



INDRAPRASTHA GAS LIMITED



12th Annual Report
2010-11





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VISION

To be the leading clean energy solutions provider, committed to stakeholder value enhancement, through operational excellence and customer satisfaction.



Letter from Chairman, IGL



“ IGL can today boast of supplying CNG to the world's largest public transport system in Delhi running on CNG. The “CNG success story” of your Company has earned it global recognition for its expertise and experience”



Dear co-owners of IGL

IGL has traversed a journey spanning over twelve years in the gas retailing business in India. Over these years, it has achieved numerous distinctions in the City Gas Distribution and Compressed Natural Gas (CNG) segments. For example, IGL can today boast of supplying CNG to the world's largest public transport system in Delhi running on CNG. The "CNG success story" of your Company has earned it global recognition for its expertise and experience.

As the business of your Company transitions from a monopoly to a competitive market, **we are leaving no efforts in ensuring customer loyalty through customer delight.** Your Company is the first CGD Company in the country to come up with an interactive customer friendly portal which shall not only increase customers' awareness about our services but also quickly address their needs and grievances, thereby **leading to stronger relationship with customers.**

Remaining a step ahead of the growing demand, your Company is expanding infrastructure rapidly to ensure a delightful experience to its consumers. There is **strong potential of sustaining a high growth** in the various business segments of your Company. Our efforts to tap this potential are also yielding results. In less than 3 years, the company has added more than 100 new CNG Stations and the compression capacity has become two and half times. In the Piped Natural Gas (PNG) segment, your company endeavours to provide atleast **60 thousand domestic connections every year.** In the industrial & commercial segment, almost 100 % annual growth in volume is being registered .

Your Company has been promoting various gas appliances jointly with the manufacturers, such as gas geysers, gas generators etc. for maximum realization from existing assets. Your company is facilitating workshops by renowned suppliers of CNG kits for faster expansion. At the same time, **your Company is seriously considering various opportunities to expand** its national footprint. For instance, it has recently participated in the competitive bidding process initiated by the Regulator for city gas distribution projects in Ludhiana and Jalandhar cities. Your Company may also selectively bid for other cities which may come up in future for bidding. Your Company is also examining other emerging possibilities for business expansion and diversification.

To meet the future challenges and make best use of opportunities in our fast growing economy, your Company has drawn up a 5 year business plan and chalked out a strategy to accelerate its growth. I am pleased to inform you that '**Project Nav-nirman**' has been rolled out with the aim to transform the organization from inside by cultivating and nurturing professional culture through transparent and robust policies and practices. This shall help in galvanizing the entire IGL team along the chosen path of growth and prosperity for all its stakeholders and employees.

I am confident that through the determined efforts of the human talent of your Company and with support of our valuable stakeholders, your Company shall be able to fulfill its aspiration to become **a billion dollar company in 3 years time.**

With best wishes,

Yours sincerely

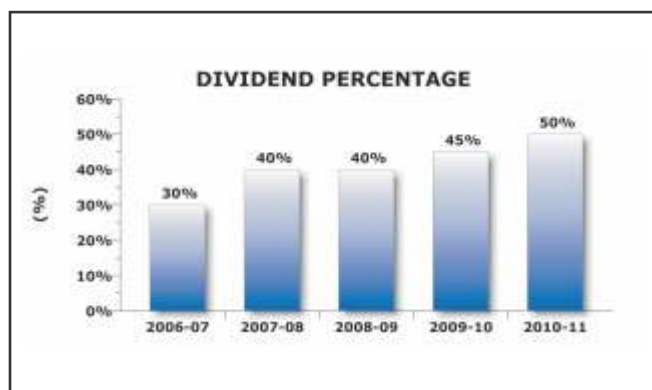
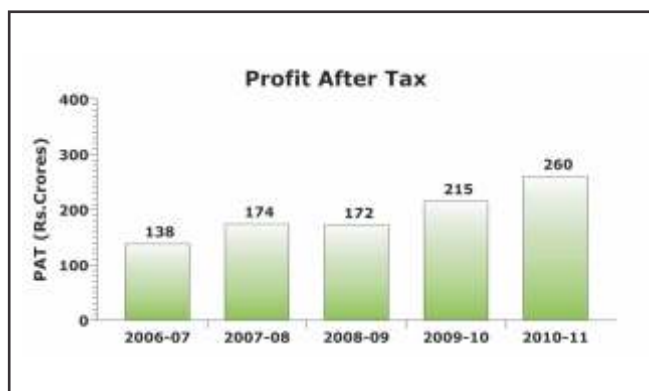
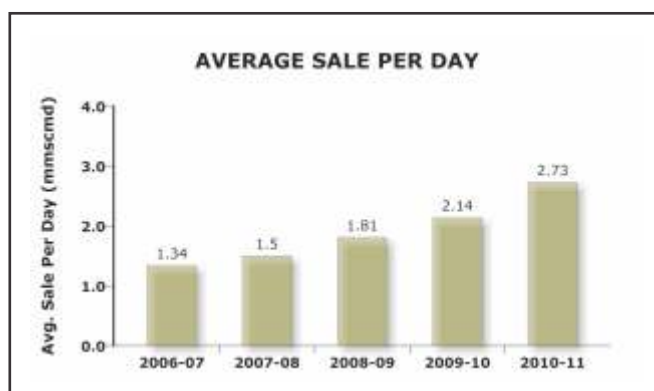
(B.C. Tripathi)

Chairman





Financial Highlights





ACHIEVEMENTS 2010-11

- Ministry of Petroleum & Natural Gas issued **Authorisation** to IGL to implement City Gas Distribution Project in **Ghaziabad**
- Online CNG Supply started in Ghaziabad
- IGL successfully ensured **uninterrupted gas supply** during the entire period of **Common Wealth Games 2010**
- Huge build up in **CNG capacity** through **increase** in Compression Capacity by **40.5%** by ramping up of existing CNG stations and building 37 new stations
- Big thrust to **Industrial & Commercial segment**- sale volume jumped by 136%
- **Highest number of PNG Domestic connections** (~63000 nos.) provided in the history of IGL
- **IGL and DTC** signed a long term gas supply **agreement** for a period of **10 years**
- IGL set up the world's single largest CNG bus filling facility at millennium park DTC Depot
- All seven students sponsored by IGL as part of CSR program successfully qualified in the IIT-JEE examination 2011



INDRAPRASTHA GAS LIMITED

BOARD OF DIRECTORS



Shri B.C. Tripathi
Chairman

