



PETROLEUM AND NATURAL GAS REGULATORY BOARD

(Established under the PNGRB Act, 2006)

ACTION TAKEN REPORT

on the

ANNUAL PLAN 2025–26

REGULATION
Transparent
& Objective

INTEGRITY
Fairness
& Accountability

EXCELLENCE
Performance
& Innovation

EMPOWERMENT
Enabling a Strong
Gas Ecosystem

Empowering India's Gas-Based Economy | Regulation | Integrity | Excellence

PNGRB

Established under The Petroleum and Natural Gas Regulatory Board Act, 2008
Ministry of Petroleum & Natural Gas | Government of India

Petroleum and Natural Gas Regulatory Board

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FOREWORD

The Action Plan 2025–26 was formulated at a time of significant transformation in India's energy sector, against the backdrop of the nation's accelerating energy transition, and the Government's objective of increasing the share of natural gas in the primary energy mix. This Report presents the achievements against the same.

2. The Plan established clear and time-bound priorities across infrastructure development, safety and technical standards, consumer protection, tariff regulation, digital governance, and institutional strengthening. Each initiative was designed to translate PNRB's statutory mandate into tangible benefits for consumers, industry, and the broader economy.

3. Effective and credible regulation is the legislative mandate of PNRB. The Action Taken Report (ATR) on PNRB's Action Plan 2025–26 embodies this principle by providing a transparent account of the Board's commitments, achievements, and the challenges encountered during implementation.

4. In the year 2025–26, the Board undertook important reviews of tariff and access frameworks to promote transparency, competition, and non-discriminatory access to infrastructure. Safety inspections, compliance audits, and technical oversight mechanisms were further strengthened to reinforce operational integrity and public confidence. In parallel, significant strides were made in the digitisation of regulatory processes, simplification of filings, and enhancement of consumer grievance redressal systems.

5. The achievements recorded in this Report have been made possible through the active cooperation and constructive engagement of a wide spectrum of stakeholders, including the Ministry of Petroleum and Natural Gas, Central and State Government agencies, public sector undertakings, private entities, industry associations, technical experts, and consumers. The Board places great value on these partnerships and remains committed to deepening stakeholder engagement as a cornerstone of effective regulation, as we conclude the implementation cycle of the Action Plan 2025–26 and prepare for the opportunities and challenges that lie ahead.


 (Dr. Anil Kumar Jain)

2. Authorisation Division

Action Plan	Outcome
1. Enhancing Reach of Natural Gas Pipeline	○ Performed demand-cluster assessments to identify high-priority areas for pipeline connectivity, including fertilizer plants, power plants, refineries, and CGD. ○ Identified 14 natural-gas pipelines (mainlines and spur lines) to enhance natural gas pipeline network. ○ Identified 10 major leftover areas for the allotment of Authorisation to Lay and Build Natural Gas Infrastructure. ○ Identified four pipeline routes on the Mallavaram–Bhilwara Pipeline for enhanced coverage of Natural Gas supply in the central region. ▪ Wardha-Adilabad-Nizamabad-Hyderabad (379 Kms) Demand: 1.5-2.0 MMSCMD ▪ Buldhwana-Barshi (220 Kms); Demand: 0.5-1.0 MMSCMD ▪ Rajgarh-Amrvati (362 Kms); Demand: 1.5-2.0 MMSCMD ▪ Pithampur-Aurnagabad (350 Kms); Demand: 1.0-1.2 MMSCMD ○ Authorized natural gas pipeline. ▪ Kochi–Thoothukudi route (~425 Kms) ▪ Vijaypur-Bina to GAIL as spur from HVJ ▪ DUPL expansion to GAIL ▪ Expansion of Anjar-Palanpur section of the pipeline to GSPL ○ Completed public consultation for the development of the Ennore–Kondapalli Pipeline ○ Initiated proposal for declaration of DNPL as a common carrier pipeline.
2. Expediting Modal Shift from Road /Rail to Pipeline for Petroleum Products	○ PNGRB has identified nine LPG pipelines to connect LPG supply sources to Bottling plants, Bids for four LPG pipelines have been received at PNGRB. ○ PNGRB has identified 14 petroleum product pipelines, and process to initiate bid for 3 pipelines in Phase-I has been initiated at PNGRB. ○ PNGRB has taken up studies to conceptualize the National Petroleum Product Pipeline Grid to enhance efficiency and resilience in petroleum product transportation. ○ PNGRB has Authorization ATF pipeline connectivity to Saradar Vallabhbhai International Airport Ahmedabad and Bid for Kempegowda Airport at Bengaluru is in examination.

