

# Reduction in third Party Damages

Practices Followed at IGL



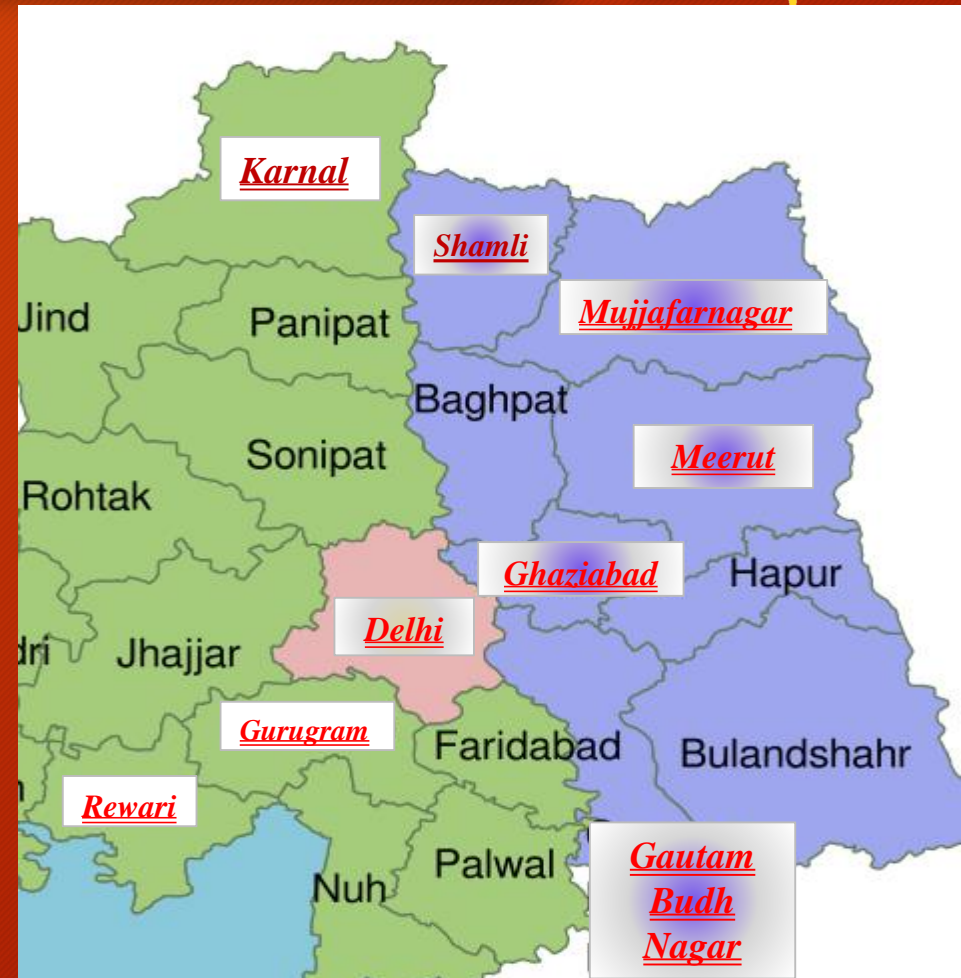
*By Deep Chand Jain  
AGM-PNG, IGL*



# IGL Area of operation



Areas of Operations	Spread (in sq km)
Delhi	1484
Ghaziabad	1273
Gautam Budh Nagar	1442
Gurugram	1258
Rewari	1594
Karnal	1967
Meerut, Mujjafarnagar, Shamli	6361
<b>Grand Total</b>	<b>15379</b>





