

Petroleum and Natural Gas Regulatory Board

EXCELLENCE AWARDS in CITY GAS DISTRIBUTION (CGD) NETWORK 2025



Guideline for filling in the Application Form:

Last Date of Submission: 15 September 2025

Last Date of Submission Extended to: **19 September 2025 (EOD)**

Application to be submitted at following email address:

cgdawards@pngrb.gov.in



Excellence Awards 2025 in CGD

About PNGRB

The Petroleum and Natural Gas Regulatory Board (PNGRB) was constituted under The Petroleum and Natural Gas Regulatory Board Act, 2006, (No. 19 of 2006) notified via Gazette Notification dated 31st March 2006.

The Act provides for the establishment of Petroleum and Natural Gas Regulatory Board to protect the interests of consumers and entities engaged in specified activities relating to petroleum, petroleum products and natural gas and to promote competitive markets and for matters connected therewith or incidental thereto.

Further as enshrined in the Act, the board has also been mandated to regulate the refining, processing, storage, transportation, distribution, marketing and sale of petroleum, petroleum products and natural gas excluding production of crude oil and natural gas so as to ensure uninterrupted and adequate supply of petroleum, petroleum products and natural gas in all parts of the country.

As the City Gas Distribution (CGD) and Natural Gas Pipeline (NGPL) networks expand to meet the growing demand for cleaner energy, PNGRB's mandate extends beyond regulation in fostering a culture of safety, reliability, and environmental stewardship. Through robust technical standards, transparent market practices, and forward-looking sustainability initiatives, PNGRB is playing a pivotal role in shaping India's energy landscape by ensuring operational excellence, system integrity, and sustainability across CGD and NGPL networks.

Vision

"To establish world class regulatory regime that provides affordable and sustainable oil and gas energy to consumers through a vibrant and competitive energy market and collaborate towards creation of a reliable infrastructure to deliver the same to consumers while ensuring highest standards of safety."



Preamble

“Petroleum and Natural Gas Regulatory Board, as the regulator of India’s Natural Gas Sector, in recognition of the vital role of energy in the nation’s progress, solemnly affirm our commitment in fostering excellence, innovation, sustainability and equitable growth in the City Gas Distribution and Natural Gas Pipeline Network.

Inspired by the spirit of services and leadership, we dedicate this award and recognition to honor those entities which have demonstrated dedication in operational integrity, technological innovation, consumer welfare and environment stewardship advances the inclusive and buoyant development of India’s Natural Gas Industry.

Through this acknowledgement, we strive to appreciate the best standards of performance, encourage sharing of best practices and promote collaboration among stakeholders, thereby contributing to the nation’s energy security, sustainability and economic prosperity.

Award Objective

“Excellence happens not by accident; it is a process.”

-Dr. A.P.J. Abdul Kalam

To recognize and motivate excellence in the operation, maintenance, safety, innovation, and regulatory compliance in the CGD Network. The awards aim to encourage continuous improvement, promote best practices, and celebrate outstanding contributions that enhance the safety, efficiency, and sustainability of India's CGD Network



Eligibility Criteria

The entities authorized by PNGRB and currently operational in the CGD Network would be eligible for applying to the Awards Scheme.

Award Categories

- Overall Best Performer
- Operational Excellence
- Safety, Integrity & Technical Excellence
- Leader in Customer Care and Service Delivery
- Leader in Sustainability and Green Initiatives



Excellence Awards 2025 in CGD

Questionnaire:

I. Basic Details:

Name of GA: (required only for GA wise application)	
GA ID: (required only for GA wise application)	
Name of the Entity:	
Mailing Address:	
Details of approving authority: Note: Approving authority should not be below the rank of CEO/Director/Authorized Competent Authority.	
Name:	
Designation:	
Phone number:	
E-mail address:	
Signature:	
Details of Nodal officer for Communication:	
Name:	
Designation:	
Phone number:	
E-mail address:	
Signature:	

- II. Please mention the reasons the entity feels to be suitable for this award along with key achievements during last 3years (2022-23 to 2024-25). [Write-up should not be of more than 300 words]



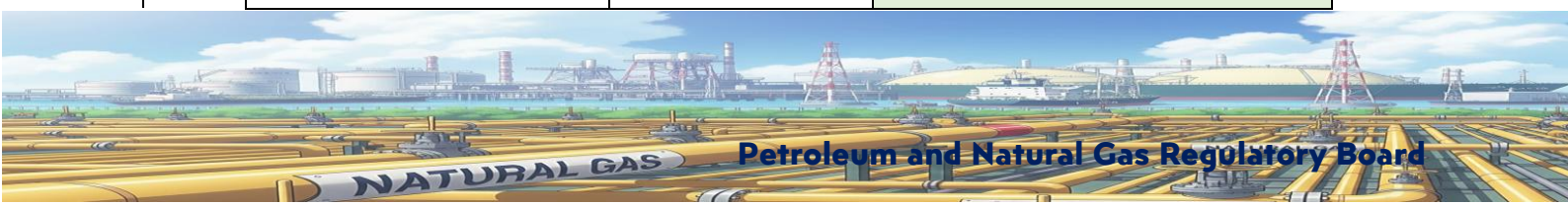
V. Quantitative Information:

