

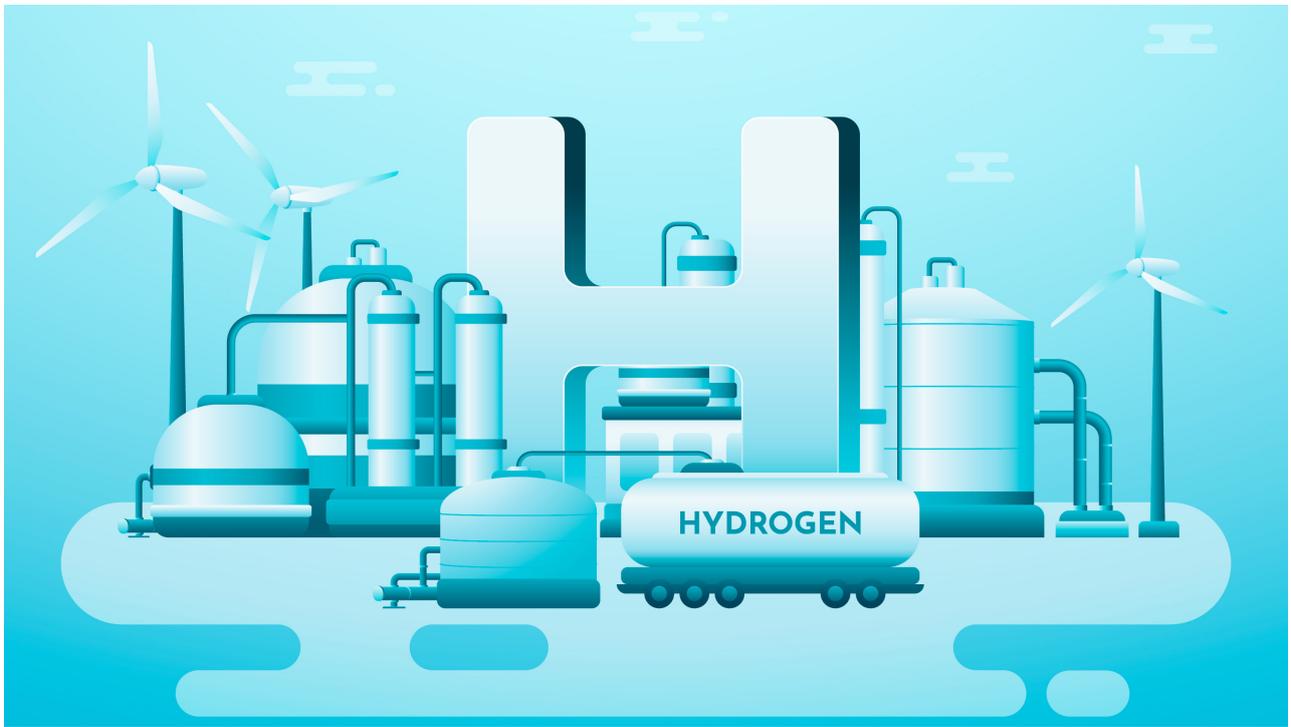


GAIL (India) Limited

नव - चेतना Nav - Chetna

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

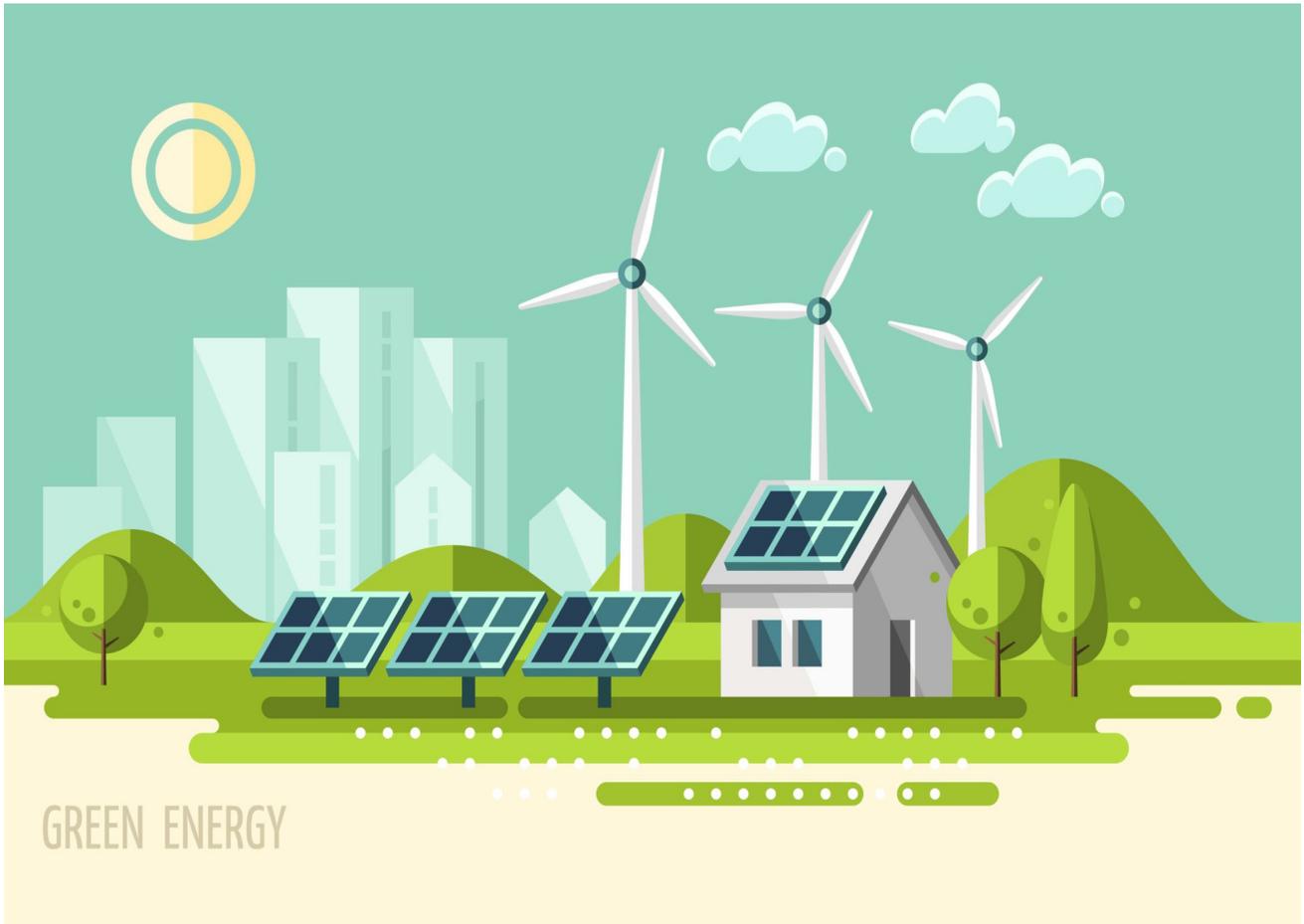




Energizing Excellence

in Integrated Business





दीपक गुप्ता
Deepak Gupta



निदेशक (परियोजना)
Director (Projects)

MESSAGE

Dear Esteemed Partners,

Warm greetings to all as we join in observing Vigilance Awareness Week from 27th October to 3rd November 2025, under the inspiring theme “Vigilance – Our Shared Responsibility.”

This occasion reminds us of our shared commitment to nurture a culture of integrity, transparency, and accountability-values that form the foundation of lasting partnerships and sustainable progress. At GAIL (India) Limited, we believe that ethical conduct and fairness in every action strengthen the trust and confidence that drive collective success.

Our journey toward excellence is built on collaboration and a shared vision for responsible growth. Together with our partners, we continue to enhance systems that encourage openness, fairness, and efficiency in all business interactions.

In line with this spirit, GAIL’s Contracts & Procurement Department has implemented several initiatives to promote ease of doing business, including the relaxation of physical document submission requirements in the E-Tendering process, revision of procedures for dispute resolution and arbitration, introduction of multiple modes for furnishing Earnest Money and Contract Performance Security such as e-Bank Guarantees, Fixed Deposit Receipts, and Insurance Surety Bonds, and the launch of a one-stop solution for our esteemed vendors - “Vendor Zone.” These initiatives underscore our commitment to operational transparency, inclusiveness, and continuous improvement in our engagement with stakeholders.

We are also delighted to share that GAIL (India) Limited has been recognized as the Sectoral Supply Chain Champion – Oil & Gas Sector at the 2025 India Supply Chain Ranking by the Institute of Supply Chain Management (ISCM), Mumbai. This achievement highlights our ongoing pursuit of innovation, sustainability, and excellence in supply chain management.

As we celebrate Vigilance Awareness Week 2025, we reaffirm our dedication to fostering an environment where integrity thrives, ethical behaviour is valued, and transparency drives performance.

Thank you for your continued trust and partnership. Let us move forward together-guided by vigilance, united by values, and inspired by the vision of a transparent, resilient, and progressive future.

Jai Hind!

Place : New Delhi

(Deepak Gupta)

Growing with Green Energy





रजनेश सिंह, आई. आर. एस. एम. ई.
मुख्य सतर्कता अधिकारी

Rajnesh Singh, IRSME
Chief Vigilance Officer



Message

Dear Esteemed Partners,

I am delighted to know that a Business Partner Interactive Meet is being organized by the Contracts & Procurement Department of GAIL during Vigilance Awareness Week 2025. This initiative underscores GAIL's unwavering commitment to transparency, integrity, and ethical excellence in Contracts & Procurement process.

Vigilance Awareness Week serves as a reminder of the importance of maintaining high standards of integrity and reinforcing our shared commitment to ethical conduct. This year's theme, "*Vigilance – Our Shared Responsibility*," highlights that fostering vigilance and accountability is a collective effort, involving every citizen, employee, and stakeholder.

At GAIL, we view integrity and transparency not merely as practices, but as core values that drive sustainable growth and long-term excellence. Building a culture rooted in integrity is an ongoing journey—one that thrives through the active involvement and commitment of every individual within our organization and beyond.

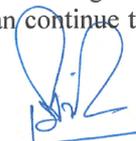
I would like to acknowledge the remarkable efforts of GAIL, particularly the Contracts & Procurement Department, for their dedication to promoting good governance. Through such innovative initiatives, focus on fairness, and commitment to efficiency and transparency, they have set benchmarks in ethical business conduct. Their work in engaging and educating stakeholders on best practices is truly commendable and exemplifies our collective pursuit of integrity.

At GAIL, we proudly consider our vendors and contractors as Business Partners, not just suppliers or service providers. Your contributions are integral to our success, and this Meet provides a valuable platform to strengthen collaboration, share knowledge, and explore new opportunities for growth together. Your role in fostering excellence, innovation, and trust in our processes is deeply appreciated.

As we come together for this Meet, I encourage all our Business Partners to participate actively and engage wholeheartedly. Your insights and support play a vital role in shaping a transparent, responsible, and forward-looking business environment.

Let us embrace the spirit of this year's theme, "*Vigilance – Our Shared Responsibility*," by reaffirming our commitment to ethical practices, collective accountability, and shared progress. Together, we can continue to build a stronger, more prosperous nation founded on trust, integrity, and collaborative success.

Jai Hind!


28.10.2025
(Rajnesh Singh)

गेल (इंडिया) लिमिटेड

(भारत सरकार का उपक्रम – महारत्न कंपनी)
गेल भवन, 16 भीकाएजी कामा प्लेस
नई दिल्ली-110066, भारत

GAIL (India) Limited

(A Government of India Undertaking - A Maharatna Company)
GAIL BHAWAN, 16 BHIKAJI CAMA PLACE
NEW DELHI-110066, INDIA

सीआईएन/CIN
L40200DL1984GOI018976
फोन/PHONE: +91 11 26182148
फैक्स/FAX: +91 11 26165432
sanjay@gail.co.in www.gailonline.com

RENEWABLE
ENERGY
INNOVATIONS



एस. हलदर
S. Halder



कार्यकारी निदेशक
Executive Director

MESSAGE

Dear Esteemed Business Partners,

I am delighted to extend my warm greetings to all of you as we come together for the Business Partner Interactive Meet during Vigilance Awareness Week 2025. This year's theme, "Vigilance – Our Shared Responsibility," perfectly reflects our collective commitment at GAIL (India) Limited to uphold integrity and transparency in every aspect of our work. Vigilance embodies awareness, responsibility and proactive participation, uniting us in fostering a culture where ethical conduct, trust and accountability drive sustained progress and shared prosperity.

At GAIL, we believe that trust is built on a foundation of honesty and fairness. We are committed to maintaining openness and equity in all our operations, ensuring that our practices reflect the values we stand for. Our ongoing efforts to make business processes more efficient and transparent are driven by a strong sense of ethical commitment, so that every milestone in our journey contributes to collective growth and shared success.