# IGL Business segment & Customers



**CNG**

**1000000  
Vehicle**

**Industries-  
2235 Nos.**



**Domestic  
10.05  
Lakhs**

**Commercials  
3879 Nos.**

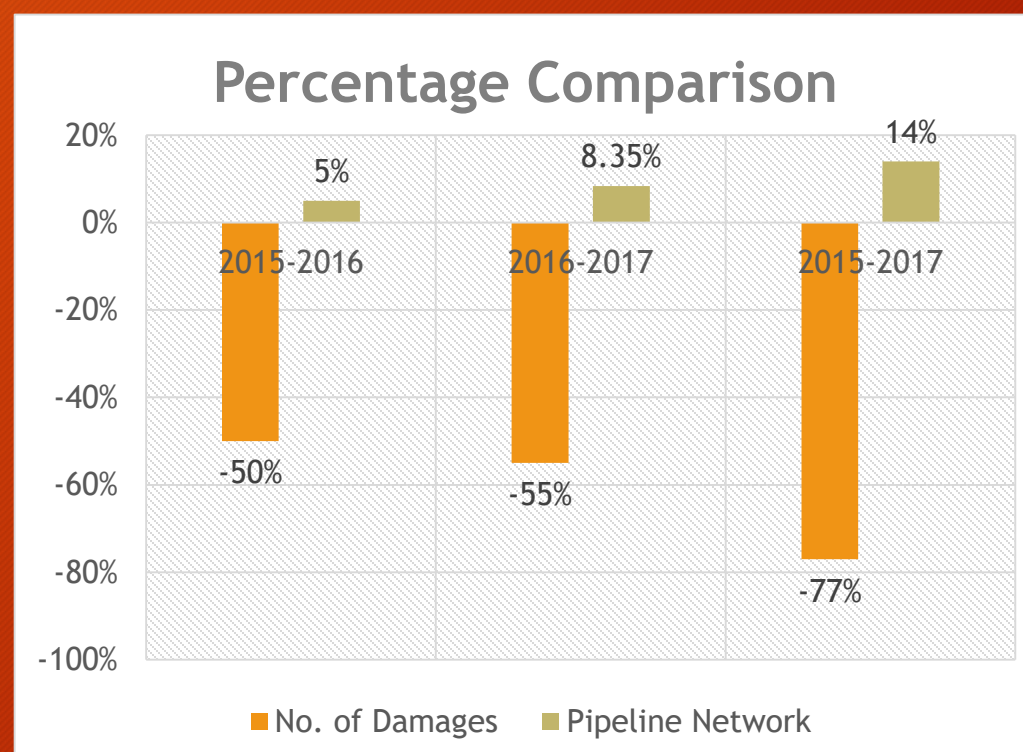
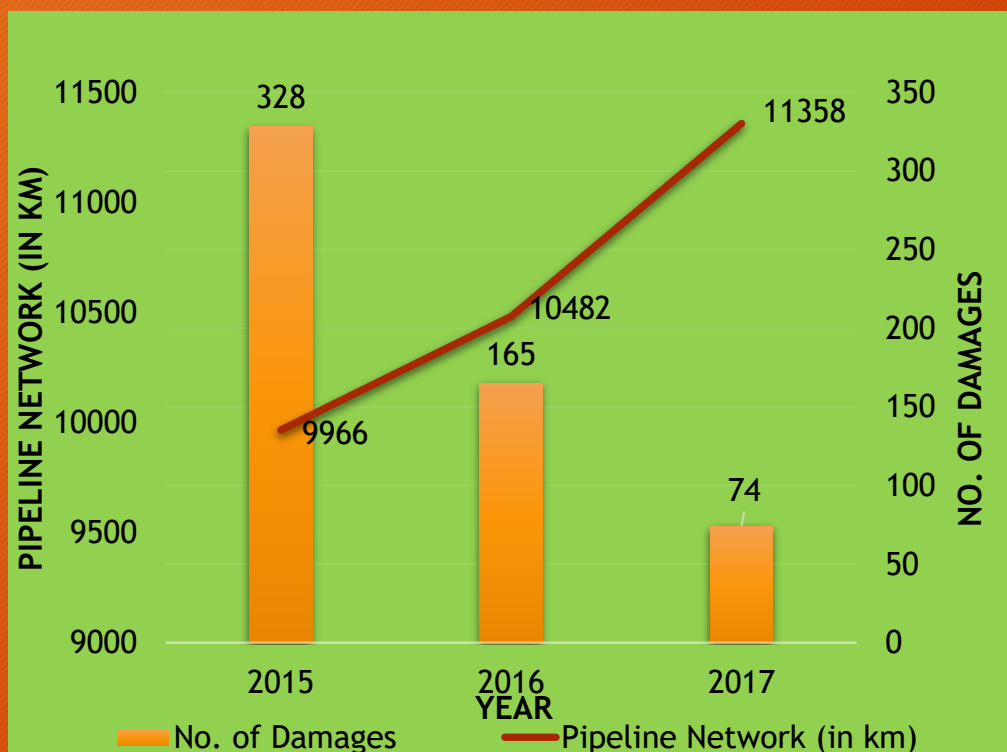






