت کا اشتہار آیا، اس نے بھی ایک عام امیدوار کی طرح درخواست بھیجی اور اپنی قابلیت پر نوکری حاصل کی۔

ساری زندگی کرائے کے مکانات میں رہے، ریٹائرمنٹ سے چند سال قبل کنکشن اقبال میں دوسری منزل پر ایک فلیٹ، جو تین کمروں پر مشتمل تھا، خریدا۔ جب کہ ان کے جتنے ہم عصر تھے، سب بڑے بڑے بنگلوں میں رہتے تھے۔ یہ ان کی قناعت پسندی اور درویشی کا ثبوت تھا۔

جب اعلیٰ عہد دار بنے، اس وقت بھی سادگی جاری رہی۔ آپ کا دفتر چوتھی منزل پر تھا۔ پانچ بجے چھٹی ہوتی تھی، لفٹ آپ پر بیٹھ پانچ بجے سے دس منٹ پہلے لفٹ لا کر کھڑی کر دیتا تھا تا کہ بڑے صاحب کو انتظار میں دقت نہ ہو۔ نیچے پبلک لفٹ کے انتظار میں کھڑی رہتی تھی۔ جب آپ کے نوٹس میں یہ بات لائی گئی، آپ نے لفٹ آپ پر بیٹھ کر پوچھا کہ تم کس کے حکم پر وقت سے پہلے لفٹ لا کر کھڑی کر دیتے ہو۔ اس نے کہا کہ سابقہ عہد دار صاحب کا حکم تھا۔ ”وہ چلے گئے ہیں، میں آ گیا ہوں“ انصاری صاحب نے کہا ”آئندہ تم نے میرے آنے کا انتظار کرنا ہے اور نہ جانے کا۔ میں آنے جانے کے لئے بیٹھیاں استعمال کروں گا، پبلک کو تکلیف نہیں ہونی چاہیے۔“

اسی طرح ڈرائیور ان کے لئے دروازہ کھولتا اور بند کرتا تھا، اُس کو بھی منع کر دیا کہ مجھے یہ چیزیں پسند نہیں ہیں، آئندہ یہ نکلھات نہ کرنا۔ سوئی سدرن کا جو مینجنگ ڈائریکٹر ہوتا ہے وہ سوئی ناردرن گیس کا بھی بورڈ کا ڈائریکٹر ہوتا ہے اور وہ جب اسلام آباد، لاہور، ملتان وغیرہ کسی شہر میں سرکاری طور پر جاتا ہے، تو اسے خاص پروٹوکول دیا جاتا ہے۔ جیسے اس کے قیام و طعام اور

شعر و شاعری

معزول خوابوں کے سوا
کچھ بھی نہیں ہے
سنا ہے وقت اک نڈت ہوئی ہے
مر گیا ہے

فنکار

سخن دانوں، عزیزوں، دوستوں، دانشوروں لو
جو میں قرطاسِ ایض پر
ازل سے نت نئے رنگوں، خیالوں
اور خوابوں کے جہاں آباد کرتا ہوں
کہانی، داستاں، نظموں، فسانوں، شعر
میں جو زندگی ایجاد کرتا ہوں
کسی کو بھول جاتا ہوں
کسی کو یاد کرتا ہوں
یہی وہ خواب پرور، بار آور، من گھڑت
فرضی، مقدس زندگانی ہے
جسے مطلق حقیقت میں بہم چینے سے قاصر ہوں
یہی وہ زندگی ہے جو
مری ہر بے وسیلہ اور شرمیلی تمناؤں
معلق آرزوؤں، خواہشوں کی لاج رکھتی ہے
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مری مجروح اناؤں کی پناہ گاہ ہے یہی دنیا
کہانی، داستاں، نظموں، فسانوں، شعر کی دنیا

کچھ کتابیں مجھے
کاسیہ جسم و جاں کو پھیلائے ہوئے
ڈبڈباتی ہوئی چشم بیدار سے
دیکھتی ہیں مجھے
زرد ملبوس، سہمی، دریدہ بدن
دیکھتی ہیں مجھے
اپنا عکس عدم میری
میری متلاشی نظروں کے
آئینہ سنب دشار میں
وقت کے غار میں
دیکھتی ہیں مجھے
میں انھیں
میں بھی کیا
ایک سیل تماشائے رنگِ فنا
دیکھتی ہیں مجھے
میں انھیں

ادھر کچھ بھی نہیں ہے

جو کچھ ہے
جھیل کے جلتے کناروں سے پرے ہے
ادھر کچھ بھی نہیں ہے
سوائے مجھ لہجوں کی لاشوں
مقتل ساعتوں
مقتول راتوں
معطل خواہشوں

سردی آگتی ہے خیال دکھنا!

گیس کے مسلسل استعمال سے بل میں تیسری سلیب پر 3 گنا سے زائد اضافہ ہو جاتا ہے
یہ بل مزید اضافے کے ساتھ چھٹی سلیب پر 18 ہزار روپے تک پہنچ سکتا ہے

اس لیے ٹھنڈے لگے تو گرم کپڑے پہنیں زیادہ ضرورت ہو تو مضرت گیس ہیٹریک بجائے الیکٹریک ہیٹریک استعمال کریں