We take great pride in our efforts to strengthen procurement from Micro and Small Enterprises (MSEs) including those owned by SC/ST and Women entrepreneurs. By fostering inclusivity, we empower diverse segments of society and enrich our supply chain with innovation, resilience and fresh perspectives. Over the past three financial years, GAIL has consistently achieved its procurement targets. In the last financial year, out of total eligible procurement, more than 48%, 4.5% and 7.65% were sourced from MSEs, SC/ST entrepreneurs & Women entrepreneurs respectively which is one of the highest amongst the PSUs. These accomplishments reflect GAIL's unwavering commitment to social responsibility, equitable growth and sustainable value creation thereby advancing our collective journey towards progress and shared success.

We are also proud to share that GAIL has been recognized as the Sectoral Supply Chain Champion – Oil & Gas Sector at the 2025 India Supply Chain Ranking by the Institute of Supply Chain Management (ISCM), Mumbai. This recognition reflects our continuous drive to embrace innovation, strengthen sustainability and achieve operational excellence while setting new benchmarks for transparency, efficiency and collaboration.

To further promote ease of doing business and strengthen partnerships, GAIL's Contracts & Procurement Department has implemented key initiatives including relaxed e-tendering document requirements, streamlined dispute resolution and arbitration procedures and flexible options for Earnest Money and Contract Performance Security.

I encourage all stakeholders to engage in open dialogue, share insights and offer constructive feedback. Your contributions are invaluable as we work together to foster a transparent, accountable and integrity-driven environment. I sincerely appreciate your active participation and continued support of GAIL's initiatives. Together, let us strengthen partnerships, promote ethical practices and contribute to a prosperous and resilient GAIL in particular and Oil & Gas sector of India in general.

Jai Hind !

गर्व है हम गेल हैं !

Place : New Delhi

S. Halder

Executive Director (C&P)

GAIL (India) Limited



CORPORATE OVERVIEW



Energizing Excellence in Integrated Business

GAIL's Aspirations to Achieve its Vision



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.



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.



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.



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.



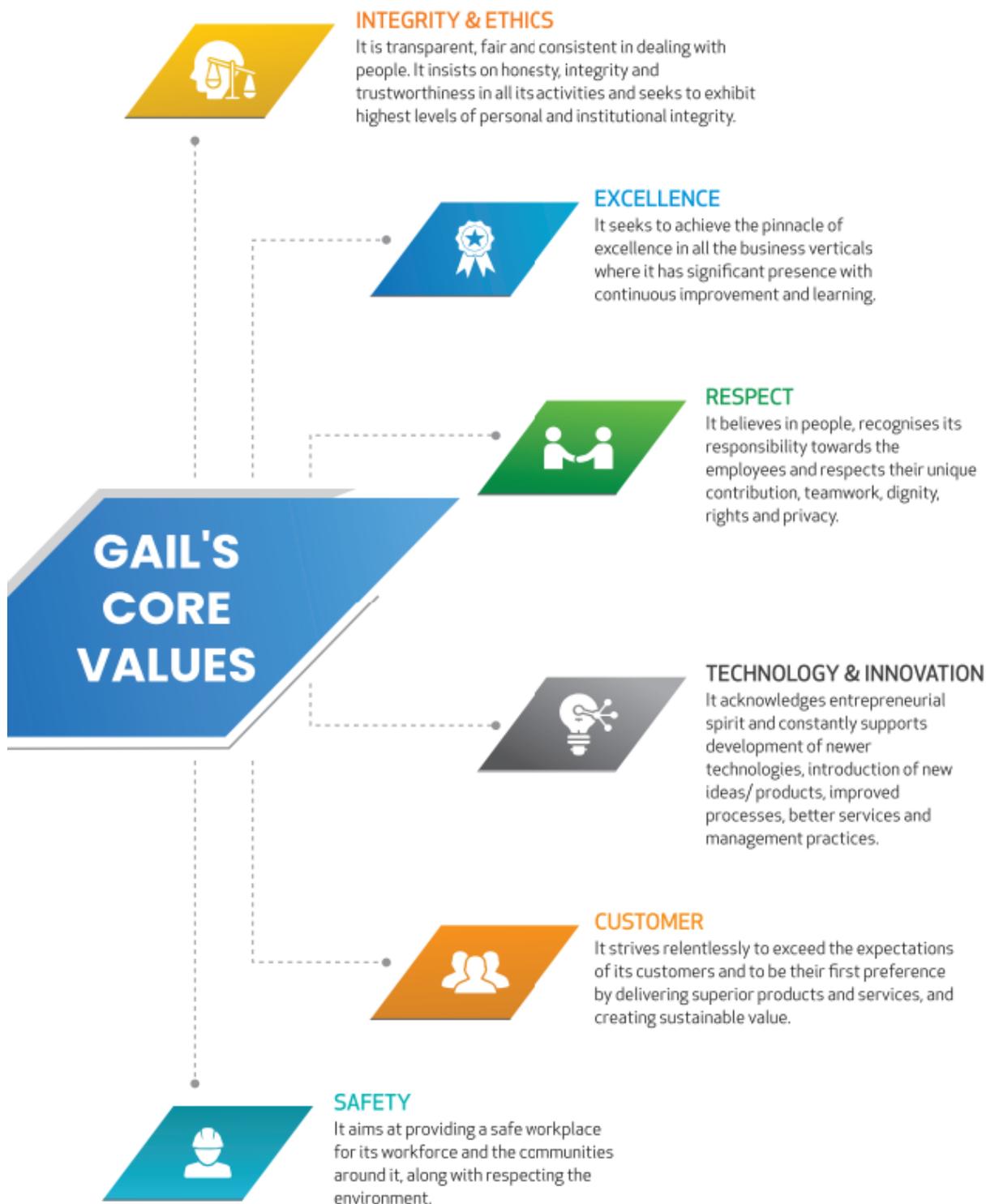
Mission

Enhancing quality of life through clean energy and beyond

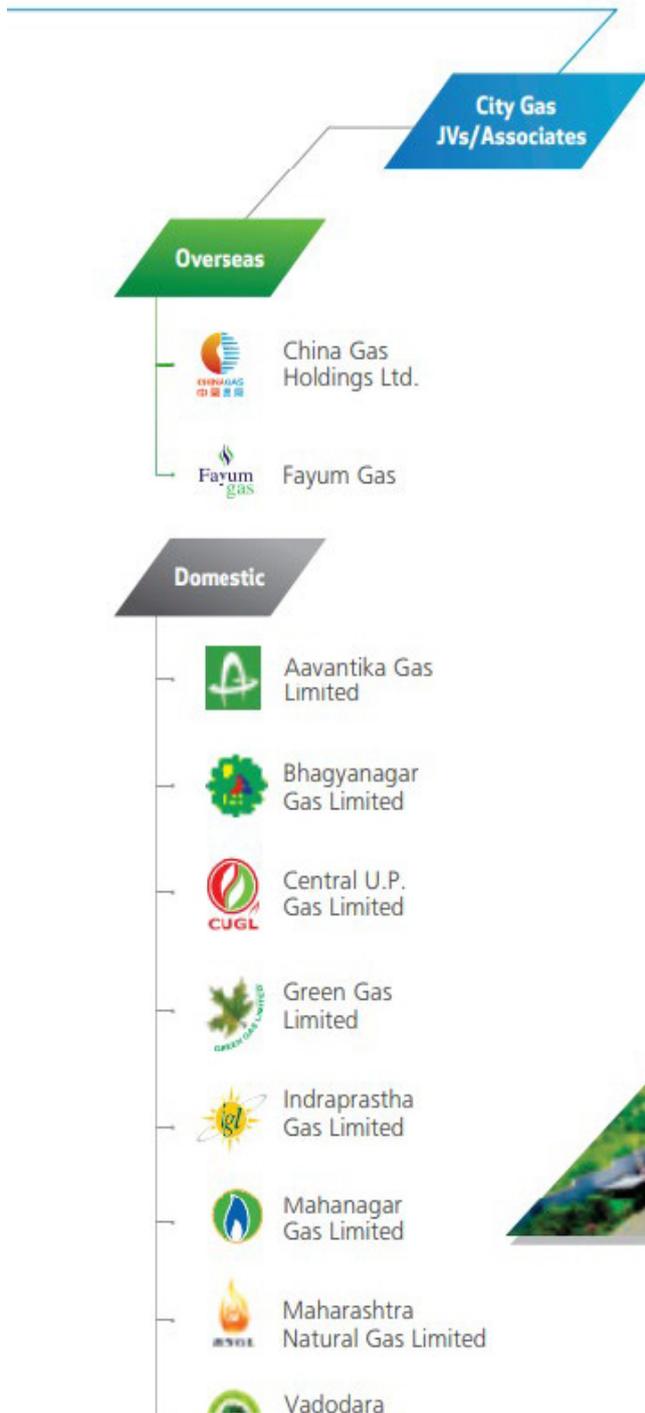


Vision

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







GROUP BUSINESS STRUCTURE

Your Company's commitment towards a greener future is strengthened by its network of Subsidiaries and Joint Ventures (JVs)/Associates spread across the country and parts of the world.



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



Gas Transmission & Marketing

- Around 16,421 km of Natural Gas Pipeline Network
- LNG Marketing Portfolio of ~16.55 MMTPA



LPG & Liquid Hydrocarbons

- 5 Processing Plant with 1.4 MMTPA capacity
- 4.58 MMTPA of LPG transmission capacity



Petrochemicals

- 15% domestic market share
- Capacity of 810 KTA at Pata & 280 KTA at BCPL
- GAIL is also co-promoter of 1.7 MMTPA OPAL petrochemicals transmission capacity
- Under Construction Projects: 500 KTA PP & 50 KTA IPA unit at Usar, 60 KTA PP unit at Pata, 1250 KTA PTA unit at GMPL Mangaluru



City Gas

- 72 Cities/GAs out of total 307 GAs
- Subsidiaries-GAIL Gas Ltd., Bengal Gas & TNGCL+8 Domestic CGD JVs



Renewables

- 118 MW of Wind Power capacity
- 27 MW of Solar Power capacity



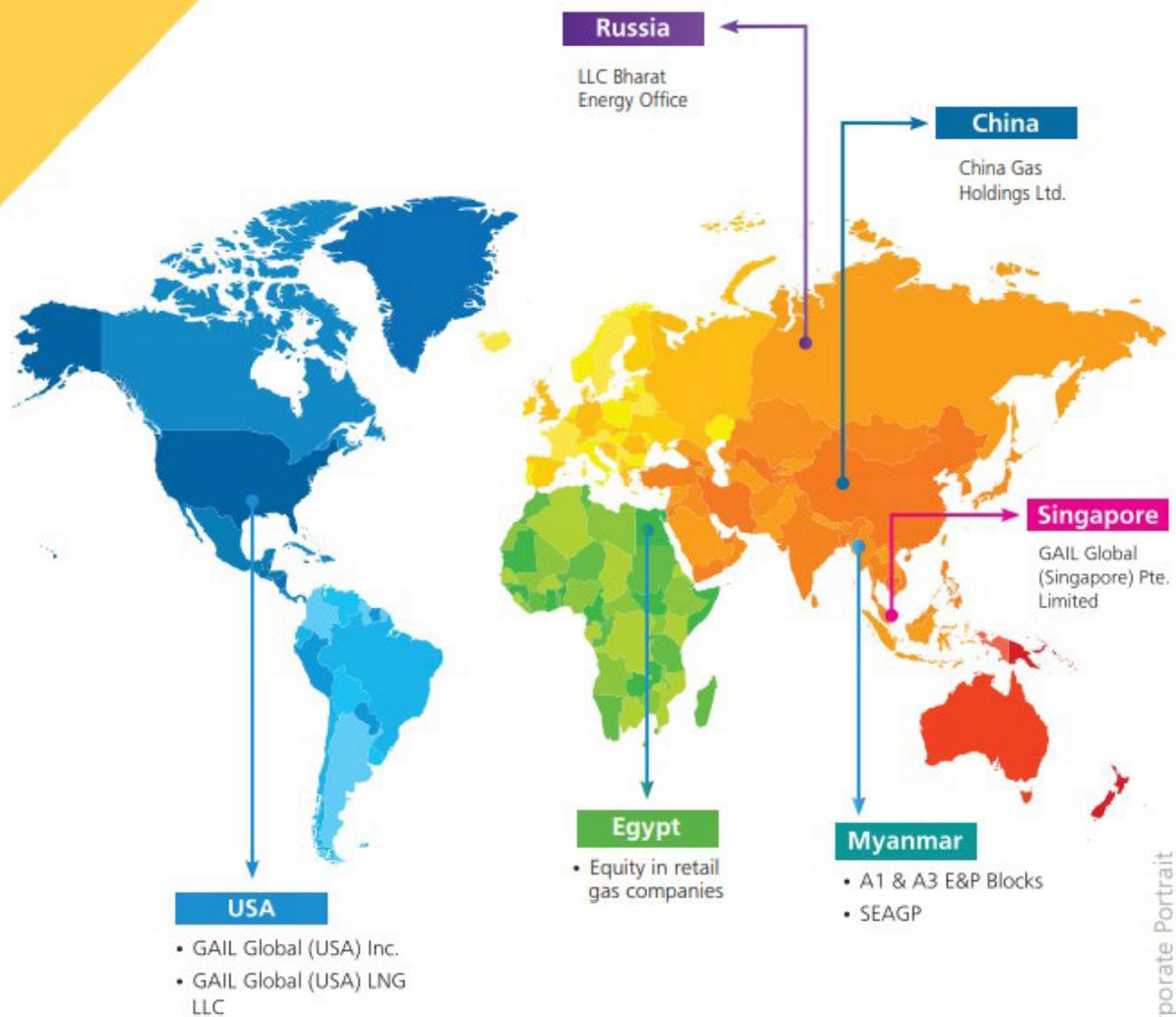
Exploration and Production

- Participation in 13 Blocks
- Presence in US & Myanmar

GAIL'S EXTENSIVE GLOBAL PRESENCE

Among Top 10 Global LNG portfolio marketers

LNG portfolio of around 16.55 MMTPA



— Corporate Portrait

INPUT

Financial Capital

- Capex of ₹10,512 crore
- Paid up Equity ₹6,575.10 crore

Manufactured Capital

- 15,421 km of Natural Gas Pipeline Network
- Owns and operates 2,040 km LPG pipeline network
- 118 MW of Wind Energy and 27 MW of Solar Energy Installed Capacity