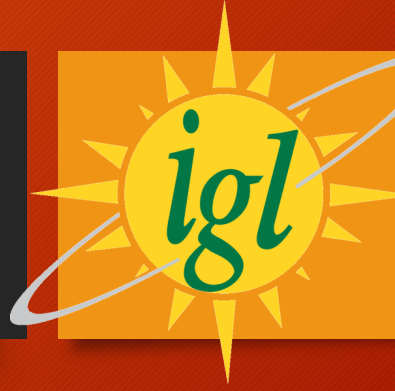
# IGL Pipeline Network Vs Nos. of Damages

	Infrastructure details (as on 30.11.2018)	KM/nos.
01	LENGTH OF STEEL PIPELINE	986 KM
02	LENGTH OF MDPE PIPELINE	11471 KM
03	TOTAL NUMBER OF FIELD REGULATING STATIONS	51 Nos.





# Efforts by IGL for reduction in third party damages



1. Close Coordination with Government & Private Authorities
2. Keeping all the stakeholders/Ground Level Teams well informed
3. Spreading awareness through different channel
4. Awareness to RWA/Societies
5. Dedicated and Equipped Patrolling team
6. Other Actions taken





Thank  
You!




# Efforts by IGL for Network Integrity

## 1. Close Coordination with Government & Private Authorities



- Suraksha Patra: Special drive to hand over Suraksha Patra with all communication details to Civic agencies/LOA's/Administration/Police
- Regular coordination meetings with 'Third Party Agencies', other Utility agencies like MTNL, Jal Board, Electricity Companies etc. to sensitize them on Pipeline safety (on quarterly basis).



**SURAKSHA PATRA**

**SURAKSHA PATRA (सुरक्षा पत्र)**

Indraprastha Gas Ltd. (IGL) is supplying natural gas in Delhi-NCR through its high pressure underground pipelines as a part of project of national and environmental importance, known as City Gas Distribution (CGD) Project. The said project supports vision of Govt. of India through ensuring uninterrupted supply of natural gas to domestic, commercial and institutional consumers.

राष्ट्रीय एवं पर्यावरणीय महत्व तथा भारत सरकार के उद्देश्य (जिनमें घरेलू तथा व्यावसायिक ग्राहकों को अबाधित गैस की आपूर्ति एवं स्वच्छ पर्यावरण के लक्ष्य शामिल हैं) के दृष्टिगत इंदरप्रस्थ गैस लिमिटेड उच्च दबाव वाली भूमिगत प्राकृतिक गैस पाइपलाइन संचालित कर रहा है।

Being high pressure pipeline, network protection is one of our prime responsibilities to avoid any inconvenience and danger to public and environment and various measures are in operation to ensure the same. The Gazette of India dated April 3, 2006 also provides protection of pipeline through provisions defined under section 49.

उच्च दबाव पाइपलाइन होने के कारण, जन सुरक्षा / सुविधा एवं पर्यावरण सुरक्षा के दृष्टिगत इस भूमिगत पाइपलाइन नेटवर्क को किसी भी प्रकार की क्षति से बचाना हमारा प्राथमिक कर्तव्य है। भारत सरकार का राजपत्र (३ अप्रैल २००६) अपने अनुच्छेद ४९ के अंतर्गत इस पाइपलाइन नेटवर्क की सुरक्षा हेतु विशेष प्रावधान उपलब्ध कराता है।

Kindly inform us in advance in case of any kind of excavation activity near IGL gas pipeline to avoid any damage to gas pipelines as it may result public havoc and damage to environment. Warning markers (Pole/RCC type) are also installed along the pipeline with emergency numbers. हम निवेदन करते हैं कि गैस पाइपलाइन के आस पास किसी भी प्रकार की खुदाई करने से पहले आप हमें सूचित करें, ताकि किसी भी प्रकार की दुर्घटना से बचा जा सके। हमारी पाइपलाइन के आस पास विभिन्न पोल एवं आर सी सी मार्कर संपर्क नम्बरों के साथ चेतावनी हेतु लगाए गए हैं।

IGL is glad to share good hospitality and close coordination with statutory and utility agencies and wish to maintain the same in best possible way through sharing regular information and reports.