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فیصل اقبال گزشتہ دو دہائیوں سے شعبہ وکالت سے وابستہ ہیں۔ اس کے ساتھ ساتھ وہ ادبی حلقوں میں نثر اور خصوصاً فکشن پر تنقید کے حوالے سے انتہائی معتبر نام کے طور پر جانے جاتے ہیں۔ اُن کا قلم نہ صرف نثر کا کام کرتی ہے بلکہ اُسی قلم سے قدیم عمارتی اور اصفہانی، مصوری و خطاطی بھی دکھائی دیتی ہے۔ سنگیت کی باقاعدہ تعلیم نہ ہونے کے باوجود اس کے رموز سے آشکارا ہیں اور اس کے ساتھ ساتھ شاعری کے اوزان کی بھرپور جانکاری بھی رکھتے ہیں۔ خیال، تجرید کی نقطہ آفرینی کمال اوج پر ہے۔ حروف، الفاظ کا پیرہن اوڑھتے، بحر کی صبا میں اُڑان بھرتے، نظموں کی گھٹاؤں میں برستے دکھائی دیتے ہیں۔ ذیل میں کچھ کلام قارئین کے لیے پیش کیے گئے ہیں، جو انہیں بہتی پون کے ساتھ کس ’چندن رکھ‘ سے ملا کر ’چندن‘، کر دیں، یہ ان کی بصارت کی تپش پر منحصر ہے۔

پرانی کتابوں کی اک دوکان

تنگ و تاریک سی
اک گلی میں پڑے
کنج ویران میں
ایک چپ چاپ، خاموش، گم صم مکاں
جس کی اونچی فصیلوں سے
چپکی ہوئی
دھوپ کا میلا پن
کس طرح اک طلسم کہن میں ڈھلا
زندگی کے سبھی رنگ ہے کھا گیا
اس مکاں کے تلے
اک خمیدہ کمر
ایک بوسیدہ، خاموش، گم صم دکان
جس کی دیوار و در پہ
جمنا منہدم، سوختہ
چاک صدیوں کا خوں
جس کے دامن میں جلتی ہوئی
ارتھیاں گزرے ادوار کی
جس کے ماحول میں وقت کی آخری
سسکیوں کا ہجوم
جس کے جھریوں زدہ طاقتوں میں دھری
نارسا، سرنگوں، کج بدن، غمزہ
آبدیدہ و واماندہ و دل زدہ
امتدادِ زمانہ کی ماری ہوئیں
عصر حاضر کے لشکر سے ہاری ہوئیں

نظم لکھنی ہے مجھے

ہر تمنا، ہر صدا، ہر خواب پر
وسعتِ محرومی غم تاب پر
تنگیِ آلام کے ہر باب پر
نظم ہر اس جرعدہ زہراب پر
جو ازل سے پی رہی ہے آرزو
خالقِ ارض و سما کے روبرو
وارثانِ صد خیابانِ گماں
صاحبانِ ظرّہ طرفِ کلاں
کیا سمجھ پائیں گے پندِ گمراہاں
ہاں مگر لکھے گی شاعر کی زباں
جبر و استبداد و وحشت کی نمود
صدق۔ نیرنگِ فریبِ ہست و بود
وقت کی بے چین بانہوں پر لکھوں
خواہشوں کی سرد آہوں پر لکھوں
ہجر کی دلدوز راہوں پر۔ لکھوں
وصل کی تشنہ نگاہوں پر لکھوں
نوحہ دشتِ نگاہِ تشنگاں
یعنی میری اور تمہاری داستاں
سینہ فطرت سے نکلی آرزو
حرفِ شورِ قافلہٗ رنگ و بو
انگلیوں میں جھولتے جام و سبو
اور سب سے بڑھ کے تیری جستجو
سینہ قرطاس پہ ہوگی عیاں
اور زباںِ نظم سے ہوگی بیاں

تک اس کے ہاتھ اور زبان سے اس کا مسلمان بھائی محفوظ نہ ہو۔"

اسلامی تاریخ اور نبی آخر الزماں کی سوانح حیات ایسے اُن گنت واقعات سے پُر ہے جہاں بارہا مومنوں کو خوش اخلاقی اور نرم خوری کا سبق پڑھایا گیا ہے۔ رسول پاک کا کفار کے ساتھ حُسن سلوک، دشمنوں کی خطاؤں کو خوش دلی سے معاف کرنا، تلخ سے تلخ بات بھی صبر کا گھونٹ بھر کر سہہ جانا، اور ایسے کئی واقعات بارہا ہماری نظر سے گزرتے رہتے ہیں مگر یہ امر نہایت افسوس طلب ہے کہ ہماری قوم اب بھی اس اُسوہ حسنہ پر پوری طرح عمل پیرا نہیں۔

تعلیمی ادارے ہوں یا کھیل کے میدان، تفریح گاہیں ہوں یا دفاتر، گھر ہوں یا بازار، ہر جگہ معمولی بات پر شور و غوغا مچانا، ایک دوسرے کا گریبان پکڑ لینا اور ناز و نیاز کلمات مُنہ سے نکالنا روز کا معمول بن چکا ہے۔ چھوٹی سی بات کا یوں ہنگامہ مٹاتا ہے کہ لوگ لڑنے مرنے کو تیار ہو جاتے ہیں، ہتھیار نکل آتے ہیں، ہاتھ پائی شروع ہو جاتی ہے، اور بعض اوقات تو نوبت خون خرابے تک جا پہنچتی ہے۔ ہمارے روزمرہ کے معمولات میں سے چند مثالیں درج ذیل ہیں۔

چندر و نزل ہماری ہمسائی، جو کہ ایک نہایت معقول اور اعلیٰ تعلیم یافتہ خاتون ہیں، اپنی ملازمت کی ایک معمولی سی غلطی پر سنج پانچ ہو گئیں اور اُسے بے نقط سنا ڈالیں۔ بیچاری نماز کا قصور صرف اتنا تھا کہ بیگم صاحبہ کو پیش کی جانے والی چائے میں شکر کی مقدار زیادہ تھی۔

