



# Strengthening Stakeholders Communication & Engagement



Communication is central to regulatory effectiveness.



# The 5 Cs of Communication

*Effective communication reduces ambiguity, improves compliance, and minimizes disputes*

## Clear

### Simple, unambiguous language:

Use plain language. Set style rules and train staff

## Courteous

### Be respectful and empathetic:

Keep the tone professional, respectful, and citizen-focused



## Concise

### Say only what matters.

Set word limits, Cut anything non-essential

## Concrete

### Use facts, examples, and specifics.

Use facts, data and examples for empowering & impactful message

## Correct

### Check facts. Fix errors fast.

Review checklists and approval logs, confirm from multiple sources

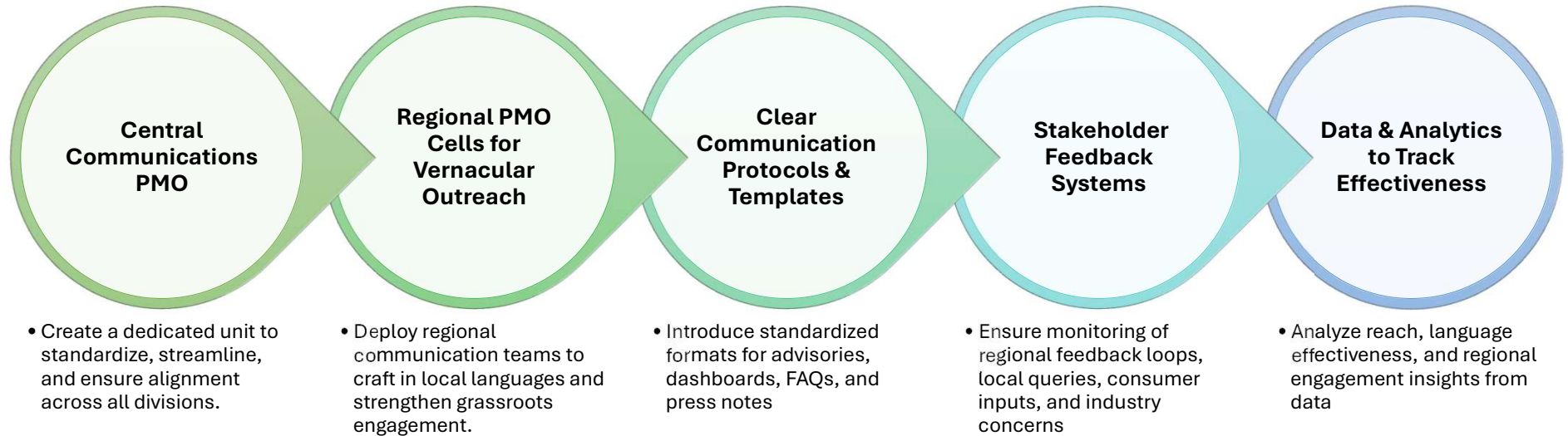
# Multi-Channel Communication Campaign

<b>Integrated Outreach Across Platforms</b>	Use digital, print, social media, and on-ground channels to ensure consistent, accessible communication
<b>Segmentize Messaging</b>	Tailor communication for target stakeholders' group to increase relevance and clarity.
<b>Two-Way Interaction Mechanisms</b>	Encourage feedback through webinars, surveys, polls, and public forums to build trust and responsiveness.
<b>Synching Communication</b>	Align outreach with regulations, compliance deadlines, and decisions to keep stakeholders informed in real time.
<b>Enhance Visibility</b>	Share periodic bulletins, highlights, and explanatory briefs to maintain transparency and stakeholder engagement.
<b>Analytics for Engagement Tracking</b>	Use digital analytics to monitor reach, sentiment, and engagement, enabling data-driven improvements.

Digital platforms are making communication transparent and accessible



# Setting Communications Program Management Office



The future of PNGRB communication lies in moving from reactive correspondence to proactive & regional engagement



# Legal Impact Assessment & Procedural Review

The seven steps structured approach can be followed to ensure every administrative decision meets legal standards and protects due process rights.

**1**

## Structured Checklist

Verify legal provisions, jurisdiction, and applicable regulations.  
Verify timelines, and documentation standards.

**2**

## Define Issues Early

Frame precise questions for determination and identify all applicable legal and regulatory provisions before proceeding with the matter.

**3**

## Ensure Due Process

Issue proper notices and show-cause letters. Provide adequate hearing opportunities and systematically record all party submissions and evidence presented. (principles of natural justice)

**4**

## Document Everything

Maintain complete records of all filings, hearings, approvals and communications.

**5**

## Record Reasoning

Link facts and evidence directly to conclusions. Clearly state why each view or argument is accepted or rejected with legal justification.

**6**

## Internal Review (Legal)

Conduct legal review before finalizing orders. Check consistency with past decisions, precedents, and current regulatory framework. Routine communications do not require scrutiny. However, where a letter affects rights, obligations, or has legal consequences, legal scrutiny becomes essential.