1. Minimum Work Program

Sl. No.	Minimum Work Program (MWP)	Units	2022-23	2023-24	2024-25
1.1	Cumulative number of Authorized GAs at the end of the FY	Numbers			
1.2	PNG D Nos	Target (for FY)			
		Pro rata target (for FY)			
		Achievement			
		% Achievement			
		Average			
1.3	Steel Inch Kms (Including MDPE for select GAs as per bidding condition)	Target			
		Pro rata target			
		Achievement			
		% Achievement			
		Average			
1.4	CNG Stations Numbers	Target			
		Pro rata target			
		Achievement			
		% Achievement			
		Average			

2. CGD performance

Sl No.	Segment wise CGD Performance	Units	2022-23	2023-24	2024-25
2.1	a) PNG D Sales during the FY	MMSCM			
	b) PNG D Penetration Rate as at end of FY (Number of Households as per Census data of 2011 to be considered) (Only for GAs without MWP target for PNG D)	Cumulative Number of PNG D Connections at end of FY			
		Number of Households			
		% Penetration			
		Average Penetration %			
	c) Cumulative Number of Billed PNG D Customers at end of FY	Numbers			
	d) Cumulative PNG Billed Numbers / Cumulative	%			
Average %					



Excellence Awards 2025 in CGD

	PNG D connections Numbers at end of FY				
2.2	a) PNG C Sales During the FY	MMSCM			
	b) Cumulative Number of PNG C Customers at end of FY	Numbers			
	c) Number of PNG C Connections added during the FY	Numbers			
		Average			
2.3	a) PNG I Sales During the FY	MMSCM			
	b) Cumulative Number of PNG I Customers at end of FY	Numbers			
	c) Number of PNG I Connections added during the FY	Numbers			
		Average			
2.4	MDPE Inch KMS added during the FY (not included in 1.3)	(inch-Kms)			
		Inch-Kms/Households			
		Average			
2.5	a) Total PNG Sales for the FY	MMSCM			
		Average sales			
	b) PNG Sales / Total Number of Connections(D+C+I)	Kg/connection			
		Average			
2.6	a) CNG Sales during the FY	MMSCM			
	b) Cumulative Number of CNG Stations at the end of FY	Number			
	c) Average CNG Sales per Station during the FY	MMSCM/Station			
		Average			
2.7	Compression Capacity (Kgs/day) added during the FY	Kg/Day			
		Average			
2.8	Number of Online + Mother CNG Stations added during the FY	Numbers			
		Average			
2.9	a) Total Pipeline Length operational	Kms			
	b) Length of pipeline GIS-mapped	Kms			
	c) Extent of pipeline represented geospatially	%			
		Average %			



	d) Length of pipeline SCADA/GPRS integrated	Kms			
	e) Extent of pipeline represented geospatially through SCADA/GPRS	%			
2.10	a) Breakdown	Numbers			
	b) Leaks	Numbers			
	c) Throughput Loss due to above causes	%			
		Average loss %			
2.11	a) Operation & Maintenance Cost	(₹ Cr)			
	b) Average Gas Handled per day	MMSCMD			
	c) Total Pipeline length considered	Kms			
	d) Specific O&M Cost	(₹/MMSCMD/Km)			
	e) Average Specific O&M cost	Average			
2.12	a) Total energy consumed	(MMBTu)			
	b) Specific Energy Consumption	(MMBTU/MMSCM)			
		Average			

3. Customer Care

Sl No.	Customer Centric Services	Units	2022-23	2023-24	2024-25
3.1	a) Total PNG D Complaints received during the FY	Numbers			
	b) PNG D Complaints/100 connections during the FY	Numbers			
	c) Number of Complaints of the above resolved within the FY	Numbers			
	d) PNG D Complaints Resolved/ PNG Complaints per 100	% Resolved			
		Average			
3.2	a) Number of PNG D connections registered	Numbers			
	b) Number of PNG D Connections commissioned within 90 days of registration in the charge area as per approved network plan (Note: As per regulations 4 (f) of Code of Practice for Quality of Service for City or Local Natural Gas	Numbers			



Excellence Awards 2025 in CGD

	Distribution Networks Regulation 2010 of PNGRB)				
	c) PNG D connection commissioned/ Numbers Registered	commissioning %			
		Average			
3.3	a) Total CNG complaints received during the FY	Numbers			
	b) Number of CNG complaints resolved within the FY	Numbers			
	c) CNG Complaints Resolved/Total Complaints	% Resolved			
		Average			

