



**GAIL (India) Limited**

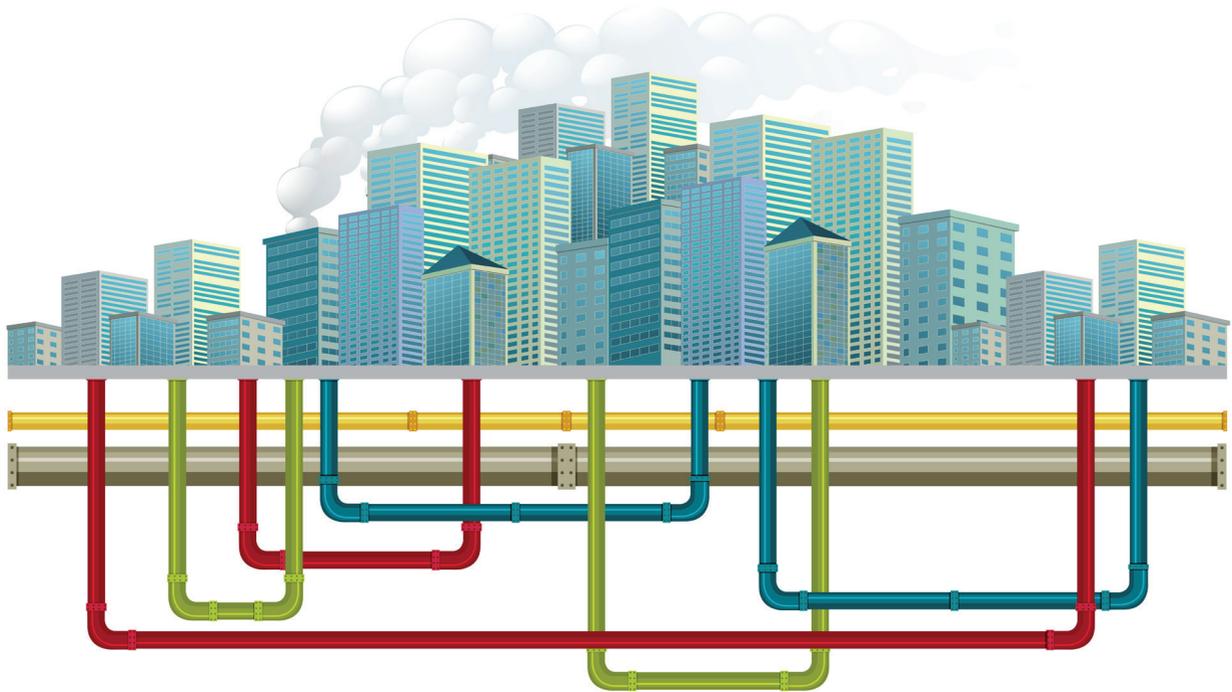
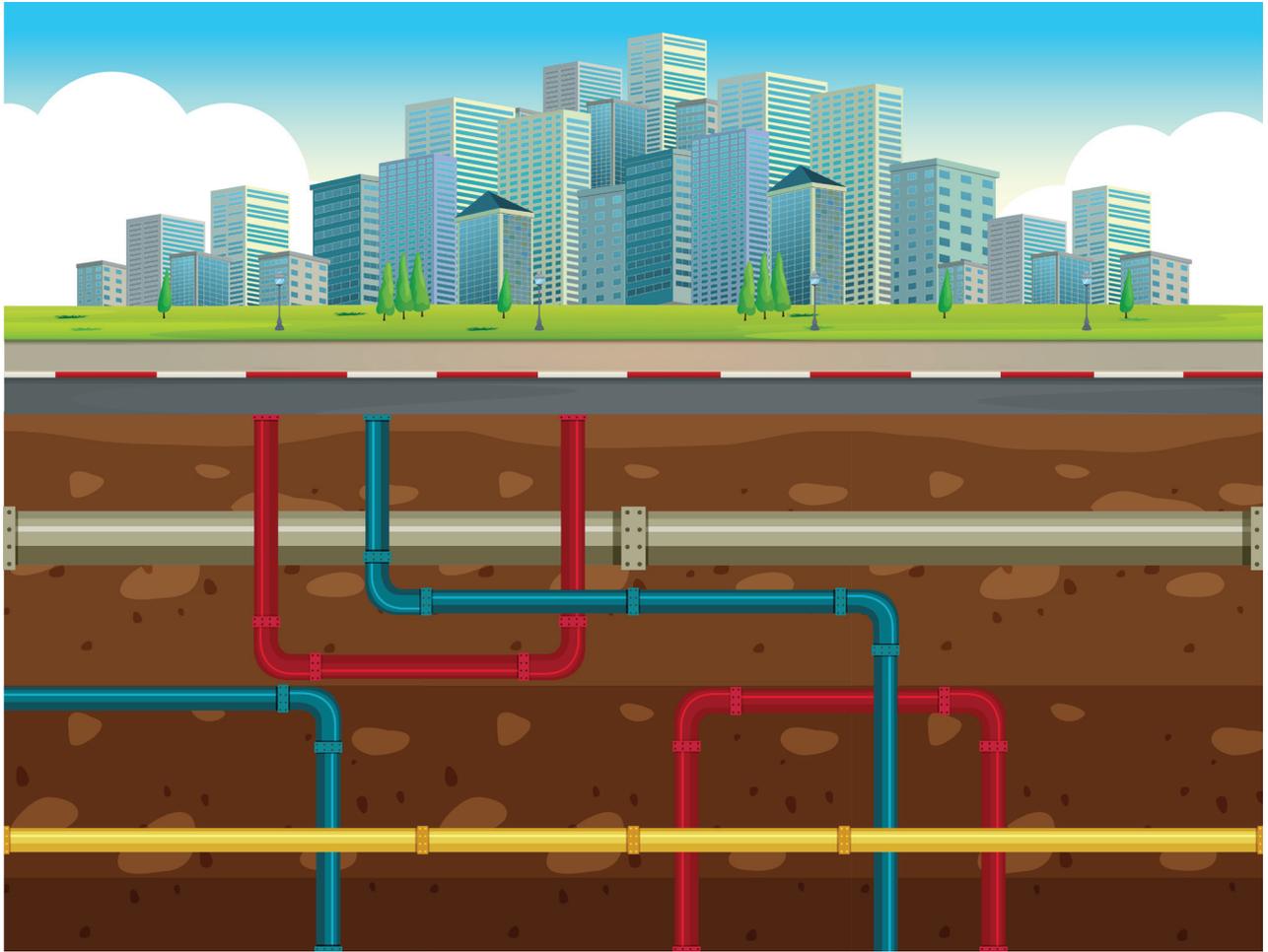
# नाव - चेतना Nav-Chetna

(A Booklet on C&P Initiatives for  
Ease of Doing Business)



# New India New Energy







निर्देशक  
Deepak Gupta



GAIL (India) Limited

परियोजनाओं के निदेशक  
Director (Projects)



## MESSAGE

Dear Esteemed Partners,

Warm greetings to all as we observe Vigilance Awareness Week from 28<sup>th</sup> October to 3<sup>rd</sup> November, 2024 under the inspiring theme “Culture of Integrity for Nation’s Prosperity.” This week serves as a reminder of our collective responsibility to uphold the values of integrity and transparency in all our endeavours.

At GAIL, we are proud to maintain the highest level of integrity standards, which we believe is essential for contributing significantly to the prosperity of our nation. Our commitment to fostering a culture of integrity not only strengthens our operations but also enhances the trust placed in us by our stakeholders.

The vision of a corruption-free nation can only be realized through the unwavering commitment and cooperation of all stakeholders involved. It is imperative that we work together to build a robust framework that supports ethical practices in every aspect of our business.

I am particularly pleased to highlight the initiatives Contracts & Procurement Department of GAIL has taken to facilitate ease of doing business. By reducing the percentage requirement of Contract Performance Security to 5% and introducing multiple modes for furnishing Earnest Money and Contract Performance Security—including e-BG, Fixed Deposit Receipts and Insurance Surety Bonds—we are making strides toward a more accessible procurement process.

Our Contracts & Procurement Department has achieved remarkable milestones, including the highest ever procurement from Micro and Small Enterprises (MSEs), with a special focus on women-owned and SC/ST-owned businesses. Additionally, GAIL has conducted Entrepreneurship Development Programs specifically tailored for SC/ST and women entrepreneurs periodically. I am proud to share that our efforts have been recognized by the Ministry of MSME, which commended GAIL for enhancing procurement from MSEs, including those owned by SC/ST and women entrepreneurs.

At GAIL, we are dedicated to evolve the landscape of procurement and encourage initiatives that facilitate ease of doing business. During this Vigilance Awareness Week, we conduct various programs aimed at promoting ethics and integrity within our organization and among our stakeholders.

Thank you for your continued trust and support. Together, let us pledge to fight corruption in all its forms and continue our journey toward excellence.

Jai Hind!

Date : 29<sup>th</sup> October 2024

Place : New Delhi

(Deepak Gupta)

# Growing with Green Energy



var dēkj fl g  
Anant Kumar Singh



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Chief Vigilance Officer



## MESSAGE

Dear Esteemed Partners,

I am pleased to know that a Business Partner Interactive Meet is being organized by the Contracts & Procurement Department of GAIL during Vigilance Awareness Week- 2024. This initiative reflects GAIL's commitment to fostering Transparency and Integrity in all operations.

Every year, we observe the Vigilance Awareness Week to make the general public and our stakeholders aware of the ill effects of corruption. This year's theme, "Culture of Integrity for Nation's Prosperity". The essence of this theme underscores the vital role of Integrity that plays in the sustainable development of our nation. The theme also holds significant relevance as GAIL has a culture to cultivate an environment of trust and ethical conduct within the organization and beyond by maintaining highest level of Integrity.

I commend the efforts taken by GAIL in general and the Contracts & Procurement Department in particular in promoting good governance by adopting initiatives for promoting fairness, efficiency and transparency in business operations. It has also been at the forefront of educating stakeholders about good business practices.

In GAIL, we consider our vendors and contractors as not merely suppliers but our Business Partners and this Meet is obviously significant for our Business Partners. It serves as a platform to enhance collaboration and share best practices that can contribute to collective success. The role of our Business Partners is crucial in driving growth and innovation within our organization.

As we gather for this meet, I encourage all our Business Partners to participate with enthusiasm. Their involvement and cooperation are instrumental in conducting our businesses in a professional, efficient and transparent manner. Your engagement is vital in our shared journey towards a corruption-free nation built on a foundation of Integrity.

Let us uphold the spirit of this year's theme "Culture of Integrity for Nation's Prosperity" and work together to create a prosperous Nation by maintaining Integrity in our Culture.

Jai Hind!

Date : 29<sup>th</sup> October 2024

Place : New Delhi

A handwritten signature in blue ink, appearing to be 'Anant Kumar Singh'.

(Anant Kumar Singh)

# RENEWABLE ENERGY INNOVATIONS



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S. Halder



GAIL (India) Limited

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Executive Director



## MESSAGE

Dear Esteemed Partners,

I am delighted to extend my warm greetings to all of you as we convene for the Business Partner Interactive Meet during Vigilance Awareness Week 2024. This year's theme "Culture of Integrity for Nation's Prosperity" resonates profoundly with our collective mission at GAIL (India) Limited. Integrity is not merely a principle; it is the cornerstone of sustainable growth and development for our nation.

At GAIL, we recognize that a culture rooted in integrity is essential for fostering trust and collaboration. We are committed to maintaining and enhancing transparency, fairness and equity across all our operations. Our efforts to streamline business processes are aimed at upholding the highest standards of integrity, ensuring that our growth is built on a solid foundation of ethical conduct.

We take great pride in our initiatives to enhance procurement from Micro and Small Enterprises (MSEs) including those owned by SC/ST and Women entrepreneurs. By actively promoting inclusivity, we are not only empowering underrepresented sections of society but also enriching our supply chain with diverse perspectives and innovation. This commitment reflects our dedication to the principles of social responsibility and equitable growth.

At GAIL, our commitment extends beyond business operations; we are deeply dedicated to social responsibility. In addition to our ongoing CSR initiatives, we have launched an Entrepreneurship Development Program specifically designed for emerging entrepreneurs from underrepresented sections of society including women. This program seeks to empower individuals by providing them with the necessary resources and opportunities to thrive in their business ventures. Moreover, our regular Vendor Development Programs, held across various work centers further exemplify our commitment to fostering growth and offering comprehensive support. These initiatives underscore our dedication to nurturing talent and facilitating the success of our partners.

GAIL is committed to promoting Ease of Doing Business initiatives. This year, we have reduced the requirement for Contract Performance Security (CPS) to 5% of the contract value for goods and services, down from the previous rate of 10%. Additionally, we have introduced new modalities for submission of Earnest Money Deposits (EMD) and CPS also through Fixed Deposit Receipts (FDRs) and Insurance Surety Bonds. These options provide our partners with greater flexibility and alternative methods for deposit submission.

As we gather today, I encourage all stakeholders to engage in open dialogue, share insights and provide feedback. Your contributions are invaluable as we work together towards a transparent, accountable and corruption-free future.

I sincerely appreciate your active participation and unwavering support in GAIL's endeavours. Together, let us continue to build a stronger & more prosperous India.

Looking forward to meaningful interactions during the meet.

Jai Hind !

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Date : 29<sup>th</sup> October 2024

Place : New Delhi

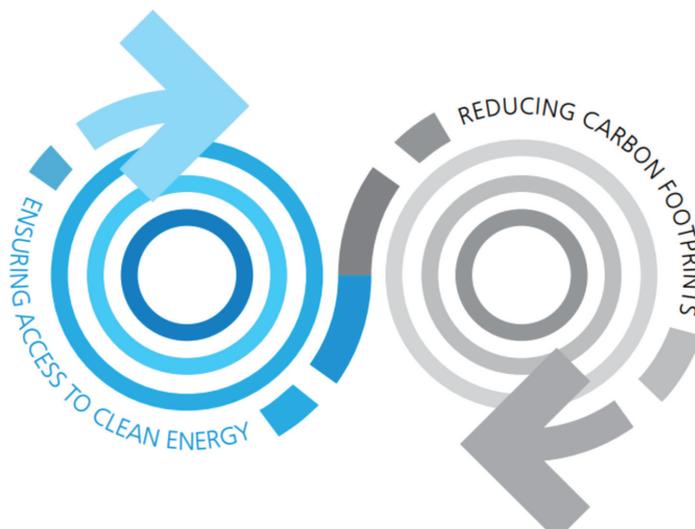
S. Halder

Executive Director (C&P)

GAIL (India) Limited



# CORPORATE OVERVIEW





**MISSION**  
Enhancing quality of life through clean energy and beyond

**VISION**  
Be the leader in natural gas value chain and beyond, with global presence, creating value for stakeholders with environmental responsibility

**Quality of Life**

The Company strives to transform the lives of the people it touches by providing improved and environment-friendly products and services in a sustainable way.

**Stakeholders**

The Company aspires to fulfil the aspirations of its larger stakeholder community, from its employees to customers, partners and society by creating sustainable value. It is accountable for delivering superior results, creating value and generating economic opportunities for the deprived section.

**GAIL'S ASPIRATIONS TO ACHIEVE ITS VISION**

**Clean Energy and Beyond**

The Company promotes use of superior, sustainable, environment-friendly and efficient energy sources including natural gas, renewables and other clean alternative energies.

**Environmental Responsibility**

The Company promotes highest levels of operational safety, employee health and cleaner environment. It further strives to minimise its negative impact on the environment and the community.



## GAIL'S CORE VALUES



### INTEGRITY & ETHICS

It is transparent, fair and consistent in dealing with people. It insists on honesty, integrity and trustworthiness in all its activities and seeks to exhibit highest levels of personal and institutional integrity.



### EXCELLENCE

It seeks to achieve the pinnacle of excellence in all the business verticals where it has significant presence with continuous improvement and learning.



### RESPECT

It believes in people, recognises its responsibility towards the employees and respects their unique contribution, teamwork, dignity, rights and privacy.



### TECHNOLOGY & INNOVATION

It acknowledges entrepreneurial spirit and constantly supports development of newer technologies, introduction of new ideas/ products, improved processes, better services and management practices.



### CUSTOMER

It strives relentlessly to exceed the expectations of its customers and to be their first preference by delivering superior products and services, and creating sustainable value.