इंद्रप्रस्थ गैस लिमिटेड सभी वैधानिक एवं उपभोक्ता विभागों से एक महत्वपूर्ण और निरंतर संपर्क स्थापित करता है और विभिन्न सूचनाओं के आदान प्रदान के माध्यम से इसकी सर्वोत्तम प्रकार से बनाये रखने का काम करता है।

After receiving permission from IGL, intimation at the time of starting the work and in case of any emergency can be given on numbers provided.

एप हमें दिए गए संपर्कों पर कभी भी संपर्क कर सकते हैं एवं गैस पाइपलाइन के आस पास किसी भी प्रकार की खुदाई करने से पहले हमारे मुख्यालय से अनुमति प्राप्त कर सकते हैं।

Ensuring best cooperation at all times.

सर्वोत्तम सहयोग हेतु सदैव प्रतिबद्ध :

**IG-O&M- Nehru Place/Kalka Ji Control Room**

This Suraksha Patra is an initiative of Nehru Place/Kalkaji O&M Team with the objective to enhance awareness and coordination among statutory/utilities agencies and administration about safety of IGL gas pipeline.






# Efforts by IGL for Network Integrity

## 1. Close Coordination with Government & Private Authorities

- Inclusion of the clause for “information to Indraprastha Gas Limited” as mandatory in the permission letters issued by PWD, NDMC, SDMC, etc. to utility companies

कार्यपालक अभियन्ता  
लोक निर्माण विभाग,  
सड़क अनुरक्षण मंडल-दक्षिण डेड-1  
सुखदेव विहार, मथुरा रोड,  
नियर ओखला फ्लाई ओवर,  
नई दिल्ली-110025



**EXECUTIVE ENGINEER**  
ROAD MAINTENANCE  
DIVISION, South Road-1,  
PWD (GNCTD), Sukhdev Vihar,  
Mathura Road, Near Okhla Flyover,  
New Delhi-110025

Phone: 26923612 Fax: 26923612 & 26923613 E-mail- eepwddelhim441@gmail.com

File No.23 (RR)/RIT/EE/SR-1/PWD(DS)/2017-16/ 2356, Dated: 05-12-2017

To,  
✓ **Vivek Kumar, Dy. Manager,**  
A-19, Vodafone Mobile services Ltd.  
Mohan Co operative, Sarita Vihar,  
New Delhi-110044

**Sub.:-** Road cutting permission for Scheme No. 201709261539358 area as under:-  
**From:-** 56/2, Sonu Auto Shop SSN Marg  
**To :-** Bandh road farm house VIA jai hind marble sun city garden mallu farm  
**Date of Start :-** 04/12/2017  
**Date of end of Road cutting :-** 24/12/2017  
**Total Stretch Length :-** 1200 Mtrs. Pit :-12 Nos. area of 2 sqm. each  
**Method :-** By Trenchless Method

In reference to the above letter a sum of amount Rs.1,08,950/- vide online transaction No.1511515466656 dated 24/Nov/2017 Received. Road cutting permission for the above mentioned subject has been granted under intimation to DCP (Traffic) with following conditions:-

- 1) The work shall be carried out in such a manner so as not to effect or disturb any services coming along the work.
- 2) The agency shall make arrangement for necessary barricading during the execution of work.
- 3) The work shall be carried out as per the alignment approved and as per direction of the Engineer-in-charge. There should not be any deviation from approved alignment.
- 4) The agency should lay cable/ service at least 1.5 meter below road surface. If later the department decides to charges fees for usage of land by the cable/service, then the agency should be ready to pay this fee in future.
- 5) The agency has to use trenchless method for crossing bituminous road surface of main road.
- 6) If the agency is unable to complete the work within this period, they have to obtain fresh permission from the department.
- 7) The agency has to install from starting point of the work to end point, Display Boards showing Name of the work, Agency, Name of the Department & Contact Officer with their telephone number etc.
- 8) The agency has also to intimate before the start of work to MTNL, BSNL, DOTS etc. so that their services are not affected by the work. Existing services encountered in the cause of the work shall be protected against the damage by the agency.
- 9) The agency should inform the following officers deputed by Gas Authority of India through Telephone regarding Road cutting before the start of work.
  - a) **Sr. Dy. Manager (E) Tel. No.23379094, 23370185**
    - i. IGL Toll Free Emergency Contact No. 155216 / 1800-111-817,
    - ii. IGL Emergency Mobile No. 8130995002 (South Zone) / 8130995000 (Delhi).
    - iii. IGL Control Room (Kalka JI) No. 011-69400454 / 453