4. Health, Safety, Security and Environment (HSSE) & Mandatory Compliances

SI No.	Health, Safety, Security and Environment (HSSE) & Mandatory Compliances	Units	2022-23	2023-24	2024-25
4.1	a) Number of Fatalities during the FY	Numbers			
	b) Total man hours worked during the FY	Hours Worked			
	c) Fatal Accidents rate [Number of fatalities x 10,00,00,000]/ [Total hours worked in the FY] (Total hours include hours worked by regular and contract employees)	Number/100 million hours worked			
		Average			
4.2	Total Number of Major* Incidents reported other than Fatalities (*As defined under Clause 23 of The Petroleum and Natural Gas Regulatory Board (Codes of Practices for Emergency Response and Disaster Management Plan (ERDMP)) Regulations)	Numbers			
		Average			
4.3	Total Number of Minor Incidents (other than Major) reported during the FY	Numbers			
		Average			



Excellence Awards 2025 in CGD

4.4	Total Number of Near Misses reported during the FY	Numbers			
		Average			
4.5	a) Total Number of T4S Audit and IMS Recommendations during the FY	Numbers			
	b) Total Number of above T4S Audit and IMS Recommendations Implemented within stipulated time	Numbers			
	c) Total T4S audit and IMS Recommendations implemented	% Implementation			
		Average			
	d) Total Number of ERDMP Recommendations during the FY	Numbers			
	e) Total Number of above ERDMP Recommendations Implemented within stipulated time	Numbers			
	f) Total ERDMP Recommendations implemented	% Implementation			
		Average			
4.6	Notices issued for non-compliance by PNGRB, CPCB, PESO, Factory Inspector, NGT, SBPCB, etc, if any. Compliance status of the above notices. (Brief description of notices received and their compliance status to be provided in the below table)	Numbers			
		Average			
4.7	a) Total Number of ToolBox talks given	Numbers			
	b) Total number of employees	Numbers			
	c) Number of toolbox talks per employee	numbers/employee			
		Average			
4.8	a) Total Number of trainings related to safety conducted	Numbers			



Excellence Awards 2025 in CGD

b) Number of trainings per employee	trainings/ employee			
	Average			

SI No.	Description of Notice	Issuing Authority	Date of Issue	Compliance Status

5. Technological Innovations, Initiatives (Green/ Emission Control/ Others) and Best Practices

SI No.	Technological Innovations/Initiatives (Green / Emission Control/Other) / Best Practices	Units	2022-23	2023-24	2024-25
5.1	a) Total absolute GHG emissions (Scope 1 and Scope 2 only) #	tons of CO2 e			
	b) GHG Emission Intensity in terms of units of gas sold	tons of CO2 e/ SCM Average emission intensity			
5.2	a) Quantity of CBG Blended during the FY	MMSCM			
	b) CBG Blending / Total Sales Volume	% Blending Average Blending %			
5.3	a) Cumulative number of smart meters installed	Numbers			
	b) Number of smart meters per unit of billed connections	% Average			



Excellence Awards 2025 in CGD

5.4	Digitalization initiatives undertaken: Use of Artificial Intelligence / IOT in monitoring and prevention of leakages in the pipelines, loss of product / damage to pipeline due to 3rd party intrusion, improving the reliability of the critical rotary equipment*	Answer in the box	
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*Provide details of initiatives answered for 5.4

6. Leaks & Losses

SI No.	Gas Loss	Units	2022-23	2023-24	2024-25
6.1	Gas Loss during the FY (excluding System Use Gas)	MMSCM			
	Gas Loss wrt Total Sales	%			
		Average Gas Loss %			

7. Financial Performance

SI No.	Financial Parameters	Units	2022-23	2023-24	2024-25
7.1	a) Earnings before interest and taxes (EBIT) for the FY	Rs Crore			
	b) Average Capital employed during the FY	Rs Crore			
		%			



Excellence Awards 2025 in CGD

	c) Return on capital employed (ROCE)	% Average			
7.2	No of instances of failure to submit PBG within stipulated time (Note: Stipulated time considered here is within the 30 days before expiration day of PBG)	Nos			
		Average No			
7.3	Late payment surcharge Paid/Payable in respect of other charges as per Levy of Fee and Other Charges Regulations of PNGRB	Rs Crore			
		Average Late Payment Surcharge (Rs Crore)			
7.4	a) CAPEX Allocated as per DFR for the FY	Rs Crore			
	b) CAPEX Spent during the FY	Rs Crore			
	c) CAPEX Spent/Allocated (%)	%			
		% Average			
7.5	a) Earnings before interest, taxes, depreciation and amortization (EBITDA) for the FY	Rs Crore			
	b) EBITDA per unit of gas sold	Rs/SCM			
		% Average			

8. Submission of CGD data to PNGRB

SI No.	Submission of CGD data to PNGRB	Units	2022-23	2023-24	2024-25
8.1	Number of instances of failure to submit CGD data (E1 to E4) within the stipulated timeline as per PNGRB Regulation 13 during the FY	Number			
		Average			
8.2	Number of instances of failure to submit consumer protection data within the stipulated timeline during the FY	Number			
		Average			



Excellence Awards 2025 in CGD

Note:

- Please go through the guidelines for filling in the excel sheet appended at the end of the document.
- The PDF of the filled excel workbook needs to be signed and stamped by authorized signatory before submission.
- The PDF along with excel workbook's soft copy should be mailed to cgdawards@pngrb.gov.in.