ایک پوش علاقے میں واقع اکیڈمی میں ٹیوشن کلاس کے دوران کسی معمولی بات پر جھگڑا اس قدر بڑھا کہ ہم جماعتوں کے دو گروہ آپس میں گھٹم گھٹا ہو گئے اور ایک دوسرے کو روٹی کی طرح دھنک کر رکھ دیا۔ اس کے نتیجے میں ایک نوجوان کے سر پر ایسی ضرب لگی کہ بیچارے کا نچلا دھڑاب تاحیات مفلوج رہے گا۔

اٹوار بازار میں گزشتہ ہفتے بھاتا و پربحث کے طول پکڑنے پر ایک صاحب نے سبزی فروش کا ٹھیلا اُلٹنا چاہا، جسے دیکھ کر نزدیکی کا اندازا کھٹے ہو گئے اور نوبت دھینگا مُسستی تک پہنچ گئی۔ یہ بات تو متعدد تحقیقات سے بخوبی ثابت ہو چکی ہے کہ پیش کے عالم میں ہمارے جسم میں موجود چند ہارمونز کی رطوبتیں بڑھ جاتی ہیں، جو بلند فشار خون اور ذیابیطیس جیسے موذی امراض کا سبب بنتی ہیں۔ ان تمام امور سے بخوبی آگاہ ہونے کے باوجود بھی غصہ، بداخلاقی اور بدزبانی کسی ناسور کی طرح ہماری معاشرے میں سرایت کر رہے ہیں۔ ترقی یافتہ اقوام نے ہمارے اسلاف سے جو اقدار سیکھیں، ان میں سرفہرست خوش اخلاقی ہے، جس کی بدولت وہ مہذب اقوام کہلائی جاتی ہیں۔ اجنبیوں سے نرمی کے ساتھ ہم کلام ہونا، سلام میں پہل کرنا، حال احوال دریافت کرنا ہماری دینی تعلیمات کا اہم حصہ تھا، جسے ہم نے تو فراموش کر دیا مگر انہوں نے اپنا رہنما اصول بنا لیا۔

گزشتہ برس یورپ میں کی جانے والی ایک تحقیق کے مطابق وہ معالج جو اپنے مریضوں سے نرم لہجے میں کیفیت دریافت کرتے، ان کی دلجوئی کرتے اور ان کے علاج کے ساتھ ان کو زبانی تسلی اور تشفی بھی دیتے ہیں، ان کے پاس آنے والے بیمار افراد

نبیاً جلد صحت یاب ہو جاتے ہیں اور ان کی شفا یابی کی شرح بھی اُن مریضوں سے زیادہ ہے جن کے طبیب خشک اور سخت مزاج ہیں۔ یہاں یہ امر توجہ طلب ہے کہ انسان جب بیمار ہوتا ہے تو اسے دوا کے ساتھ نفسیاتی تھراپی کی بھی ضرورت ہوتی ہے، جو اس کے شکستہ حوصلوں کو مضبوط کر کے اسے پھر سے اپنے پیروں پر کھڑا کرنے میں نہایت مددگار ثابت ہوتی ہے۔ یہی وہ قوت ہے جسے willpower کا نام دیا گیا ہے۔ جو کہ انسان کی اپنی قوت ارادی کے ساتھ ساتھ اس کے عزیزوں اقارب سے، معالجین کی طرف سے حوصلہ افزائی اور دلجوئی مضبوط ہوتی ہے۔

رسول اقدس کے اعلیٰ اخلاق و اقدار کی بدولت ہی اسلام نہایت قلیل عرصہ میں پورے جزیرہ ہائے عرب میں پھیلا۔ آج اس نفسا نفسی کے دور میں ضرورت اس امر کی ہے کہ اپنے اسلاف کے پڑھائے اس سبق کو عملی زندگیوں میں اختیار کیا جائے تاکہ ہماری آئندہ نسلیں دنیا میں مسکرائیں، کھیرنے کا سبب بنیں اور ہم بھی مہذب معاشروں کی صف میں شامل ہو جائیں۔

اس خواب کی تعبیر کیلئے پہلی اینٹ شخصی بنیادوں پر رکھی جائے گی۔ مجھے اور آپ کو آج ہی سے یہ عہد پیہم کرنا ہو گا کہ ہم اپنے روزمرہ معمولات میں بدزبانی اور تنک مزاجی سے پرہیز کریں گے۔ عمدہ اخلاق و اطوار ایک مہذب شہری کی خصوصیات میں نمایاں حیثیت کا حامل ہے۔ اگر ہم اپنی زندگیوں میں نبی پاک کی سنت کو مقدم رکھتے ہوئے اچھے اخلاق کو شامل کر لیں، تو یقیناً جانیں، ہمارے 50% سے زیادہ مسائل، خواہ وہ دفتری امور سے متعلق ہوں یا گھر بلو زندگی پر مبنی، حل ہوتے نظر آئیں گیں۔ اپنے ساتھیوں اور گھر والوں کی بات، خواہ وہ تلخ بھی ہو، تحمل سے سُننا، دوسروں کی پریشانی دور کرنے کی مقدور بھر سہی کرنا، کسی کو مصیبت میں دیکھ کر اس کی دلجوئی کرنا، بیمار کی عیادت کرنا، اپنے ماتحتوں اور ملازمین سے نرم لہجے میں بات کرنا، اپنے تئیں دوسروں کی رہنمائی کی کوشش کرنا، یہ سب وہ چھوٹے چھوٹے امور ہیں جن کی ہماری پیشہ ورانہ اور خانگی زندگی میں شمولیت سے نہ صرف ہماری اور ہم سے وابستہ افراد کی صحت پر مثبت اثرات مرتب ہونگے، بلکہ انخروی دنیا میں بھی ہم ثواب کے مستحق ٹھہریں گے۔

