



# Investing in a Green Future

—  
LEADING RESPONSIBLY  
FOR 25 YEARS



**MAHANAGAR GAS LIMITED**  
Annual Report **2019-20**

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Gas Limited  
Website : [www.mahanagargas.com](http://www.mahanagargas.com)

### Forward-looking statements

Some information in this report may contain forward-looking statements which include statements regarding Company's expected financial position and results of operations, business plans and prospects etc. and are generally identified by forward-looking words such as "believe," "plan," "anticipate," "continue," "estimate," "expect," "may," "will" or other similar words. Forward-looking statements are dependent on assumptions or basis underlying such statements. We have chosen these assumptions or basis in good faith, and we believe that they are reasonable in all material respects. However, we caution that actual results, performances or achievements could differ materially from those expressed or implied in such forward-looking statements. We undertake no obligation to update or revise any forward-looking statement, whether as a result of new information, future events, or otherwise.

# **Sustainability lies at the core of our operations – to open the doors of a new energy future, to usher a new dawn of opportunities and to continuously reaffirm trust.**

In a world with limited supplies and a burgeoning energy demand, the carrying capacity of the global ecosystem is highly overwhelmed. To ease the burden and to limit our carbon footprint, at Mahanagar Gas we endeavour to adopt and encourage the use of a reliable, efficient and cleaner fuel – to responsibly sustain the use of greener sources of energy.

In comparison to conventional sources of energy, natural gas remains a favourable choice, fostering our commitment towards a green future. Building on its 25 year old legacy, Mahanagar Gas is

perfectly poised to create an energy-efficient future – banking on its scale, size and expertise to efficiently fulfil the escalating natural gas demand evident in its key markets.

As the company reiterates its position as a trusted natural gas supplier, it remains steadfast to further expand and extend green footprints – far and wide - taking strides to responsibly fuel India.



# All about Mahanagar Gas Limited

Incorporated in 1995, Mahanagar Gas Limited (MGL) today is one of the leading Natural Gas Distribution Companies in India. MGL is the sole authorized distributor of compressed natural gas (CNG) and piped natural gas (PNG) in Mumbai, Thane and Raigad district of Maharashtra. Promoted by GAIL (India) Limited, the largest state-owned natural gas processing and distribution Company in India and BG Asia Pacific Holdings Pte. Ltd (BGAPH), MGL distributes CNG for motor vehicles and PNG for domestic, commercial as well as industrial use.

MGL believes in maintaining safe and uninterrupted supply of natural gas through an extensive CGD network. The Company has exclusive authorization to operate, lay, build and expand pipelines in Mumbai, Thane (Urban) and adjoining Municipalities, along with Raigad district in accordance with the Petroleum and Natural Gas Regulatory Board Regulations 2008.



## Vision

To be a World Class,  
Consumer & Environment  
Friendly Employer of Choice;  
committed to provide Safe,  
Efficient and Reliable energy;  
while creating Value for all  
our Stakeholders.

## Objectives & Goals



Reduce  
pollution

Lead in  
health  
and safety  
performance

Increase  
consumer  
satisfaction.  
Give quality  
value added  
services

Expansion  
plan in  
Mumbai &  
beyond

## NATURAL GAS DISTRIBUTION CHAIN





# Business Segment Overview

## PNG

With a wide network of over 5,630 kms of carbon steel (CS) and polyethylene (PE) pipeline, MGL has the distinction of pioneering the Natural Gas distribution network in Mumbai and its adjoining areas, serving over 1.26 million domestic customers.

Domestic PNG is used for various purposes like cooking and water heating. It is also widely used in hospitals, nursing homes, hotels, flight kitchens, restaurants, places of worship etc. PNG efficiently satisfies fuel requirements across all segments and is a non-polluting and an economical energy source.

### Highlights of FY 2019-20

- ▲ We improved our PNG coverage by adding **1,05,371** households during the year, thereby taking our cumulative customer base to more than **1.26 million** households
- ▲ We added **329** industrial and commercial customers, to reach over **3,949** small commercial establishments and **72** industrial establishments
- ▲ We augmented the capacity of **21** stations to serve an estimated **0.75 million** vehicles
- ▲ We propelled the current compression capacity to about **35.10 lakh kg/day**, an increase in capacity by 2.05 lakh kg/day
- ▲ We have also expanded our network in Raigad with **14** CNG stations and we plan to add more stations in the coming financial year

### Future plan

- ▲ Maintain a superior safety record
- ▲ Enhance the pipeline development program
- ▲ Continue to improve customer experience
- ▲ Continue to deploy methods to reduce methane emissions from gas infrastructure and operations

#### Cumulative since inception as on 31<sup>st</sup> March 2020

**5,630** Kms

Pipeline network (MDPE + STEEL)