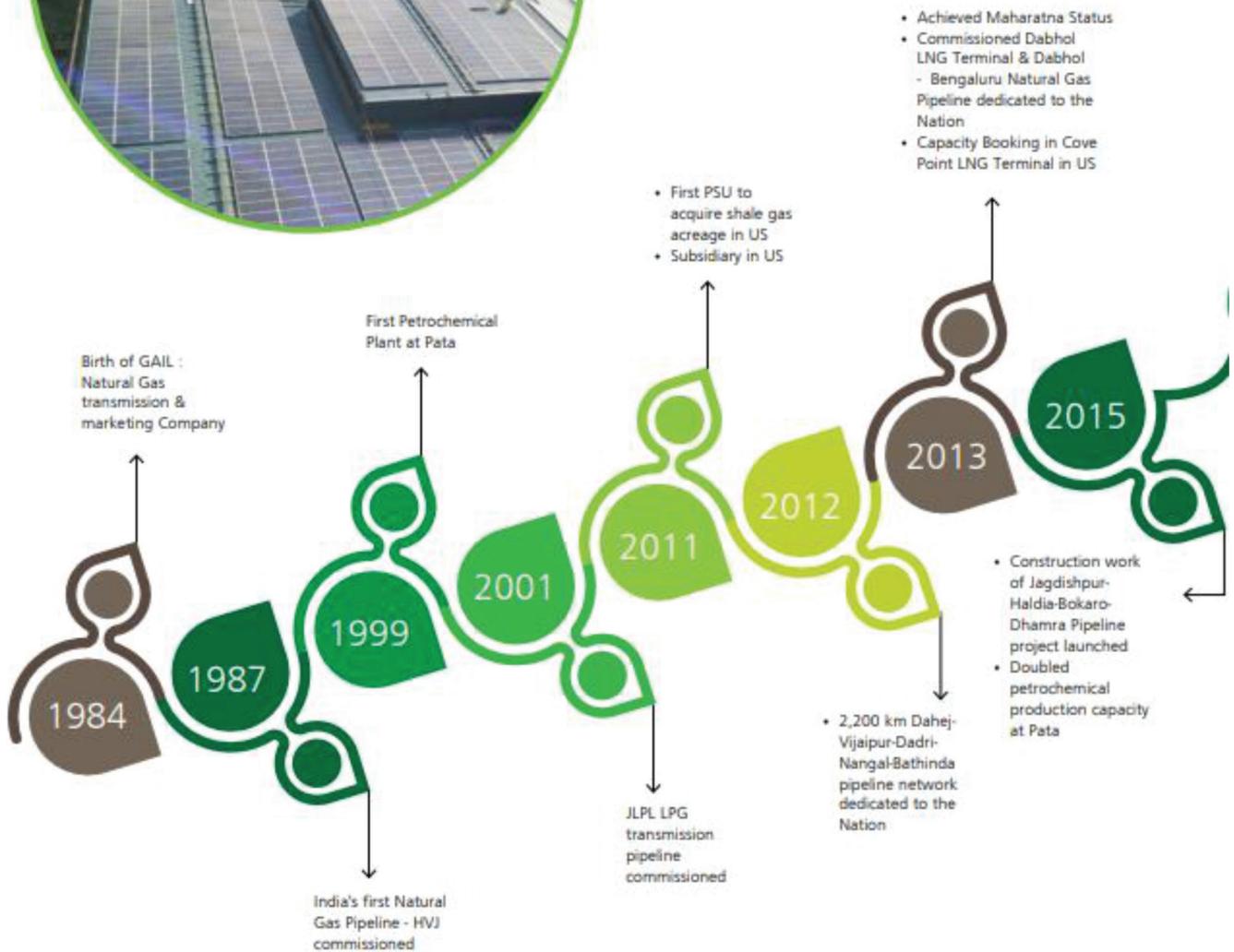


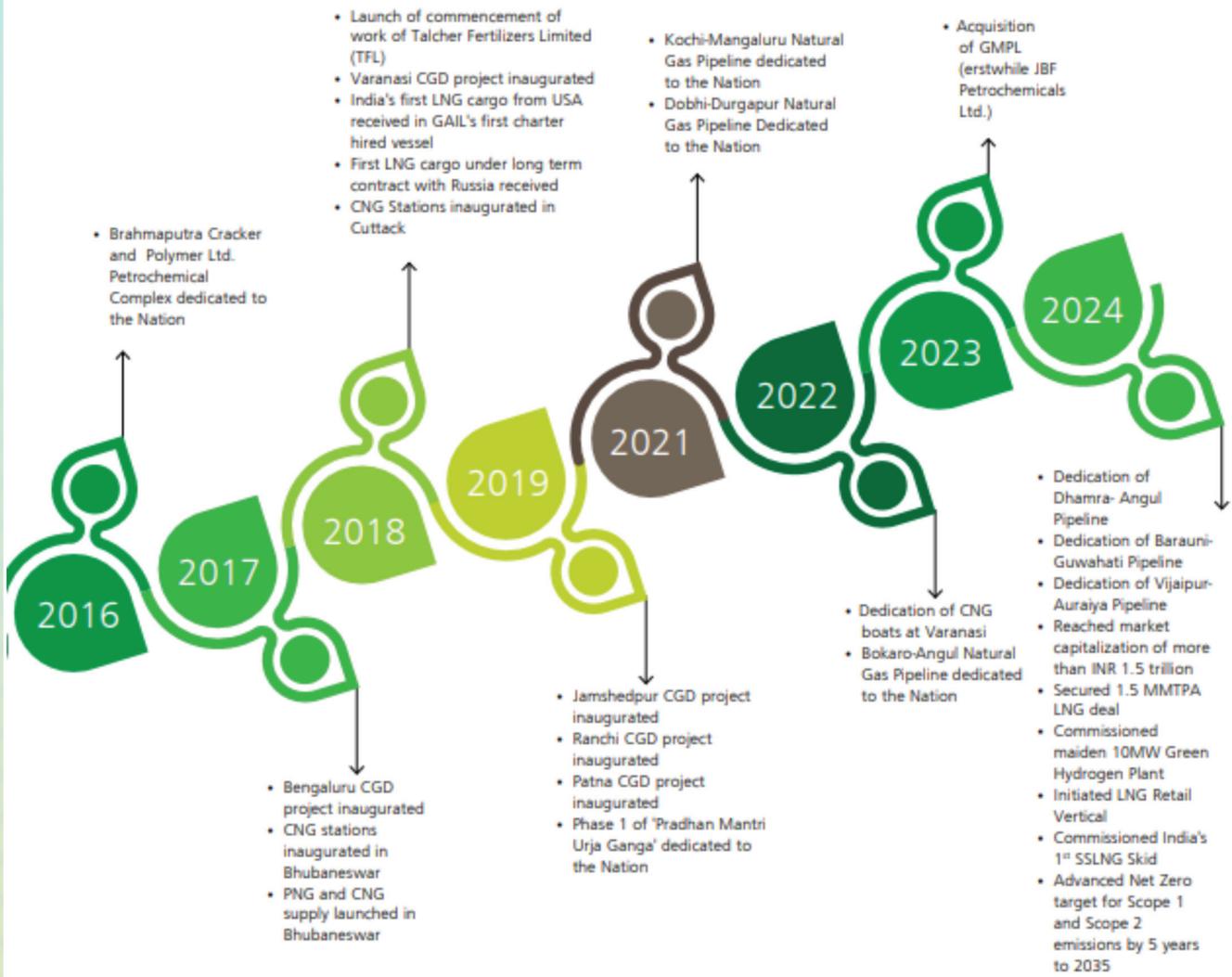
### SAFETY

It aims at providing a safe workplace for its workforce and the communities around it, along with respecting the environment.



## GAIL'S JOURNEY





### Contributing To Nation's Progress

Contributes more than  
 **48%**  
 of the Natural Gas (NG)  
 sold in India

Operates  
 **65%**  
 of the total Natural  
 Gas transmission  
 pipelines in India

Operating around  
 **42%**  
 of India's CNG  
 stations  
 (CGD JVs/ GAIL Gas)

## GAIL'S DIVERSIFIED PORTFOLIO

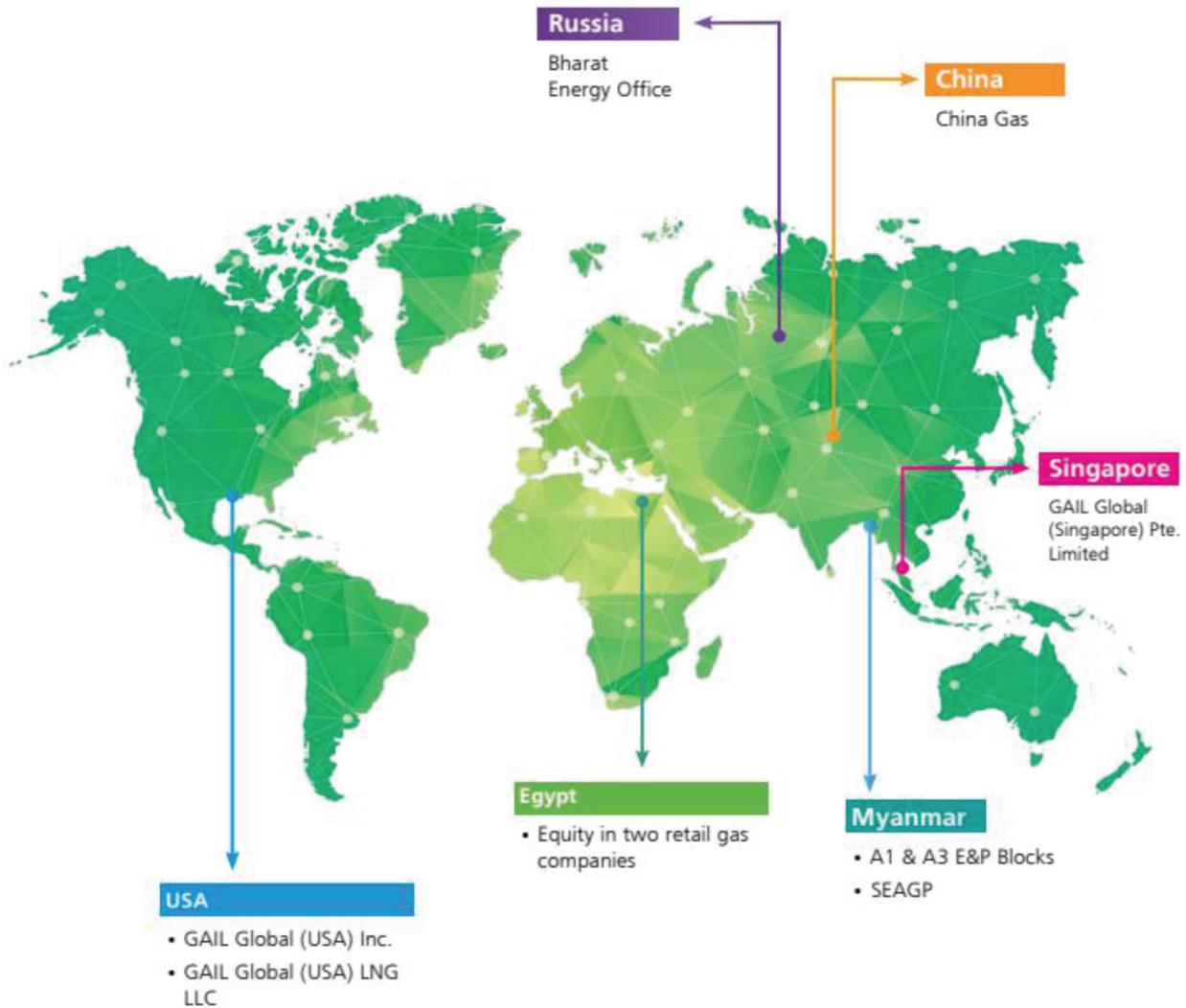
GAIL aims to maximise the value potential of its portfolio by capitalising on its market position and strengthening areas of value creation.



## GAIL'S EXTENSIVE GLOBAL PRESENCE

Among Top  
10 Global LNG  
portfolio marketers

LNG portfolio of around  
15.5 MMTPA



– Corporate Portrait



Shri Sandeep Kumar Gupta, Chairman and Managing Director, GAIL, has been conferred with the 'CEO with HR Orientation' award at the 32<sup>nd</sup> World HRD Congress & Awards held in Mumbai.



GAIL was recognized with the prestigious International "Asian Oil and Gas Awards 2023" for the categories "Midstream Project of the Year" and "Innovation Award" at the event held in Kuala Lumpur, Malaysia.



GAIL was honoured with the prestigious "FIPI Oil & Gas Awards 2022" in two categories (i) "Best Natural Gas Transportation Company of the Year Award" & (ii) "Best Managed Project of the year Award" in New Delhi received in June 2023.

## Awards & Recognition in FY 2023-24

GAIL has been conferred with the prestigious International award under category Value for Money by the International Federation of Training and Development Organization (IFTDO). The award was presented during the 50<sup>th</sup> IFTDO World Conference & Golden Jubilee Celebrations held in Cairo, Egypt.

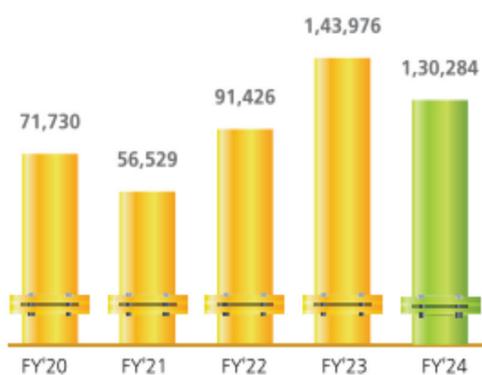
GAIL received the "15<sup>th</sup> Vishwakarma Award 2024" by CIDC in the category "Achievement Award for Best Construction Projects" for Barauni - Guwahati Natural Gas Pipeline Project in New Delhi.

Director (Finance), GAIL was honoured with the prestigious "CFO Leadership Award for excellence" in CFO category, at the 14<sup>th</sup> Edition of the CMO Asia Awards in Singapore in August 2023.

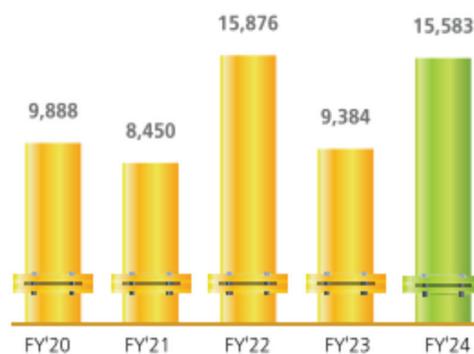


## KEY FINANCIAL HIGHLIGHTS (STANDALONE)

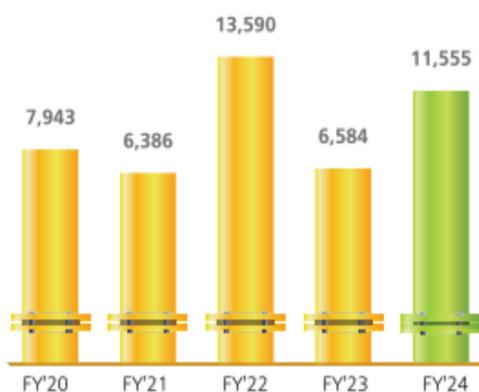
### GROSS SALES (₹ IN CRORE)



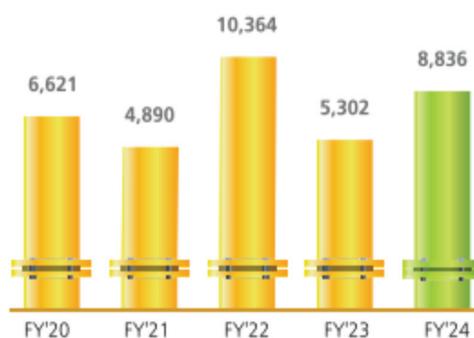
### GROSS MARGIN (EBITDA) (₹ IN CRORE)



### PROFIT BEFORE TAX (₹ IN CRORE)



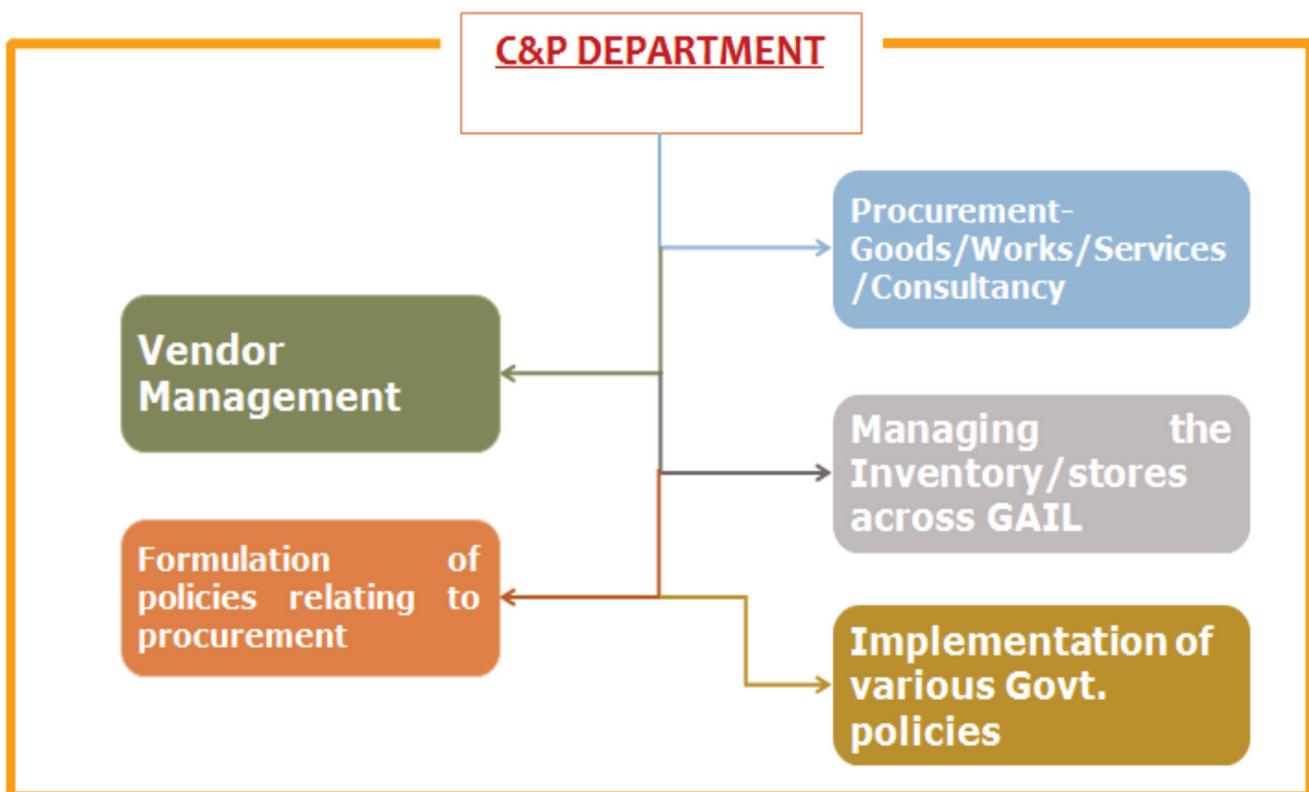
### PROFIT AFTER TAX (₹ IN CRORE)



## CONTRACTS & PROCUREMENT IN GAIL:

- 1 The Contracts and Procurement (C&P) Department of GAIL, holding ISO 9001:2015 certification, serves as a cornerstone in the organization's operational framework. It assumes a pivotal role in the acquisition of diverse goods, services, and works essential for GAIL's multifaceted operations. This encompasses everything from procuring critical infrastructure for projects to securing operational supplies and engaging consultancy services across domains like Operations & Maintenance, Business Development, Marketing, HR, Finance, and Projects.