Intellectual Capital

- ₹375.53 crore investment in R&D / Innovation Activities

Human Capital

- Total number of employees 5,000 (including Board of Directors)
- Total hours of training given 2,14,166 Man Hours
- Average spent on training and development per employee ₹34,915

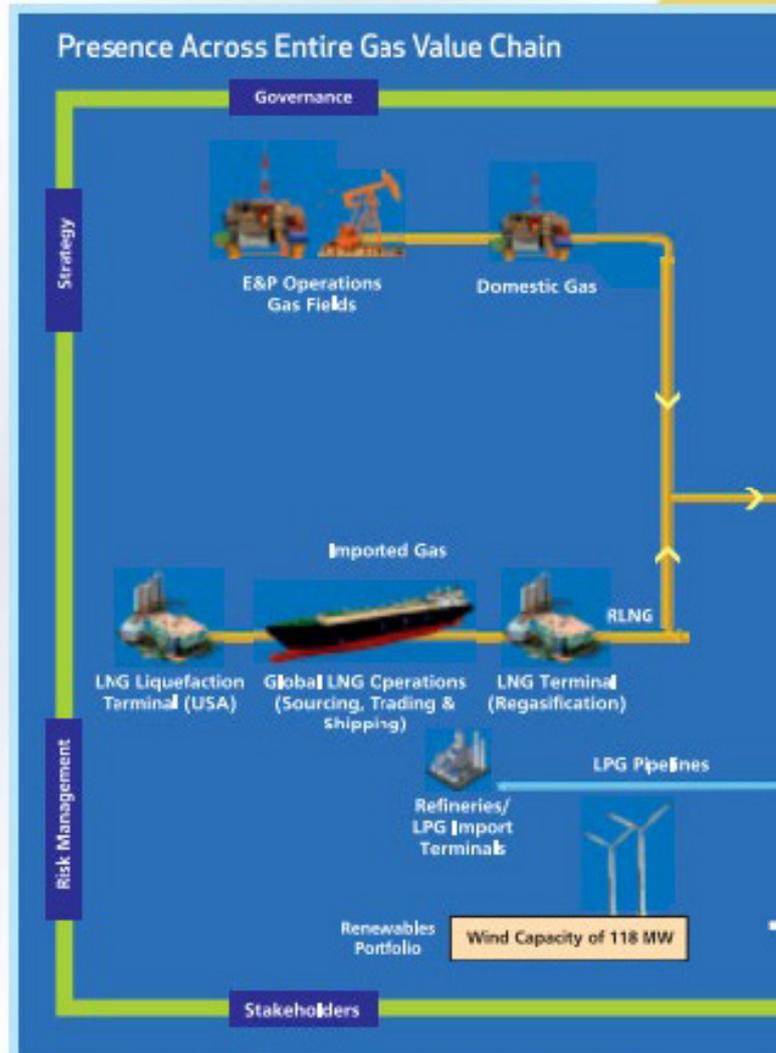
Social and Relationship Capital

- ₹183.77 crore CSR Spend
- Conducted 20 Vendor Development Programs for MSEs across various work centres
- 48.8% of procurement from MSEs against Targets of 25%
- Carries out Customer Value Management (CVM)

Natural Capital

- 5,40,86,448 GJ of Total Energy Consumption
- Water consumption of 20.95 million m³

VALUE CREATION MODEL



OUTCOMES



Contributing to Nation's progress with more than 47% of the Natural Gas sold in India



India's largest Natural Gas Company

OUTPUT

Financial Capital

- ₹ 1,37,288 crore Revenue from Operation
- ₹ 14,825 crore Profit Before Tax
- ₹ 1720 Earning Per Share

Manufactured Capital

- Gas transmission of 127.32 MMSCMD
- LPG Transported of 4.478 MMTPA
- Total liquid hydrocarbon production of about 0.94 Million MT from GPUs

Intellectual Capital

- Collaborative research work mainly on emerging areas such as Green Hydrogen, CO₂ utilisation

Human Capital

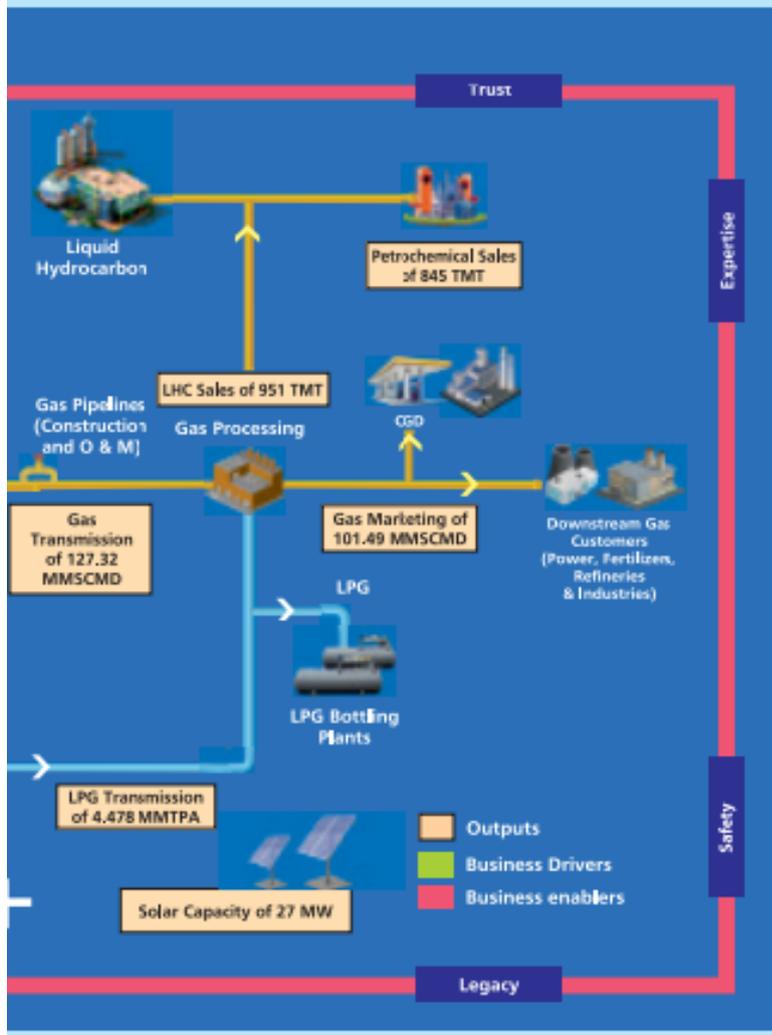
- Training efficacy score of FY 2024-25 is 93.69%
- Employee turnover rate is 4.37%
- HSE Score of 96.37% against the Excellent Target of 95.5% in the FY 2024-25

Social and Relationship Capital

- More than 15,00,000 beneficiaries through CSR program
- ₹ 1,760 crore procurement from MSEs (48.87% of the total eligible value)
- Customer satisfaction Index is 92%
- ₹ 2,114 crore procurement from Government e-Marketplace (GeM)

Natural Capital

- Total Scope 1 and Scope 2 GHG emission of 33,63,358 tCO₂e
- Target to achieve Net zero Scope 1 and Scope 2 GHG Emission by 2035
- Target to achieve 35% GHG Scope 3 emission reduction by 2040



GAIL and its group companies are operating 3,100+ CNG stations across the country



Market capitalisation of ₹ 1,20,160 crore



Spent 2.47% (including set-off) of the average net profit of the preceding three years on CSR

Value Creation Model



COMMUNICATING CHANGE, DELIVERING IMPACT



GAIL's Journey

2025

- Durgapur- Kolkata section of JHBDPL dedicated to the nation
- Achieved Highest ever EBITDA, PBT and PAT
- KLL Dabhol Breakwater completed ensuring all-weather access to LNG ships
- Incorporated subsidiary GAIL Global IPSC Ltd at Gift City, Gujarat
- Incorporated a JV with CIL named as Coal Gas India Ltd. to produce coal to syn-gas.
- GAIL time-chartered another LNG vessel, renamed as 'GAIL Sagar'

2024

- Dedication of Dhamra- Angul Pipeline
- Dedication of Barauni-Guwahati Pipeline
- Dedication of Vijaipur-Auraiya Pipeline
- Reached market capitalization of more than ₹ 1.5 trillion
- Secured 15 MMTPA LNG deal
- Commissioned maiden 10 MW Green Hydrogen Plant
- Initiated LNG Retail Vertical
- Commissioned India's 1st SSLNG Skid
- Advanced Net Zero target for Scope 1 and Scope 2 emissions by 5 years to 2035
- Commissioned 5 TPD CBG plant at Ranchi



1984

Birth of GAIL : Natural Gas transmission & marketing Company

1987

India's first Natural Gas Pipeline -HVJ commissioned

1999

First Petrochemical Plant at Pata

2001

JLPL LPG transmission pipeline commissioned

2011

- First PSU to acquire shale gas acreage in US
- Subsidiary in US

Contributing To Nation's Progress



Contributes more than
47%
of the Natural Gas (NG) sold in India



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

2023

Acquisition of GMPL (erstwhile JBF Petrochemicals Ltd.)

2022

- Dedication of CNG boats at Varanasi
- Bokaro-Angul Natural Gas Pipeline Dedicated to the Nation

2021

- Kochi - Mangalore Natural Gas Pipeline dedicated to the Nation
- Dabhi - Durgapur Natural Gas Pipeline Dedicated to the Nation

2019

- Jamshedpur CGD project inaugurated
- Ranchi CGD project inaugurated
- Patna CGD project inaugurated
- Phase I of 'Pradhan Mantri Urja Ganga' dedicated to the Nation

2018

- Launch of commencement of work of Talcher Fertilizers Limited (TFL)
- Varanasi CGD project inaugurated
- India's first LNG cargo from USA received in GAIL's first charter hired vessel
- First LNG cargo under long term contract with Russia received
- CNG Stations inaugurated in Cuttack



2012

2,200 km Dahej-Vijaipur-Dadri-Naga-Bathinda pipeline network dedicated to the Nation

2013

- Achieved Maharatna Status
- Commissioned Dabhol LNG Terminal & Dabhol - Bengaluru Natural Gas Pipeline dedicated to the Nation
- Capacity Booking in Cove Point LNG Terminal in US

2015

- Construction work of Jagdishpur - Haldia - Bokaro - Dhamra Pipeline project launched
- Doubled petrochemical production capacity at Pata

2016

Brahmaputra Cracker and Polymer Ltd. Petrochemical Complex dedicated to the Nation

2017

- Bengaluru CGD project inaugurated
- CNG stations inaugurated in Bhubaneswar
- PNG and CNG supply launched in Bhubaneswar

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

Produces every
 **33rd LPG**
cylinder sold in
India

AWARDS AND RECOGNITION IN FY 2024-25

GAIL received the 'Initiatives in Promoting Hydrogen Company of the Year' Award in the prestigious FPI Oil & Gas Awards 2023.



GAIL received the Prithvi Awards 2024 by the Hon'ble Chief Guest, Shri Suresh Prabhu, Former Union Minister of Railways (GOI), and the Guest of Honour, Shri Sandeep Kumar Gupta, CMD, GAIL.

Shri Sandeep Kumar Gupta, CMD, GAIL received the Certificate of Fellowship as a Distinguished Fellow of the Institute of Directors during Director's Conclave & 34th IOD Annual Day for his exemplary efforts in promoting innovation and growth in the energy sector.



GAIL won the SAP ACE Award 2024 for Best Financial Transformation highlighting the company's impressive achievement in digitally transforming its trust accounting process using SAP Treasury and Risk Management (TRM), demonstrating its dedication to financial innovation and operational excellence. Award was received by Shri R.K Jain, Director (Finance), GAIL.

Shri R.K Jain, Director (Finance), GAIL, honoured as 'Top 50 Visionary CFO in India' at the National Economic Growth Summit 2024 organised by Bharat 24 News.