**11,68,297**

Household consumers

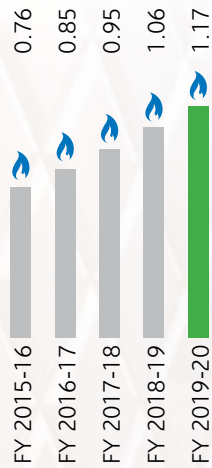
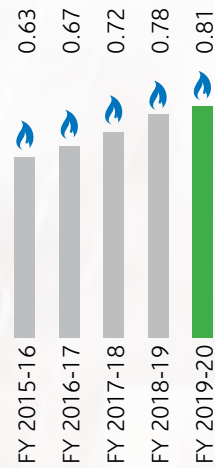
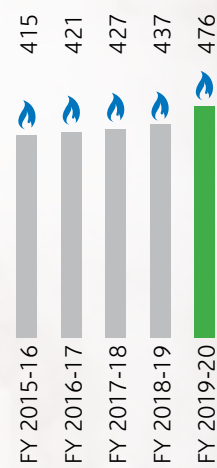
**256**

CNG Stations

**2.95** MMSCMD

Total Volume of Natural Gas Supplied

## Key Statistics

PNG Burning  
Customers  
(Millions)PNG Volume  
(MMSCMD) inclusive  
of I&CSteel Pipeline  
(in Kms)PE Pipeline  
(in Kms) (MP +LP)Households  
covered  
(MCV installations –  
Millions)Commercial  
and industrial  
Customers

## Business Segment Overview

### CNG

With a well-established network of 256 CNG stations and over 1,511 dispensing points spread across Mumbai and its adjoining areas, we offer CNG, an extremely efficient fossil fuel substitute for replacing the use of petrol, diesel, and auto LPG in automobiles.

At present, all auto-rickshaws and taxis plying in an around our areas of operation are fuelled by CNG. Additionally, CNG is supplied to bus depots of BEST, TMT, MSRTC & NMMT. Apart from these, all types of light and heavy vehicles also run on CNG.

In comparison to conventional auto-fuel, CNG is substantially economical and is an eco-friendly alternative. Moreover, it is easily accessible in and around Mumbai, making it a preferred choice for customers in this region.

### Highlights of FY 2019-20

- ▲ Since our inception, for the first time, we crossed **24 Million** Man-Hours successfully without any Loss Time Injury
- ▲ We crossed a milestone of **250** CNG stations
- ▲ Achieved **100%** completion of total target of Minimum Work Program, ahead of time, in GA -3
- ▲ For our GA 3, we received our first Emergency Response and Disaster Management Plan (ERDMP) accreditation from PNGRB empanelled Third Party Agency
- ▲ Successfully done registration of **7,290 sq. mtr.** plot at Savroli in Raigad district for constructing a

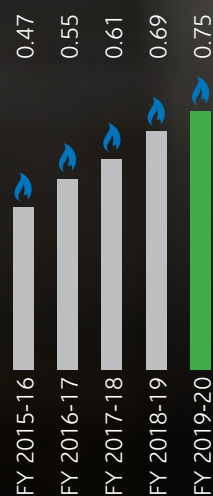
City Gate Station. This will enable us to further extent out pipeline network in GA-3 area

- ▲ Successfully commissioned main trunk Steel Pipeline laid from Durgadi Creek to Bhiwandi Bypass naka of length of **5,158 mtrs** facilitating gas availability for Kongaon area.
- ▲ Successfully commissioned 12" NB Steel Pipeline laid across Kalamboli railway crossing of total length **800 mtrs**. This has made looping of both CGS (Mahape and Taloja) in Navi Mumbai area and will facilitate uninterrupted gas supply.

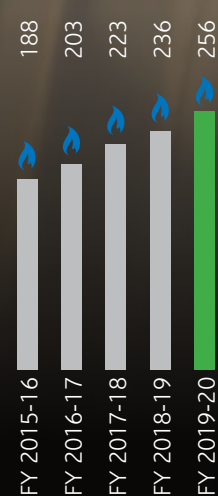
- ▲ Commenced SMS link based bill delivery to every customers accompanied with ease of payment facility
- ▲ We have been successfully recommended for Re-certification of Quality Management System as per **ISO 9001:2015** standard requirements with no non-conformity post external audit



## Key statistics

CNG Customers  
(Millions)CNG Volume  
(MMSCMD)

## CNG Stations



## Future plan

- ▶ We plan to further augment our coverage area by taking our services to an additional 11 lakh households and 400 CNG stations
- ▶ We plan to expand the steel pipeline network to around 600 kms, and the PE pipeline network to over 7,600 kms

# Our Expansive Network

Gas Distribution Network  
Geographical area (GA-1 and GA-2)