Central to its mandate is upholding fairness and transparency in all procurement processes, ensuring adherence to stringent standards and regulatory compliance. The department excels in vendor management, overseeing relationships to guarantee quality, timeliness and adherence to contractual obligations. Furthermore, it meticulously manages inventory and stores across GAIL's extensive network of work-centers, optimizing stock levels and minimizing wastage. In addition to operational responsibilities, the C&P Department formulates and revises policies governing procurement activities, aligning them with evolving governmental directives such as Government e-Marketplace (GeM), public procurement policies favoring Micro & Small Enterprises (MSEs) and initiatives promoting Make in India and local content. This comprehensive approach underscores the department's commitment to efficiency, ethical practices and contributing to national economic objectives while supporting GAIL's operational excellence and strategic goals.



At present, C&P department is available at the following locations across GAIL as detailed below:

1	Agartala, Tripura	10	Noida & NCR	19	Ranchi, Jharkhand
2	Pata, UP	11	Hazira, Gujarat	20	Vijaipur, MP
3	Bengaluru, Karnataka	12	Jaipur, Rajasthan	21	Mansarampura, Rajasthan
4	Chainsa, Haryana	13	Jamnagar, Gujarat	22	Mumbai, Maharashtra
5	Vizag, AP	14	Jhabua, MP	23	Vaghodia, Gujarat
6	Delhi	15	Kailaras, MP	24	Vadodara, Gujarat
7	Dibiyapur, UP	16	Khera, MP	25	Karaikal, Tamil Nadu
8	Gandhar, Gujarat	17	Kochi, Kerala	26	Rajahmundry, AP
9	Bhubaneswar, Orissa	18	Usar, Maharashtra		

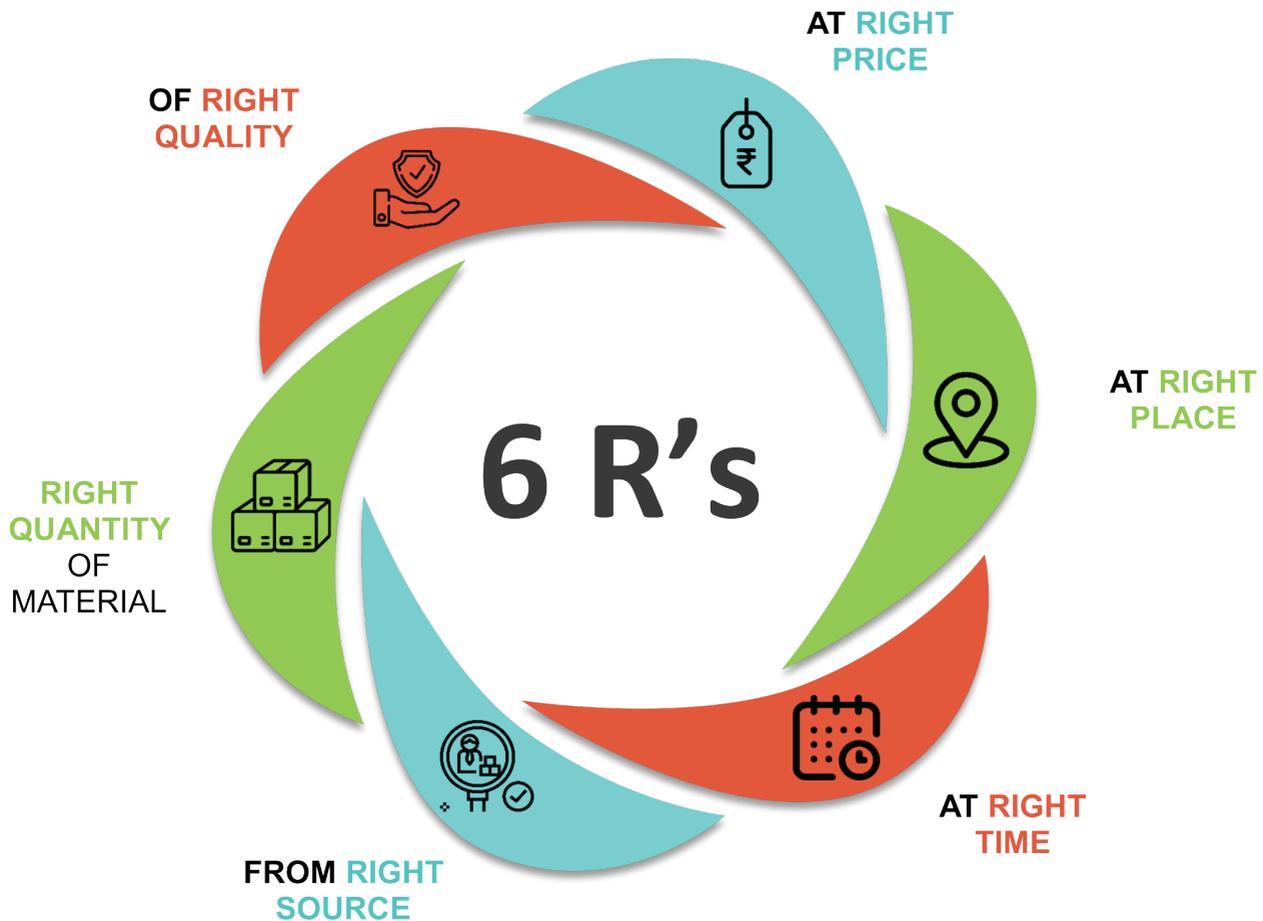
## 2. Objective of C&P Department

The objective of the Contracts & Procurement functions is to be able to provide the required equipment / material / services of the right quality in right quantity at the right price from right source so as to reach the specified place at the right time and to be able to execute works at site in required sequence and as per schedules allowing fair and equal opportunity of bidding to all competent bidders, subject to the management's guidelines in respect of Works / Procurement Policy.

## 3. Vision of C&P Department

Be the leading Contracting and Procurement Company and ensuring timely delivery & execution. Creating excellence with ethics by fostering most ethical and corruption free business environment for all the Partners in Progress.

#### 4. 6Rs of Procurement



#### 5. ACHIEVEMENTS DURING THE YEAR

GAIL, a trailblazer in the realm of public procurement, has once again been lauded for its exemplary commitment to inclusivity and excellence. Recognized with the prestigious award for the second highest percentage procurement from SC/ST owned Micro and Small Enterprises (MSEs) in the highest category of total procurement exceeding Rs. 1000 Crores for the fiscal year 2022-23, GAIL has set a benchmark in fostering diversity and empowerment.

At the distinguished CPSE conclave on Public Procurement Policy held at Vigyan Bhawan, New Delhi on 01.03.2024, the honor was conferred upon GAIL amidst accolades and applause. Sh. Deepak Gupta, Director (Projects), and Sh. S. Halder, ED (C&P), proudly accepted the award from Sh. Narayan Rane, Hon'ble Minister of MSME, in recognition of GAIL's unwavering dedication to promoting procurement from MSEs owned by SC/ST entrepreneurs.

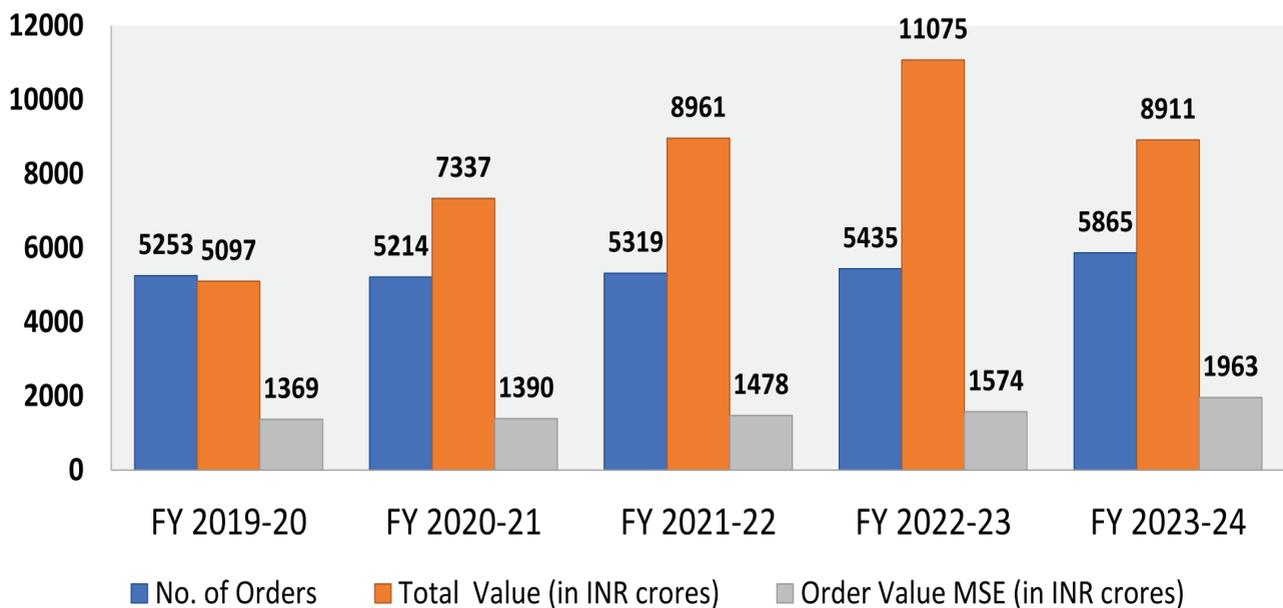
This achievement not only highlights GAIL's leadership in responsible procurement practices but also underscores its pivotal role in supporting socio-economic empowerment. By showcasing best practices and surpassing targets, GAIL continues to exemplify excellence in corporate citizenship and contributes significantly to the nation's developmental goals.

This accolade is a testament to GAIL's ethos of integrity, transparency, and inclusive growth, reaffirming its position as a beacon of success in the public sector.





6. In FY 2023-24, GAIL has placed orders/ contracts valuing Rs. 8911 Crores. The details of Orders placed by C&P department of GAIL in last five years are as under:-



## 7. GeM Procurement

GAIL has made highest ever procurement of Rs. 2704 Crores through GeM Portal during this year which is 142% of the planned procurement through GeM Portal for FY 2023-24. Thus, successfully achieved the MoU parameter as well.

## 8. Procurement from MSEs

GAIL (India) Limited has demonstrated significant achievement in fulfilling the targets set by the Public Procurement Policy for Micro and Small Enterprises (MSEs). In the fiscal year 2023-24, GAIL successfully met the overall procurement target of 25% from MSEs, amounting to a substantial INR 1963 Crores. This figure represents approximately 56.51% of the total eligible procurement, highlighting GAIL's robust support for MSEs in its supply chain. Moreover, GAIL has not only met but exceeded the sub-targets stipulated by the policy, with 4.08% of procurement directed towards MSEs owned by SC/ST entrepreneurs and 6.65% towards those owned by women entrepreneurs.

In addition to achieving procurement targets, GAIL has actively fostered the growth of MSEs through comprehensive vendor development initiatives. A total of 16 Vendor Development Programs were conducted across various GAIL work centers, emphasizing inclusivity and support for underrepresented entrepreneurs. Among these programs were four Special Vendor Development Programs specifically tailored for SC/ST and Women Entrepreneurs, aimed at enhancing their participation and competitiveness within GAIL's procurement ecosystem.

Overall, GAIL's accomplishments underscore its commitment to fostering a vibrant ecosystem for MSEs, ensuring not only compliance with national policies but also proactive engagement in empowering marginalized and women entrepreneurs through targeted developmental initiatives. These efforts not only contribute to economic empowerment but also foster a more inclusive and resilient supply chain ecosystem..

## 9. Procurement of Goods, Works, Services and Consultancy done as per Contract and Procurement (C&P) Procedure Manual which is based on guidelines of Govt. & CVC and basic principles of public procurement i.e. Fairness, Transparency and Equal opportunity Tendering activities cover from generation of requirement till award and execution & closure of contract. In GAIL Contracts are awarded on:

- a) Lowest techno-commercially acceptable bid basis
- b) Quality and Cost Based Selection (QCBS) method

## 10. The types of Contracts awarded in GAIL are as below:

- a) Procurement of Goods
- b) Hiring of Services
- c) Works Contract
- d) Hiring of Consultancy Services

**11.** There are various modes thru which aforesaid procurement activities are carried out in GAIL, some of them are as follows:

- (i) Government e-Marketplace (GeM)
- (ii) Open Domestic Tenders
- (iii) Limited Domestic Tender
- (iv) Open International Competitive Bidding(ICB)
- (v) Limited International Competitive Bidding (LICB)
- (vi) Nomination order/ award
- (vii) OEM/Proprietary Purchase
- (viii) Petty Purchase/works/services/Hand quotation for petty orders
- (ix) Annual Rate Contracts
- (x) Purchase by Board of Officers
- (xi) Emergency Purchase
- (xii) Purchase from Governmental co-operative commercial outlets
- (xiii) Quality and Cost Based Selection (QCBS) for Services

**12.** Tendering and Contracting involves three stages

- a) Pre- Award Stage
- b) Post Award (Execution of contract)
- c) Closure of Contract

## SUBMISSION OF BIDS

ISSUE OF  
CORRIGENDUM/  
ADDENDUM  
(IF APPLICABLE)

PRE-BID MEET  
(IF APPLICABLE)

FLOATING OF TENDER

PRE-TENDER MEET  
(IF APPLICABLE)

OPENING OF  
UNPRICED BIDS

TQ/CQ  
(IF REQUIRED)

TECHNO-COMMERCIAL  
EVALUATION OF BIDS

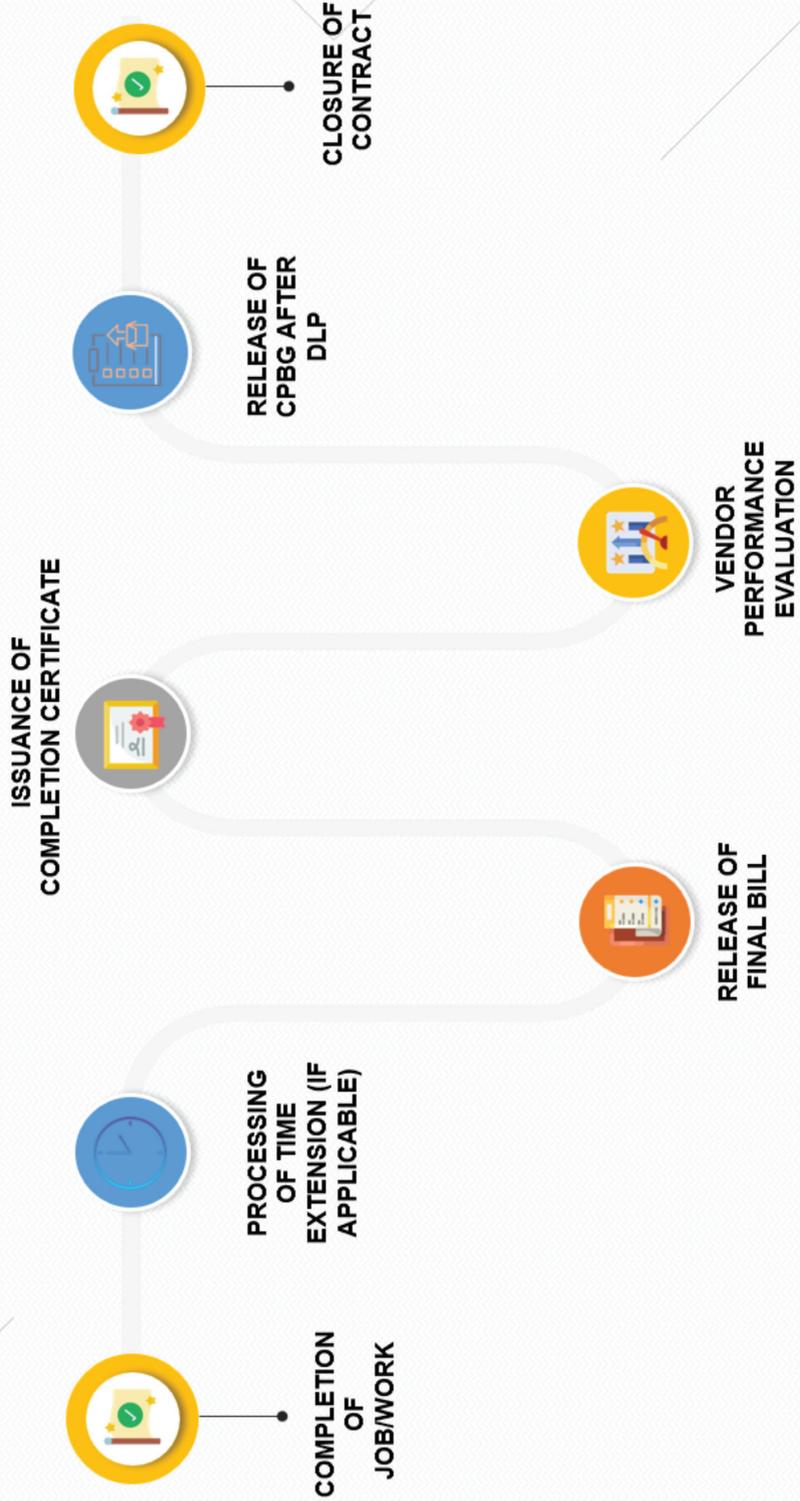
OPENING OF PRICE  
BIDS & PRICE BID  
EVALUATION

# PRE AWARD





# CLOSURE



## INTEGRITY PACT PROGRAM

### I. ADOPTION OF IP IN GAIL

GAIL, as part of its endeavour to maintain and foster most ethical and corruption free business environment, adopted the Integrity Pact, a tool developed by the Transparency International, to ensure that all activities and transactions between the Company (GAIL) and its Counterparties (Bidders, Contractors, Vendors, Suppliers, Service Providers/Consultants etc.) are handled in a fair and transparent manner, completely free of corruption. Accordingly, an MOU on Integrity Pact has been signed on 23.07.2007 by GAIL with Transparency International India.