GAIL was honoured with the PMA National Project Excellence Award 2024 for the successful completion of Dhamra-Angul Natural Gas Pipeline Project, a key component of the ambitious Pradhan Mantri Urja Ganga Project. Shri Deepak Gupta, Director (Projects), GAIL accepted this prestigious award.

Shri Deepak Gupta, Director (Projects), GAIL conferred with the Prestigious CEPM Honorary Fellowship Award during the 32nd Global Symposium & 6th World Project Management Forum (WPMF) Meet.



GAIL won 'Breakthrough Renewable Energy Project of the Year' Award at the Downstream India Excellence Awards 2024 ceremony, held during the Global Refining & Petrochemicals Congress 2024. The award was presented for GAIL's first Green Hydrogen Plant set up at GAIL, Vijapur, Madhya Pradesh which has a capacity of producing 4.3 TPD of Hydrogen, through 10MW PEM (Proton Exchange Membrane) Electrolyzer units, by electrolysis of water using renewable power.

AWARDS AND RECOGNITION IN FY 2024-25

Shri Ayush Gupta, Director (HR), GAIL recognised as one of the Top HR Thought Leaders of 2025 by The Economic Times HR World for his visionary leadership in transforming HR into a strategic pillar and core strength of the business.

The Economic Times
HRWorld
THOUGHT LEADERS
2025



Shri Ayush Gupta, Director (HR), GAIL conferred with the Titan-Workplace Culture & Safety Award at the Transform HSE Leadership and Excellence Awards 2024.

GAIL honoured with prestigious Gomati Devi Eminence Award at Banaras Lit Festival in Varanasi in recognition of its transformative CNG Boat project. The Award was received by Shri Ayush Gupta, Director (HR), GAIL.



Under the Rajbhasha Kirti Puraskar Scheme of the Department of Official Language, Ministry of Home Affairs, Government of India, GAIL (India) Limited has been conferred with the Second Prize for the excellent implementation of the Official Language for the year 2023-24

GAIL honoured with the prestigious 'GreenCo Champion Award' during the 14th Edition of CII GreenCo Summit 2025 as an acknowledgement of the consistent efforts and dedication of a large number of GAIL sites actively participating in CII GreenCo rating. Shri Rajeev Kumar Singh, Director (Business Development) received the award.



GAIL felicitated with Green Hydrogen Project of the Year-India recognition at the Asian Oil & Gas Awards 2024 for implementing the 4.3 TPD Green Hydrogen pilot project at Vijaipur (Madhya Pradesh).

GAIL honoured with the 'Start-Up Excellence Award' in the 'Investment in Start-Ups' category at the Governance Now 11th PSU Awards 2025



GAIL received an award for its Floating CNG station at Varanasi during the Water Transversality Award and Concave in association with UN ESCAP, Ministry of Social Justice and Empowerment, Ministry of Power and Ministry of Jal Shakti.



FINANCIAL HIGHLIGHTS

KEY FINANCIAL HIGHLIGHTS (STANDALONE)

Gross Sales (₹ in crore)



Gross Margin (EBITDA) (₹ in crore)



Profit Before Tax (₹ in crore)



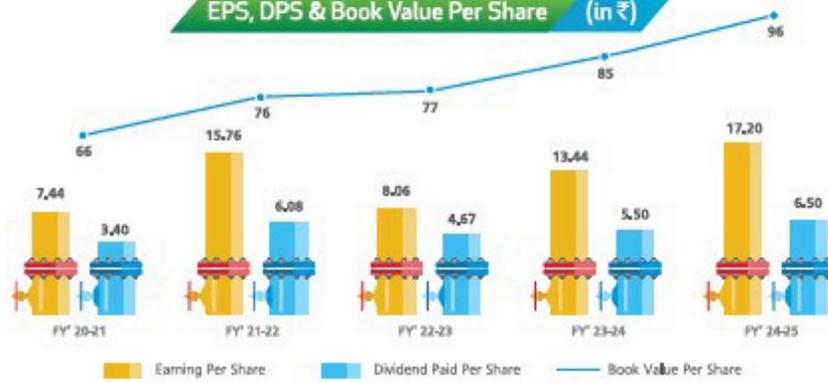
Profit After Tax (₹ in crore)



Shareholders' Fund (₹ in crore)



EPS, DPS & Book Value Per Share (in ₹)



Note: EPS, DPS & Book value are based on closing capital as on 31.03.2025. Previous year figures have been restated accordingly.

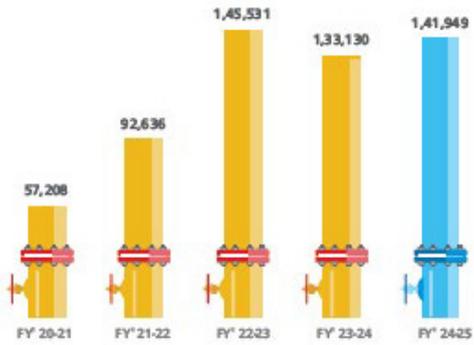
Market Capitalization - BSE (₹ in crore)



Note: Share prices for previous years have been adjusted for issue of bonus shares.

KEY FINANCIAL HIGHLIGHTS (CONSOLIDATED)

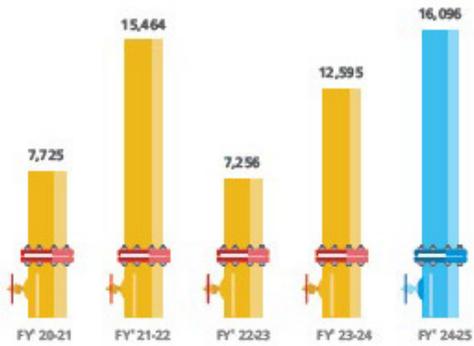
Gross Sales (₹ in crore)



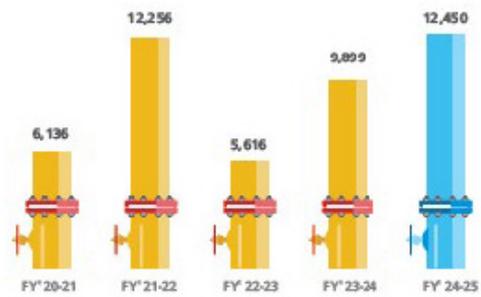
Gross Margin (EBITDA) (₹ in crore)



Profit Before Tax (₹ in crore)



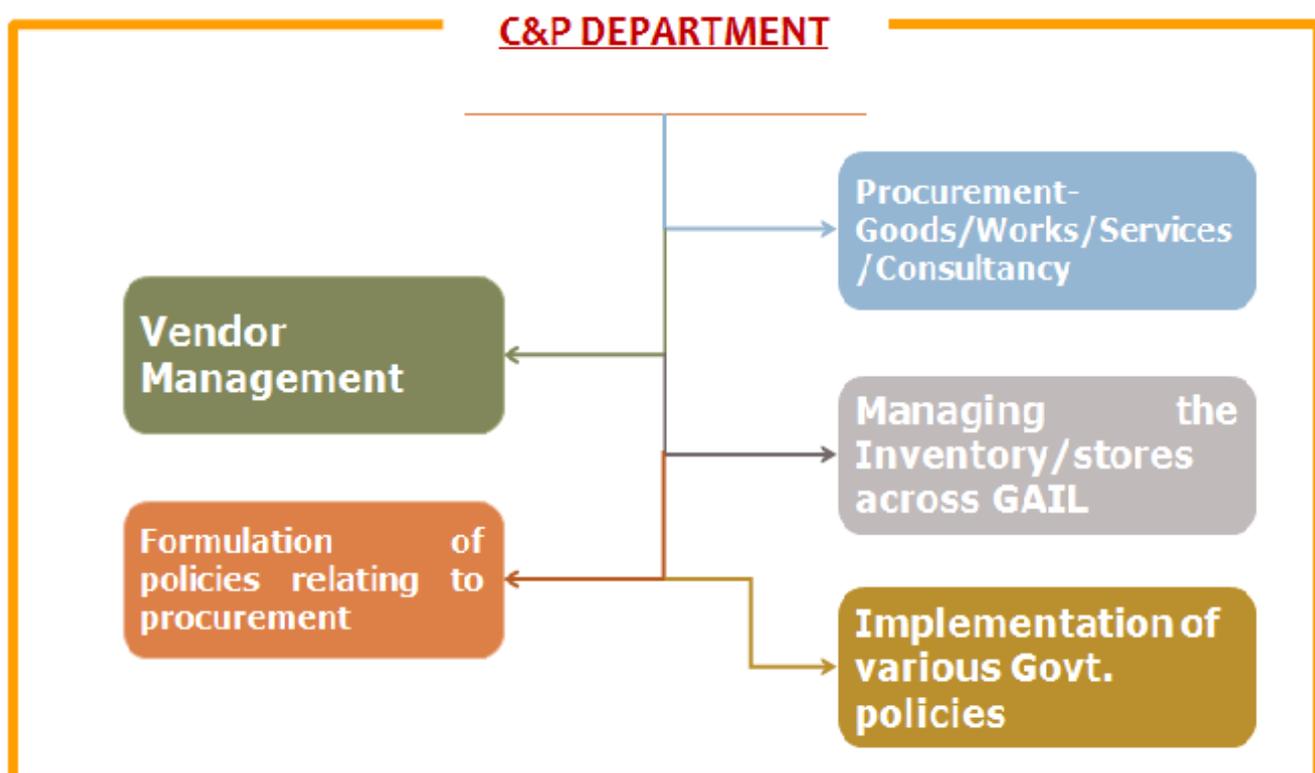
Profit After Tax (₹ in crore) (Excluding Minority Interest)



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, Odisha	18	Usar		

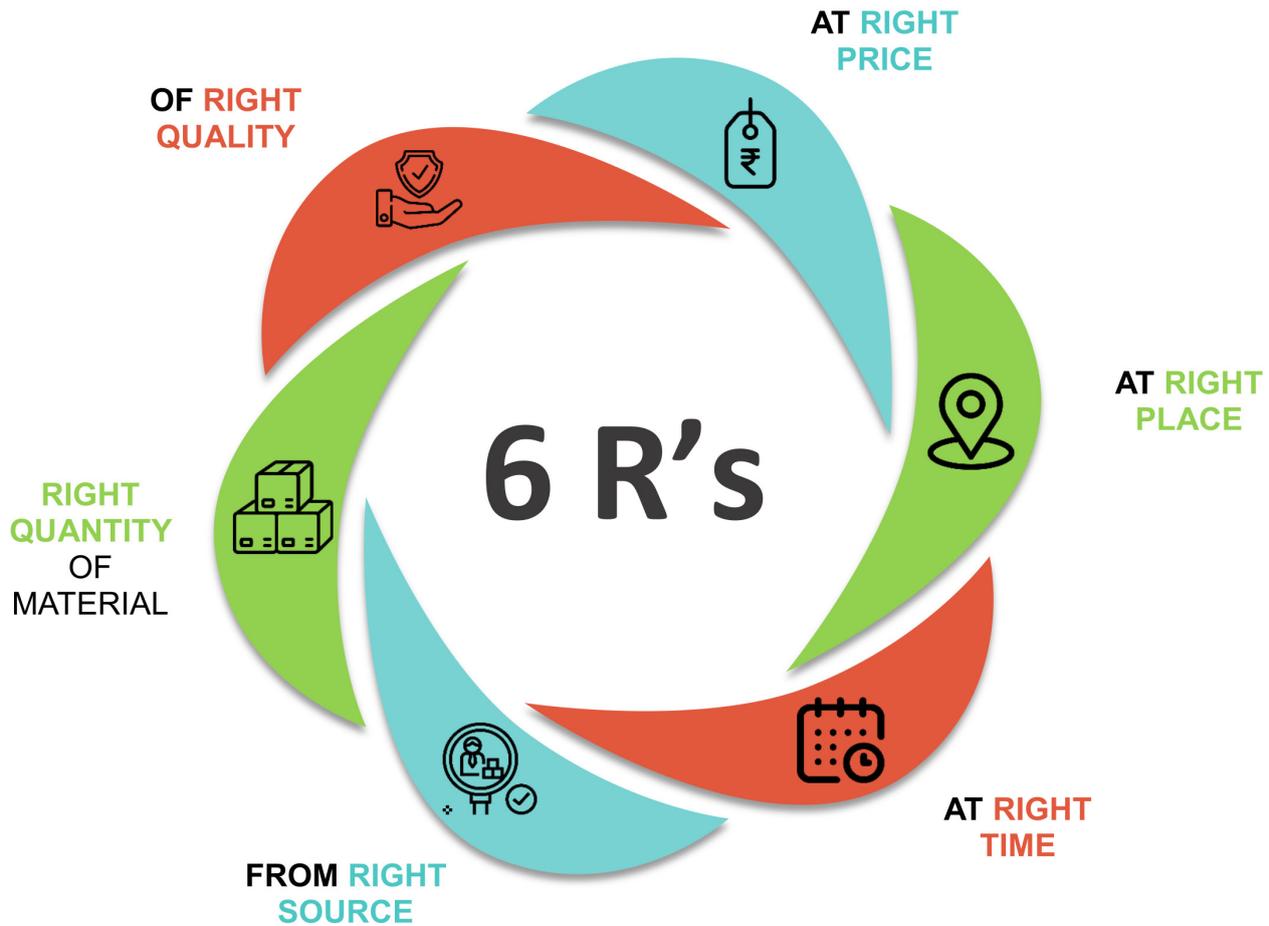
2. Objective of C&P Department

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 (India) Limited has been recognized as the Sectoral Supply Chain Champion in the Oil & Gas sector at the 2025 edition of India's Supply Chain Ranking, conducted by the Institute of Supply Chain Management (ISCM), Mumbai. The award ceremony was held on **18th September 2025**, celebrating excellence and innovation in supply chain practices across various sectors.