یقیناً جانیں، بغیر غم و غصہ کے، ٹھنڈے دماغ سے سوچا جائے تو گھمبیر مسئلہ کا حل بھی خوش اسلوبی سے نکل آتا ہے۔ ایک مُسکان سے ہمارے جسم اور دماغ پر پڑنے والے مثبت اثرات پر مبنی تحقیقات کے ذریعے دُنیا بھر میں سینکڑوں اسکالرز اکرٹریٹ کی ڈگری لے چکے ہیں۔ اپنے معمولات زندگی میں ان چند عادات کو اپنانے سے نہ صرف ہم ایک مہذب قوم گردانے جائیں گے، بلکہ روزمرہ کے وہ مسائل، جن کی بناء پر فسادات نسل در نسل چلتے رہتے ہیں، امن سکون سے بخوبی حل ہو جائیں گے۔

خدا ہم سب کا حامی و ناصر ہو۔ آمین

مصنفہ فانس ڈی پارٹمنٹ (ہیڈ آفس) سے ایگزیکٹو اکیڈمی کی حیثیت سے منسلک ہیں۔



حسنِ اخلاق۔ مہذب اقوام کا شیوہ

تابندہ ضیاء

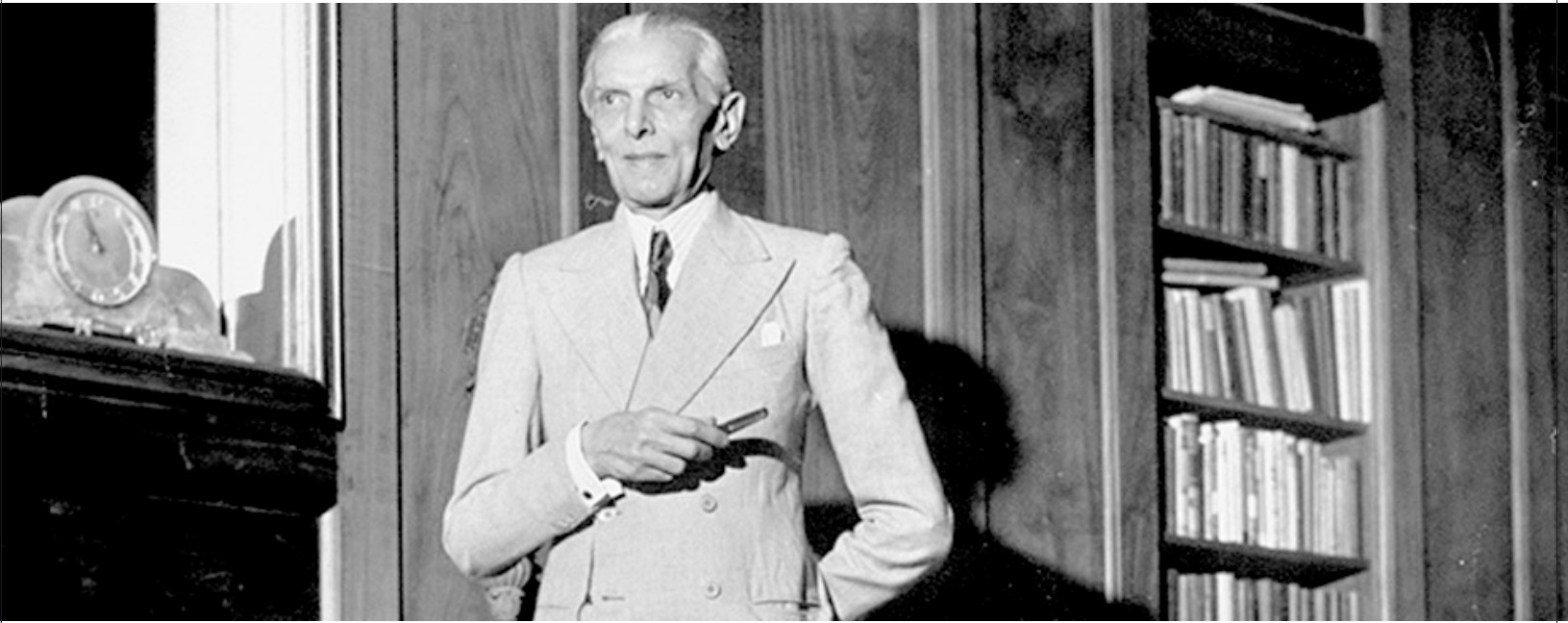
سے ٹافیاں یا چاکلیٹ نکالتیں، ہمیں ضرور دعوت دیتیں۔ ایک جگہ خراب موسم کے پیش نظر جہاز کو ہلکے ہلکے جھٹکے لگنے لگے جو کمزور ہوائی سفر کرنے والوں کیلئے تو معمولی بات تھی، مگر ہمیں شدید خوف نے آلیا۔ ہمارے فنی چہرے دیکھ کر خاتون خانہ نے محبت سے ہمارا ہاتھ تھام کر بیٹھے لہجے میں سمجھایا:

"Don't worry, It will be alright! Just think, the plan is taking you on a ride"