Integrity Pact provisions are being included in all tenders of value Rs. One (1) crore and above. In case a bidder does not sign the Integrity Pact, their bid is liable for rejection.

Integrity Pact is implemented through a panel of Independent External Monitors (IEMs). The IEMs are eminent personalities of high integrity and reputation and appointed with the consent of CVC.

Further, in May, 2021, the proforma of Integrity Pact was comprehensively reviewed based on the proforma circulated by Department of Public Enterprises / CVC, inputs received from IEMs and that which are being followed by other peer CPSEs.

### II. EFFECTIVENESS IN ENSURING TRANSPARENCY AND OBJECTIVITY IN PROCUREMENT ACTIVITIES

Integrity pact consists of following salient features:-

- The Principal would commit to have most ethical & corruption-free business dealings with Counter-parties.
- The Principal will honor its commitments and make payments in a timely manner.
- The Principal will value its relationship with all counterparties and will deal with them in a fair and transparent manner.
- In competitive tenders, the Principal will deal with all counter-parties with equity, transparency & fairness.

#### **The following aspects have been observed on effectiveness of IP program:**

- Integrity pact imbibes confidence of bidders in tendering process
- Vendors are careful while quoting the tenders and feel comfortable on the post award matters/ disputes.
- Minimization of delay due to quicker resolution of tender issues/complaints, thus processing time of Tenders reduced.
- Improved Vendor's awareness, resulting enhanced performance
- Reduction in Motivated/Frivolous Complaints

- Increased comfort level for both organization and vendors.
- Indirect cost saving through minimization of delays in tender finalization. Direct cost saving through finalization of tender at a lower value.
- Critical issues relating to tender finalization have been resolved due to fair, transparent and objective assessment by IEMs

### **III ROLE OF IEMS**

At present there are three IEMs namely:-

- i) Shri Deepak Kashyap, (email id : deepakkashyapnd02@gmail.com)
- ii) Shri Yogendra Tripathi (email id : yogendratripathi@yahoo.com )
- iii) Shri Amrit Lugun (email id : asha74lugun@gmail.com)

#### **The roles and responsibilities of IEM in Integrity Pact Program are as under:-**

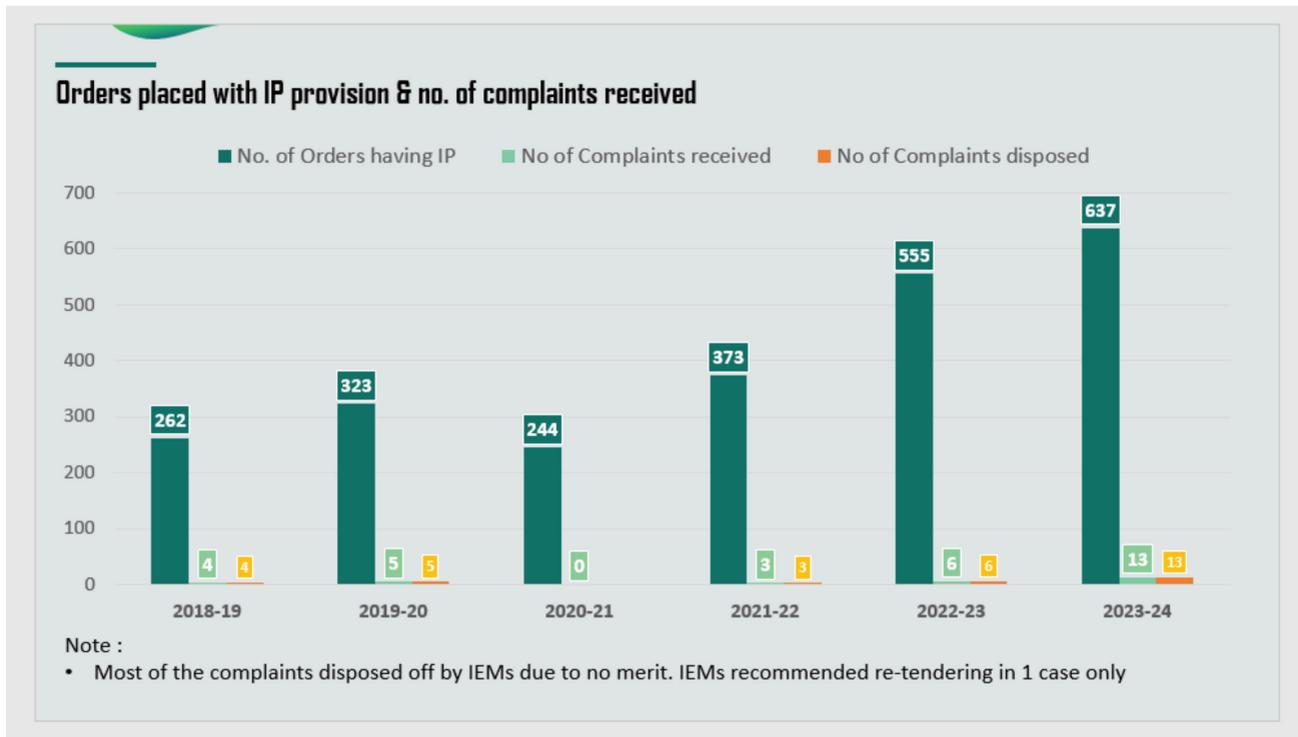
- i) The Principal appoints competent and credible Independent External Monitor for this Pact after approval by Central Vigilance Commission. The task of the Monitor is to review independently and objectively, whether and to what extent the parties comply with the obligations under this agreement.
- ii) The Monitor is not subject to instructions by the representatives of the parties and performs his/her functions neutrally and independently. The Monitor would have access to all documents/records pertaining to the contract for which a complaint or issue is raised before them, as and when warranted. However, the documents/records/information having National Security implications and those documents which have been classified as Secret/Top Secret are not to be disclosed. It will be obligatory for him/ her to treat the information and documents of the Bidders/ Contractors as confidential. He/she reports to the C&MD, GAIL.
- iii) The Bidder (s)/ Contractor (s) accepts that the Monitor has the right to access without restriction to all Project documentation of the Principal including that provided by the Contractor. The Contractor will also grant the Monitor, upon his/her request and demonstration of a valid interest, unrestricted and unconditional access to their project documentation. The same is applicable to Sub-contractors.
- iv) The Principal will provide to the Monitor sufficient information about all meetings among the parties related to the Project provided such meetings could have an impact on the contractual relations between the Principal and the Contractor. The parties offer to the Monitor the option to participate in such meetings.

- v) As soon as the Monitor notices, or believes to notice, a violation of this agreement, he/she will so inform the Management of the Principal and request the Management to discontinue or to take corrective action, or to take other relevant action. The monitor can in this regard submit non-binding recommendations. Beyond this, the Monitor has no right to demand from the parties that they act in a specific manner, refrain from action or tolerate action.
- vi) The Monitor will submit a written report to the C&MD, GAIL within 30 days from the date of reference or intimation to him by the 'Principal' and, should the occasion arise, submit proposals for correcting problematic situations.
- vii) If the Monitor has reported to the C&MD, GAIL, a substantiated suspicion of an offence under relevant IPC/PC Act, and the C&MD, GAIL has not, within reasonable time, taken visible action to proceed against such offence or reported it to the Chief Vigilance Officer, then only in case of very serious issue having a specific, verifiable Vigilance angle, the matter should be reported directly to the Central Vigilance Commission.
- viii) In case of any complaints referred under IP Program, the role of IEMs is advisory and would not be legally binding and it is restricted to resolving the issues raised by an intending bidder regarding any aspect of the tender which allegedly restricts competition or bias towards some bidder.
- ix) After award of contract, the IEMs shall look into any issue relating to execution of contract, if specifically raised before them. As an illustrative example, if a contractor who has been awarded the contract, during the execution of contract, raises issue of delayed payment etc. before the IEMs, the same shall be examined by the panel of IEMs.

#### IV Details of orders in IP in last year are as follows:

SL. NO.	PERIOD	TOTAL ORDER VALUE (RS. IN CR.)	VALUE OF ORDERS WITH IP (RS. IN CR.)	TOTAL NO. OF ORDERS	NO. OF ORDERS WITH IP
1.	FY 2021-22	8961	5686	5319	447
2.	FY 2022-23	11009	9955	5454	555
3.	FY 2023-24	8911	6380	5865	687

## V Details of complaints to IEMs



## INITIATIVES TAKEN BY GAIL FOR EASE OF DOING BUSINESS AND REDUCING COMPLIANCE BURDEN

### EASE OF DOING BUSINESS

- **Submission of EMD/CPBG through Additional Mode-E-Bank Guarantee**

GAIL has implemented the Swift System for Digitization of Bank Guarantees. Accordingly, banks shall be issuing E-Bank Guarantees through Swift Network against Bid Security/CPS. In order to facilitate the bidders, GAIL has made a provision in the tender document to furnish the EMD / CPBG in e-BG mode also.

- **Submission of EMD/CPBG through Fixed Deposit Receipts and Insurance Surety Bonds**

GAIL is enhancing its Ease of Doing Business initiative by allowing bidders to submit their Earnest Money Deposit (EMD) and Contract Performance Bank Guarantee (CPBG) through alternative modes, such as Fixed Deposit Receipts and Insurance Surety Bonds. The specific modalities and formats for these options have been clearly outlined in the tender documents, making it easier for bidders to participate in the process. This initiative aims to streamline operations and provide greater flexibility for bidders, fostering a more inclusive and efficient bidding environment.

- **Reduction in the percentage of Contract Performance Security (CPS):**

As part of its commitment to enhancing the Ease of Doing Business, GAIL has reduced the requirement for Contract Performance Security (CPS) from 10% to 5% for contracts and orders related to the hiring of services or the supply of goods. This reduction aims to lower the financial burden on bidders, making it easier for them to participate in GAIL's procurement processes while fostering a more competitive and accessible business environment.

- **EMD/Bid bond on GeM portal**

GAIL has updated its procurement procedures to align with the latest Government e-Marketplace (GeM) guidelines. These changes are designed to streamline processes, making it easier and more efficient for vendors to engage with GAIL. This initiative not only simplifies procurement but also promotes transparency and accessibility, fostering a more competitive marketplace for all stakeholders.

## **INITIATIVES TOWARDS ATMANIRBAR BHARAT**

GAIL has adopted various measures as a part of Atma-Nirbhar Bharat (Self Reliant India) to promote the participation of the local domestic bidders. Some of the measures are highlighted as below:

- **No ICB tenders below Rs 200 Crores**

Tenders on International Competitive Bidding (ICB) basis not invited for tenders up to Rs. 200 Crores (except OEM / Proprietary/Emergency cases). In exceptional cases where there are special reasons for inviting International Competitive Bidding (ICB) tender upto Rs. 200 Crores, prior approval of Competent Authority is obtained while recording detailed justification for resorting to ICB Tender. Secretary (Coordination), Cabinet Secretariat shall be the Competent Authority to accord the approval for processing tenders on ICB basis upto Rs. 200 Crores in exceptional cases mentioned above.

- **Restriction on Procurement from countries sharing Land Boarder with India**

Any bidder from a country which shares a land border with India will be eligible to bid in only if the bidder is registered with the Competent Authority.

The above will not apply to bidders from those countries to which the Government of India has extended lines of credit or in which the Government of India is engaged in development projects

- **Implementation of Purchase Preference Policy**

Various purchase preference policies have been implemented in GAIL in order to promote the local vendors:

- a) Public Procurement Policy 2021 for MSEs
- b) Purchase Preference Policy for Make in India (PPP-MII)
- c) Policy to provide Purchase Preference to Domestically Manufactured Electronic Products in Furtherance to Public Procurement Policy (Preference To Make In India), Order 2017
- d) Policy to Provide Purchase Preference to Domestically Manufactured Products of Petroleum and Natural Gas Sector in Furtherance to Public Procurement Policy (Preference To Make In India), Order 2017
- e) Policy for Preference to Domestically Manufactured Products, Services or works Relating to Telecom in Furtherance to Public Procurement Policy (Preference to Make In India), Order 2017
- f) Policy for Providing Preference to Domestically Manufactured Iron & Steel Products

- **Uploading of Annual Procurement Plan for next five years**

GAIL regularly upload the Annual Procurement Plan for MSEs on its GAIL tender website.

In addition to above, Procurement plan for next five years has been uploaded on the GAIL's website to help domestic manufacturers to set up production. Details of link has been shared with all domestic vendors.

- **Qualification of Indian Bidder Based on Experience of Foreign Supporting Company**

To support the Make in India and Atmanirbhar Bharat initiatives, GAIL has introduced a policy that allows for the qualification of Indian bidders based on the experience of foreign supporting bidders. This move aims to boost participation by Indian firms, fostering local capabilities while leveraging global expertise. By creating a more inclusive bidding process, GAIL is committed to enhancing competitiveness and driving growth within the Indian economy.

- **INDEG Group constituted for development of Import substitution**

INDEG Groups at Apex level and Site level have been constituted in GAIL. Meetings of Apex level and Site level committee are being held regularly.

The objective of INDEG Groups is to take initiative to develop indigenous source of materials/ services, import substitution and reserving materials/ services to be supplied by domestic vendors only.

## **OTHER INITIATIVES**

### **(i) PRE-TENDER MEETING**

Pre-Tender meeting gives a better understanding of technical and financial qualification criteria, specifications / scope of work and other terms and conditions of tender, feedback from prospective bidders on the same, fair assessment of bidders' credentials, avoid technical and commercial queries during the tender process and reduces lead time for ordering. In GAIL, Pre-tender meetings are being conducted in most tenders and especially for first time/ complex /high value requirements.

A SoP for pre-tender meeting and standard proforma of presentation for Pre-tender meeting prepared for uniformity all across in GAIL.

Further, details of Pre-tender meetings are also being uploaded on GAIL's website for wide publication.

### **(ii) MODEL INSTRUCTIONS TO BIDDERS (ITB) FOR ALL TENDERS:**

The Instructions to Bidders (ITB) is a very important part of Tender Document. The successful and smooth finalization of any tender depends to a large extent on the terms and conditions contained in ITB.

Model ITB for all categories of tenders incorporating applicable Circulars/ Amendment/ Clarifications issued till date for incorporating the same in Tender Documents. The introduction of Model ITBs shall bring about uniformity in tendering to a large extent across all work centers of GAIL and also facilitate bidders in submitting their bid.

### **(iii) DOCUMENT TRANSMITTAL SYSTEM**

GAIL has implemented a Document Transmittal System to streamline the signing and countersigning process for bulky contract documents. This innovative system allows GAIL officials to sign documents digitally, eliminating the need for physical printouts. Once digitally signed, the contract is transmitted online to the contractor, who can then countersign and return it electronically. This initiative enhances efficiency, reduces paperwork and accelerates contract processing, making it easier for all parties involved.

### **(iv) RELAXATION NORMS FOR STARTUP**

Relaxation of Prior turnover and prior experience criteria for all Startups [whether Micro & Small Enterprises (MSEs) or otherwise] is provided in the procurement of goods/works/services (including consultancy services) subject to the meeting the quality and technical specifications specified in tender document.

### **(v) KICK OFF MEETING**

Immediately after award of contract, EIC organises a kick off meeting with the Contractor. The following major aspects covered during the Kick off meeting:

- (i) Acceptance of Letter of Acceptance (LOA) and signing of agreement
- (ii) Submission of Security Deposit (SD)/ Performance Bank Guarantee (PBG)/Contract Performance Security (CPS)
- (iii) Power of Attorney of the authorized representative to be valid till complete execution of contract.
- (iv) Schedule for submission and approval of drawing/ document etc.
- (v) Work schedule and sub-milestones
- (vi) Compliance with Law / Insurance policies and Statutory approvals from Govt./ statutory agencies
- (vii) Owner's and Contractor obligations
- (viii) Any other salient details as per provision of contract.

### **(vi) MEASURES TAKEN IN WORKS CONTRACTS**

In tender of works, the following provisions have been included to address the liquidity issues being faced by the contractors:

- (i) Mobilization advance in two installments of 5% each. The applicable rate of interest on Mobilization advance has been reduced to Marginal Cost of Fund based Lending Rate (MCLR) for one year charged by SBI (applicable on the date of disbursement of mobilization advance) plus 2.0% p.a. on reducing balance basis.
- (ii) Release of 75% Running bill payment within a period of 07 days from submission of certified bill to GAIL

- (iii) Defined amount towards Extended stay compensation to the contractor due to reasons attributable to GAIL.