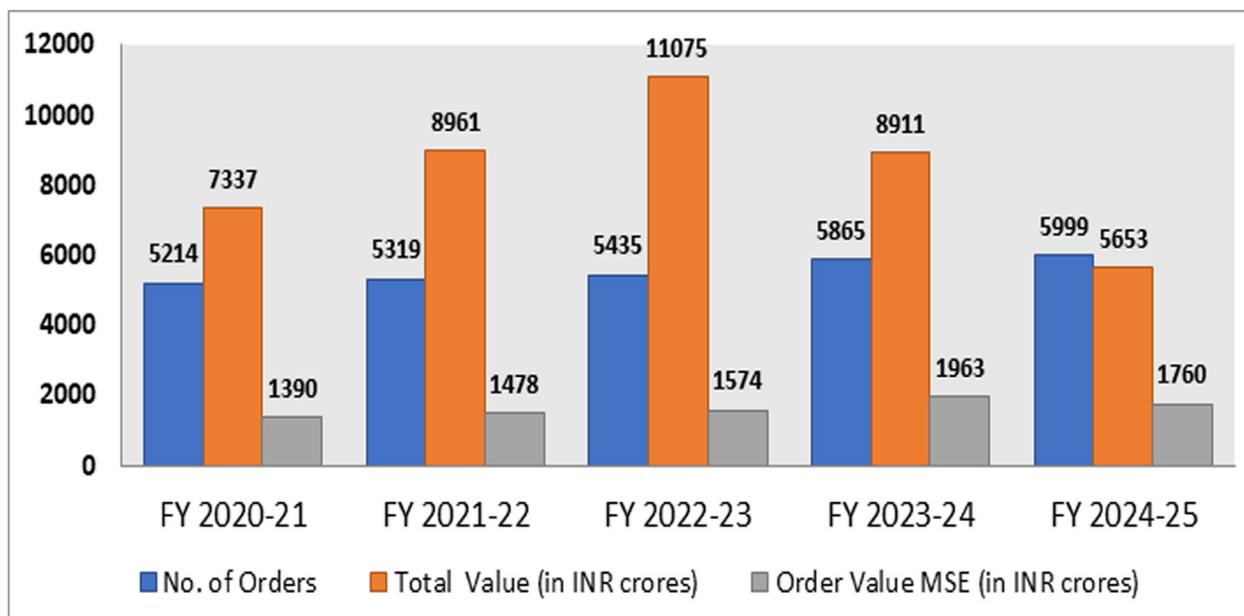
The award was received by **Shri S. Halder**, Executive Director (C&P), **Shri J.B. Torne**, CGM (O&M), **Shri Shailendra Chaurasia**, GM (C&P), along with other senior officials from GAIL, in recognition of the company's outstanding performance in supply chain operations.

This prestigious recognition reinforces GAIL's commitment to **transparency, innovation, professionalism, and sustainability**. The company continues to set industry benchmarks by embracing best-in-class supply chain practices, strengthening operational resilience, and driving excellence at every level.

GAIL's robust and forward-looking approach plays a pivotal role in ensuring the **energy security of the nation**, making it a key contributor to India's energy landscape and a leader among its peers in the oil and gas sector.



6. In FY 2024-25, GAIL has placed orders/ contracts valuing Rs. 5611 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. 2114 Crores through GeM Portal during this year which is 117% of the planned procurement through GeM Portal for FY 2024-25. 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 2024-25, GAIL successfully met the overall procurement target of 25% from MSEs, amounting to a substantial INR 1760 Crores. This figure represents approximately 47% 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 4.50% of procurement directed towards MSEs owned by SC/ST entrepreneurs and 7.65% towards those owned by women entrepreneurs.

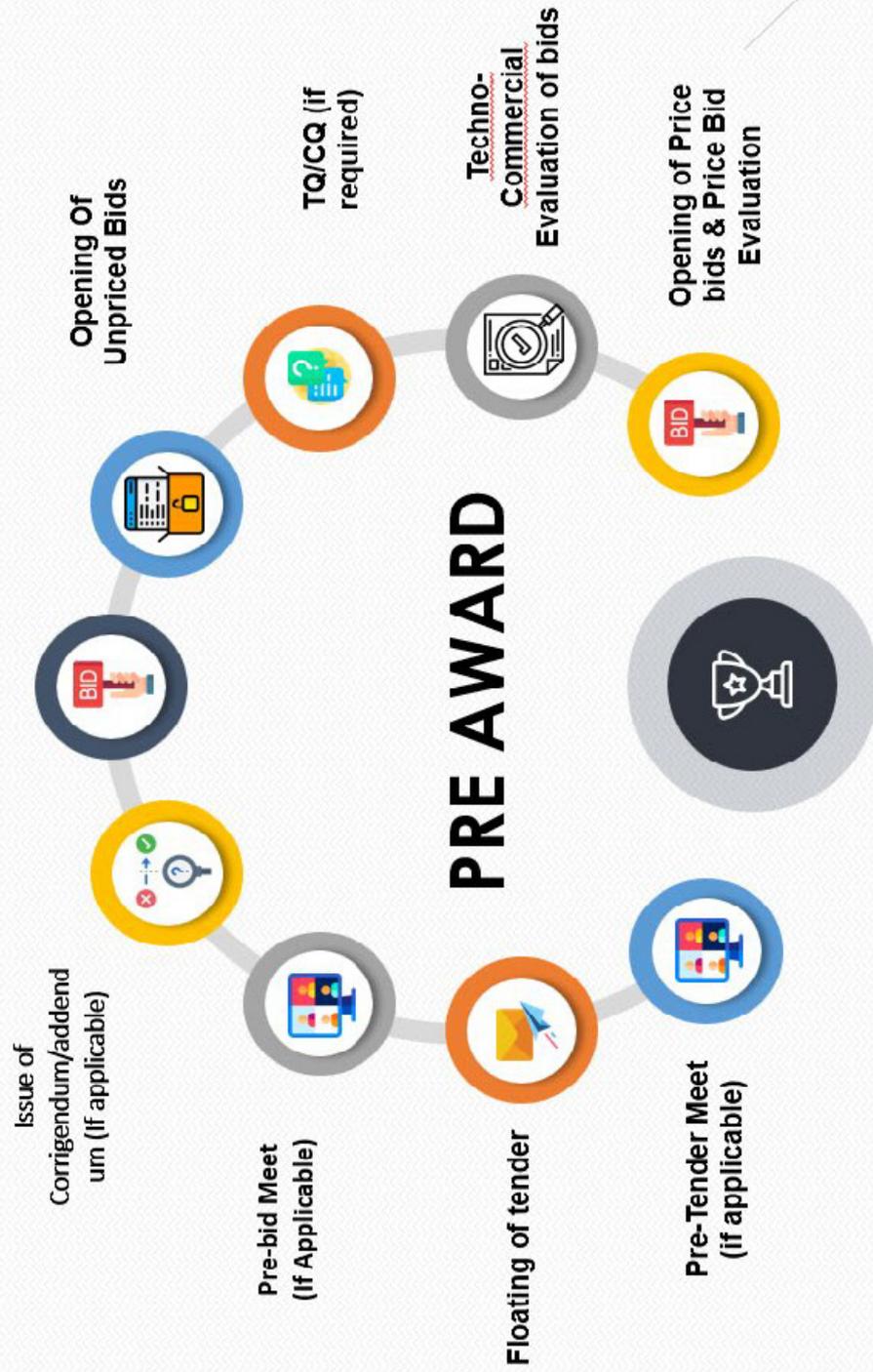
In addition to achieving procurement targets, GAIL has actively fostered the growth of MSEs through comprehensive vendor development initiatives. A total of 20 Vendor Development Programs were conducted across various GAIL work centers, emphasizing inclusivity and support for underrepresented entrepreneurs. 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





CLOSURE

ISSUANCE OF
COMPLETION CERTIFICATE



COMPLETION
OF
JOB/WORK



PROCESSING
OF TIME
EXTENSION (IF
APPLICABLE)



RELEASE OF
FINAL BILL



VENDOR
PERFORMANCE
EVALUATION



RELEASE OF
CPBG AFTER
DLP



CLOSURE OF
CONTRACT

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.

As a matter of transparency and to give wider publicity, copies of the said MoU and Integrity Pact Program has been hosted on our website which is available in public domain.

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 Yogendra Tripathi (email id : yogendratripathi@yahoo.com)
- ii) Shri Amrit Lugun (email id : asha74lugun@gmail.com)
- iii) Shri Umakant Lal (email id : umakantlal@yahoo.co.in)

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

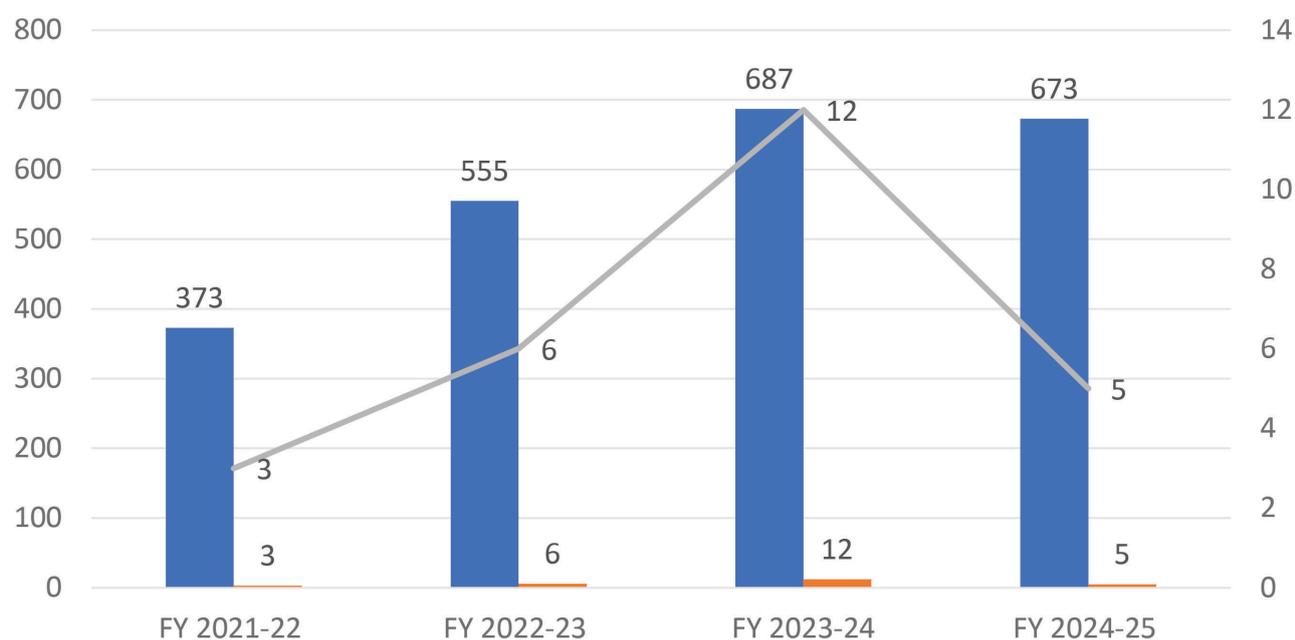
- i) The Principal appoints competent and credible Independent External Monitor for this Pact after approval by Central Vigilance Commission. The task of the Monitor is to review independently and objectively, whether and to what extent the parties comply with the obligations under this agreement.
- 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
4.	FY 2024-25	5653	4024	5999	673

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

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:

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.