# Efforts by IGL for Network Integrity

## 2. Keeping all the stakeholders/Ground Level Teams well informed

- Regular meeting with JCB/HDD /Earthmover/Operators to Sensitize them regarding pipeline safety.
- Stickers are pasted over JCB/HDD/Earthmovers/Boring Machines in Hindi & English with information of IGL Emergency Contact Numbers.
- Keeping all stakeholders well informed and aware about the importance of pipeline safety – Shopkeepers, Tea stalls, Society guards and hawkers are being approached regularly by our field officers and contact details are shared for informing IGL incase of any digging activities in vicinity of markers around their shops.



### इन्द्रप्रस्थ गैस लिमिटेड

किसी भी शहरी या स्थानिय प्राकृतिक गैस वितरण पाइपलाइन/नेटवर्क, जो प्रट्रोलियम उत्पादों या प्राकृतिक गैस की आपूर्ति कर रहा है, को जानबूझकर नष्ट या नुकसान पहुंचाने का कार्य एक दंडनीय अपराध है।  
ऐसा अपराध करने पर व्यक्ति को तीन साल का कारावास या पच्चीस करोड़ रुपये का जुर्माना या दोनों हो सकता है।  
इसका उल्लंघन जारी रखने पर अतिरिक्त जुर्माने के साथ हर दिन के लिए दस लाख रुपये तक जुर्माने का प्रावधान है।

### चेतावनी

उच्च दबाव गैस पाइपलाइन कोई भी खुदाई कार्य प्रारंभ करने से पहले कृपया  
आइ.जी.एल. (I.G.L) को सम्पर्क करें।  
आपातकालीन दूरभाष: 155216

8130995000 (Delhi), 8130995001 (Central Delhi), 8130995002 (South Delhi),  
8130995003 (West Delhi), 8130995004 (North Delhi), 8130995005 (East Delhi),  
8130995006 (Greater Noida), 8130995007 (Ghaziabad), 8130995008 (Noida),  
9560883335 (Central & Sout Delhi), 9599050952 (West Delhi), 8130994999 (North Delhi),  
8130994998 (East Delhi & Ghaziabad), 9599050951 (Noida & Gr. Noida).



# Efforts by IGL for Network Integrity

## 3. Spreading awareness through different channel



- Mobile van with safety information while patrolling in societies.
- Spreading awareness through Radio channels
- Whatsapp group with Third Party Agencies at In-charge Level
- SMS to all stakeholder (in Hindi & English):
  - a) PNG customers during festive season
  - b) JCB/HDD operators on regular basis



प्रिय PNG उपभोक्ता,  
इस त्योहारों के मौसम में IGL आपके व  
आपके परिवार के लिए मंगलकामना करता  
है। आपसे निवेदन है की आतिशबाज़ी IGL  
की पीले रंग की पाइपलाइन से हटकर  
करें। किसी भी अनाधिकृत व्यक्ति से गैस  
पाइपलाइन सम्बंधित कार्य ना कराएँ।  
सावधानी ही सुरक्षा है।  
शुभ दीपावली।  
आपातकालीन सम्पर्क दूरभाष- 155216,  
8130995000, 8130995001

11:30 AM



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# Efforts by IGL for Network Integrity

## 4. Awareness to RWA/Societies

- Providing safety Letters to all societies and RWAs along with meetings during Festive seasons to guide them on safety while celebrations.
- Safety awareness trainings to All the societies



**INDRAPRASTHA GAS LIMITED**  
(A Joint Venture of GAIL (India) Ltd., BPCL & Govt. of NCT of Delhi)

To  
SANATAN DHARAM MANDIR (3 BLOCK, VIKASPURI)  
3 BLOCK, VIKASPURI  
VIKASPURI

07 October, 2017

Dear PNG User,

**INDRAPRASTHA GAS LIMITED** wishes you all a very-very Happy, Safe and Prosperous **DEEPAWALI**. The festival of light may enlighten your lives too.