**(vii) PRE-DISPUTE RESOLUTION (SAMADHAN) MECHANISM**

During execution of contracts/ orders of Projects and O&M, on number of occasions, contractual disputes arise between Vendors / Contractors and GAIL due to lack of clarity in contracts, different interpretations etc.

These contractual disputes, if not settled amicably during currency of contracts, will turn into much larger arbitrations & legal disputes later on.

Samadhan Mechanism was developed and adopted in GAIL so that the no. of disputes turning into arbitrations / legal disputes can be minimized to the extent possible. Samadhan Mechanism facilitates decision making at an appropriate time with a collaborative approach through the concerned departments within the organization.

**Working Principle: IRR (Identify Report Resolve): Identify →Report→Resolve**

20th/ 21st of each month is celebrated as Samadhan Day.

GAIL strives towards zero disputes in contracts.

GAIL has developed on line Vendor Grievance Portal for submission of grievance by vendors/ contractors

**(viii) SETTLEMENT ADVISORY COMMITTEE (SAC)**

GAIL has framed the Conciliation Rules 2010 in conformity with supplementary to Indian Arbitration and Conciliation Act for speedier, cost effective and amicable settlement of disputes through conciliation.

The issues/disputes, which are mutually resolved within a reasonable time, are referred to SAC. SAC consist of Conciliators who are persons of unquestionable integrity and good public standing.

Settlement Advisory Committee facilitate voluntary resolution of the dispute(s) and communicate the view of each party to the other(s), assist them in identifying issues, reducing misunderstandings, clarifying priorities, exploring areas of compromise and generating options in an attempt to solve the dispute(s).

**(ix) REVISED DISPUTE RESOLUTION MECHANISM CLAUSE**

GAIL has revised and simplified its Dispute Resolution Mechanism provisions which includes terms of CONCILIATION, ARBITRATION, GOVERNING LAW AND JURISDICTION and DISPUTES BETWEEN CPSE'S/GOVERNMENT DEPARTMENT'S/ ORGANIZATIONS.

As per the revised mechanism the party invoking the Arbitration shall have the option to either opt for Ad-hoc Arbitration or Institutionalized Arbitration. The cost of arbitration proceedings shall be shared equally by the parties. List of Excepted matters:

- a) Dispute(s)/issue(s) involving claims below Rs 25 lakhs and above Rs 25 crores.
- b) Dispute(s)/issue(s) relating to indulgence of Contractor/Vendor/Bidder in corrupt/fraudulent/collusive/coercive practices and/or the same is under investigation by CBI or Vigilance or any other investigating agency or Government.
- c) Dispute(s)/issue(s) wherein the decision of Engineer-In-Charge/owner/GAIL has been made final and binding in terms of the Contract.

**(x) HEALTH MONITORING OF CONTRACTS**

A system of health monitoring of contracts at fixed intervals has been implemented in GAIL to ensure that the contracts are managed and executed with quality, within the timelines, without any cost over-run and with the satisfaction of all the stakeholders.

The health monitoring of the contracts includes various contract management aspects such as settlement of claims for extra/additional work, deviations, amendments, and issues/disputes etc. which are to be addressed promptly so that the disputes/issues do not pile up for resolution at the time of final closure of the contracts and become cumbersome and difficult to resolve due to long time gaps. The Health Monitoring reports in prescribed format are to be submitted on a monthly basis to Management.

**(xi) QUARTERLY CLOSURE OF CONTRACTS**

During execution of contracts/ orders, various deviations from the contract likely to happen on various parameters are such as completion period, Extra/Abnormally High Rated (AHR) items, SOR quantities etc. In order to timely detect the deviation from the specified terms that may occur during the execution of contracts so as to be able to take remedial measures before they assume serious shape and difficult to resolve.

Considering the above objectives, system of Quarterly Closure of Contracts has been implemented in GAIL to resolve all the issues on quarterly basis.

This initiative ensure that the contracts are managed and executed with quality, within the timelines, without any cost over-run, satisfaction of all the stakeholders and finally resulting in ease in contract closure.

**(xii) MEETING WITH OEMS FOR STANDARDIZATION OF TERMS AND CONDITIONS WITH OEMS**

In order to bring uniformity in terms and conditions with OEM all across GAIL, this initiative was under taken. Agreement against GAIL's standard OEM GPC along with Integrity Pact (IP) has been reached with 36 OEMs.

**(xiii) REVIEW OF THE PROCEDURE FOR VENDOR PERFORMANCE EVALUATION (YELLOW/RED CARD)**

In order to strengthen the relations with our suppliers, the procedure for vendor performance evaluation for suppliers has been reviewed and concept of issuance of yellow card (watch list) has been introduced instead of Holiday provision.

#### **(xiv) CONTRACT MANAGEMENT DOCUMENT (COMAND)**

With an objective of better contract management, an in house document named COMAND has been launched for the various Engineer-In-Charges containing the various aspects and procedures for a better contract execution.

#### **(xv) VENDOR COACHING PROGRAM**

It has been observed experience of previous tenders and contracts/ orders that bids get rejected/ ordering gets delayed for non-intentional/ avoidable reasons.

Hence, Vendor Coaching Program are being organized for vendors to

- eliminate the gaps in understanding
- Inform the consequences of Corrupt/ Fraudulent/ Collusive /Coercive Practices
- reduce the disputes, disagreements, arbitrations, etc.

#### **(xvi) EIC COACHING**

The responsibility for execution of Works/ Services contracts lies with Engineer-in-charges (EIC) nominated by site/ Project in charge based on the contract value. To make Engineer-in-Charges (EICs) aware on various aspects of contracts and its management so as to make them better equipped to deal with different situations that may arise during the execution of the contracts, an EIC coaching program are being organized. The sessions were taken by experienced executives of various departments like C&P, F&A, Corporate Law, Vigilance Department, BIS-MM, O&M, Projects etc.

#### **(xvii) IMPLEMENTATION OF VIVAD SE VISHWAS I - RELIEF FOR MSMES AND VIVAD SE VISHWAS II – CONTRACTUAL DISPUTES**

In a notable advancement towards supporting our MSME partners and enhancing dispute resolution, GAIL has successfully implemented two significant relief initiatives of Government of India this year. Under the “Vivad se Vishwas I - Relief for MSMEs” scheme, the Government has committed to refund 95% of forfeited bid fees or performance securities or liquidated damages to MSMEs impacted by the COVID-19 pandemic. This initiative aims to alleviate financial burdens caused by pandemic-related contract execution failures. Additionally, the “Vivad se Vishwas II” scheme offers a voluntary settlement process for resolving long-standing contractual disputes, specifically targeting cases where arbitral awards are under judicial review. This scheme facilitates the resolution of disputes and finalizes proceedings efficiently. We are proud to report that GAIL has effectively administered both schemes, resolving all associated claims and reinforcing commitment to fair and effective procurement practices.

### **INNOVATIVE TECHNIQUES IN TENDERING/ PROCUREMENT**

#### **(i) PROCUREMENT THRU GEM PORTAL**

Government of India has introduced an online procurement portal – ‘Government e-Marketplace (GeM)’ with the aim to transform the way in which public procurement of goods and services is done by the Government Ministries/Departments, PSUs, autonomous bodies etc.

The objective of the Government to introduce GeM is to create a one stop Marketplace to facilitate online procurement of common user Goods & Services required by various Government Departments / Organizations / PSUs.

Accordingly, GAIL has implemented the Policy for Procurement of Goods / Works/ Services from Government e-Marketplace (GeM). All the work-centres of GAIL are onboarded on the GeM portal and making procurement through GeM Portal. Also GAIL is continuously making the best efforts to maximize the procurement from the GeM Portal.

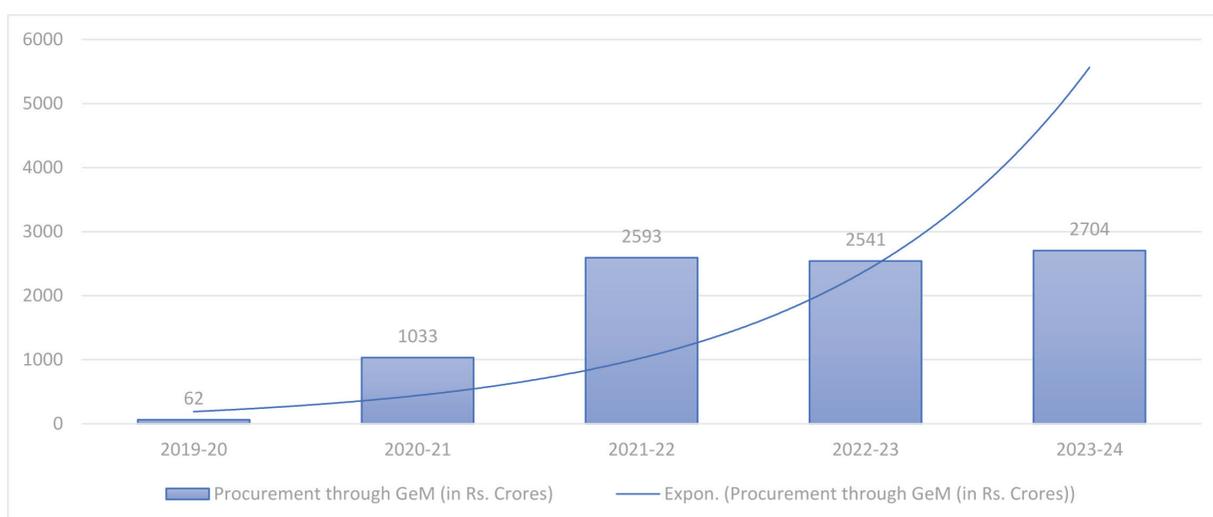
GAIL is also encouraging all the associated vendors / contractors to register themselves on the GeM Portal so that they can increase the visibility of their products / services to the complete horizon of the public procurement throughout the nation.

GAIL has implemented the Policy for Procurement of Goods / Works/ Services from Government e-Marketplace (GeM). GAIL is continuously making the best efforts to maximize the procurement from the GeM Portal as detailed below:

- GAIL's policy has been aligned with GeM policy/ procedure. A detailed policy for procurement of items/ services through GeM prepared and being updated from time to time.
- White Paper on GeM procurement has been issued in GAIL which includes process of continuous on boarding of vendors and goods & services available on GeM portal.
- Dedicated task force has been constituted to work in close association with GeM team to enhance and maximize our majority procurement through GeM and to coordinate with respective departments/ work of centers of GAIL to provide details relating to Creation of new categories, Modification in existing categories, Creation of Organizational specific Additional Terms and Condition, Vendors onboarding on GeM and other issues/details sought by GeM from time to time.
- 9th day of every month is celebrated as the GEM DAY by each work-center where users i.e. buyers / sellers of GAIL are invited. Buyers are sensitized regarding the new functionalities available on GeM. Sellers are encouraged to register themselves on the GeM Portal.

**The trend of total value of procurement done through GeM Portal during last few years are as under:**

<b>Financial Year</b>	<b>Procurement Value (in Rs. Crores)</b>
<b>2019-20</b>	<b>62</b>
<b>2020-21</b>	<b>1033</b>
<b>2021-22</b>	<b>2593</b>
<b>2022-23</b>	<b>2541</b>
<b>2023-24</b>	<b>2704</b>



## (ii) TRADE RECEIVABLE DISCOUNTING SYSTEM (TReDS)

In order to facilitate MSME vendors to get their Trade Receivables, Department of Financial Services has established Trade Receivable Discounting System (TReDS) platform. It is an online electronic institutional mechanism for facilitating the financing of trade receivables of MSMEs through multiple financiers. The TReDS Platform will enable discounting of invoices/bills of exchange of MSME, Sellers against large Corporates including Govt. Departments and PSUs, through an auction mechanism, to ensure prompt realization of trade receivables at competitive market rates.

TReDS is a digital platform for facilitating MSMEs to auction their trade receivables at competitive rates through transparent online bidding by multiple financiers. The main objective of the TReDS platform is to address the critical needs of MSMEs i.e. promptly finance the trade receivables and financing their trade receivables based on Buyers credit profile.

**Presently, RBI has issued license to the following entities to provide the TReDS platform:**

- (i) M/s Receivable Exchange of India (RXIL)
- (ii) M/s Mynd Solutions Private Limited (Mynd)
- (iii) M/s Invoicemart

Accordingly, GAIL has signed the Master Agreement with all the three TReDS platform owners and extending the bill discounting facilities to the MSEs whenever requested.

GAIL is also in process of registration on the C2Treds platform.

GAIL has also reached to all its MSE vendors to sensitize them regarding the discounting facility introduced by Govt. of India.

## (iii) VERIFICATION AND CERTIFICATION OF DOCUMENTS PERTAINING TO BID EVALUATION CRITERIA (BEC)

Earlier bidders were required to furnish the documents pertaining to BEC (Technical) duly attested or certified by Chartered Engineer and Notary Public. Recently, GAIL has allowed the verification and certification of documents pertaining to Technical BEC for tenders valuing Rs. 50 Crores and above for Projects and Rs. 10 Crores and above for O&M (both excluding taxes and duties) to be carried out by any one of the following independent third party inspection agency:

1. Société Générale de Surveillance (SGS)
2. Gulf Lloyds Industrial Services (India) Pvt. Ltd (GLISPL)
3. International Certification Services (ICS)
4. Bureau Veritas (Ind.) Pvt. Ltd (BVIS)
5. DNV GL
6. TÜV Rheinland (India) Pvt. Ltd.
7. TÜV SÜD South Asia Pvt. Ltd.
8. TÜV India Pvt. Ltd. (TÜV Nord Group)
9. Intertek India Pvt. Ltd.
10. Moody International (India) Pvt. Ltd.
11. RINA India Pvt. Ltd.
12. Tata Projects Ltd.
13. Competent Inspectorate and Consultants LLP
14. ABS Industrial Verification (India) Pvt. Ltd.

## DIGITAL INITIATIVES IN TENDERING/PROCUREMENT

### (i) VENDOR ZONE ON GAIL's WEBSITE

In order to bring all the information relating to Supplier/ Vendor/ Contractor/ Service Provider at one place and ease of access of information by stakeholders, a dedicated Vendor Zone was developed on GAIL's website.

The screenshot displays the GAIL website interface. On the left, a large banner reads "TENDERING PORTALS". In the center, there is a "Government E-Marketplace" section with the slogan "THINK GREEN, THINK GeM. SHAPE A SUSTAINABLE FUTURE WITH GeM." On the right, the "E-Procurement Portal" is visible, featuring a "Click here to Login" button and a table of tenders. Below these sections, a statistics dashboard shows procurement values:

₹ 142 Cr. Procurement from SC/ST Owned MSEs	₹ 231 Cr. Procurement from Women Owned MSEs
₹ 1590 Cr. Procurement from MSEs (others)	₹ 1963 Cr. Procurement from MSEs
₹ 2704 Cr. Procurement from GeM	

The dashboard also includes the MSME logo and the GeM logo.

## (ii) E-TENDERING

“E-Tendering” is a process on a secure platform for sending and receiving tenders by electronic means, rather than the old Hard set based method and replicates the process of inserting the documents into an envelope securely via the Internet.

E-tendering was implemented in year 2007. Initially, E-Tendering was made mandatory for tenders having an estimated value of more than INR 50 lakhs. The threshold value of E-Tendering has been further lowered to INR 2 Lakhs.

GAIL has also shifted its e-tender activities to NIC portal which is more user friendly and well known platform.

## (iii) IMPLEMENTATION OF VENDOR INVOICE MANAGEMENT (VIM) SYSTEM

GAIL is operational and live with its new solution called VIM (Vendor Invoice Management) from their Shared Service Center, ‘SARATHI’.

VIM is an end-to-end digitally receive – to - post invoicing automation system. The solution is configured to process only digitally signed PDF copy of invoices ingested by vendors through SPARSH Portal into SAP-VIM system of GAIL. This system is highly optimized the invoice management at GAIL and expedite accounts payable process. Its main feature is OCR which reads and captures data from the vendor invoices automatically and submit it for further processing in VIM system.

Vendor shall be required to upload only digitally signed PDF copy of invoice. Detailed User Manual, Presentation, FAQs and training videos are available on SPARSH portal.



Further, Anjani portal has been implemented in GAIL for online submission and verification of Measurement against contracts.

## (iv) UPLOADING OF TENDERS ON GAIL'S AND GOVT. WEBSITE

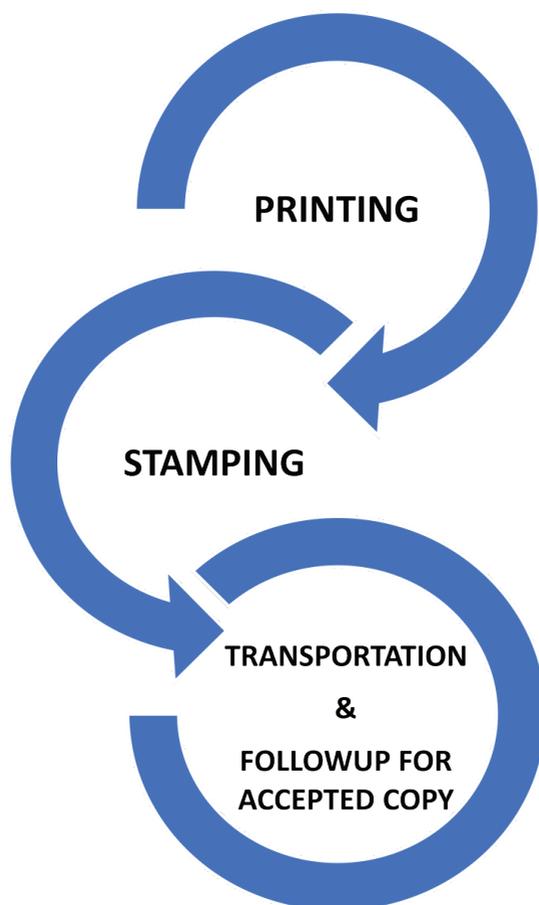
In GAIL, all the tenders are uploaded on GAIL's tender website (<http://www.gailtenders.in>), Govt. website (<http://eprocure.gov.in>) and GeM for wider circulation and participation by eligible bidders. Any bidder who meets the Bid Evaluation Criteria (BEC) can download the tender and can participate in the bidding process. The uploading of tenders on website ensures transparency, wide circulation and equal opportunity to all the eligible bidder.