List of Attachments:

- Annual report of the corresponding financial years.
- CA certified reports for the corresponding financial year if the annual report is not available.
- Relevant orders/letters from regulators, statutory bodies and government agencies on any non-compliance instances.
- Authorized reports on complaint analytics for the entity



Terms and Conditions:

1. Reservation of Rights

The Petroleum and Natural Gas Regulatory Board (PNGRB) reserves the right, in its sole discretion, to decide on the conferring of awards in various categories or withdraw, amend, modify, or withhold the Award Scheme or any Award at any time without prior notice.

2. Finality of Decision

The decision of PNGRB regarding the grant of awards shall be final, conclusive, and binding on all participants. No correspondence or appeal shall be entertained in this regard.

3. No Claim or Entitlement

The awardee acknowledges that the award is a recognition of merit and excellence, and not a right or entitlement. The awardee understands that the award is conferred at the sole discretion of PNGRB and does not create any obligation or liability on the part of PNGRB.

4. Use of Award

The awardee agrees not to use the award for any purpose that may be deemed to be in conflict with regulatory obligations or for making any claims.

5. Accuracy of Information

The awards conferred is based on the information available and submitted by the applicant. The entity may be called for a presentation on the data submitted at the discretion of the PNGRB for verification. If, at any point in time, the information is found to be false, inaccurate, or misleading, PNGRB reserves the right to:

- a) Withdraw or revoke the award.
- b) Initiate penal proceedings against the awardee.
- c) Take any other action deemed necessary by PNGRB.

6. Indemnification

The awardee shall indemnify, defend, and hold harmless PNGRB, its officers, directors, employees, agents, jury members and affiliates from and against any and all claims, demands, liabilities, damages, losses, costs, and expenses (including reasonable attorneys' fees) arising out of or related to:



Excellence Awards 2025 in CGD

- a) The awardee's acceptance, use, or misuse of the award, including by its contemporaries.
- b) Any breach of the terms and conditions of the award.
- c) Any misrepresentation or inaccurate statement made by the awardee in connection with the award.

7. Limitation of Liability

In no event shall PNGRB be liable for any indirect, special, incidental, punitive, or consequential damages arising out of or related to the award, including but not limited to loss of profits, revenue, or business opportunities.

8. Consent

By participating in or accepting any award granted by the Petroleum and Natural Gas Regulatory Board (PNGRB), the participant (hereinafter referred to as the "awardee") agrees to be bound and provides consent to the terms and conditions mentioned above.

Signature of Competent Authority

In case of any clarification regarding the application form is needed, please reach out at the following contact point:

Statistics Division,
Petroleum and Natural Gas Regulatory Board
E-400, 4th Floor, Tower-E, World Trade Center,
Nauroji Nagar, New Delhi – 110029
Email Address: e-statistics@pngrb.gov.in
Phone: +91 (11) 24060151, ext- 340 or 273



Excellence Awards 2025 in CGD

Appendix:

Guidelines for filling the application form (excel version) for CGD network entities (for reference/reading only, not to be submitted):

- The entities have to fill in the form with consolidated data at entity level and also GAs wise in the same format separately.
- At GA level any items against which data is not available / applicable may be obtained and filled from Entity Head Office.
- Entities should only fill in the blank cells (blue colored) and avoid modifying or manipulating text in excel sheets. Editing or formatting non-blank cells (green colored) may invalidate your participation.
- Use the pdf of the excel form, and have it signed and authorized by the entity's authorized signatory (at least CEO/CMD level).
- While answering detailed questions, strictly adhere to the word restriction. Use bullet style for your replies.
- The table below includes extensive instructions for answering objective questions in each section.