3. Promoting Transparency and Competition in Gas Infrastructure	○ Convened HELC on Issues related to promoting competition and level playing field in gas transmission and distribution business. The report is ready and webhosted. ○ Studied regulatory mechanisms in various countries on non-discriminatory third-party access to pipelines in CGD. ○ Formulated Draft Access Code 2025 incorporating comments received from stakeholders.
4. Ease of Doing Business	○ Registration completed for 2 LNG terminals; Konkan LNG terminal in Ratnagari, and Shell LNG at Hazira. Registration for another 6 LNG terminals has been initiated. ○ Reviewed and proposed Amendments with relaxed the terms and conditions in the natural gas regulations and LNG regulations w.r.to economic life extensions. ○ Initiated CGD infrastructure creation in Andaman & Nicobar Islands. IOCL is keen to undertake investment in the GA. ○ Assessment of modalities for enabling CGD to CGD connectivity. ○ Policy enablers proposed for promotion of Small-Scale LNG (SSLNG). ○ 31 approvals granted for installing facilities (compressor stations & pipelines) outside GA. ○ 2 Tie-in approval granted for LPG pipeline connectivity. ○ Expansion of Jamnagar- Loni Pipeline approved and granted. ○ Regulatory Process initiated for converting captive pipelines to Common Carrier pipeline. Out of 43, 2 had been declared Common Carrier, and the order are reserved for 25 pipelines, awaiting the outcome of Hon'ble high court on subject.

3. Monitoring Division

Action Plan	Outcome
1. Ease of Doing Business	○ Automation of Online submission of Force Majeure Claim formats. The automation is an initiative in digitizing to streamlining the claims process. This initiative will promote transparency, ensures timely resolution of claims in a business-friendly regulatory environment. ○ Development of CNG Station location finder mobile application for customer. The CNG Station Location Finder mobile application for customers provides real-time information on the nearest operational CNG stations, with details such as availability, working hours, and navigation support.
2. Gas Infrastructure Development	○ PNGRB held virtual conferences with CGD entities and oil and gas marketing companies for the development of pipeline infrastructure, held discussions with state governments, and engaged with ministries and departments to promote usage of natural gas across the country. • State visit – 09. • Stakeholder’s Capacity building Conference – 03. • GA head Conference / Virtual meet – 04. • GA, NGPL, PPPL visit – 12. • Physical review of GAs / NGPL / PPPL by HODs – 08. • Physical review of NGPL and PPPL pipeline – 06.
3. Outreach Initiatives	○ PNGRB’s National PNG Drive (1st Jan to 31st Mar 2026). ○ To stimulate large-scale demand for Piped Natural Gas (PNG) through the entities by PNGRB undertook awareness campaign and positioned for PNG adoption. ○ Celebration of PNG Day/Week on 1st October - PNG Awareness Week (01 - 07 October 2025). ○ Conduct of conferences by PNGRB divisions. ○ Conduct of competitions, engaging school & college children by CGD entities.
4. Knowledge Building	PNGRB undertook studies to investigate key technical, economic, and policy-driven factors impacting the natural gas value chain, with a specific focus on improving operational efficiency, enhancing affordability, and fostering long-term infrastructure resilience. Few of them have been webhosted at PNGRB Website.