**(v) UPLOADING OF GENERAL CONDITIONS OF CONTRACT ON WEBSITE OF GAIL AND NON INCLUSION IN TENDER DOCUMENTS :**

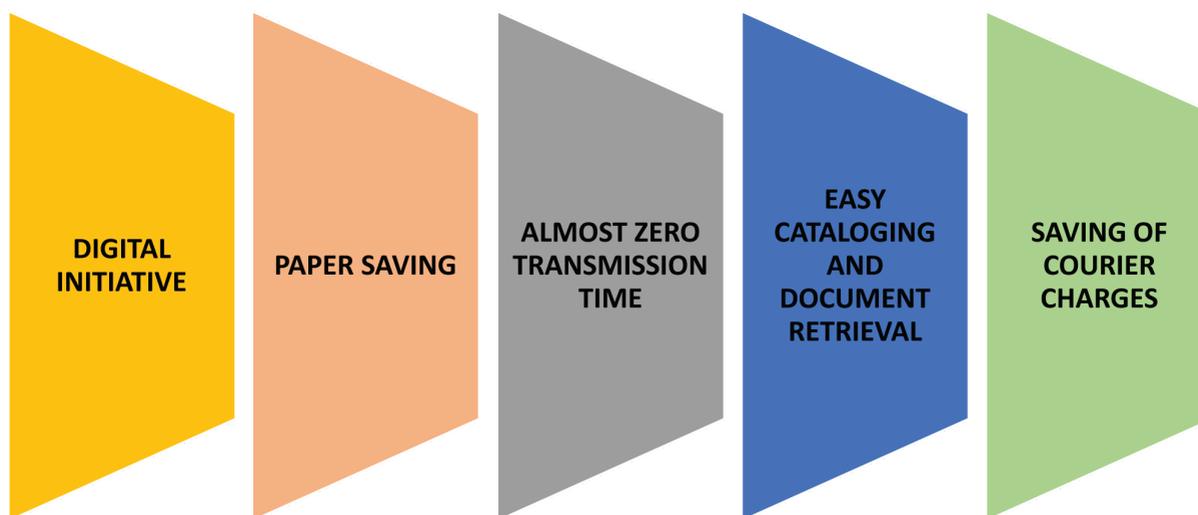
An effort to minimize the consumption of paper in terms of the size/volume of tenders/bids, the Contract and Procurement Department has taken an initiative to make general conditions of contract (GCC) not be a part of the tender documents. As GCC will be available on GAIL's tender website, stakeholders can simply upload the tender/bid in the e-tendering portal which has led to an increase in the ease of doing business.

**(vi) ONLINE DOCUMENT TRANSMISSION SYSTEM:**

As per the existing system the voluminous orders awarded are printed in triplicate and signed by the issuing authority on each and every page before forwarding to the contractors. Which are further counter-signed by the contractor and returned back to GAIL. This activity includes printing of huge documents, stamping & signing on each and every page, forwarding, follow-up, etc which are time consuming as well as resource consuming.



In order to digitize this activity and to reduce the lead time, GAIL has introduced the Online Document Transmission System wherein the system generated order is digitally signed by the GAIL official is transmitted online to the contractor and he inturn counter-signed the order using digital signatures and forward back to GAIL thru the system. This system has been implemented all across GAIL.



**(vii) ONLINE VENDOR GRIEVANCE PORTAL-‘SAMADHAN’**

In recent past various initiatives have been taken for transforming from “Reactive to Pro-active organization”. Our goal is to move towards “Zero Disputes”. With this objective, a Vendor Grievance Portal-“Samadhan” has been developed and implemented where Vendor/Supplier/ Contractor/ Consultant can submit their issue (s) online.

The salient feature of Vendor Samadhan (Grievance) Portal is as under:

- (i) Vendor/Supplier/ Contractor/Consultant can submit their issue (s) to Vendor Samadhan Portal--“Samadhan”.
- (ii) The same is to be addressed by concerned officials within 15 days.
- (iii) There is provision of escalation to higher authority in GAIL.
- (iv) The escalation can be exercised by Vendor/Supplier/ Contractor/Consultant for two times. The first time the issue will be escalated to concerned higher officials.
- (v) After second escalation, the matter will be referred to Samadhan Committee.
- (vi) The above escalation option is also available to GAIL’s personnel.
- (vii) Further, issue (s) can only be submitted upto 1 month after closure of respective Order/ LoA/Contract.

**SPECIAL MENTION**

**(i) PROCUREMENT FROM MSEs**

- Public Procurement Policy (PPP) for Micro and Small Enterprises (MSE) Order 2012, which is notified under MSMED Act 2006, implemented in GAIL in the year 2012. Any modification to the policy is also implemented from time to time.

- The following benefits are being provided to MSEs participating in GAIL:
  - ❖ Issue of Tender Documents to MSEs free of cost.
  - ❖ Exemption to MSEs from payment of EMD/Bid Security.
  - ❖ Purchase preference of 15% to MSEs
  - ❖ Reservation of items for procurement from only MSE vendors.
- GAIL has set an annual target for 25% (revised in 2018 from earlier specified 20%) procurement from MSE Sector out of this 4% and 3% are reserved from MSEs owned by SC/ST entrepreneurs and Women entrepreneurs respectively.

**The details of procurement from MSEs during last 3 Financial Years are as under:**

Financial Year	Total Eligible Procurement	Total value of Goods & Services procured from MSEs (Including SC/ST & Women Owned entrepreneurs)	Total value of Goods & Services procured from MSEs (owned by SC/ST entrepreneurs)	Total value of Goods & Services procured from MSEs (Owned by Women entrepreneurs)	% of procurement from MSEs (Including SC/ST & Women Owned entrepreneurs)	% of procurement from MSEs owned by SC/ST entrepreneurs	% of procurement from MSEs owned by Women entrepreneurs
2023-24	3474	1963	142	231	56.51%	4.08%	6.65%
2022-23	3415	1574	137	108	46.09%	4.01%	3.16 %
2021-22	3689	1478	69	111	40.06%	1.90%	3.01%

### **ACTION FOR ENHANCING PARTICIPATION OF MSEs**

- a) Task force has been formed at all C&P locations for finalization of annual procurement plan and conducting vendor meet with MSEs including those owned by SC/ST entrepreneurs
- b) Till date, GAIL has conducted more than 150 Vendor Development Programs at GAIL's various work centers
- c) In one of Vendor Development Programs, a camp was also organized in association with DIC for registration of MSEs and 59 vendors registered themselves as MSEs with DIC during this camp.
- d) GAIL is also participating in Vendor Development Program/ Conclave being organized by MSME/ NSIC/ other PSUs etc. Where participating bidders are apprised, regarding the benefit extended to MSEs, procurement profile of GAIL etc. Till date, GAIL has attended more than 30 such meets held at Panipat, Guhawati, Indore, Bhopal, Karnal, Jaipur, Vadodara, Mumbai, Agartala etc.
- e) All procurement centres (more than 25 nos.) have been instructed to make concerted efforts with a focus on development of vendor especially for the MSEs and in particularly MSEs owned by SC/ST Entrepreneur.

- f) GAIL's Annual Procurement Plan along with expected list of items/services where MSEs are likely to participate has been uploaded on GAIL's website.
- g) Nodal officers for each GAIL's procurement centers are designated and list of nodal officers has also been uploaded on GAIL's website along with Annual Procurement Plan.
- h) Common User ID for MSME data bank has been obtained from NSIC and circulated to all procurement centres of GAIL for utilizing data on these portals to reach out to prospective MSEs including SC/ST entrepreneur for procurement of goods and services.
- i) GAIL is regularly organizing Industry meet wherein the initiative taken in other CPSEs to enhance the procurement from MSEs and action plan for increase in participation of MSEs are discussed to have common platform for understanding.

**(ii) SPECIAL INITIATIVES FOR SC/ST OWNED MSEs:**

- a) GAIL in association with M/s HPCL has organized an Entrepreneurship Development Program (EDP) for developing SC/ST entrepreneurs. 35 budding entrepreneurs were taught the skill of trade over a 35-days residential program. The program was inaugurated on 09.09.2017 at Skill Development Institute Visakhapatnam. During the program budding entrepreneurs were taught about the Entrepreneur basics, the business ideas & concept, finalization of business plan and funding process etc. It was a handholding residential program for 35 days where the skills of finance, accounting, marketing, human resource and sourcing etc were taught and 35 SC/ST startups were registered. GAIL's /HPCL's officials had taken sessions regularly on business opportunities and had also motivated the participants. The convocation program was held on 14.10.2017.
- b) For enhancing the participation by SC/ST owned MSEs, GAIL requested Dalit Indian Chamber of Commerce and Industry (DICCI) to either inform GAIL's/Govt. tender web links to all enterprises/ entrepreneurs registered with them or upload the same on their website, so that MSEs owned by SC/ST Entrepreneur can easily see details of GAIL's tender and participate against these tenders.
- c) Vendor Development Programs specifically for MSEs owned by SC/ST entrepreneurs are being conducted.
- d) A list of 48 numbers of MSEs owned by SC/ST entrepreneurs registered with M/s Hindustan Petroleum Corporation of India (HPCL) has been obtained and they have been invited to participate in published tenders by sharing the process for participating in our tenders.
- e) GAIL representative attended the Entrepreneurship Development Program for developing SC/ST entrepreneurs conducted by M/s HPCL and M/s BPCL. GAIL representative addressed the budding SC/ST entrepreneurs and informed them the business prospects in GAIL.
- f) National SC-ST Hub (NSSH) has forwarded a list of 96 SC-ST entrepreneurs firms. A communication has been sent to all SC-ST entrepreneurs regarding availability of GAIL tenders on its website and requested them to visit the aforesaid website and participate against GAIL's tenders. Further, all the work centers have been advised to forward the details of tenders to SC-ST entrepreneurs mentioned in the list for required items/ services.

**g) Entrepreneurship Development Programme (EDP):**

In alignment with GAIL (India) Limited's ongoing commitment to the Public Procurement Policy for Micro and Small Enterprises (MSEs), the company recently conducted its third two-week residential Entrepreneurship Development Program (EDP) for SC/ST and Women Entrepreneurs. This impactful program, held at Dibiyapur, Auraiya, Uttar Pradesh, was designed to equip participants with essential entrepreneurial skills and knowledge.

From February 23 to March 6, 2024, twenty aspiring entrepreneurs, including seven women, participated in this immersive program. The curriculum was meticulously crafted to cover a wide range of critical areas necessary for entrepreneurial success. The participants were provided with in-depth training on:

- **Business Planning:** Developing effective business plans to guide the startup process and future growth.
- **Procurement:** Understanding procurement processes and how to navigate public procurement policies.
- **Marketing:** Strategies for market analysis, branding, and customer engagement.
- **Taxation and Banking:** Insights into financial management, taxation obligations, and banking operations.
- **Labour Laws:** Comprehending labour laws and regulations that impact business operations.
- **SC/ST Hub Benefits:** Leveraging benefits provided by the SC/ST hub to support and sustain their enterprises.
- **TReDS and Start-Ups:** Exploring the Trade Receivables Discounting System (TReDS) and startup opportunities to enhance financial stability and growth.

A highlight of the program was a visit to a Petrochemical Plant, providing participants with practical exposure to industrial operations and processes, further enriching their learning experience.

The program culminated in a Convocation Ceremony attended by esteemed dignitaries including Shri S. Halder, Executive Director (Contracts & Procurement), Shri Upal Sengupta, Officer-in-Charge of Dibiyapur, and other notable figures. This ceremony was a momentous occasion celebrating the hard work and achievements of the participants.

During the ceremony, participants were awarded several certificates recognizing their accomplishments:

- **Participation Certificates:** Acknowledging their completion of the rigorous training program.
- **Udyam Registration Certificates:** Official recognition of their status as registered Micro and Small Enterprises (MSEs).
- **Mentorship Certificates:** Demonstrating their engagement with mentors who provided guidance throughout the program.

These certificates are not just formal acknowledgments but also vital tools that validate the participants' readiness to embark on their entrepreneurial journeys.

GAIL's Entrepreneurship Development Program stands as a testament to the company's dedication to fostering economic empowerment and supporting the growth of underrepresented entrepreneurs. By providing targeted training and resources, GAIL is playing a pivotal role in enhancing the entrepreneurial capabilities of SC/ST and women entrepreneurs.

The success of this program reflects the broader goals of the Public Procurement Policy for MSEs, which aims to integrate and uplift diverse enterprises within the procurement ecosystem. Through such initiatives, GAIL continues to contribute to a more inclusive and dynamic business environment, supporting the development of small and medium-sized enterprises across the country.

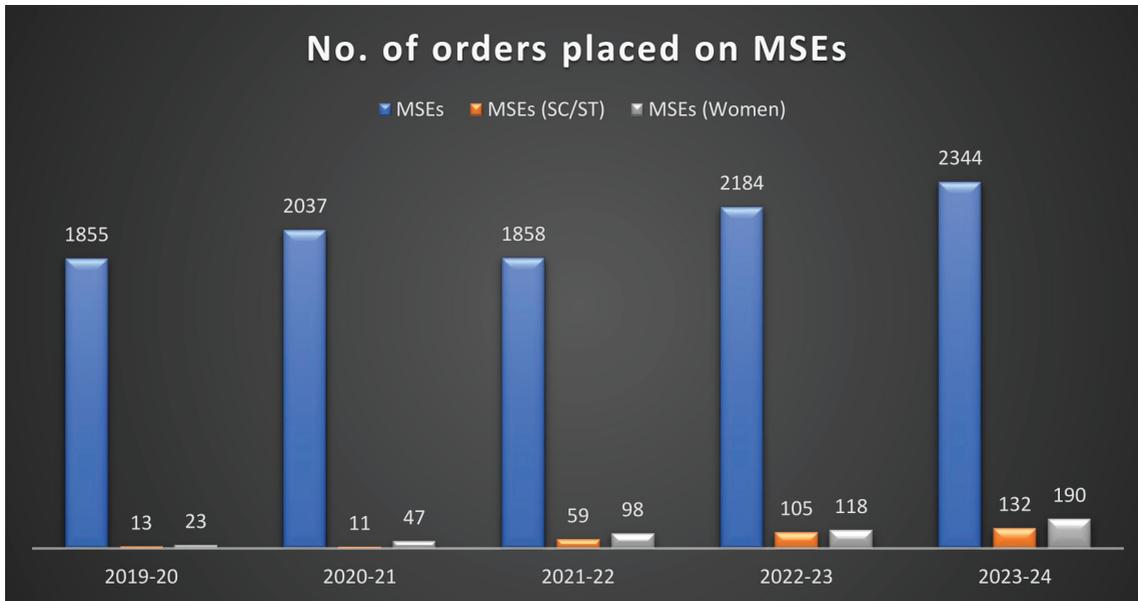




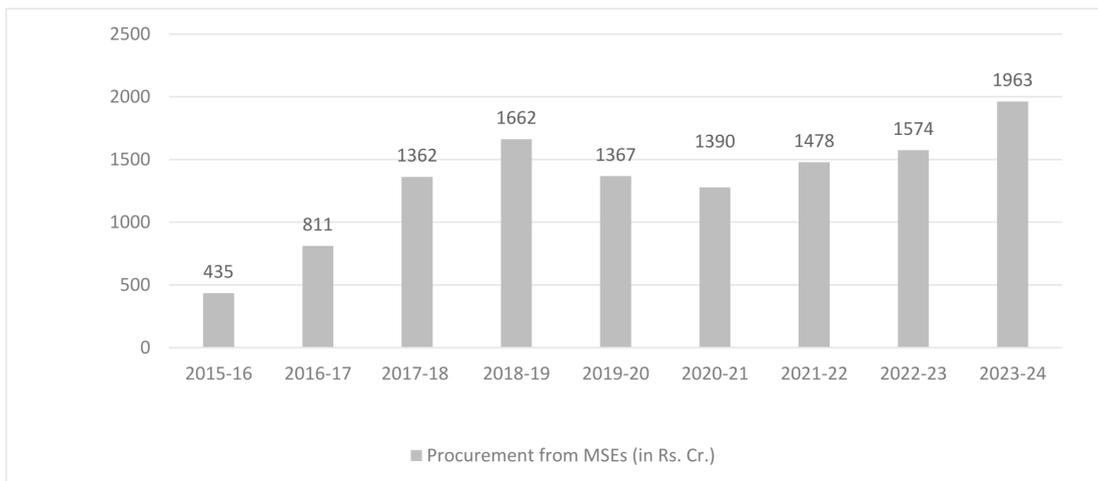


## 1. TRENDING OF MSE AND SC/ ST PARTICIPATION

A. No. of orders placed on MSEs, MSEs owned by SC/ST and MSE owned by Women



B. Value of Orders (in Rs. Crores) placed on MSEs



## 2. PROVISIONS RELATING TO MSEs INCORPORATED IN GAIL's TENDER:

### (i) Provisions as per Public Procurement Policy (PPP) for Micro and Small Enterprises (MSE) Order 2012

In Tender, participating Micro and Small Enterprises quoting price within price band of L1+15% is also to supply a portion of requirement by bringing down their prices to L1 price in a situation where L1 price is from someone other than a micro and small enterprises and such micro and small enterprises is allowed to supply upto 25% of the total tendered value.