**7**

## Use Standard Templates

Follow structured formats for orders. Include mandatory sections for procedure compliance, legal assessment, and reasoning

# Standard Templates Design Framework

## Standardized Structure for orders

- Title, Parties, Background
- Issues for Determination/prayer
- Submissions of Parties
- Check Procedural Compliance (Notice • Hearing • Timelines)
- Analysis & Findings
- Final Directions/Order

## Standardized Structure for Regulations/amendments

- Initiation/ identification of need
- Draft Regulation/amendment
- Internal review by departments
- Stakeholder Consultation
- Review & Incorporate Comments
- Legal & Procedural Compliance Check
- Approval by Board
- Publication in Official Gazette (effective date)
- Communication to Stakeholders & Implementation

## Key Aspects:

- Accompany Draft Regulations with an Explanatory Memorandum. (Emphasize objective, rationale and key changes of the proposed provisions)
- A separate tab for Draft Regulations should be maintained on the website capturing date-wise steps undertaken in the regulatory process.
- Document everything.

# Public Dashboards: Transparency & Feedback

## Limited visibility into progress and outcomes

- Introduce standardized periodic dashboards tracking key regulatory milestones, compliance status, and performance indicators to measure progress.

## Minimal stakeholder interaction

- Embed feedback and query mechanisms in all channels to provide better access and convenience to stakeholders.

## Data complexity reducing usability for non-technical audiences

- Use simplified visuals, explanatory notes, and glossary support to make dashboards intuitive and stakeholder-friendly.



## Select the Application to Login



TPJA Empanelment  
and PNGRB TPCA  
Regulations



Pipeline Monitoring,  
Capacity and Incident  
Analysis



e-Court / e-filing of  
Board Cases



Authorisation

# Data Portal For Sector Statistics

## Key Statistics View All

- Domestic Piped Natural Gas**  
**1,62,60,754**  
 Total Connection of DPNG
- Commercial Piped Natural Gas**  
**47,728**  
 Total Connection of CPNG
- Industrial Piped Natural Gas**  
**21,334**  
 Total Connection of IPNG
- Compressed Natural Gas**  
**8,616**  
 Total Stations of CNG

## Statistics

Key Statistics ⌵

Title	Uploaded on	Data Sheet
Natural Gas Pipelines Network in India As on December, 2025	23/03/2026	pdf (Size: 881 KB)
PNGRB Monthly Bulletin - Month of January 2026	20/03/2026	pdf (Size: 3.60 MB)
PPPL MIS - Month of December 2025	12/03/2026	pdf (Size: 595 KB)
Monthly CGD Progress Report As on January, 2026	09/03/2026	pdf (Size: 552 KB)
Petroleum & Petroleum Product Pipelines in India As on December, 2025	05/03/2026	pdf (Size: 281 KB)
CGD MIS - Month of December 2025	25/02/2026	pdf (Size: 8.40 MB)
NGPL MIS - Month of November 2025	28/01/2026	pdf (Size: 1.71 MB)

### Simplify User Interface & Navigation

- Redesign existing portals with intuitive layouts, role-based views, gamification to enable easier access for diverse user groups.

### Enable Interactive Data Exploration

- Introduce filters, drill-downs, comparison tools, and downloadable datasets to support self-analysis and informed decision-making.

### Embed Feedback & Support Mechanisms

- Provide in-portal feedback forms, FAQs, and help prompts to capture user inputs and continuously improve usability.

# Recommendation: Regulatory Communication Lifecycle

Field Findings, Entity Submissions, Policy Directions, Or Emerging Market Risks.

**Trigger & Inputs**

**Internal Assessment**

Technical And Administrative Evaluation, Inter-divisional Consultation

**Risk Evaluation**

Classification based on risk severity, determining urgency and regulatory response

**Communication Type Selection**

Appropriate Instrument— Advisory, Clarification, Direction, Consultation, Or Amendment

**Drafting & Standardization**

Clear, structured communication is drafted with defined actions, timelines, and standardized formats.

**Approval Process**

Review and approval by the competent authority to ensure consistency

**Official Issuance**

Formally issued through official letters, websites, and digital platforms

**Stakeholder Reception**

Acknowledge the communication and seek clarification accordingly

**Compliance & Monitoring**

Implementation and compliance monitoring through audits, dashboards, and field verification

**Feedback & Improvement**

Insights from implementation are captured to strengthen future advisories, SOPs, and regulations



# Next Steps

Act now to strengthen PNGRB communications & engagement.

-  **1: Implementation of Regulatory Communication Lifecycle**
-  **2: Appointment of Divisional Nodal Officer to establish PMO**
-  **3: Reinventing Dashboards for stakeholders' friendly interface**
-  **4: Monthly Newsletter/Bulletins for major highlights**
-  **5: Develop legal diligence framework across divisions**

**Effective Communication Enables Effective Regulation**