4. Commercial Division

Action Plan	Outcome
1. Gas Exchange Reforms	○ PNGRB Initiated steps to transform the Indian Gas Exchange into a global regional gas exchange with robust, liquid, and diversified trading platform aligned to global benchmarks including innovative contract designs, and induction of new products including in CBG. ○ PNGRB has approved and implemented the Term Ahead Contract (3 months and 6 Months contract) and consequent changes in By Laws and Market Rules. Balance of Month Contract (BOM) and consequent changes in By Laws and Market Rules. ○ PNGRB has held sectoral committee meetings with CGD Sector, Power Sector, Fertilizer sector, Industries sector and Refinery Sector to examine and institute required reforms. ○ PNGRB has received proposal from IGX on Introduction of Long Duration Contract (LDCs) for 1-2 years, introduction of LNG Trading on exchange, introduction of RLNG Regas Capacity booking through exchange and Introduction of pure Traders on the exchange to increase the volume.
2. Tariff Reforms	PNGRB has introduced Tariff Reforms where tariff fixation methodology places premium on self-reporting and rewards cost cutting over tariff approval by detailed exercise. ○ Amendments brought in the NGPL Tariff Regulations has mandated pipeline operators to procure at least 75% of their annual system-use gas through long-term contracts (minimum three-year tenure) to lower procurement risks, reduce transaction costs, and ultimately result in more predictable and affordable tariffs for consumers and investors alike. ○ To fund future expansion, PNGRB has introduced a dedicated Pipeline Development Reserve, utilizing earnings from pipeline entities that exceed 75% utilization benchmarks. Where, 50% of the net-of-tax earnings will be reinvested into infrastructure development, while the remaining 50% will be passed on to consumers through tariff adjustments—creating a performance-linked, self-sustaining model for growth.
3. Unified Tariff Regime	○ PNGRB has reduced the number of Unified Tariff Zones from three to two, simplifying the natural gas transportation system across the country. PNGRB intends to undertake gradually migration to “One Nation One Tariff” for the consumers to eliminate tariff differential between different regions of the country.

5. Technical Division

Action Plan	Outcome
1. Peer Review of Technical Regulations with Global Best Practices	○ PNGRB undertook a comprehensive review of its Technical Regulations to align them with global best practices, strengthen penal provisions across T4S/IMS/ERDMP frameworks, and integrate regulatory references within other statutory regimes (PESO, MSIHC, IBR, etc.). ○ 12 amendments have already been notified, standardizing “<i>Defaults and Consequences</i>” provisions and formalizing procedures for penal action across regulations.
2. Increasing Outreach Through MoUs	○ MoUs have been concluded with leading institutions including FERC, GIDM, ASME, IIT Bombay, IGEM, NSC, QCI, IIT Delhi, and API. These collaborations are operational and yielding outcomes such as: • NSC conducting safety training programs for HSE officers. • GIDM for training programs on ERDMP and road transportation safety. • ASME contributing expert faculty for technical workshops. • QCI, NPC, and NSC jointly working on frameworks for auditor certification and TPIA rating systems. • API engaged in continuous dialogue on technical standards.
3. State-Level Collaboration and Centres of Excellence	○ To strengthen regional safety ecosystems PNGRB has been partnering with state-level institutions such as: • Disaster Management Institute (DMI), Bhopal in Central India for conducting PNGRB curated classroom courses on ERDMP. • Gujarat Institute of Disaster Management (GIDM) for downstream oil & gas personnel residential training programs.
4. Promotion of Smart Meters and PNG Stoves	○ Through regulatory interventions and policy support • Amendment on PNG Stoves in T4S CGD Regulations has been notified. • Amendment in CGD Authorization Regulations have also been finalized ○ Industry Committee was constituted and report on Roadmap for Implementation of Smart Domestic PNG (DPNG) Metering Across India was webhosted. Discussions are underway with EESL for demand aggregation and wider adoption of Smart DPNG Meters.
5. Preparedness for Hydrogen	○ In alignment with PNGRB’s roadmap for hydrogen transportation and blending with natural gas, institutional readiness is being established. Responsibility for advancing hydrogen-related initiatives has been assigned to the Hydrogen Cell under the Coordination Division, ensuring focused progress in this emerging area.