جان ایف کینڈی ایئر پورٹ پر Conveyer belt سے سامان اتارتے وقت بھی صاحب خانہ نے ہماری بھرپور مدد کی اور ہمارے بھاری سوٹ کیس خود ہی اٹھا کر ٹرائی میں رکھ دیے۔ تینوں بچوں نے باقاعدہ انگلیں ہو کر ہمیں الوداع کہا۔ اس خاندان سے دس گھنٹے پر محیط، گوکہ یہ ایک مختصر سا تعارف تھا، مگر انکے رویے اور اخلاق نے ہمارے ذہن پر گہرے نقوش چھوڑے۔ ہمارا مذہب اسلام بلاشبہ ایک مکمل ضابطہ حیات ہے۔ جو احکامات اللہ نے لوح محفوظ میں بار بار بیان کئے ہیں، ان میں خوش اخلاقی کا درس بہت اہمیت کا حامل ہے۔ قرآن مجید اور احادیث رسول ﷺ کے ذریعے متعدد بار ہمیں اقربا اور اغیار سے اچھے طریق پر پیش آنے کا حکم دیا گیا ہے۔

سورۃ آل عمران میں ارشاد باری تعالیٰ ہے: "(اے پیغمبر!)، یہ اللہ کی بڑی رحمت ہے کہ تم ان لوگوں کیلئے بہت نرم مزاج واقع ہوئے ہو۔ ورنہ اگر کہیں تم تندخو اور سنگدل ہوتے تو یہ سب تمہارے گرد و پیش سے چھٹ جاتے۔" حدیث نبویؐ ہے "تم میں سے بہترین وہ ہے جس کا اخلاق اچھا ہے۔" رسول پاک نے بہترین اخلاق اور عمدہ کردار کی اہمیت پر یوں بھی روشنی ڈالی، "تم میں سے کوئی شخص اس وقت تک مومن نہیں جب

کو بیت انٹرنیشنل ایئر پورٹ پر امریکا جانے والی پرواز کے اڑان بھرنے کا وقت قریب آن پہنچا تھا۔ اناؤنسر کے اعلان کے ساتھ ہم بھی متعلقہ Check-in کاؤنٹر کی جانب بڑھ گئے۔ دستی سامان کی جانچ پڑتال کی غرض سے بنائی گئی قطار میں ہم سے آگے سنہرے بالوں اور نیلی آنکھوں والی ایک بچی تھلی سے اپنی باری کا انتظار کر رہی تھی۔ وقت گزاری کے غرض سے ہم نے اس کے رخسار کو محبت سے چھو کر اس کا نام معلوم کیا۔ بچی نے مسکرا کر پہلے ہمیں Hello کہا اور اپنا ننھا سا ہاتھ مصافحہ کیلئے آگے بڑھایا۔ سامان کی جانچ کے بعد انتظار گاہ میں بیٹھے تو اپنے لیپ ٹاپ پر انٹرنیٹ کے حصول کیلئے Wi-fi پاس ورڈ کی ضرورت محسوس ہوئی۔ ارد گرد کا جائزہ لیا تو وہ نیلی آنکھوں اور سنہری بالوں والا ایک خاندان براہمان تھا۔ صاحب خانہ اپنے Tablet پر غالباً انٹرنیٹ ہی استعمال کر رہے تھے۔ ابھی ہم اس پر غور کر رہے تھے کہ انہوں نے نرم لہجے میں خود ہی ہم سے پوچھا: Do You Need Any Help?، اور ہمارے استفسار پر Wi-fi کا پاس ورڈ ہمیں بتلایا۔ بعد ازاں پھر ہم سے دریافت کیا کہ انٹرنیٹ درست کام کر رہا ہے یا نہیں۔ اس خاندان سے مختصر تعارف کے بعد ہم جہاز میں اپنی نشست پر پہنچے تو یہ دیکھ کر خوشگوار حیرت ہوئی کہ ان کی نشست ہم سے ملٹھ تھی۔ دل میں جو 12 گھنٹوں کے طویل سفر کا خوف تھا، اُس کا نصف تو اُنکے مسکراتے چہرے دیکھ کر ہی زائل ہو گیا۔ دوران پرواز خاتون خانہ نے بتایا کہ ان کے شوہر نامدا تھا لیٹنڈ کے صوبے Chiang Mai کے ایک گرجا گھر میں خدمات سرانجام دے رہے ہیں، اور ساتھ ہی ایک مقامی سکول سے انگریزی کے معلم کے طور پر وابستہ ہیں۔ یہ خاتون جب بھی اپنے بچوں کیلئے دستی بیگ



بابائے قوم۔ قائد اعظم محمد علی جناح

مہ جین

ہو گیا جسے آج دنیا پاکستان کے نام سے جانتی ہے۔ اپنے وقت کی وہ سپر ہاڈ (برطانیہ)، اپنے تمام وسائل کے باوجود قائد اعظم کے عزیم کو پابند نہ کر سکی اور تحریک پاکستان کے بے پناہ سیلاب کے آگے کوئی بند نہ باندھ سکی۔

"فیصلہ لینے سے پہلے سو بار سوچو، لیکن فیصلہ کرنے کے بعد اس پر ڈٹ جاؤ"

- محمد علی جناح

نوجوان نسل کسی بھی قوم میں ریڑھ کی ہڈی کی حیثیت رکھتی ہے۔ اور قائد اعظم اس بات سے بخوبی واقف تھے کہ کامیابی کے حصول کے لیے نوجوان نسل کو اس بات کا احساس دلانا نہایت ضروری ہے۔ آپ نے ہمیشہ سے ان کو تعلیم کی طرف راغب کیا اور لڑکے اور لڑکیوں، دونوں کی تعلیم کے حصول پر زور دیا۔ آپ نے نوجوان نسل میں تعلیم کی اہمیت کو بخوبی اجاگر کیا اور محنت کی عظمت کو سراہا۔