(xviii) INTRODUCTION OF INSURANCE SURETY BONDS:

In line with the Procurement Manuals issued by Department of Expenditure, Ministry of Finance, Insurance Surety Bonds are included as one of the instruments against Bid Security/EMD and Security Deposit/CPS

(xix) MODIFICATION IN DOCUMENTS SOUGHT IN ORIGINAL IN E-TENDERS:

Considering the hardships faced by our bidders regarding submission of manual documents in case of E-tender and moving further with digitization, only following documents are required to be submitted in Original against E-tenders:

- 1) EMD / Bid Bond
- 2) Line of Credit (if applicable)

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 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:

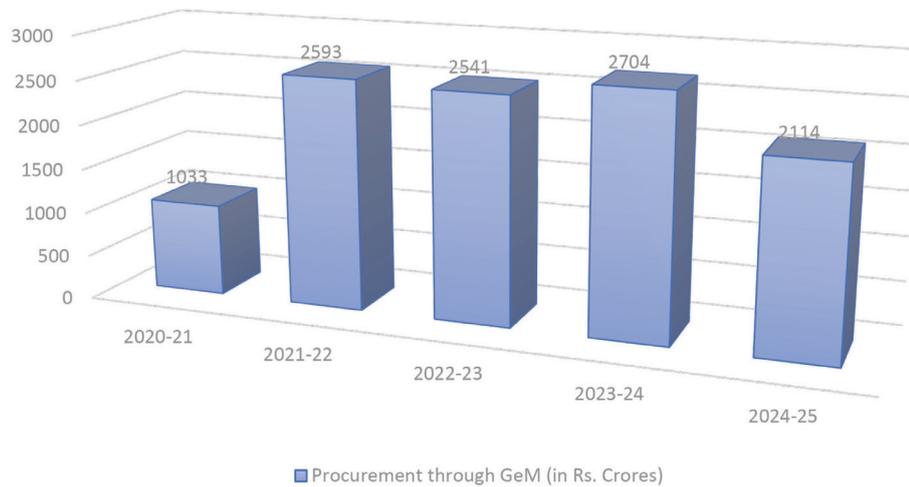
- GAIL’s policy has been aligned with GeM policy/ procedure. A detailed policy for procurement of items/ services through GeM prepared and being updated from time to time.
- White Paper on GeM procurement has been issued in GAIL which includes process of continuous on boarding of vendors and goods & 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:

Financial Year	Procurement Value (in Rs. Crores)
2019-20	62
2020-21	1033
2021-22	2593
2022-23	2541
2023-24	2704
2024-25	2114



(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
- (iv) M/s C2Treds

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

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:

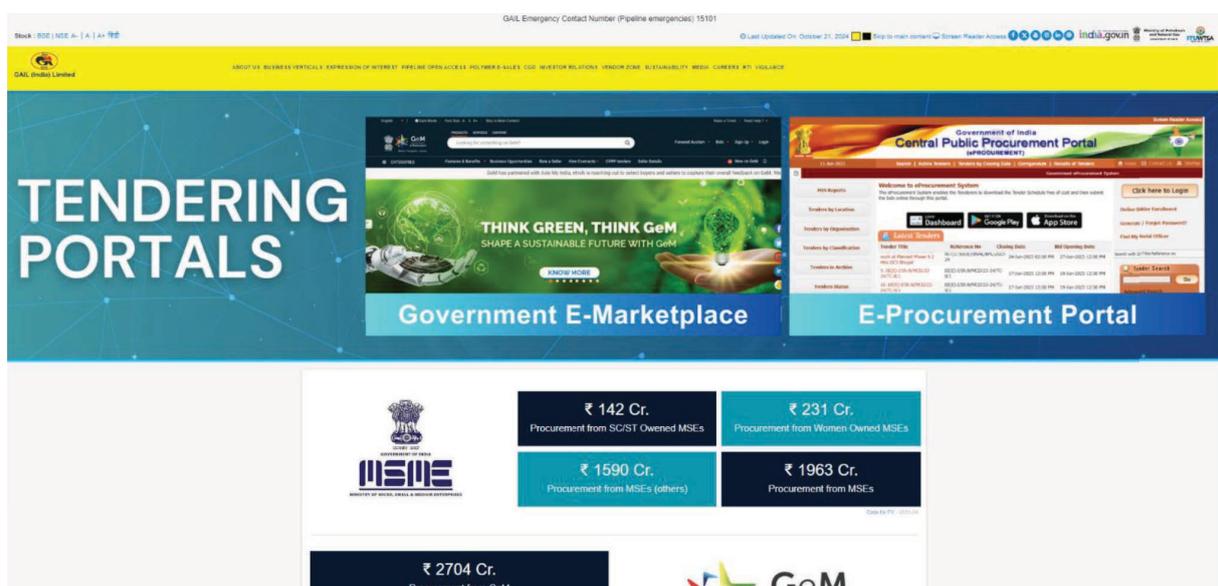
1. Société Générale de Surveillance (SGS)
2. Gulf Lloyds Industrial Services (India) Pvt. Ltd (GLISPL)
3. International Certification Services (ICS)
4. Bureau Veritas (Ind.) Pvt. Ltd (BVIS)
5. DNV GL
6. TUV Rheinland (India) Pvt. Ltd.
7. TÜV SÜD South Asia Pvt. Ltd.
8. TUV India Pvt. Ltd. (TÜV Nord Group)
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.



(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 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

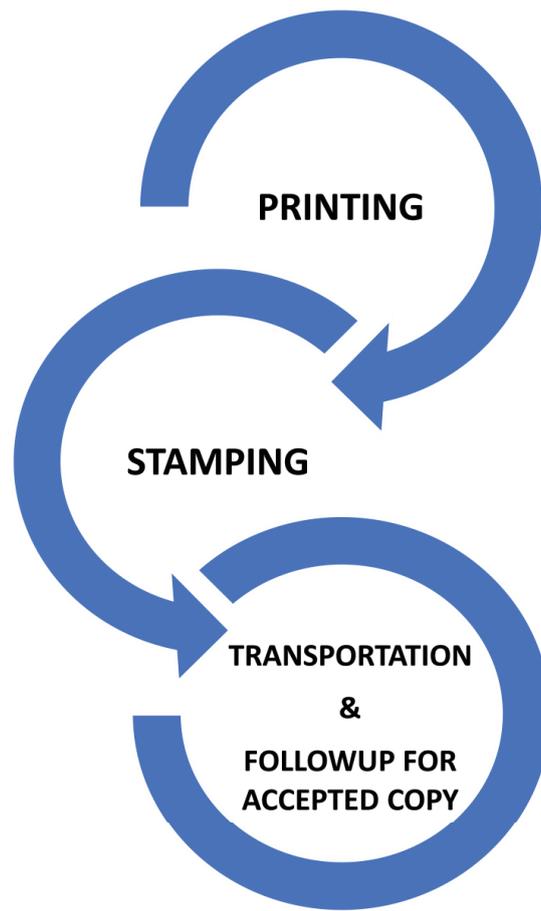
In GAIL, all the tenders are uploaded on GAIL's tender website (<http://www.gailtenders.in>), Govt. website (<http://eprocure.gov.in>) and GeM for wider circulation and participation by eligible bidders. Any bidder who meets the Bid Evaluation Criteria (BEC) can download the tender and can participate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

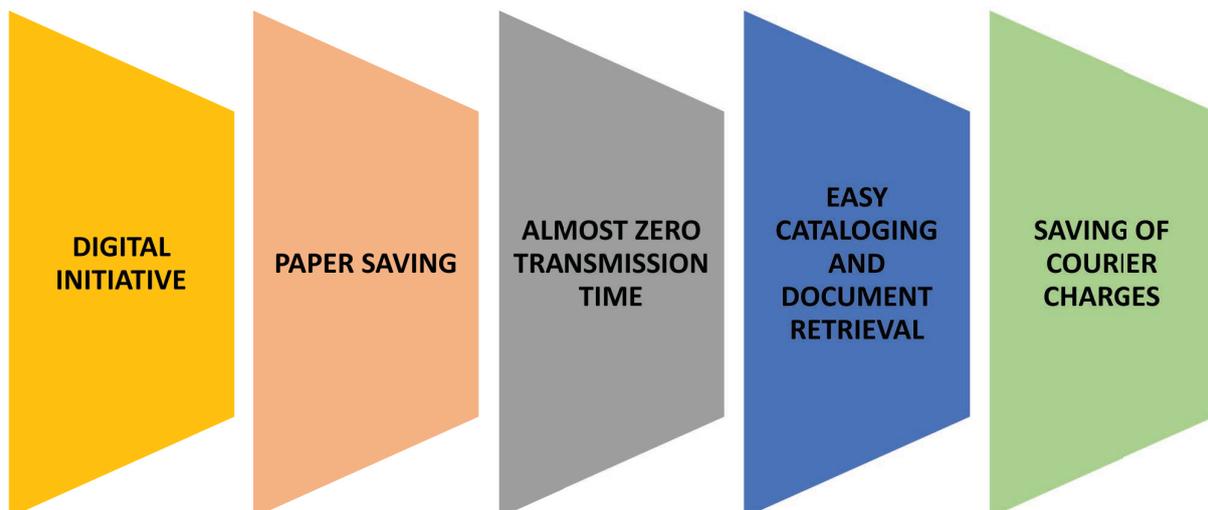
An effort to minimize the consumption of paper in terms of the size/volume of tenders/bids, the Contract and Procurement Department has taken an initiative to make general conditions of contract (GCC) not be a part of the tender documents. As GCC will be available on GAIL's tender website, stakeholders 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 4 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
2024-25	3601	1760	167	280	48%	4.5%	7.65%
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.

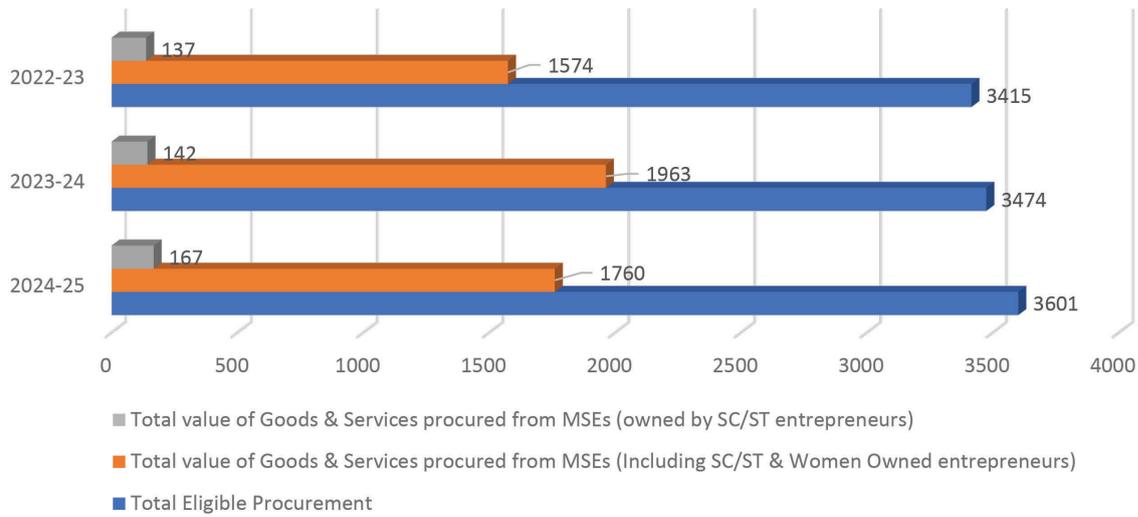
(ii) SPECIAL INITIATIVES FOR SC/ST OWNED MSEs:

- a) GAIL in association with M/s HPCL has organized an Entrepreneurship Development Project (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.

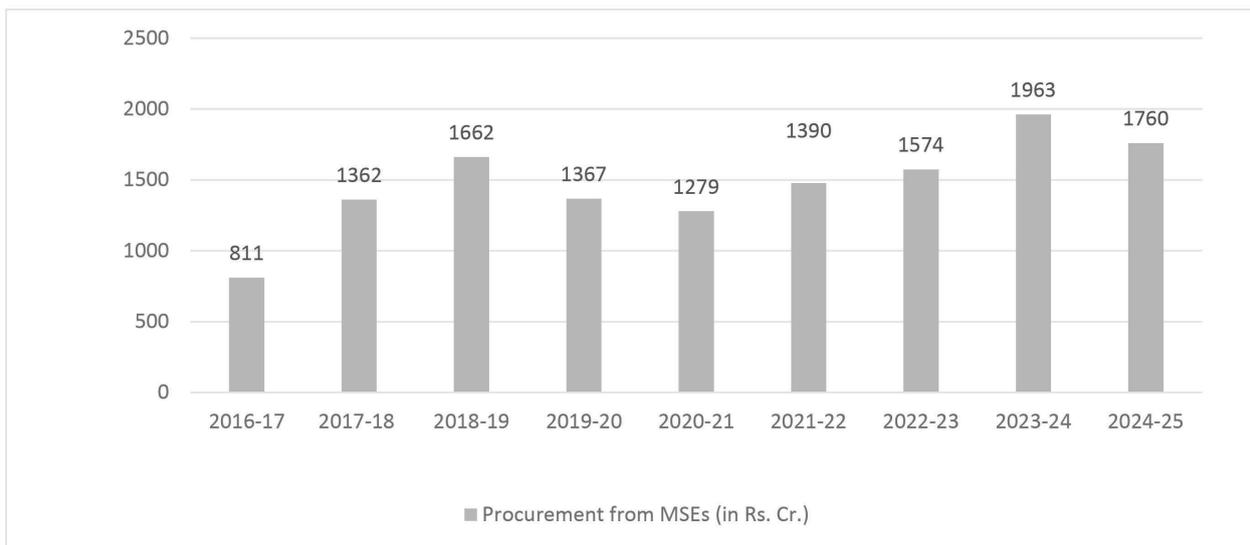
1. TRENDING OF MSE AND SC/ ST PARTICIPATION

A. Value of orders placed on MSEs, MSEs owned by SC/ST and MSE owned by Women

Chart Title



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.