6. Legal Division

Action Plan	Outcome
1. Review of NGPL & PPPL Authorization Regulations	○ PNGRB is undertaking a comprehensive review of Authorization Regulations (CGD, NGPL, and PPPL) to address evolving industry developments, remove interpretational ambiguities, and strengthen regulatory clarity and effectiveness. Based on extensive deliberations, inter-divisional consultations, and rigorous legal and comparative analysis, amendments to the CGD Authorization Regulations have been finalized and notified. ○ PNGRB proposes amendments to NGPL Authorization Regulations. The draft PPPL Authorization Regulations, aligned with the proposed NGPL amendments, are also in preparation.
2. Framing Regulations for Consumer Protection	○ To strengthen the consumer protection framework by enhancing grievance redressal mechanisms, consumer rights, and regulatory oversight, a High-Level Expert Committee (HLEC) was constituted to review the existing framework and recommend improvements. An Ombudsman mechanism, and its comprehensive framework detailing its structure, functioning, and processes, has been prepared. ○ Draft PNGRB (Consumer Protection) Regulations, 2025, have been prepared by the Consumer Affairs Division, with due alignment with statutory provisions of PNGRB Act.
3. Framing Regulations for Data Collection	○ PNGRB is establishing a structured regulatory framework for data collection and information management and has drafted Data and Information Regulations to support informed decision-making, transparency, and sectoral accountability, in line with its statutory mandate under the PNGRB Act, 2006.
4. Framing Eligibility Criteria/Regulations for Storage Facilities	○ PNGRB is progressing towards establishing clear eligibility criteria and regulatory provisions for storage facilities related to petroleum, petroleum products, and natural gas to ensure safety, standardization, and regulatory oversight. The draft eligibility rules have been forwarded to MoPNG for consideration.

7. Consumer Affairs Division

Action Plan	Outcome
1. Introduction of Regulation for Consumer protection.	○ The Consumer Protection Regulations, 2025 with respect to consumer-related provisions were consolidated in single, unified framework covering PNG, CNG, LPG and Retail Outlet consumers and notified on 24.03.2026. ○ Key provisions include defined consumer rights, multi-tier grievance redressal mechanism, mandatory complaint handling systems, standardized complaint categorization, compensation framework, transparency obligations, consumer satisfaction surveys, awareness initiatives and penalty provisions.
2. Setting up a Centralized Digital Grievance Redressal System.	○ CSRM Committee - Industry Committee on Complaint Standardization and Redressal mechanism (CSRM) was constituted to propose a uniform and standardized consumer grievance redressal mechanism for oil and gas sector. The Committee suggested Standardization of complaint categories, definitions, and classification across Oil & Gas sector, Unified grievance redressal mechanism with defined Turnaround Times (TATs) and escalation matrix. ○ The Integrated Grievance Management System (IGMS Portal) for structured grievance redressal across PNG, CNG, LPG and Retail Outlet segments was launched on 20.03.2026.
3. Creation of Ombudsman.	○ An Expert Advisor Committee was constituted to examine the feasibility, scope and framework of an Ombudsman mechanism tailored to the specific needs of the petroleum and natural gas ecosystem. The Committee has undertaken extensive stakeholder consultations, and the final report of the Committee is expected shortly.
4. Registration of Independent Consumer Advocacy Body (NGO's & VCO's).	○ To initiate Consumer awareness through collaboration with registered NGOs/VCOs for strengthening consumer participation, PNGRB has undertaken Registration process of 42 NGOs and Voluntary Consumer Organizations (VCOs) to support outreach, consumer awareness and grievance dissemination activities was undertaken by the Division.