دنیا میں دو طاقتیں ہیں، ایک تلوار اور دوسرا قلم،

دونوں کے مابین زبردست مقابلہ اور کشمکش ہے۔

- محمد علی جناح

ہندوستان کے پینتیس کروڑ ہندو اور ان کی منظم و مضبوط سیاسی جماعت انڈین نیشنل کانگریس مسلمانوں کے مقابلے میں اپنے بے شمار وسائل کے ساتھ ایڑی چوٹی کا زور لگانے کے باوجود ہندوستان کی تقسیم اور پاکستان کے قیام کو نہ روک سکے۔ قائد اعظم کی عظمت، طاقت اور سیاسی بصیرت پر سب سے جامع تبصرہ پنڈت جواہر لال نہرو کی بہن وجے لکشمی پنڈت نے ان الفاظ میں کیا کہ "اگر مسلم لیگ کے پاس ایک سو گاندھی، اور دو سو ابوالکلام آزاد ہوتے مگر کانگریس کے پاس صرف ایک جناح ہوتا تو پاکستان کبھی معرض وجود میں نہ آتا۔"

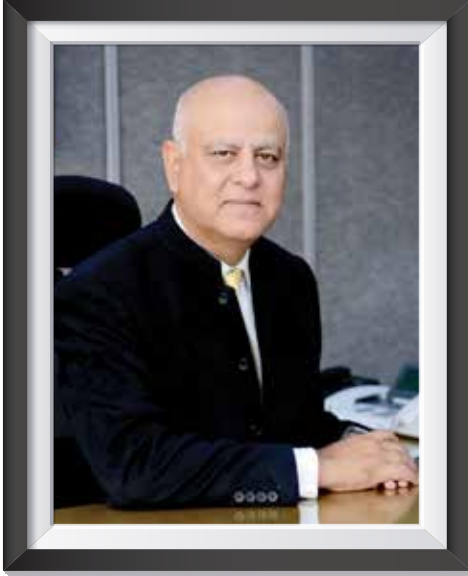
انسانی تاریخ نمشا ہیر سے بھری پڑی ہے، ان میں سے کچھ کی شہرت تو ان کی اپنی زندگی میں ختم جاتی ہے، جبکہ بعض نام اپنی وفات کے بعد فنا ہو جاتے ہیں، مگر دنیا ان افراد کو کبھی مرنے نہیں دیتی جو بنی نوح انسان یا کسی قوم کیلئے کوئی بڑا کام کر جاتے ہیں، وہ ہمیشہ یاد رکھے جاتے ہیں۔ مشہور امریکی مورخ اسٹینلہ والپرت نے کہا کہ "بہت کم لوگ تاریخ کا دھارا بدلنے کی صلاحیت رکھتے ہیں۔ ان میں سے بھی چند ہی دنیا کے نقشے میں تبدیلی لاپاتے ہیں اور مشکل سے کوئی ایسا فرد ہوتا ہے جو اپنی قوم کے لیے ایک علیحدہ ملک بنا سکے۔۔۔ محمد علی جناح میں یہ تینوں خصوصیات تھیں اور انھوں نے یہ تینوں کام کر دکھائے۔"

عظمت کے جس بھی معیار پر بھی پرکھا جائے، بابائے قوم کی عظمت ہر قسم کے شک و شبہ سے بالاتر ہے۔ اس میں بھی کوئی دورائے نہیں کہ اگر قائد اعظم کی شخصیت سحر انگیز اور مضبوط نہ ہوتی تو شاید پاکستان کا خواب محض خواب ہی رہتا۔ گزشتہ تین صدیوں میں ہندوستان کے مسلمان قابل قیادت کے معاملے میں قحط الرجال کا شکار تھے، اس لیے ایک ایسے رہنماء کی آمد ضرورت تھی جو نہ صرف دوراندیشی اور فکری پختگی میں یکتا ہو بلکہ اس کا ذاتی کردار بھی کسی قسم کے شک و شبہ سے بالا ہو۔ انہوں نے اپنی سیاسی بصیرت اور حسن تدبیر سے برصغیر کی ملت اسلامیہ کے اتحاد کے سلسلے میں جو کردار ادا کیا وہ آپ اپنی مثال ہے۔

قائد اعظم محمد علی جناح کی سحر انگیز شخصیت کا ایک کرشمہ یہ بھی تھا کہ

ہندوستان کے سارے مسلمان اپنے گروہی اور علاقائی اختلافات بھلا کر آپ کی قیادت میں متحد ہو گئے۔ ان کی انتھک کوششوں نے برصغیر کا نقشہ بدل دیا اور تاریخ کا وہ معجزہ رونما

پیام ایم ڈی



ملک کی سب سے بڑی انٹگرٹڈ گیس کمپنی کے چیف ایگزیکٹو کی حیثیت سے تعیناتی میرے لیے انتہائی قابل فخر لمحہ ہے۔ میں اس موقع پر حکومت پاکستان اور سوئی ناردرن گیس بورڈ آف ڈائریکٹرز کا شکریہ ادا کرنا چاہوں گا، جنہوں نے میری صلاحیتوں پر پورا اعتماد کا اظہار کیا ہے۔ میں اس بات کا یقین دلاتا ہوں کہ میں اپنے تمام تجربات کو بروئے کار لاتے ہوئے کمپنی کو درپیش مشکلات کا عملی حل تلاش کرنے اور کمپنی کے لیے مثالی مستقبل کو ممکن بنانے کے لیے استحکام پذیر برنس ماڈل تشکیل دینے کے لیے تمام تر توانائیاں صرف کروں گا۔