Further, out of above 25%, 4% is reserved for MSEs owned by SC/ST entrepreneurs. Further, 3% is reserved for MSEs owned by women within above 25% reservation.

## (ii) Provisions for engaging MSE Sub-Contractors by Main Contractor

If against an order placed by GAIL, successful bidder(s) (other than Micro/Small Enterprise) is procuring material/services from their sub-vendor who is a Micro or Small Enterprise, the details like Name, Registration No., Address, Contact No. details of material & value of procurement made, etc. of such Enterprises are to be furnished by the successful bidder at the time of submission of invoice/Bill.

## (iii) Tender provisions for NSIC Consortia and Tender Marketing Scheme

NSIC has initiated a scheme of “Consortia and Tender Marketing Scheme” under which they are assisting the Micro & Small enterprises to market their products and services through tender participation on behalf of the individual unit or through consortia.

Accordingly, if the MSEs or the consortia, on whose behalf the bid is submitted by NSIC, is meeting the BEC and other terms and conditions of tender their bid will be considered for evaluation.

## (iv) Provision regarding payment through TReDS

MSME Bidders are requested to kindly register on the TReDS platform. The MSME vendors can avail the TReDS facility, if they want to.

## (v) Relaxation of Prior Experience/ Prior Turnover to Start up MSEs

Prior turnover and prior experience shall not be required for all MSEs Startups] subject to their meeting the quality and technical specifications specified in tender document.

## 3. NOTIFICATION REGARDING TENDERS OF GAIL:

Details of benefits provided to MSEs bidders, as per Public Procurement Policy for MSEs 2012 & its amendment, payment through TReDS, Consortia and Tender Marketing Scheme of NSIC, etc., are being mentioned in GAIL's tenders.

Notification regarding this has been published in national dailies along with local newspapers to widespread it to the larger geographical area, so that maximum nos. of MSE Enterprises can associate themselves with GAIL.

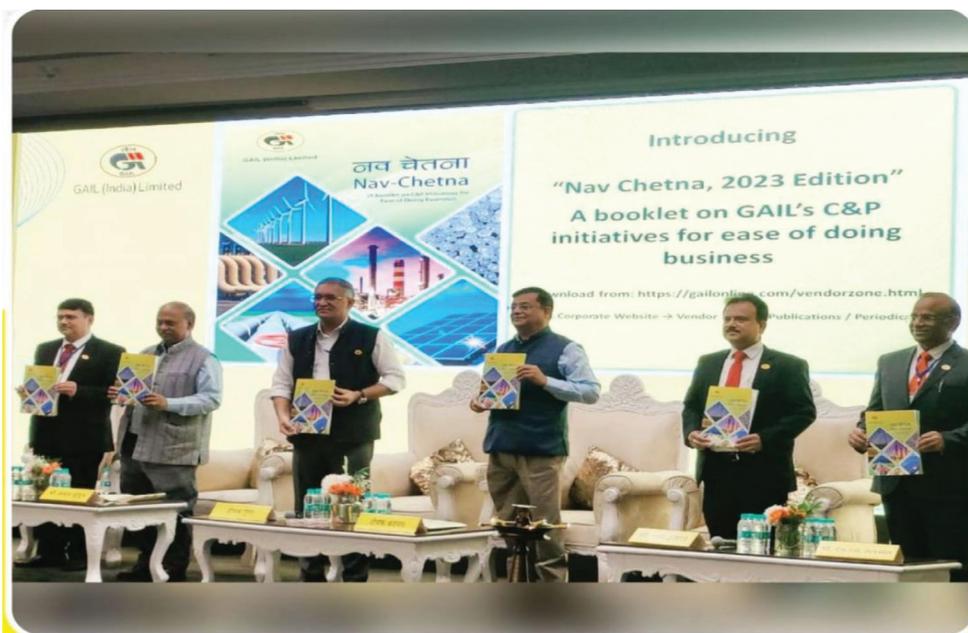


**GLIMPSES OF VARIOUS EVENT  
ORGANISED BY GAIL**

## VENDOR MEET / VENDOR DEVELOPMENT PROGRAM

### 1. BUSINESS PARTNER INTERACTIVE MEET -2023

- a) On November 2, 2023, GAIL (India) Limited hosted a pivotal Business Partner Interactive Meet in New Delhi, underscoring its commitment to ethical standards and innovative practices in the procurement and contract management sphere. The event served as a platform to sensitize and engage GAIL's esteemed business partners on the importance of ethical hygiene and to introduce them to the company's cutting-edge Contracts & Procurement (C&P) initiatives.
- b) The meet was graced by several distinguished guests, including Shri Deepak Gupta, Director (Projects), who was the Chief Guest, and Guest of Honours Shri Deepak Kashyap (Retd. IRTS) and Shri Amrit Lugun (Retd. IFS). The event also saw the participation of senior GAIL officials such as Shri S. Halder, Executive Director (C&P), Shri S.S. Agarwal, Executive Director (O&M) and Shri A.K. Tripathi, Executive Director (Projects) along with other key senior officials.
- c) One of the highlights of the event was the launch of "Navchetna," a comprehensive booklet designed to illuminate GAIL's C&P initiatives and streamline business interactions. This booklet reflects GAIL's ongoing dedication to transparency and serves as a valuable resource for its business partners, aiming to simplify processes and enhance operational efficiency.
- d) During his address, Shri Deepak Gupta emphasized GAIL's steadfast commitment to maintaining high ethical standards and fostering a culture of trust and integrity. The meet reaffirmed GAIL's resolve to build lasting, transparent relationships with its business partners and to continuously evolve its practices to meet the highest standards of ethical and operational excellence.
- e) The event not only showcased GAIL's innovative approach to business partnerships but also reinforced the company's pledge to a future grounded in trust, integrity, and mutual respect. As GAIL moves forward, it remains dedicated to nurturing these values and ensuring that its business practices continue to reflect the highest standards of ethical behavior.







## VENDOR DEVELOPMENT PROGRAM

### (i) SPECIAL VENDOR DEVELOPMENT PROGRAM FOR MSEs OWNED BY SC/ST AND WOMEN ENTREPRENEURS

On February 1, 2024, Corporate C&P Department, GAIL (India) Limited organized a Vendor Development Program for Women and SC/ST Entrepreneurs of Micro and Small Enterprises (MSEs). This event marked a significant step in GAIL's ongoing efforts to support and uplift diverse business partners, reinforcing its commitment to socio-economic development and inclusive growth.

The Vendor Development Program was presided over by Shri Deepak Gupta, Director (Projects) of GAIL, who emphasized the program's crucial role in fostering the growth and advancement of MSEs owned by women and SC/ST entrepreneurs. Shri Gupta's opening address set a positive tone for the day, underlining the program's objective to enhance the capabilities of these entrepreneurs and integrate them more effectively into GAIL's procurement ecosystem.

In his address, Shri Gupta highlighted the dual impact of the initiative—not only does it advance the socio-economic development of individual business partners, but it also contributes to the broader economic growth of the nation. His acknowledgment of the active participation of business partners in GAIL's success story was a testament to the collaborative spirit that defines the organization's approach to procurement and vendor development.

The Vendor Development Program not only celebrated the achievements of current partners but also set the stage for future collaborations. By nurturing these relationships and providing targeted support, GAIL is reinforcing its role as a leader in fostering economic development and diversity within its supply chain.





**(ii) VENDOR DEVELOPMENT CUM HANDHOLDING SESSION WITH MSE'S INCLUDING SC/ST/WOMEN ENTREPRENEURS**

On March 7, 2024, GAIL, Bengaluru organized a vendor development session to promote the effective implementation of the Public Procurement Policy in GAIL. The session, held in a hybrid mode (both physical and virtual attendance), targeting Micro, Small and Enterprises (MSEs), including SC/ST/Women entrepreneurs associated with GAIL in Bengaluru and the Southern Region.

More than 30 suppliers and contractors participated in the program who are engaged in supply of materials and providing services. The session aimed to equip them with the knowledge and resources necessary to navigate GAIL's Public Procurement Policy, ensuring a smooth and efficient procurement process. This initiative by GAIL, Bengaluru, highlights their commitment to fostering a diverse and inclusive vendor base while ensuring adherence to public procurement guidelines.

The program was well-received by participants who actively participated by posing questions on TReDS, GeM, and various facets of the tendering process and post-award concerns.



### **(iii) VENDOR DEVELOPMENT PROGRAM CUM HAND-HOLDING SESSION WITH MSEs HELD AT GAIL, BHUBANESWAR**

A Vendor Development program cum hand-holding session with MSEs for FY 2023-24 was held at GAIL, Bhubaneswar on 29.02.2024.

During the session C&P team had briefed about the benefits of MSEs including the SC/ST and Women Enterprises, Benefits extended to Star-up enterprises and a brief about GeM process and their importance under current bidding system through presentations.

Further, our F&A team, HR team and Construction team had extended their support and made the session more effective with discussion on VIM portal and Labour laws and business opportunities with GAIL especially in Odisha region.

At last C&P team concluded the session with a very interactive Question & Answer and Quiz session.



**(iv) VENDOR DEVELOPMENT PROGRAM CUM HANDHOLDING SESSION WITH MSEs ORGANIZED AT GAIL KARAIKAL**

Vendor Development Program cum Handholding session with MSEs was organized at GAIL Cauvery Basin on 13.12.2023 through online mode.

Sh. C P Reddy, Assistant Director, MSME Development and Facilitation office, Chennai gave a presentation on the MSE registration process, various schemes applicable for MSEs, Sambandh portal for MSEs, Champions portal for MSEs etc. He further emphasized the need for MSEs to deliver quality product in a time bound manner.

Subsequent to the presentation, detailed interaction was carried out with the vendors wherein all the queries raised by vendors were clarified. The session was appreciated as an eye opener session by many vendors who participated in the meet.

GAIL Cauvery Basin HR department gave a detailed presentation to vendors regarding the various contractual obligations pre and post award of contract. Subsequent to the presentation, detailed interaction was carried out with the vendors wherein all the queries raised by vendors were clarified.

A detailed presentation of the various benefits available to MSEs and the recent developments, various initiatives taken by GAIL to promote procurement from MSEs, GeM portal etc. was given by C&P Department. Subsequent to the presentation, detailed interaction was carried out with the vendors wherein all the queries raised by vendors were clarified.



**(v) VENDOR MEET ORGANIZED AT GAIL KOCHI**

In an effort to foster the bonding of trust, integrity and transparency among our stakeholders by sharing new technology driven initiatives especially in the field of Supply Chain Management, GAIL–Kochi has organised a Vendor Development Program on 03.11.2023. In the said meet, dignitaries from MSME, GeM, DICCI, Start-up Mission, TReDS Service Provider i.e. Mynd Solutions and Senior Officials of GAIL participated and interacted with the Vendors.

Representatives of MSME, GeM, Mynd Solutions and Start-up Mission were given detail presentation on Public Procurement Policy for MSEs, Procurement through GeM, Processing payment through TReDS and Support to Start-Ups respectively. Vice President, DICCI has appreciated GAIL for achieving the target of procurement from MSEs owned by SC/ST Entrepreneurs to 4.01% in FY 22-23 from 1.90% in FY 21-22.



**(vi) VENDOR DEVELOPMENT PROGRAM FOR MSEs ORGANISED BY GAIL, MUMBAI**

C&P Department, GAIL Mumbai organized a Vendor Development Program for MSEs on 11.03.2024.

During the program GAIL shared the importance of Micro, Small and Medium Enterprises (MSME) sector role in Indian economy and in socio economic development of India. He also requested MSEs for registration of MSEs on TReDS and sharing the details to GAIL.

Shri Vivek Wathodkar, ED (O&M-WR)/OIC and Zonal ED enlightened on the business diversification of GAIL in last four decade. He informed that Vendor/ supplier are Business Partner and pivotal for progress of GAIL. He also informed about the recent award received by GAIL for Ministry of MSEs. He welcomed the suggestions of the MSEs for improvement in GAIL processes/ procedures.

During the program a presentation was made by C&P Department highlighting on achievement and initiatives taken for MSEs.

Then presentations were made on initiatives/ schemes of NSIC and TReDS respectively.

An open house for discussion on various issues/ suggestion of the vendors was held. The vendors suggestions and queries were addressed by executives of GAIL.





**(vii) VENDOR DEVELOPMENT PROGRAM CUM HANDHOLDING SESSION WITH MSEs**

Vendor Development Program cum Handholding session with MSEs on 21.03.2024 at M/s. Shelton Hotel, Rajahmundry.

During the program GAIL highlighted the importance of MSMEs in the development of economy in any country and how India has emerged a strong manufacturing country through the development of MSEs. Micro & Small Enterprises (MSE) sector has emerged as a highly vibrant and dynamic sector of the Indian economy over the last five decades. It has been playing an important role in socio economic development of India. Further explained about GAIL initiative of developing MSEs owned by SC/ST and women entrepreneurs by conducting 3rd two-week residential Entrepreneurship Development Program (EDP) for SC/ST and women Entrepreneurs in Dibyapur, Auraiya, UP, in line with its commitment to the Public Procurement Policy for MSE.

Detailed presentation was made by officials from GeM & TReDS. Also, detailed presentation was made by officials from Indian Overseas Bank (IOB), Rajahmundry about finance offered by banks, special schemes, loan facilities, various benefits available for MSEs Vendors.

Detailed presentation was made regarding VIM system and SPARSH portal. Vendor's actively interacted and familiarized about the system.

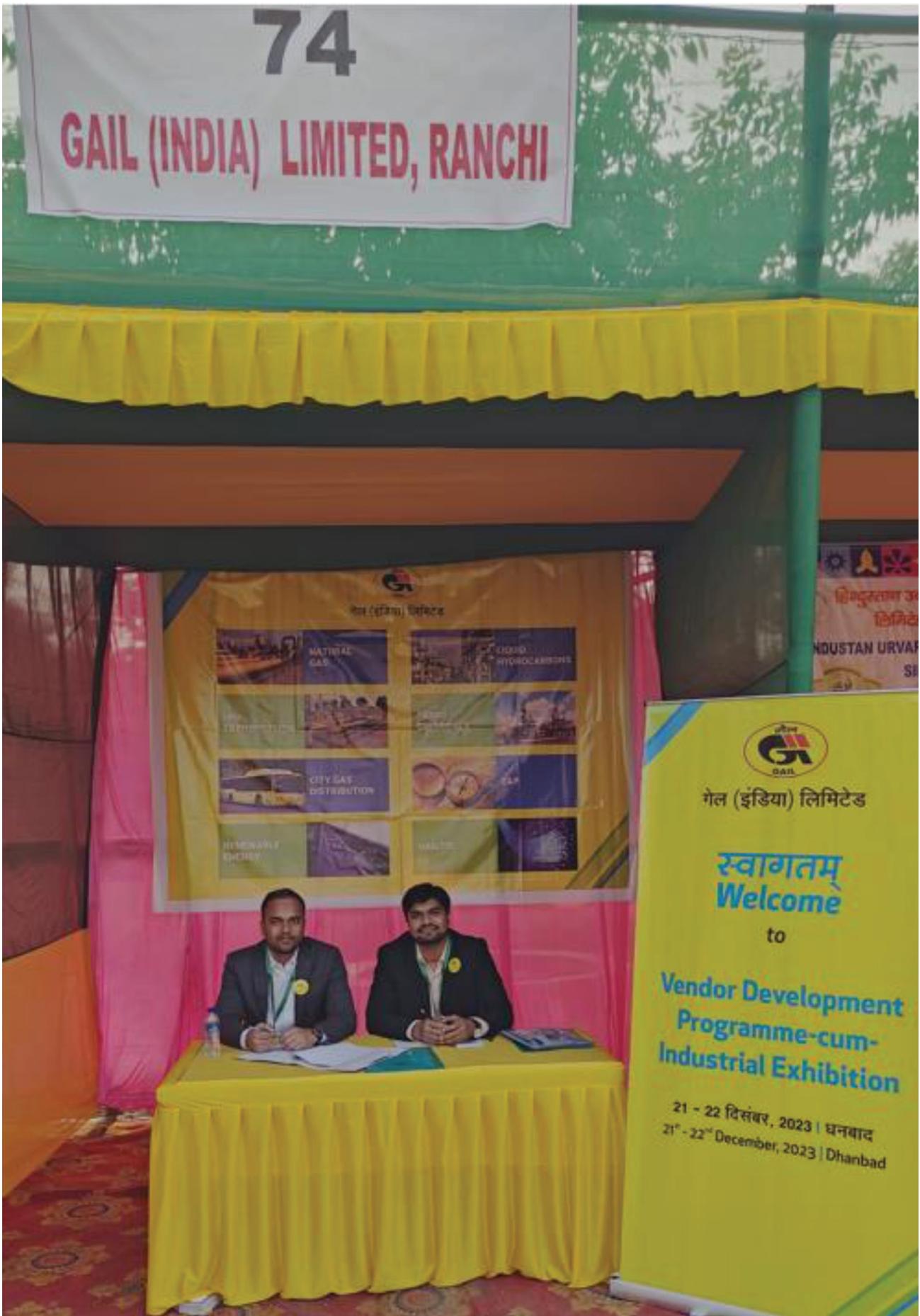


**(viii) VENDOR DEVELOPMENT PROGRAMME CUM INDUSTRIAL EXHIBITION**

GAIL, Ranchi has participated in the Vendor Development Programme cum Industrial Exhibition Nehru Complex Ground, Koyla Nagar, Dhanbad 21st – 22nd December, 2023 organized in association with Bharat Coaking Coal Limited and MSME.