5. Promotion of Consumer Data Transparency and Consumer Awareness through authorized entities.	○ Webhosting of DPNG & CNG Price breakup of various CGD entities across the country to ensure transparent dissemination of DPNG & CNG price information is being updated in consumer section of PNGRB. Also entity-wise weblinks directing to DPNG and CNG price information has been included in the PNGRB website. ○ In adherence to the PNGRB Regulations, MoPNG guidelines and industry best practices Standardization of Billing & Consumer Information Dissemination has been initiated on billing information across the CGD sector. Full & Mandatory Billing Compliance by 10 entities across 102 GAs, covering approximately 49% of consumers under the CGD sector has been achieved. Compliance by remaining entities is under progress. ○ PNGRB has Webhosted Customer Care and Emergency Contact Numbers of authorized CGD entities on PNGRB website for facilitating accessibility of customer support and emergency contact information for consumers.
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8. Compressed Bio-Gas Division

Action Plan	Outcome
1. PNGRB (Renewable Gas Certificates for CBG) Regulations under Beneficial Legislation	○ A draft framework and regulatory architecture for issuance, monitoring, and compliance of Renewable Gas Certificates (RGCs) for Compressed Biogas (CBG) was conceptualized and prepared. The proposed framework is expected to facilitate market-based promotion of renewable gas, support traceability of green gas injection and encourage greater participation in the CBG ecosystem.
2. Hooking up of CBG Plants with CGD Networks	○ PNGRB has carried out mapping and monitoring of around 130 functional CBG plants for assessing proximity to CGD networks, technical feasibility, and status of pipeline connectivity. connectivity of 17 CBG plants through dedicated CBG pipelines was achieved, connectivity infrastructure for around 20 Functional plants is under various stages of construction. Details relating to such upcoming plants and connectivity status were also initiated to be captured in the NHMIS portal for systematic monitoring and coordination.
3. Creation of Comprehensive Database of CBG Plants	○ PNRB has compiled a database framework for CBG plants across the country covering plant category, feedstock type, installed capacity, operational status, geographical location and associated CGD connectivity details.

9. Strategic Planning

Action Plan	Outcome
1. Enabling Petroleum Products Exchange Set Up	○ Application has been received from IGX to start the petroleum product exchange with non- sensitive products. Commercial Division sought the input. Actions for framing the regulations for setting up and operating the Petroleum Products Exchange in the current statutory environment are being taken.
2. Marketing Framework for Petroleum Products and Monetisation Plan for P&NG infrastructure	○ The draft paper for exploring the monetization model for petroleum product pipeline infrastructure is under approval. The same will be webhosted on PNGRB website.
3. Enabling co-retailing of MS and HSD at CNG stations	○ Interaction with CGD entities and other stakeholders were carried out. Presently, the CGD entities can operate as dealer/distributor of the OMCs. They can also sell the MS and HSD at their CNG stations under their own brand. Entities are entering into agreement for both types of operations.

10. Statistics Division

Action Plan	Outcome
1. Data Intelligence Initiative	○ Statistics Division has initiated publication of data on "CGD Sector, NGPL, PPPL Performance Index and Comprehensive Annual Analytical Report". Various periodic publication of data of CGD, NGPL, PPPL and Unified Tariff are hosted on the PNGRB Website. ○ PNGRB has construed Draft Data Bank & Information System Regulation – 2025, which is under discussion and slated for Open House. The proposed regulations, aim to consolidate and streamline the various data formats prescribed under existing PNGRB Regulations, new formats to capture data relating to Sustainability, NHIMS etc. ○ Analytical Reports on progress in CGD, GAs Loss Analysis, Vehicle Analysis DPNG Vs LPG Consumer Analysis have also been published by the Divisions and are hosted on the website.
2. PNGRB Excellence Recognition Program:	○ PNGRB Instituted the "PNGRB Awards for Excellence" for the City Gas Distribution (CGD) Sector and Natural Gas Pipeline (NGPL) Networks in 2025 to recognize outstanding performance, innovation, and excellence in the gas sector. A total of 24 awards were conferred by the Hon'ble Minister of Petroleum and Natural Gas during the 19th Foundation Day celebrations of PNGRB. The Excellence Awards Citation Booklet for PNGRB Excellence Awards for CGD and NGPL Network has been hosted on the website. ○ The awards were presented under the following categories: ▪ City Gas Distribution (CGD) Sector – 17 Awards ▪ Natural Gas Pipeline (NGPL) Sector – 7 Awards
3. Cross-Functional Analytics Support:	○ Statistics Division provided analytical support to various divisions and published the following reports on PNGRB's website: ○ Visualization and webhosting of CBG–CGD Pipeline Connectivity for the CBG Cell ○ Visualization and webhosting of NGPL Unified Tariff for the Commercial Division ○ Additionally, Statistics Division undertook the initiatives for Voluntary Surrender of LPG Connections for PNG Domestic Consumers. ○ ○ PNGRB has initiated dialogue with the International Energy Agency (IEA) to strengthen cooperation in the areas of energy data, analytics, capacity building, and knowledge exchange.