یہ انتہائی ضروری ہے کہ ہم اپنے برنس سے متعلق اپنے علم کو بہتر بنائیں اور پاکستان کے توانائی کے شعبے کے بدلتے حقائق کو سمجھنے کی

کوشش کریں۔ صرف اسی صورت میں ہم درست ترجیحات اور درکار واضح نتائج کا تعین کر پائیں گے، جو مستقبل قریب کے انتہائی مسابقتی توانائی کے شعبے میں ہماری کامیابی کو ممکن بنانے کے لیے لازم و ملزوم ہیں۔

ہماری افرادی قوت ہمارے ادارے کا سب سے بڑا اثاثہ ہے، چنانچہ ہمیں ادارے کی پیداواریت میں اضافے کے لیے ان کی صلاحیتوں میں سرمایہ کاری کرنے کی ضرورت ہے۔ یہ مختلف طریقوں سے ہو سکتا ہے جن میں انفرادی سطح پر پیشگی بنیادوں پر اسکل ڈویلپمنٹ اور اجتماعی سطح پر ٹیم ڈویلپمنٹ شامل ہیں۔ ادارے ہر مند افراد کے ذریعے ہی ترقی کرتے ہیں جو مل جل کر مشترکہ اہداف رکھنے والی ٹیمز تشکیل دیتے ہیں۔ ٹیم ورک کے حوالے سے ہمارے ارد گرد لاتعداد کیس اسٹڈیز موجود ہیں۔ ہمیں ان کیس اسٹڈیز کا مطالعہ کرنا چاہیے تاکہ ہم جان سکیں کہ ٹیم ورک کس طرح ہمارے ادارے میں انقلاب برپا کر سکتا ہے۔

اخلاقیات پیشہ ورانہ معاملات کا انتہائی اہم جز ہے اور جن اداروں میں ضابطہ اخلاق پر لازمی طور پر عمل درآمد کیا جاتا ہے، ان اداروں کو اخلاقی بنیادوں پر کسی قسم کی مشکلات پیش نہیں آیا کرتیں۔ ہمیں بھی انفرادی و اجتماعی سطح پر ایسی ہی مثال بنانا ہوگا۔

میں توقع کرتا ہوں کہ ہمارے ملازمین ایک نئے جوش و جذبے کے ساتھ کام کریں گے تاکہ ہم سوئی ناردرن گیس کو پاکستان کا ماڈل

یوٹیلیٹی ادارہ بنا سکیں۔

ادارتی نوٹ

”دی پرائیڈ“ کا سالانہ شمارہ اب ایک باقاعدہ سلسلے کا روپ دھار چکا ہے اور قارئین اس کا بے صبری سے انتظار کرتے ہیں، کیونکہ یہ تمام ڈیپارٹمنٹس اور ریجنز کی انفرادی کارکردگی اور اس سے کمپنی کی مجموعی کارکردگی پر مرتب ہونے والے اثرات کا احاطہ کرتا ہے۔ چنانچہ ہم ’دی پرائیڈ‘ کے ایک اور سالانہ شمارے کے ساتھ حاضر ہیں۔ ایک کہات ہے کہ قطع نظر اس سے کہ آپ کوئی کام کتنے ہی طویل عرصے سے کر رہے ہوں، بہتری کی گنجائش ہمہ وقت موجود رہتی ہے۔ یعنی اگرچہ ہم نے اس شمارے کی تیاری میں بھرپور کاوش کی ہیں، تاہم ہم ہر قسم کی تعمیری تنقید اور رد عمل کو خوش آمدید کہیں گے کیونکہ اس سے ہم اس جریدے کو مستقبل میں مزید بہتر بنا سکیں گے۔

سوئی ناردرن بورڈ آف ڈائریکٹرز نے حال ہی میں علی جے ہمدانی کو تین برس کے عرصے کے لیے سوئی ناردرن گیس کا مینجنگ ڈائریکٹر مقرر کیا۔ علی جے ہمدانی کو بین الاقوامی سطح کے برنس بالخصوص توانائی، بجلی، آبی، کیمیائی اور صحت عامہ کے شعبوں میں انتظام کاری کا تین برس سے زائد عرصے کا تجربہ حاصل ہے۔ سوئی ناردرن گیس میں شمولیت سے قبل علی جے ہمدانی سینز اے جی، اینڈ اے ہیلتھ کیئر اور شنائیڈر الیکٹریک سمیت نمایاں بین الاقوامی اداروں کے ساتھ وابستہ رہے ہیں۔ توقع کی جا رہی ہے کہ قومی و عالمی مارکیٹس میں ان کی لیڈرشپ اور انتظام کاری کے تجربے سے سوئی ناردرن گیس کو خاطر خواہ فائدہ ہوگا۔

سوئی ناردرن گیس نے ہمیشہ یو ایف جی کو انتہائی اہم معاملہ تصور کیا ہے لہذا گیس خسارے پر قابو پانے کے لیے مختلف اقدامات کیے گئے ہیں۔ جس کے نتیجے میں یو ایف جی میں کمی کے تین سالہ پروگرام میں طے شدہ اہداف کے مقابلے میں شرح اور والیٹھٹک خسارے میں خاطر خواہ کمی واقع ہوئی ہے۔ کمپنی کے اقدامات کے نتیجے میں والیٹھٹک نقصانات میں 13,285 ایم ایم سی ایف جبکہ یو ایف جی شرح میں 2.38 فیصد (اکتوبر 2020 تک) کمی آئی ہے۔ ان نتائج کے باعث کمپنی کو 1,572 ملین روپے کی بچت ہوئی ہے۔ زیادہ یو ایف جی شرح کے حامل علاقوں میں قانون نافذ کرنے والے اداروں کی مدد سے اوسط ماہانہ گیس خسارے میں 43 فیصد تک کمی لائی گئی ہے۔