1.0	<p>Section 1: Minimum Work Program</p> <p>Its objective is to assess and evaluate the progress of entities on their Minimum Work Program (MWP) commitments.</p>
1.1	<ul style="list-style-type: none"> • Please enter the cumulative number of authorized GAs against each financial year.
1.2	<ul style="list-style-type: none"> • Please enter the MWP Target, Pro-rata target and connection achieved for the PNG-D connections in the corresponding financial year. (Note: MWP target is the overall target for the financial year whereas pro-rata target is the target for the financial year prorated in proportion to the days left in the year from the date of authorization for respective GAs. MWP and Pro-rata target may be same in case authorization is provided at the start of the financial year) • Following this, percentage achievement shall be calculated automatically by taking PNG-D connections achieved as percentage of Pro-rata target for the given financial year. Average growth percentage shall be calculated automatically.
1.3	<ul style="list-style-type: none"> • Please enter the inch-kilometers of natural gas pipeline (also include inch-kilometers of Medium Density Polyethylene (MDPE) pipeline in case of inclusion in entities bidding conditions for issuance of authorization of respective GAs) as per MWP Target, Pro-rata target and pipeline laying achieved in corresponding financial year. In case there is no MWP target under the authorization order for any respective GA, do not include that GA in calculation here. • Following this, percentage achievement shall be calculated automatically by taking inch-kilometers of pipeline laying achieved as percentage of Pro-rata target for the given financial year. Average growth percentage shall be calculated automatically.
1.4	<ul style="list-style-type: none"> • Please enter the MWP Target, Pro-rata target for CNG stations and operational CNG Stations in the corresponding financial year.



Excellence Awards 2025 in CGD

	<ul style="list-style-type: none"> Following this, percentage achievement shall be calculated automatically by taking the number of CNG stations operational as percentage of Pro-rata target for the given financial year. Average growth percentage shall be calculated automatically.
2.0	<p>Section 2: CGD Performance</p> <p>Its objective is to assess and evaluate the entities on their performance in CGD network.</p>
2.1	<p>a) Please enter the absolute volume of natural gas sold (in MMSCM) through PNG-Domestic connections for the corresponding financial year.</p> <p>b) For entities with GA's authorization, please provide the cumulative number of PNG-Domestic connections released in the corresponding financial year. Also provide the cumulative number of households in those GA's as per the 2011 Census data in same financial year. Penetration percentage shall be calculated automatically by taking cumulative PNG-D connections as percentage of total number of households in the corresponding financial year. Average penetration percentage shall be calculated automatically</p> <p>c) Please enter the cumulative number of billed PNG-Domestic connections active at the end of corresponding financial year.</p> <p>d) The performance percentage shall be calculated automatically by taking cumulative number of billed PNG-Domestic connections as the percentage of total cumulative number of PNG-Domestic connections at the end of the corresponding financial year. Average performance percentage shall be calculated automatically.</p>
2.2	<p>a) Please enter the absolute volume of natural gas sold (in MMSCM) through PNG-Commercial connections for the corresponding financial year.</p> <p>b) Please enter the cumulative number of PNG-Commercial connections commissioned at the end of the corresponding financial year.</p> <p>c) Please enter the absolute number of PNG-Commercial connections added in FY'22-23. The absolute number of PNG-Commercial connections added for the remaining financial year shall be calculated automatically by taking the difference in cumulative PNG-Commercial connections for consecutive financial years. Average shall be calculated automatically.</p>
2.3	<p>a) Please enter the absolute volume of natural gas sold (in MMSCM) through PNG-Industrial connections for the corresponding financial year.</p> <p>b) Please enter the cumulative number of PNG-Industrial connections commissioned at the end of the corresponding financial year.</p> <p>c) Please enter the absolute number of PNG-Industrial connections added in FY'22-23. The absolute number of PNG-Industrial connections added for the remaining financial year shall be calculated automatically by taking the difference in cumulative PNG-Industrial connections for consecutive financial years. Average shall be calculated automatically.</p>
2.4	<ul style="list-style-type: none"> Please enter the number of inch-kilometers of Medium Density Polyethylene (MDPE) pipeline added per GA in the corresponding financial year which is not included in point 1.3 above. MDPE inch kilometers added per unit of households shall be calculated automatically during the corresponding financial year. Average shall be calculated automatically
2.5	<p>a) The absolute total volume of PNG sold (in MMSCM) for the corresponding financial year is calculated automatically by summing up PNG – D, PNG-C and PNG-I sales entered above. The average volume of sales shall be calculated automatically.</p>