11. Sustainability Division

Action Plan	Outcome
1. Outreach Initiatives	○ Leaks & Losses Monitoring Framework (CGD Sector): A sector-level structured leaks and losses monitoring framework across 307 GAs, has resulting in over 90% data coverage and enabling the first consolidated benchmarking of emissions performance across CGD entities. ○ Electrification of NGPL Compressors: To promote lower-emission infrastructure PNGRB carried out evaluation of electrification of compressors. Phased implementation targets have been proposed incorporating tariff integration, through a regulatory pathway. ○ Sustainability Awareness Workshop: A multi-stakeholder dialogue was organised by PNGRB, comprising industry leaders including Dr. Ajay Mathur, Former Director General, International Solar Alliance and other sector experts. The structured dialogue pointed at aligning sustainability with energy security, affordability, and operational continuity while reinforcing the role of regulatory clarity in enabling decarbonization and long-term sectoral transformation.
2. Knowledge Development.	○ Case Study Compendium on Sustainability Practices: PNGRB has prepared a structured repository of industry best practices from over 118 submissions, of which 39 high-impact case studies across themes such as energy efficiency, clean energy, emission reduction, and circular economy, were curated as knowledge asset to support sector-wide learning and replication. ○ International Benchmarking & Regulatory Insights: PNGRB has studied global sustainability frameworks and regulatory practices such as those of OFGEM, FERC, DCCEEW and other global regulators to gather insights on relevant and adoptable principles for integration in PNGRB's sustainability initiatives in line with global standards.
3. Ease of Doing Business	○ Structured Sustainability Reporting Framework: PNGRB has developed standard templates for sustainability data reporting through incorporation of standardized formats covering leaks and losses, gas operations, and monitoring for use in regulatory monitoring and sectoral studies.

12. Coordination & Hydrogen Division

Action Plan	Outcome
1. Strengthening Inter-Divisional Coordination	- To Enhance collaboration across Divisions for effective implementation, coordination team of representation from Monitoring, Technical and Authorization divisions has been formed as HSSC MoU Working Committee to focus on skill upgradation in Oil & Gas Sector. - Effective interdivision coordination has been put in place for Coordination of timely submission of inputs to Ministries and other agencies like MoPNG, NITI Aayog, Ministry of Finance, etc.
2. Technical Paper Governance & Knowledge Dissemination	To Ensure structured review and dissemination of technical knowledge, a Structured Paper Review Guidelines has been developed and placed in PNGRB, to enable standardized approval process and efficient webhosting of technical papers.
3. Development of Hydrogen Testing Infrastructure (Loop Bed)	A standard testing & monitoring dashboard has been developed and shared with entities to support structured data handling. All operating entities have been directed to execute pilot projects within a one-year timeframe with mandatory submission requirements on detailed analysis and key findings, including safety observations, validated by a recognized third-party hydrogen expert institution and company-level recommendations on feasibility of hydrogen blending in CGD networks.
4. Standards, Collaborations & Institutional Framework	- PNGRB has undertaken review of relevant IGEM standards, including: - Hydrogen standards (HY Series H-1/2/3) - TD/1, TD/3, TD/13, SR/25 series for pipeline and pressure systems - Proposal for constituting a Scientific Committee is being considered to - Evaluate pilot project outcomes. - Assess Hydrogen–NG Test Loop findings. - Support regulatory integration