A stall was setup by GAIL, Ranchi for two-days at and various handholding information were exchanged to the vendors.

Total 70 Stalls of MSE Vendors and 10 Stalls of PSUs were organised.





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**(ix) VENDOR DEVELOPMENT PROGRAMME CUM INDUSTRIAL EXHIBITION**

In a significant stride towards fostering collaboration between large enterprises and Micro and Small Enterprises (MSEs), the C&P department of GAIL Vijapur actively participated in a Vendor Development Programme held at the M.P. Chamber of Commerce & Industries in Gwalior on February 18-19, 2024.

The event brought together over 100 MSE owners and their representatives, providing them a valuable platform to engage directly with MSME and GAIL authorities. The programme was designed to bridge gaps, share insights, and explore potential synergies between MSEs and large organizations like GAIL.

- The General Manager of the C&P department delivered a compelling address, outlining the various benefits that GAIL extends to its MSE partners. This overview set a positive tone for the interactions that followed.
- An insightful presentation was given by C&P Department that covered critical areas such as GAIL's procurement potential, the benefits available to MSEs, and effective utilization of platforms including the GeM portal, NIC portal, TReds, and VIM for streamlined payments.
- The GAIL Vijapur C&P team also participated in the exhibition segment of the event. They showcased the range of goods and services GAIL procures, providing valuable information and answering queries from business partners.
- The programme facilitated extensive interactions between GAIL authorities and business partners. The feedback was overwhelmingly positive, with many participants expressing appreciation for the depth of information shared and the opportunity to engage directly with GAIL representatives.

The Vendor Development Programme concluded on a high note with a Vote of Thanks, acknowledging the contributions of all attendees and organizers. This initiative not only highlighted the collaborative spirit but also underscored GAIL's commitment to supporting and integrating with the MSE sector.

As we reflect on the success of this programme, it is clear that such engagements are crucial in building strong partnerships and driving mutual growth.





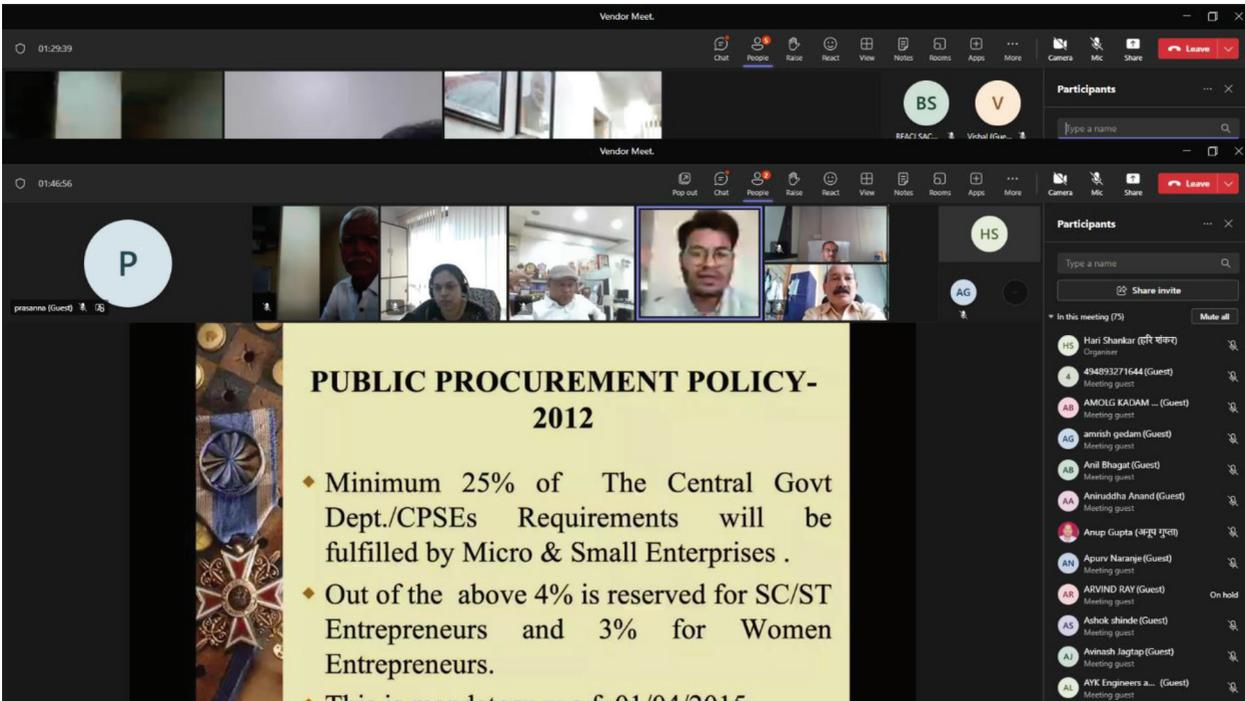
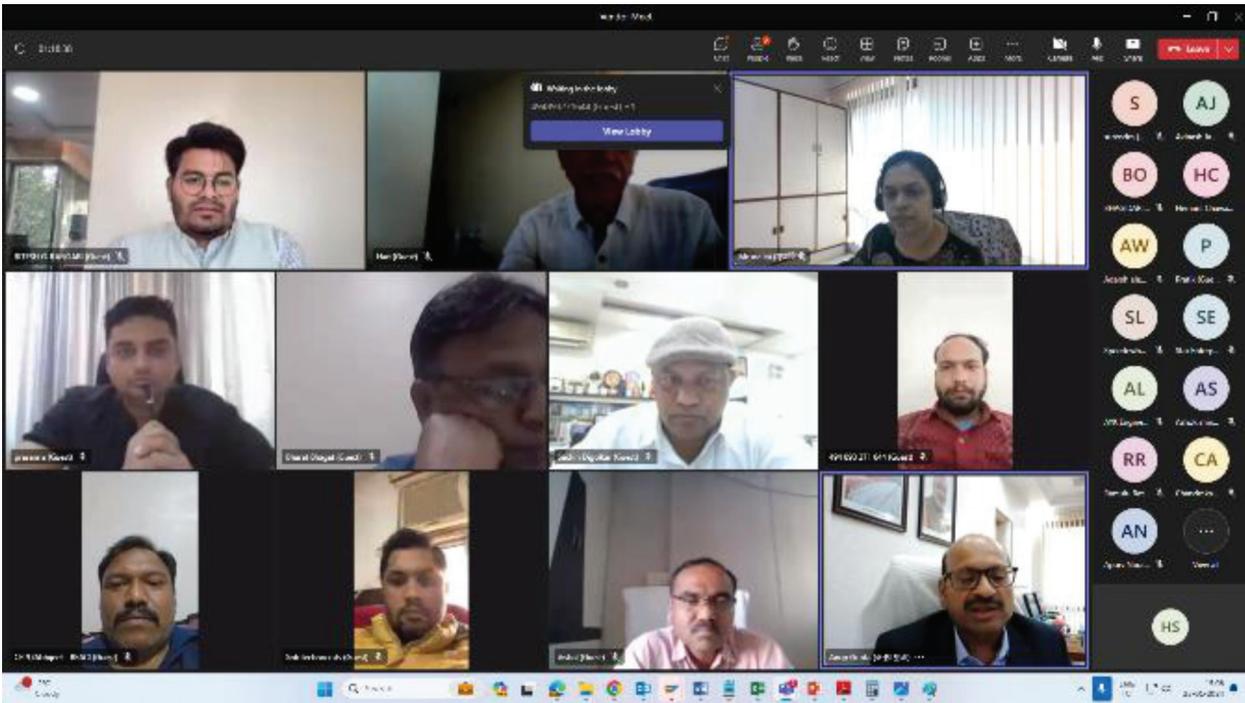
**(x) VENDOR DEVELOPMENT PROGRAM FOR MSME VENDORS CONDUCTED AT GAIL USAR**

The Vendor Development Program for MSME vendors was conducted at GAIL Usar on 25.01.2024 under the chairmanship of Shri Anup Gupta, CGM (PDH PP Projects) / OIC in association with National SC-ST Hub, Pune (An Initiative of Ministry of Micro, Small and Medium Enterprises, Government of India) through online Video Conference. Shri Ritesh Rangari, Incharge of National SC ST Hub, Pune was the Chief Guest for the Program. The VDP was attended by 70 nos of Vendors, Contractors and Service Providers. Among the participants, few vendors were already associated with GAIL whereas some new Vendors also graced the occasion.

Thereafter a presentation depicting GAIL's business portfolio, GAIL's Journey, PDH PP Project, Tendering process in GAIL, various digital initiatives undertaken by GAIL etc. was given.

Shri Ritesh Rangari, Incharge National SC-ST Hub, Pune made an informative presentation on the schemes for empowering the SC/ST population to participate in public procurement process and fulfill the mandated target of 4% procurement from SC/ST enterprises under Public Procurement Policy by the Ministries, Departments and CPSEs. Shri Rangari also explained about various initiatives launched by the Government such as Special Credit Linked Capital Subsidy Scheme (SCLCSS), Capacity Building Training Programs, Special Marketing Assistance Scheme (SMAS), Business Accelerator Program. He also informed about the sub schemes introduced by Ministry of Micro, Small and Medium Enterprises viz. Bank Loan Processing Reimbursement Scheme, Bank Guarantee Charges Reimbursement Scheme, Testing Fee Reimbursement Scheme etc.

Most of the participating vendors shown interest in the annual / future procurement plans of GAIL, PDH PP project of Usar in particular. Many vendors appreciated the Vendor Invoice Management and Sparsh Portal of GAIL.



**(xi) VENDOR DEVELOPMENT PROGRAM FOR MSEs OWNED BY SC/ST ENTREPRENEURS AND WOMEN ENTREPRENEURS CONDUCTED BY GAIL VADODARA**

In line with Corporate C&P guidelines, C&P Department GAIL, Vadodara had conducted a “Vendor Development Program for MSEs owned by SC/ST and Women entrepreneurs” at Vadodara on 23.02.2024.

Vadodara C&P has taken initiative for the first time to include other oil sector PSU i.e. ONGC in this program to get awareness about their efforts to increase participations from MSEs owned by SC/ST and Women entrepreneurs.

The program was attended by more than 45 vendors. A large number of queries were raised by the vendors which were addressed by the officials of GAIL and the representatives of MSME, ONGC, National SC/ST Hub & AXIS bank.

During the event, prospective bidders for various requirements at GAIL RPNHQ Vadodara were identified and noted for future requirements.





**(xii) VENDOR DEVELOPMENT PROGRAM CUM HANDHOLDING SESSION WITH MSEs OF VSPL AT GAIL, VIZAG**

GAIL (India) Limited, Vizag has organised a Vendor Development Program cum Handholding Session with MSEs on 08th November, 2023.

Different stakeholders from MSME-DFO, TReDS [Invoicemart], Visakha Autonagar Small Scale Industrialists Welfare Association (VASSIWA), representatives of 25 nos. of MSE vendors and GAIL officials have participated in the program.

Sh. L S Rao, CGM (O&M) & OIC, VSPL welcomed the stakeholders. In his address OIC has mentioned that GAIL is pioneer in implementing schemes for Govt. of India for benefit of MSEs. Further, he stated that Vendor Development Program is one of the tools to enhance their participation and requested all vendors to take benefit of this program. OIC has emphasized that all GAIL's vendors must ensure execution of the Contracts/Orders strictly as per the requirement of Contracts/Orders.

C&P Department made a detailed presentation covering MSE procurement details in last three FYs, various benefits available for MSEs, recent changes in GAIL's tenders on MSE clause, Innovative techniques in GAIL (Health Monitoring of the Contracts, Quarterly Closure of the Contracts, Samadhan Mechanism, Vendor Coaching Program), GeM procurement, SPARSH / VIM Portal, Anjani Portal and TReDS. The presentation also includes awareness session on PIDPI (Public Interest Disclosure and Protection of Informers).

Total 32 representatives from 25 MSE vendors have actively participated in the program. An Interactive session was arranged to address queries of vendors. Queries have been raised on various issues such as authentication of documents like Udyam registration, BEC documents & start-up registration, preference to local MSEs, upload of digitally signed documents in Anjani portal and Sparsh portal etc. All the queries have been addressed by GAIL's officials from O&M, F&A and C&P dept. to the extent possible.



### (xiii) VENDORS' MEET ORGANIZED BY GAIL, PATA

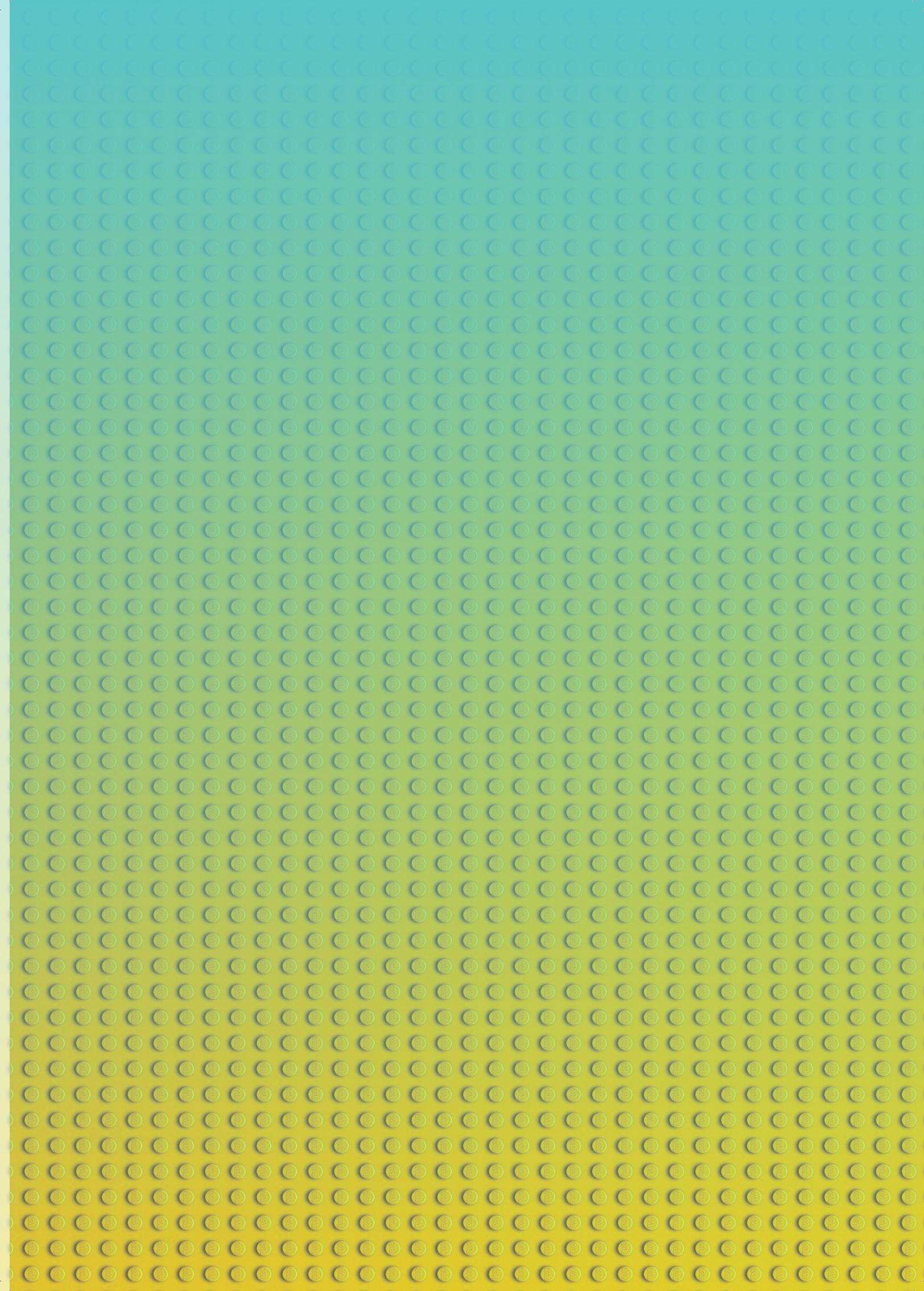
GAIL (India ) Limited, Pata in association with GAIL, Dibiyapur have organized “Vendors’ Meet, 2023” on 02.11.2023 at Sargam Auditorium, GAIL Gaon on the occasion of Vigilance Awareness Week 2023 for existing stakeholders besides new prospective vendors to increase the association of stakeholder(s) on pan – India basis.

#### Agenda for the subject meet was as under:

- ❖ To bring awareness on latest Vigilance related aspects of tendering.
- ❖ To bring awareness on latest procurement related aspects including tender provisions.
- ❖ Various promotional schemes implemented by the Ministry of MSME for the development of Micro & Small vendors and its provisions in tender.
- ❖ Government e-Marketplace (GeM) Portal and its provisions in tender.
- ❖ Brief on NIC portal.
- ❖ Start-up India.
- ❖ Trade Receivable Discounting System (TReDS) related information-alternate option for receipt of payments.
- ❖ Payment through VIM and its related issues

The program was attended by representative of approx. 170 nos. of Vendors / Contractors of GAIL, Pata. The program was also attended by senior executives of GAIL, Pata, Dibiyapur, TReDs, senior officials of MSME- Kanpur, Vigilance deptt., various Banks, executive(s) from VIM Centre from GAIL Noida, etc.







**GAIL (India) Limited**

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