ACTIVE TENDERS ▾ TENDERS SEARCH ▾ CORRIGENDUM TENDER AWARDED

GAIL Tenders

"Think Digital, Be Digital"

The GAIL Tenders Information System

Monday, October 21, 2024 Tender Search E-Tenders

WELCOME ! TO GAIL TENDER WEBSITE

Tender Statistics

Tenders: 140 Corrigendum(s): 21

Click here to Login for uploading Tenders / Corrigendum (Only For GAIL Users)

[Annual Procurement Plan](#)

Today's Statistics

Tenders: 2 Corrigendum(s): 2

[DETAILS OF PRE-TENDER CONFERENCE](#) [Authentication of BEC Documents](#) [ADDENDUM TO INSTRUCTIONS TO BIDDERS \(INSTRUCTIONS FOR PARTICIPATION IN E-TENDER\)](#)

ACTIVE TENDERS

Tenders which are currently active and for which the last date is near future. You can choose from the tenders whose last date is due

- ★ Today
- ★ Next Week
- ★ Next Fortnight
- ★ All Active Tenders

TENDERS BY CLASSIFICATIONS

Tender notifications by the Tender Category

- ★ Purchase
- ★ Empanelment
- ★ Auction
- ★ Work contract
- ★ Service Contract
- ★ Sell/Dispose
- ★ Consultancy
- ★ EOI (Expression of Interest)

TENDER SEARCH

- ★ Location
- ★ Category

Corrigendum

Tender notifications for which corrigendum has been issued

[General Conditions of Contracts \(GCCs\)](#) | [Corporate Website](#) | [Corporate Intranet](#) | [Corporate Email](#) | [Archived PTC](#)

[Reverse Auction Training Videos](#) [Vendor Invoice Management System](#)

GAIL (India) Limited

**GLIMPSES OF VARIOUS EVENT
ORGANISED BY GAIL**

VENDOR MEET / VENDOR DEVELOPMENT PROGRAM

1. BUSINESS PARTNER INTERACTIVE MEET -2024

- a) As part of Vigilance Awareness Week, GAIL (India) Limited organized the Business Partner Interactive Meet 2024 on October 10, 2024, at The Ashoka Hotel, New Delhi. The event brought together around 150 business partners, including PMCs, vendors, contractors, and service providers, reaffirming GAIL's commitment to fostering a transparent and ethical business environment.
- b) The Chief Guest, Shri Deepak Gupta, Director (Projects), addressed the gathering with a focus on this year's vigilance theme – "Culture of Integrity for Nation's Prosperity." He emphasized the importance of active engagement, continuous dialogue, and collaborative suggestions from all stakeholders to drive systemic improvements and ensure sustainable growth.
- c) Shri Anant Kumar Singh, IPS, CVO, GAIL, and Guest of Honour, highlighted the role of preventive vigilance in strengthening institutional integrity. He encouraged all partners to uphold the highest standards of ethical behavior and work collectively towards building a prosperous and corruption-free nation.
- d) The meet also witnessed the presence of senior GAIL officials including Shri S. Halder, ED (C&P), Shri S. S. Agrawal, ED (O&M), and Shri A. K. Tripathi, ED (Projects), among others, who reiterated GAIL's efforts towards promoting efficiency, transparency, and ease of doing business.
- e) A key highlight of the event was the launch of the latest edition of Nav Chetna 2024 – GAIL's annual publication dedicated to transparency and procurement reforms. The publication showcases GAIL's commitment to creating a fair and accountable ecosystem in collaboration with its business partners.
- f) This interactive meet served as a meaningful platform to strengthen mutual trust and shared responsibility, reinforcing GAIL's unwavering commitment to integrity-driven growth and nation-building.





VENDOR DEVELOPMENT PROGRAM

(i) VENDOR DEVELOPMENT PROGRAM CUM HANDHOLDING SESSION WITH MSEs OF VSPL AT GAIL, VIZAG ON 12.12.2024

GAIL (India) Limited, Vizag has organised a Vendor Development Program cum Handholding Session with MSEs on 12th December, 2024.

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.

Sh. Narasinga Rao, CM (C&P) 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.

Detailed presentation was made by Sh. Chandramouli Jangam, Assistant Director, MSME-DFO, Visakhapatnam on MSE benefits. He emphasized on Udyam registration, SAMADHAN portal & CHAMPION portals of MSME.

Sh. Pavan Kumar Ch, Manager of M/s A Trades (Invoicemart) has made detailed presentation on TReDS platform and its registration & benefits for MSEs.

Sh. Panduranga Prasad, President and Sh. Paruchuri Prabhakar, Treasurer from VASSIWA have also participated and they emphasized on preference to local MSEs and stated that the practice is being followed in few State Govt. procurements.

Total 28 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 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.

The program was concluded with vote of thanks to all the stakeholders by C&P team, Vizag.



(ii) Vendor Development Program cum Handholding session with MSEs on 7th March 2025, by C&P Department GAIL Gandhar

C&P Department GAIL Gandhar has organised a Vendor Development Program cum Handholding session with MSEs on 07th March 2025 at Bharuch, Gujrat. The objective of meet was to make vendors aware of various MSE policies, new development in procurement procedure of GAIL, enhance the vendor performance and relation. A total of 70 nos participants along with senior officials of GAIL Gandhar attended the event.

Sh. A Majumdar, CGM & OIC (O&M) welcomed & and greeted MSE vendors in an inaugural speech and briefed them about the ongoing expansion of business and projects in GAIL targeting various opportunities for MSEs in GAIL (India) Limited and specially in the Gandhar unit. He also suggested various cautions to take while participating in GAIL's tenders.

Manoj Kumar, CM (C&P) gave a presentation on GAIL and Gandhar unit, GAIL's annual procurement plan for MSEs, recent changes in tendering procedures, an overview on various purchase policies and benefits to MSEs in PPP-2012.

Chief Guest, Sh. T.K. Solanki, Asst. Director MSME DFO Ahmedabad gave insight about the recent new MSE Policy such as Zero defect- Zero effect (ZED) Scheme, MSME innovative scheme consisting of three components- Incubation, Design and IPR (Intellectual property rights), MSE-CDP (Cluster Development Programme for Micro and small enterprise), PMS scheme (Procurement and Marketing Support), TReDS, schemes for international cooperation etc.

Guest from GeM, Sh. Nimesh Panchal, has given presentation on overview and onboarding of GeM portal.

Sh. Rahul Batra from M1xchange also gave presentation on introduction of M1xchange and Overview of Trade Receivables e-Discounting System (TReDS).

Sh. Sanjeev Kumar Singh, Chief Manager (F&A) address about payment related issue and 'Spash' portal (VIM).

Presentations were followed by a Quiz and Question & Answer session where vendors actively participated and raised queries and also gave their valuable feedback on GAIL's various process and policies. Vendors acknowledged and appreciated the program which was concluded by Vote of thanks by Shri Arindam Das, GM (O&M).



(iii) Vendor Development Program cum Handholding session with MSEs on 22st March 2025

As per the Corporate C&P Department directives & given schedule, C&P dept. Rajahmundry has organized a “Vendor Development Program cum Handholding session with MSEs” on 22.03.2025 at M/s. Shelton Hotel, Rajahmundry.

Shri K V S Rao, CGM (O&M) & OIC was the chief guest of the program and officials from MSME, GeM, TReDS (M/s. A Treds Limited) & Vendors from various states of the country and GAIL employees participated in the program.

Shri K V S Rao, CGM (O&M) & OIC welcomed the stakeholder's, In his address OIC has briefly touch upon 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 MSMEs. Micro, Small and Medium Enterprises (MSME) 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. As a vital contributor to India's industrial landscape, the MSME sector plays a crucial role in manufacturing, exports, and employment. With 5.93 crore registered MSMEs employing more than 25 crore people, these enterprises generate a significant share of the country's economic output. In 2023-24, MSME related products accounted for 45.73% of India's total exports, reinforcing their role in positioning the country as a global manufacturing hub. With the spectacular growth being maintained by MSME sector in the overall manufacturing output of the country, we are focusing on maintaining the growth of this sector which is a very important constituent of Indian economy.

Detailed presentation was made by official from GAIL, MSME & GeM.

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.



(iv) Vendor Development Program cum Handholding Session with MSEs-Reg. at NCR

A Vendor Development Program for MSEs was organised by GAIL-NCR & GTI (C&P) on 11.03.2025 at 2nd Floor Conference Room, Infohub Building.

The meet was graced by Shri R K Singh, ED (O&M)/OIC-NCR (O&M) and Alok Kumar, CGM (O&M) and other members from Team NCR & GTI-Noida.

Approx. 25 no. of MSE vendors who were either manufacturers or service providers participated in the program and have conveyed their interest to serve GAIL.

Presentation on MSE participation in GAIL, latest changes in tender provisions, types of goods & services GAIL procures etc. was given by NCR (C&P) to vendors. This was followed with active Q&A session where vendors raised their queries and given some suggestions based on Industry practices.

Meeting was concluded with cordial vote of thanks and distribution of gift coupons to participants. Some of the photos of the events are enclosed.



(v) **VENDOR DEVELOPMENT PROGRAM FOR MSES – GAIL KOCHI**

GAIL–Kochi organized a Vendor Development Program (VDP) for Micro and Small Enterprises (MSEs) on 28.03.2025 to foster trust, integrity, and transparency among stakeholders. The program was attended by dignitaries from MSME, GeM, TReDS Service Provider (M/s Mynd Solutions) and senior officials of GAIL. The program attracted participation from more than 17 MSEs.

The program commenced with a welcome address by Sh. M. Viju, OIC, GAIL–Kochi, who highlighted the benefits extended to MSEs and procurement targets achieved from MSEs. Sh. G.S. Prakash, Joint Director & HoO, MSME Kerala inaugurated the program and elaborated on the various schemes and benefits available to MSEs through the Ministry. Representatives from GeM provided a detailed presentation on procurement through GeM platform, while Mynd Solutions representatives explained payment processing through the TReDS platform.

Subsequently, GAIL officials Sh. Vishnu Giri, Manager (O&M) explained the payment process through Anjani & VIM, and Sh. Jishnu Praveen, Ch. Manager (O&M) presented GAIL activities & business opportunities. The program concluded with a vote of thanks by Sh. VKM Nair, DGM (C&P).



(vi) VENDOR DEVELOPMENT PROGRAM CUM MSE MEET 2024 AT GAIL PATA DURING FY: 2024-25

C&P Department, GAIL Pata & Dibiyapur has conducted Vendor Development Program Cum MSE Meet for FY: 2024-25 on 08th Nov, 2024 at GAIL Gaon township, Dibiyapur with a view to develop our Vendor (s) and to increase the procurement percentage from MSE Sectors so as to meet the target of 25% set by Ministry of MSME, GOI. The programme was synchronized during Vigilance Awareness Week 2024 including campaigning period from 16th Aug, 2024 to 15th Nov, 2024 held with theme as “Culture of Integrity for Nation’s Prosperity”.

The program was attended by approximately 190 vendors from all over regions of India. ED (PC-O&M)/ OIC Pata, CGM(O&M) & OIC Dibiyapur, all CGMs and sectional HoDs at GAIL Pata besides Sh. V. K. Verma, Joint Director MSME Kanpur, Sh. Aman Singh, an official representing GeM from Lucknow, Ms. Etti Singh from Invoice Mart of TReDs have graced the occasion.

Sh. S. K. Mishra, CGM (C&P) welcomed all participants and conveyed the objective of the programme i.e. to enhance awareness and provide valuable insights to Contractors and Vendors regarding various Policies of Govt. of India and present guidelines of Company w.r.t. MSEs besides GAIL’s Procurement Activities and Policies.

ED (PC-O&M)/ OIC Pata addressed the gathering and while emphasizing on the objectives of the event, appreciated all business partners for being part of GAIL’s growth story. Further, he also stressed upon the participated vendors to maintain ethics during participation in GAIL Tendering process & post award of contract activities besides to comply all statutory provision of the contract for smooth execution.

Sh. V. K. Verma, Joint Director, MSME addressed the forum and show-cased various promotional schemes implemented by the Ministry of MSME for the development of Micro & Small Entrepreneurs. Sh. V. K. Verma covered the benefits of MSE policies, payment provisions to MSEs vendors, etc. in his presentation.

Official representing GeM, gave detailed presentation on latest developments in tendering through GeM portal w.r.t. buyer as well as seller aspects.

Ms. Etti Singh from Invoice Mart has also given detailed presentation on TReDs schemes and benefits linked with registration with TReDS schemes.

C&P Deptt. of both the Units; Pata and & Dibiyapur have explained with presentation related to various procurement aspects, Start-up India, Aatmanirbhar Bharat, Make in India, C&P store’s activities besides a short video on Pata C&P stores for better visualization of materials being procured.

A Question-Answer session was also held to address various queries raised by vendors.

The programme was a grand success for GAIL Pata & Dibiyapur as there was huge response from enthusiastic participants from MSEs and Non-MSEs Vendors.