Excellence Awards 2025 in CGD

	b) The ratio of total volume of PNG sold and total number of connections (across domestic, commercial and industrial segment) added in the corresponding financial year is calculated automatically. Average sales per connection shall be calculated automatically.
2.6	<p>a) Please enter the absolute volume of CNG sold (in MMSCM) for the corresponding financial year.</p> <p>b) Please enter the cumulative number of CNG stations operational at the end of corresponding financial year</p> <p>c) The volume of CNG sold per CNG station during the financial year shall be calculated automatically by dividing the total CNG sales with the cumulative number of CNG stations at the end of the corresponding financial year. Y-o-Y growth percentage for the FY'22-23 shall be entered by the entity. Average sales per station shall be calculated automatically.</p>
2.7	<ul style="list-style-type: none"> Please enter the absolute total CNG compression capacity (in Kgs/day) added during the corresponding financial year. Average shall be calculated automatically.
2.8	<ul style="list-style-type: none"> Please enter the total number of online and mother types of CNG stations added during the corresponding financial year. (sum of both types of CNG station shall be entered and separate mention need not be provided). The average shall be calculated automatically
2.9	<p>a) Please enter the cumulative operational kilometers of pipeline length at the end of the corresponding financial year.</p> <p>b) Please enter the cumulative operational kilometers of pipeline length GIS mapped at the end of the corresponding financial year.</p> <p>c) The Extent of pipeline represented geospatially shall be calculated automatically by taking the pipeline length GIS-mapped as percentage of total pipeline length. Average extent of pipeline representation of GIS-mapped shall be calculated automatically by taking the average of respective percentages for each financial year.</p> <p>d) Please enter the cumulative operational kilometers of pipeline length integrated with SCADA/GPRS at the end of the corresponding financial year.</p> <p>e) The extent of pipeline represented by SCADA/GPRS integration shall be calculated automatically by taking the SCADA/GPRS integrated pipeline length as percentage of total pipeline length. Average extent of pipeline representation of SCADA/GPRS-integration shall be calculated by taking the average of respective percentages for each financial year.</p>
2.10	<p>a) Please enter the absolute number of breakdowns that happened in the CGD network in the corresponding financial year. (exclude downtime due to natural gas non-availability, containment constraints, force majeure and engineering maintenance)</p> <p>b) Please enter the number of leaks that occurred in the CGD network in the corresponding financial year.</p> <p>c) Please enter the throughput loss due to the above events as a percentage of total throughput for the corresponding financial year. Throughput loss percentage shall be calculated by dividing the absolute gas volume (MMSCM) lost due to above reasons (breakdown & leaks) with total volume of gas sold (MMSCM) in the corresponding financial year. The average loss shall be calculated automatically by taking the average of throughput loss for each financial year.</p>
2.11	<p>a) Please enter the absolute amount of operation and maintenance (O&M) cost in Rs Crores incurred for the corresponding financial year. The O&M cost shall include repair & maintenance cost, overheads, unaccounted gas, self-use gas and lease.</p>



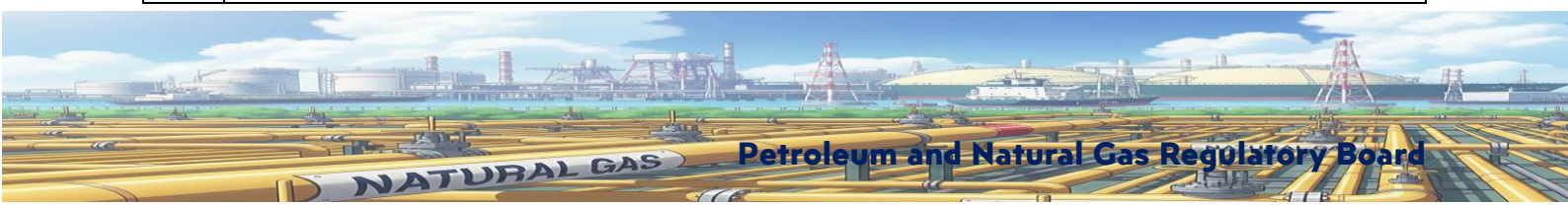
Excellence Awards 2025 in CGD

	<p>b) Please enter the cumulative volume of natural gas in MMSCMD sold at the end of the corresponding financial year.</p> <p>c) Please enter cumulative length of pipeline considered for sale of above-mentioned gas in Kilometers for the corresponding financial year.</p> <p>d) The specific O&M cost shall be calculated by taking O&M cost per unit of gas volume sold per unit length of pipeline considered for the same in Rs crore/ MMSCMD/Km.</p> <p>e) Average specific O&M costs shall be calculated by taking the average of Specific O&M costs for each year.</p>
2.12	<p>a) Please enter the total absolute amount of energy consumed in MMBtu in CGD operations for the corresponding financial year.</p> <p>b) Specific Energy Consumed shall be calculated by taking the absolute energy consumed per unit of gas sold in (MMBtu/MMSCM). Average specific energy consumption shall be calculated automatically by taking the average of the specific energy consumption for each year.</p>
3.0	<p>Section 3: Customer Care</p> <p>Its objective is to assess and evaluate the entities on their performance on key aspects of consumer centricity in service delivery.</p>
3.1	<p>a) Please enter the total number of PNG-Domestic complaints received during the corresponding financial year.</p> <p>b) The total number of PNG-Domestic complaints per 100 PNG-Domestic connections received is calculated automatically for the corresponding financial year.</p> <p>c) Please enter the total number of PNG-Domestic complaints resolved out of the total number of PNG-Domestic complaints received during the corresponding financial year.</p> <p>d) The percentage of PNG-Domestic complaints resolved against the total number of PNG-Domestic complaints received per 100 PNG-Domestic connections shall be calculated automatically by dividing PNG-Domestic complaints resolved with the PNG-Domestic complaints per 100 PNG-Domestic connections received for the corresponding financial year. Average resolution percentage shall be calculated automatically by taking the average of all Y-o-Y growth percentage of each financial year.</p>
3.2	<p>a) Please enter the total number of PNG-D connections registered during the corresponding financial year.</p> <p>b) Please enter the total number of PNG-Domestic connections commissioned within 90 days of registration in the charge area as per the approved network plan, during the corresponding financial year. (Note: As per regulations 4 (f) of the Code of Practice for Quality of Service for City or Local Natural Gas Distribution Networks Regulation, 2010 of PNGRB)</p> <p>c) The percentage of the total number of PNG-Domestic commissioned over the total number of PNG-Domestic connections registered during the corresponding financial year shall be calculated automatically. Average commissioning percentage shall be calculated automatically.</p>
3.3	<p>a) Please enter the total number of CNG complaints received during the corresponding financial year.</p> <p>b) Please enter the total number of CNG complaints resolved against the total number of CNG complaints received during the corresponding financial year.</p>