2020ء دنیا کے لیے مختلف حوالوں سے مشکل سال ثابت ہوا۔ لاکھوں افراد جان سے ہاتھ دھو بیٹھے جبکہ کئی لاکھ اب بھی اس وباء سے متاثر ہیں۔ کورونا وائرس کے باعث ہمارے چند ساتھی ملازمین بھی ہم سے بچھڑ گئے۔ چونکہ سوئی ناردرن گیس یوٹیلٹی کمپنی ہے، لہذا ہمارے ملازمین کو وباء کے عروج کے دنوں میں بھی صارفین کی بڑی تعداد کو خدمات فراہم کرنا تھیں۔ اس حوالے سے ادارے نے ہر ممکن حفاظتی اقدامات کیے۔ ہم اپنے جفاکش اور مخلص ملازمین کو خراج تحسین پیش کرتے ہیں، جنہوں نے تمام تر جانی خطرات کے باوجود صارفین کی خدمت جاری رکھی۔ سال 2020ء کا باب بند کرتے ہوئے ہم دعا اور امید کرتے ہیں کہ پوری دنیا کو اس آزمائش سے جلد از جلد نجات حاصل ہو اور انسانیت کو پھر کبھی ایسے تکلیف دہ لمحات سے نہ گزرنا پڑے۔ آمین!

”دی پرائیڈ“ کی ادارتی ٹیم کی جانب سے قارئین کو نیا سال مبارک ہو۔

سید جواد نسیم
چیف ایڈیٹر

ویپرائیڈ

اسیوں این جی پی ایل کا ترجمان جریدہ

دسمبر ۲۰۲۰ء

شماره ۱۰

جلد ۱۳

خصوصی مضمون

پیٹرین انچیف علی جے ہمدانی
چیف ایڈیٹر سید جواد نسیم
ایڈیٹر امجد اکرام میاں
ادارتی ٹیم بابر نق
تنویر یعقوب
آصف ٹکلیل

شائع کردہ: پی آر اینڈ پبلیکیشنز سیکشن، میڈیا انفیرز ڈیپارٹمنٹ

ادارتی نوٹ 04

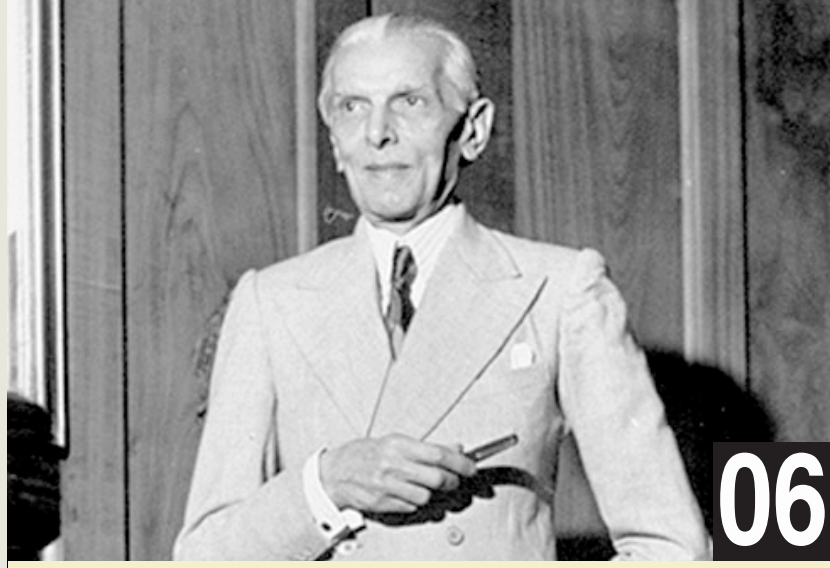
پیام ایم ڈی 05

خصوصی مضمون 06

حسن اخلاق 07

شعرو شاعری 09

یاداشتیں 11



مستند اعظم پر خصوصی تحریر

شعرو شاعری



منتخب شعرو شاعری

حسن اخلاق



اخلاق کی تعمیر پر دلچسپ تحریر

اپنی رائے ہم تک پہنچائیے:

میڈیا انفیرز ڈیپارٹمنٹ، سوئی ناردرن گیس پائپ لائنز لمیٹڈ،
گراؤنڈ فلور، ایل ڈی اے پلازہ، ایبٹن روڈ، لاہور۔

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ویب سائٹ کے علاوہ اپنے ہارٹ فون پر کیو آر
کوڈ سکین کر کے بھی سوائی حاصل کر سکتے ہیں۔



نوٹ:

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

گیس کے استعمال میں احتیاط اپنوں کے تحفظ کی بات



گیس لیکج کی صورت میں



کھڑکیاں اور دروازے کھول دیں



بجلی کا کوئی سوئچ آن یا آف مت کریں



ماچس ہرگز نہ جلائیں



گیس لیکج کی اطلاع 1199 پر دیں



فوراً کھلی ہو میں آجائیں



گیس کا مین والو بست کر دیں



سوئی ناردرن گیس
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ویپرائیڈ
جلد ۱۳
شمارو ۱۰
دسمبر ۲۰۲۰ء



انہیں این جی پی ایل کا ترجمان جریدہ

یوم ولادت قائد اعظم محمد علی جناح