(vii) VENDOR DEVELOPMENT PROGRAM CUM HANDHOLDING SESSION WITH MSEs ORGANISED BY GAIL, MUMBAI

C&P Department, GAIL Mumbai organized a Vendor Development Program cum Handholding session with MSEs on 17.12.2024.

The meet was chaired by Shri Vivek Wathodkar, ED (O&M-WR)/OIC and Zonal ED and Shri S Basu, CGM (Marketing) have also graced the event.

Shri Shailendra Chaurasia, GM (C&P), extended a warm welcome to all participants and dignitaries at the meet. In his address, he highlighted the critical role of the Micro, Small, and Medium Enterprises (MSME) sector in driving India's economy and contributing significantly to the nation's socio-economic development. He further emphasized the importance of active participation from MSEs and encouraged them to register on the TReDS platform while sharing their details with GAIL.

Shri Vivek Wathodkar, ED (O&M-WR)/OIC and Zonal ED, delivered a powerful and insightful address at the event, underscoring the transformative role of MSE business partners in GAIL's dynamic evolution. He eloquently articulated GAIL's commitment to fostering collaboration and inclusivity, emphasizing the organization's vision of working hand-in-hand with MSEs to achieve shared success. Reinforcing GAIL's dedication to continuous improvement, he extended an open invitation to MSE partners to share their suggestions for enhancing the company's processes and procedures.

Thereafter, Mrs. Keerthy S, SM (C&P), delivered an insightful presentation highlighting the achievements and initiatives undertaken for MSEs. It also provided a detailed overview of the key do's and don'ts for submitting tender documents and navigating the post-award documentation process.

Then presentation were made by Shri Chiro Sumit, Dy. Manager , NSIC and Smt Gauri Mahamulkar, Client relationship manager, Invoicemart on initiatives/ schemes of NSIC and TReDS respectively.

A quiz was conducted on GAIL's tendering process and MSE benefits, which saw enthusiastic participation from the business partners. Following this, an open house discussion was held to address various issues and suggestions raised by the vendors. The executives of GAIL actively engaged with the vendors, addressing their queries and suggestions.

The event concluded with a vote of thanks.



(viii) Vendor development program cum hand-holding session with MSEs for FY 2024-25 was held at GAIL, Bhubaneswar on 25.03.2024.

The session started with welcoming of our OIC Construction (Sh. KVG Srinivas) and OIC CGD (Sh. Kausik Das).

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, O&M and Construction team and CGD 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 in O&M, Construction and CGD business.

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

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

(ix) VENDOR DEVELOPMENT CUM HANDHOLDING SESSION WITH MSE ENTREPRENEURS

On October 29, 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.

Shri V. Srinivasulu, GM (C&P) has welcomed all the participants & in his opening remarks, he emphasized the program's significance in enhancing vendor understanding of tender provisions, identifying common pitfalls during tender submission and contract execution, highlighting GAIL's initiatives to promote procurement from Micro, Small and Enterprises (MSEs) vendors & Emphasizing GAIL's commitment to utilizing the Government e-Marketplace (GeM) portal for procurement.

Shri Shaligram Mowar, ED (SR)/OIC, Bengaluru, officiated at the program's launch. In his opening address, he encouraged vendors to actively participate in GAIL's tenders and take advantage of the benefits offered to Micro, Small and Enterprises (MSEs). He reaffirmed GAIL's commitment to transparency throughout the tendering and contract execution process.

Sh. Bishar Bin Ali, Manager(C&P), given a presentation for vendors on crucial tendering provisions, benefits available to MSE vendors under the Public Procurement Policy, and essential steps for vendors during the tender submission process.

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.

This interaction contributed significantly to the program's success. The program concluded with a vote of thanks by Shri Rajesh Deb Barma, Chief Manager (C&P).



(x) VENDOR DEVELOPMENT PROGRAMME AT GAIL INDIA LIMITED, RANCHI

As per e-mail communication dated 4th June, 2024 from Corporate (C&P) Department, New Delhi, a 'Vendor Development Program cum Handholding session with MSE' was scheduled to be conducted in 2024-25 by C&P deptt., GAIL Ranchi. GAIL (India) Limited, Ranchi office in collaboration with MSME Development Office, Ranchi and Bokaro Steel Plant has organised a Two Days Vendor Development Program cum Industrial Exhibition on 18th -19th Dec 2024 at Bokaro.

The program emphasized the initiative's importance for fostering collaboration between MSMEs and public sector enterprises. The event features exhibition from more than 60 MSMEs. Technical sessions were conducted by GeM, MSME, A. TREDS (Invoicemart), National SC ST Hub (NSSH), Ranchi to strengthen the integration of MSMEs into Public Sector Supply chain and boost their competitiveness.

GAIL Ranchi, represented by Sh S Das Gupta, GM & HOD (C&P) along with Sh. Mayank Nirbhay, SO(C&P) and Sh. Nikhil Kumar T., SO (C&P) has participated in the event. A Technical Session was given by Mr. Mayank Nirbhay, Sr. Officer(C&P) wherein overview of GAIL Tendering Functions, Public Procurement Policy, Pre-Tender/Pre-bid Conference, Tendering Portal, various benefits available for MSEs vendors including SC/ST and Women Entrepreneur's and Startups in GAIL's tender. Use of E-portals of GAIL like Vendor Invoice Management and Anjani Portal were also discussed.

Based on the feedback received at the conclusion of the program, both participating vendors and dignitaries have deemed the initiative to be exceptionally beneficial and valuable.





(xi) REPORT ON VENDOR DEVELOPMENT PROGRAM ORGANIZED BY C&P DEPARTMENT, GAIL VIJAIPUR

A “Vendor Development Program cum Handholding Session with MSEs” was organised on 05.03.2025 at “The Grand Kasturi”, Guna by C&P department GAIL, Vijapur.

More than 65 Business partners and their representatives participated in the program enthusiastically.

Sh. Prakash Kumar Indore, GM – District Trade and Industries Center (DTIC) was the Chief Guest of the program along with Sh. Rishi Pal Singh, GM (C&P), Sh. B B Babu, GM (F&A) and Sh. Vijay Mittal, GM (O&M) as panel members.

GM (C&P), Sh. R P Singh welcomed the dignitaries and participants. He addressed the august gathering and thrown light on the procurement potential and statistics in GAIL Vijapur Plant and GAIL as a whole by elaborating govt policies and its’ benefits extended to MSEs by GAIL.

Sh. Prakash Kumar Indore, DTIC praised the initiatives undertaken by GAIL and the way the Vendor Development Programme was designed and conducted. He also explained the role of DTIC in Public Procurement Policies.

A detailed presentation was delivered by GAIL Official(s) covering GeM procurement on sellers’ point of view, procurement through NIC Portal, benefits for MSE vendors under Public Procurement Policy-2012, Make in India Policy, Labour laws, GST rules, SBI Collect etc.

Q&A Session was also conducted towards the end of the Programme so as to clarify the queries of the Vendors wherein the Vendors have raised the queries regarding various aspects of Procurement Process in GAIL, Payment Process etc., and the same were answered by GAIL Officials.



VENDOR ZONE

One-stop digital platform for Vendors, Contractors and Potential Bidders to access all key information related to GAIL's Procurement

Features:

1 Streamlines access to

- Latest Tenders
- General Terms and Conditions
- Relevant Policies & Procedures
- Invoice management
- Order Transmittal
- Procurement Plans
- Stay upto date on GAIL's signature events:
- Vendor Development Programmes
- Business Partners Meets
- Entrepreneurship Development Programmes

2 Completed in-house at "Zero" additional cost

3 Jointly developed by C&P, BIS & CC departments, showcasing cross-functional collaboration & internal innovation

4 User-friendly interface with quick navigation to tendering portals and essential resources

5 Enhanced market visibility for GAIL's procurement initiatives

6 Promotes ease of doing business, collaboration and transparency with stakeholders



1984

Year Established

3000+

Average Tenders Every Year

10000+

Avg. Bidders' Participation Per Year

20+

Flagship Vendor Development Programs in a year

Empowering MSEs

YoY GAIL has been setting industry benchmarks for procurement from MSEs including MSEs owned by SC/ST and Women Entrepreneurs. [Click here](#) for latest information regarding Vendor Development Programs organized by GAIL

₹1963Cr

Procurement from MSEs

₹231Cr

Procurement from women owned MSEs



सत्यमेव जयते



₹1590Cr

Procurement from MSEs (Others)

₹142Cr

Procurement from SC/ST owned MSEs

Data for FY 2023-24

Resources & Information

Vendor Invoice Management Portal

- Anjani Portal
- Vendor Related Procedures
- Other Resources
- Publications and Periodicals
- Nomination and Proprietary



Sparsh Portal

Submit And Track Invoices Against Orders And Contracts Issued For GAIL

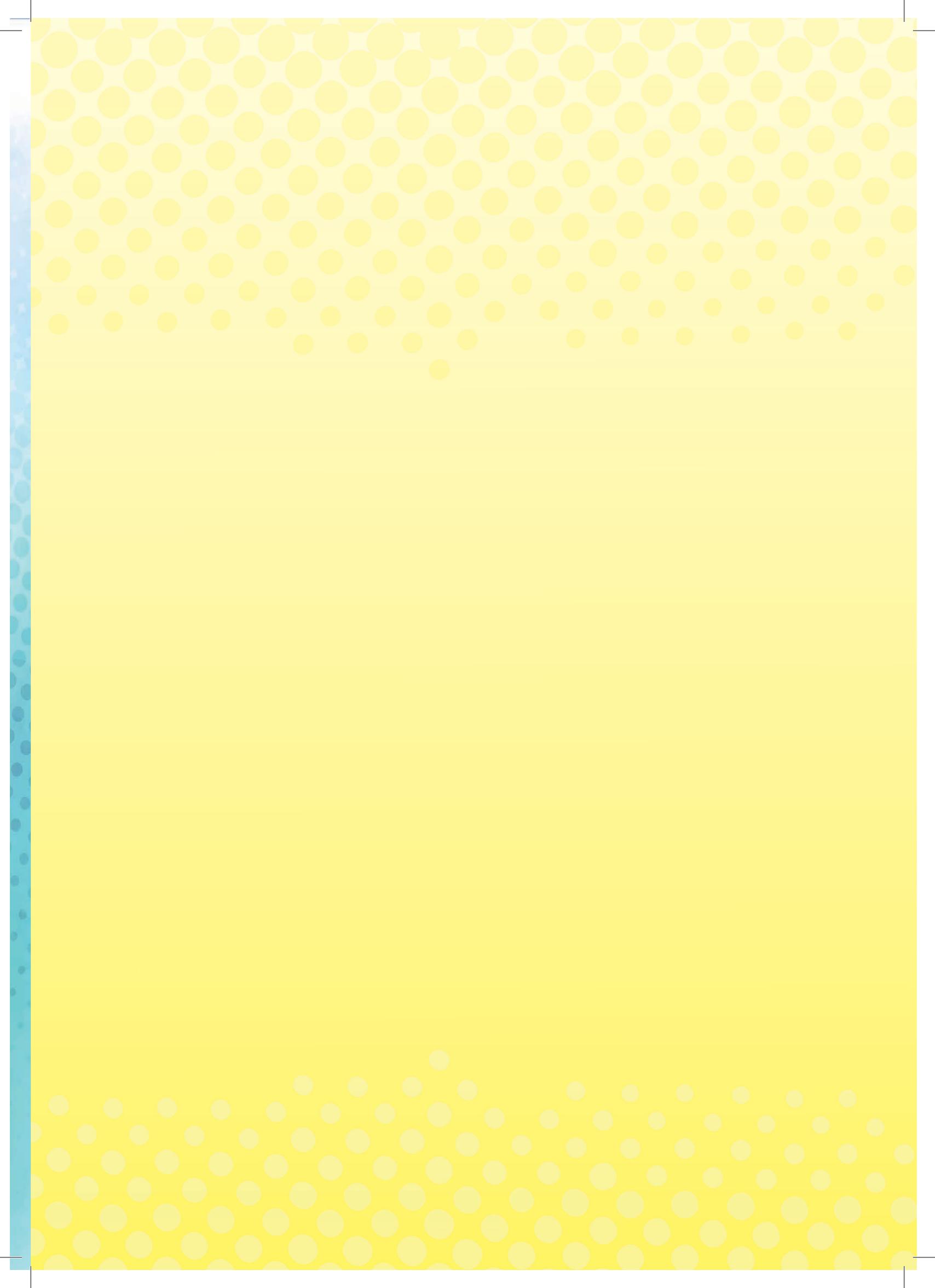
[Go To Sparsh](#)

Revamped Vendor Zone Webpage (English) :

<https://gailebank.gail.co.in/VendorZone/VendorZoneNew.html>

Revamped Vendor Zone Webpage (Hindi) :

<https://gailebank.gail.co.in/VendorZone/hindi/VendorZoneNew.html>





GAIL (India) Limited

Regd. Off.: 16, Bhikaji Cama Place, R.K. Puram, New Delhi-110066

Website : www.gailonline.com