Excellence Awards 2025 in CGD

	c) The percentage of CNG complaints resolved against the total number of CNG complaints received during the corresponding financial year shall be calculated automatically. Average resolution percentage shall be calculated automatically.
4.0	Section 4: HSSE Its objective is to assess and evaluate the performance of the entities on HSSE aspects and mandates relevant to CGD network.
4.1	a) Please enter the total number of fatalities during the corresponding financial year b) Please enter the total manhour worked (hour worked by both regular and contractual employee) during the corresponding financial year. c) The fatal accident rate for the corresponding financial year shall be calculated automatically by the formula mentioned below. $\text{Fatal Accident Rate} = \frac{\text{Number of Fatalities} \times 10,00,00,000}{\text{Total manhours worked in the FY}}$
4.2	<ul style="list-style-type: none"> Please enter the total number of major incidents reported other than fatalities during the corresponding financial year. <p>Note: Major incidents as defined under Clause 23 of The Petroleum and Natural Gas Regulatory Board (Codes of Practices for Emergency Response and Disaster Management Plan (ERDMP)) Regulations i.e. An incident shall be treated as Major if any of the following occurs.</p> <ul style="list-style-type: none"> (a) fire for more than 15 minutes (b) explosion / blowout (c) fatal incident. (d) loss above [Rs. 20.0 Lac] (e) cumulative man hours lost more than 500 hrs. (f) plant shutdown / outage due to the incident.
4.3	<ul style="list-style-type: none"> Please enter the total number of minor incidents (other than Major incidents) reported during the corresponding financial year. The average number of minor incidents shall be calculated automatically.
4.4	<ul style="list-style-type: none"> Please enter the total number of Near Misses reported during the corresponding financial years. The average number of Near Misses reported shall be calculated automatically.
4.5	a) Please enter the total number of T4S Audit and IMS recommendations received during the corresponding financial year b) Please enter total number of recommendations implemented among the above-mentioned number of recommendations within stipulated time during the corresponding financial year c) The percentage of T4S Audit and IMS recommendations implemented out of received recommendations for the corresponding financial year shall be calculated automatically. Average implementation percentage shall be calculated by taking the average of all financial year's percentage implementation. d) Please enter the total number of ERDMP recommendations received during the corresponding financial year e) Please enter total number of recommendations implemented among the above-mentioned number of recommendations within stipulated time during the corresponding financial year f) The percentage of ERDMP recommendations implemented out of received recommendations for the corresponding financial year shall be calculated automatically. Average



Excellence Awards 2025 in CGD

	implementation percentage shall be calculated by taking the average of all financial year's percentage implementation.
4.6	<ul style="list-style-type: none"> Please enter the total number of Notices issued for non-compliance by PNGRB, CPCB, PESO, Factory Inspector, NGT, SBPCB, etc. <p>Note: Please provide compliance status of the above notices (Brief description of notices received and their compliance status to be provided as per the format given in the table below.)</p>
4.7	<p>a) Please enter the total number of ToolBox talks given during the corresponding financial year.</p> <p>b) Please enter the total number of regular employees with the entity for the given corresponding financial year.</p> <p>c) The ratio of total number of toolbox talks per employee shall be calculated automatically by dividing input in row (a) with row (b). The average number of toolbox talks shall be calculated automatically.</p>
4.8	<p>a) Please enter the total number of Training sessions related to safety conducted during the corresponding financial year.</p> <p>b) The ratio of the number of training sessions per employee shall be calculated automatically. The average number of minor incidents shall be calculated automatically.</p>
5.0	<p>Section 5: Innovation & Initiatives</p> <p>Its objective is to assess and evaluate entities' performance on various innovative, technological and sustainable initiative in CGD network.</p>
5.1	<p>a) Please enter the absolute Greenhouse Gas emission (including Scope 1 and Scope 2 emissions only) in the corresponding financial year (in tons of Carbon dioxide equivalent terms).</p> <p>b) GHG emission intensity shall be calculated automatically by dividing absolute greenhouse gas emission by total volume of natural gas (PNG and CNG) sold in the corresponding financial year. Average emission intensity is calculated automatically by taking the average of emission intensity of each financial year.</p>
5.2	<p>a) Please enter the volume of Compressed Biogas (CBG) in MMSCM blended in natural gas supply during the corresponding financial year.</p> <p>b) The percentage of the volume of CBG blended over the total volume of natural gas (PNG and CNG) sold for the corresponding financial year shall be calculated automatically. Average blending % in CBG blending shall be calculated by taking the average of the percentage of CBG blended over the total sales volume of natural gas for each financial year.</p>
5.3	<p>a) Please enter the cumulative number of smart meters installed (across all of their GAs) by the entity at the end of financial year.</p> <p>b) The percentage of the smart meters installed out of billed PNG-D connections shall be calculated automatically. The average percentage of smart meters shall be calculated automatically.</p>
5.4	<ul style="list-style-type: none"> Please describe some of the Digitalization initiatives undertaken: Use of Artificial Intelligence / IOT in monitoring and prevention of leakages in the CGD pipelines, loss of product / damage to CGD pipeline due to 3rd party intrusion, improving the reliability of the critical rotary equipment which have been replicated throughout all GAs of the entity in the box provided below in the form.
6.0	<p>Section 6: Leaks & Losses</p>