We feel obliged to be associated with your society. There has been a long relation of coordination between us and we wish it continues forever.

As you are aware that the **Piped Natural Gas (PNG)** supplied by **INDRAPRASTHA GAS LIMITED** is inflammable gas, we advise all the users, residents and visitors of the society to ensure the following safety tips:-

1. Do not light the fireworks, Crackers, Bombs, Candles, Divas, etc. near the IGL Gas pipeline networks (Yellow painted GI pipes indicates IGL Gas pipelines).
2. Do not use IGL PNG equipment's like Regulators, pipes or clamps to put and light the fireworks, crackers, rockets or bombs, etc.
3. Do not park your vehicle over the underground gas valve chamber (Yellow painted Chamber Manhole indicates IGL Gas Valve chamber).
4. Do not allow anybody to do modification, tampering with the IGL pipeline without prior intimation to the IGL personnel.
5. In case of any gas leakage or fire incident inside your premises, immediately close the respective Valves, outside your kitchen there are two nos. of Valves, i.e., (1) just after the Meter outside the cage) -can be operated in case of gas leakage inside the kitchen g/l and (2) one valve is near your Stove (ball valve)-can be operated in case of leakage from rubber tube and stove.
6. In case of any emergency, do not panic, act smartly.
7. In case of emergency, please immediately contact our **24x7 Emergency Helpline nos. at 08130925000/03** (Zonal Emergency Numbers), **011-69400451, 011-69400452** (Control Room Nos.) and 18001025109 (Customer Care No.).
8. Emergency contact numbers are displayed at the Warning plates & markers fixed at various locations inside your society and also behind your PNG Invoice.

A vigilant attitude of yours could prove to be very helpful for IGL to perform its duties in an efficient manner and will help us ensure 100% satisfaction of its customers.

With Best Wishes,  
*[Signature]*  
For Indraprastha Gas Limited

IGL Bhawan, Plot No. 4, Community Centre, R. K. Puram, Sector - 9, New Delhi - 110 022  
Phone : 46074607 Fax : 26171863 Website : www.iglonline.net  
CIN : L23201DL1998PLC097814  
An ISO 9001 : 2008, ISO 14001 : 2004, OHSAS 18001 : 2007 Certified Organisation



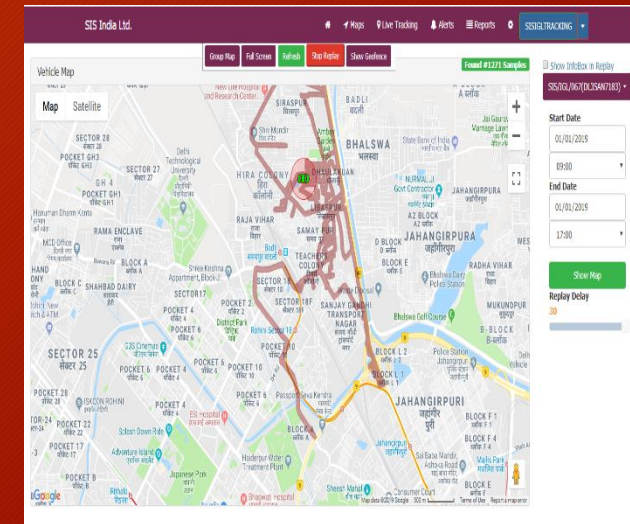
# Efforts by IGL for Network Integrity



## 5. Dedicated and Equipped Patrolling team

- Team of over 350 patrolling guards for 24\*7 Pipeline patrolling
- Specialized central-monitoring team to keep track of patrolling guards (10 Local Control Centres and 1 Master control Centre supervising movement of over 350 patrolling guards spread across 41 Control Rooms)

### Central Control Room Kaka Nagar







# Efforts by IGL for Network Integrity

## 5. Dedicated and Equipped Patrolling team

### ➤ App Based Monitoring for Efficient Information Sharing regarding Digging activity

Digging activity witnessed by guard on site

Photograph of same taken and punched in App

Incident created and SMS forwarded to concerned in-charge

After completion of activity, photograph of finished site taken by guard and uploaded in app (Mandatory for closure of Incident)

Vodafone IN 4G 12:32 PM 64%  
Personal Hotspot: 1 Connection

Not Secure — igl.sisindia.com

**Incident Details :**

Route	JDC_1
Type	Steel Pipeline
Incident Type	Open Manhole
Incident Status	OPEN
Reported By	ram singh bhist
Reported At	2019-01-03T12:10:53
Mobile No	7838441141
Device MobileNo	9315915724
Address	Loading..