13. Administration Division

Action Plan	Outcome
1. Creation of PNGRB Cadre of Regulatory Officers and Commercial Officers	○ To strengthen the institutional framework of PNGRB with a structured and specialized workforce capable of addressing the increasing regulatory, commercial, and administrative responsibilities of the organization, PNGRB has mooted a proposal for creation of Cadre of Regulatory and Commercial Officers. The matter is under consideration of Government.
2. Institutionalisation of Capacity Building Calendar for Technical, Administrative, Commercial & Legal Competence	○ PNGRB has construed a structured Capacity Building Calendar aimed at enhancing the technical, administrative, commercial, and legal competencies of employees across all levels of PNGRB. Trainings in Human Resource Management, Public Procurement Procedures, Communication and Presentation Skills, Leadership and Team Building, Soft Skills Development, Right to Information (RTI), Prevention of Sexual Harassment (POSH) Act, Financial and Administrative Procedures, Contract Management, Legal Aspects and emerging developments in the hydrocarbon sector are organised for continuous improvement in the learning and development framework of PNGRB. PNGRB has engaged with Administrative Staff College of India (ASCI), Institute of Secretariat Training & Management (ISTM), Management Development Institute (MDI), Gas Training Institute (GTI), and Government e-Marketplace (GeM), for availing participation of PNGRB officials in Capacity Building and Upgradation.
3. Introduction of Smart Office Concept through Paperless Office, Reduction of Plastic Footprints and Green HR Initiatives	○ PNGRB has initiated several measures towards the implementation of the Smart Office concept with a strong emphasis on environmental sustainability, efficient resource utilization, and promotion of Green HR practices. As part of the initiative, concepts including that of minimizing the usage of paper, electronic file movement, and circulation of documents, digital documentation, and online approvals have been introduced.
4. Establishment of Regional Offices	○ PNGRB is preparing to operationalise the Ahmadabad Regional Office and expected to significantly improve regional monitoring, stakeholder coordination, field-level inspections, and overall efficiency in regulatory implementation.

14. IT Division

Action Plan	Outcome
1. Paperless Office Initiatives	PNGRB has successfully implemented several initiatives, focusing on Paperless and Green initiatives: ○ HR Suite: Centralised notice board, Attendance, Leave management, Centralized booking of assets (stationery, vehicles, meeting rooms, visiting cards, cartridges), Payslips, etc. reduce the requirement for physical forms/printing and also improve transparency and efficiency. ○ e-Office and Knowledge Management System was upgraded and migrated to cloud to enhanced reliability and user experience and reduced risk of data loss. ○ e-Board Meetings: The board meetings are conducted using smart devices using digital copies of the agenda items and related annexures thereby reducing the printing requirements significantly. ○ e-Book on PNGRB's achievements and contributions was compiled and launched on the Foundation Day of PNGRB. ○ Revamp of PNGRB Website for improved user experience, better organisation of content with comprehensive search options. ○ Web Applications for various divisions such as Monitoring, Technical, Legal, and Authorisations were developed and launched to enhance their operations.
2. National Hydrocarbon Infrastructure Monitoring System (NHIMS)	○ PNGRB has operationalised the NHIMS after its launch on 6th Oct 2025 on PNGRB Foundation Day by Hon'ble Minister Petroleum & Natural Gas. NHIMS has been developed as a flagship digital platform for monitoring, planning, and regulatory oversight of India's petroleum & natural gas infrastructure. NHIMS is a fusion of emerging ICT Tools such as GIS, Mobile, Secure Messaging, Data Analytics, etc. which combines P&NG infrastructure data with administrative layers (States, Districts), Transport networks (Roads, Railways), Natural features (Forests, Water bodies), and Satellite Imagery.