Excellence Awards 2025 in CGD

	Its objective is to evaluate the performance of the entity on the improvement of operational efficiency by reducing gas loss across operations.
6.1	<ul style="list-style-type: none"> Please enter the absolute volume of natural gas losses (excluding system use gas) in MMSCM across operation during the corresponding financial year. The percentage of the absolute volume of natural gas loss over the total sales volume of natural gas (PNG and CNG) for the corresponding financial year shall be calculated automatically. Average gas loss percentage shall be calculated by taking the average of the percentage of natural gas losses over the total sales volume of natural gas for each financial year.
7.0	<p>Section 7: Financials</p> <p>Its objective is to assess and evaluate the investment activities of the entities for the CGD sector and also on the aspect of financial discipline around those investment activities.</p>
7.1	<p>a) Please enter the amount of Earnings before interests and taxes (EBIT) in crore rupees earned for the corresponding financial year.</p> <p>b) Please enter the amount of capital employed in crore rupees in the corresponding financial year.</p> <p>c) The Return on Capital Employed (ROCE) for the financial year shall be calculated automatically by dividing EBIT with capital employed for the corresponding financial year. Average ROCE shall be calculated by taking the average of the ROCE for each financial year.</p>
7.2	<ul style="list-style-type: none"> Please enter the number of instances of failure to submit Performance Bank Guarantee (PBG) within stipulated time by the entity for the corresponding financial year. (Note: Stipulated time considered here is within the 30 days before expiration day of PBG) The average number of instances of failure submitting PBG within stipulated time by the entity shall be calculated automatically by taking the average of the number of instances in each financial year.
7.3	<ul style="list-style-type: none"> Please enter the absolute amount of the Late payment surcharge Paid/Payable in respect of other charges as per Levy of Fee and Other Charges Regulations of PNGRB for the corresponding financial year. Average late payment surcharge shall be calculated automatically by taking the average of the late payment surcharge paid/payable for each financial year.
7.4	<p>a) Please enter the amount of capital expenditure (CAPEX) in crore rupees allocated as per detailed feasibility report (DFR) of the CGD projects for the corresponding financial year.</p> <p>b) Please enter the amount of CAPEX in crore rupees spent on the CGD projects for the corresponding financial year.</p> <p>c) The percentage of CAPEX spent over the CAPEX allocated for the corresponding financial year shall be calculated automatically. Average percentage shall be calculated by taking the average of the percentage of CAPEX spent over the CAPEX allocated for each financial year.</p>
7.5	<p>a) Please enter the amount of Earnings before interests, taxes, depreciation and amortization (EBITDA) in crore rupees earned for the corresponding financial year.</p> <p>b) The EBITDA per unit of gas sold for the financial year shall be calculated automatically by dividing EBITDA with the total gas sales (PNG+CNG) for the corresponding financial year. Average EBITDA per unit of gas sold shall be calculated automatically.</p>



Excellence Awards 2025 in CGD

8.0	<p>Section 8: Data Compliance</p> <p>Its objective is to evaluate the performance of entities on compliance with submission of CGD data to PNGRB</p>
8.1	<ul style="list-style-type: none"> • Please enter the number of instances of failure submitting CGD data (E1 to E4) within the stipulated timeline as per PNGRB Regulation 13 during the corresponding financial year. • Average number of instances of failure to data compliance shall be calculated automatically by taking the average of the number of instances of failure to data compliance in each financial year.
8.2	<ul style="list-style-type: none"> • Please enter the number of instances of failure submitting consumer protection data within the stipulated timeline during the financial year 2024-25. • Average number of instances of failure to data compliance shall be calculated automatically by taking the average of the number of instances of failure to data compliance in each financial year.