**Incident Photos :**



Vodafone IN 4G 12:32 PM 64%  
Personal Hotspot: 1 Connection

Not Secure — igl.sisindia.com

Mobile No	7838441141
Device MobileNo	9315915724
Address	Loading..

**Incident Photos :**



Vodafone IN 4G 12:18 PM 67%  
Personal Hotspot: 1 Connection

VM-SISGRG >

Manhole, Reported By : ram singh bhist, Mobile No : 7838441141 View Incident: <http://igl.sisindia.com/IGLApi/IncidentReport?id=5691key:46894> Incident Reported Time : 2019-01-03 12:10:53 , Thanks, SIS

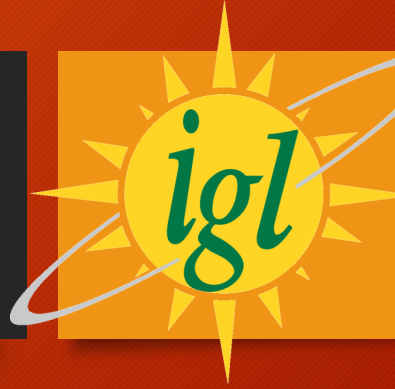
New Incident Reported : LPM:M:KASNA\_3, LCR :Greater Noida,IGL- LCR :KASNA,Incident Type :Manual digging/machine digging, Reported By :Devinder kumar, Mobile No :9971658190 View Incident: <http://igl.sisindia.com/IGLApi/IncidentReport?id=5692key:86122> Incident Reported Time : 2019-01-03 12:15:15 , Thanks, SIS

Text Message



# Efforts by IGL for Network Integrity

## 5. Dedicated and Equipped Patrolling team



- Equipped Vehicles with Emergency Tools and Tackles at each Zonal Control room





# Efforts by IGL for Network Integrity

## 6. Other Actions taken



- Installation of Pipeline Markers at a distance of 50 Meters against the T4S requirement of 100 meters
- Enhanced Coordination with Delhi Police , Delhi Fire Service & GAIL through dedicated 'Hotline' connection.






# Efforts by IGL for Network Integrity

## 6. Other Actions taken



➤ Implementing 'Joint Inspection Report' being signed by IGL and Third parties before line crossing. Also, taking security deposit by agencies crossing Steel Pipelines thus sensitizing them on Pipeline security.

➤ Mandatory Police Complaint and Damage Charges recovery, in case a damage happens.



**INDRAPRASTHA GAS LIMITED**  
(A Joint Venture of GAIL (India) Ltd., BPCL & Govt. of NCT of Delhi)  
Date: - 08 Nov, 2017

Ref: - IGL/PNG/MDPE/2017/11

**To,**  
The SHO,  
Tughlak Road,  
New Delhi 110003

**Subject: - IGL High Pressure Gas Pipe Line Damaged By MTNL.**

Respected Sir,


This is to bring to your notice that while working near IGL High Pressure Gas Pipeline at NDMC officer's flat, Aurangzeb Lane MTNL Company has damaged the gas pipeline causing no any damage to the public and and it is in process of rectification.


Details as below:

Work	:	MTNL
MTNL Sub Division Officer	:	Mr. CP BALIYAN (9868139899)
HDD Work Company	:	Caricon Pvt. Ltd.
Supervisor	:	Kulanand Joshi (7065902210)
Operator	:	Suraj (7982037908)
Tracker	:	Avdhesh(9871394112)

Please co-operate us.

Thanks & Regards,

  
Shishupal S. Diwaker  
Jr. Engineer  
+91-8130995001  
IGL, New Delhi



IGL Bhawan, Plot No. 4, Community Centre, R.K. Puram, Sector - 9, New Delhi-110 022  
Phone : 46074607 Fax : 26171863 Website : www.iglonline.net  
CIN : L23201DL1998PLC097614  
An ISO 9001:2008, ISO 14001 : 2004, OHSAS 18001 : 2007 Certified Organisation

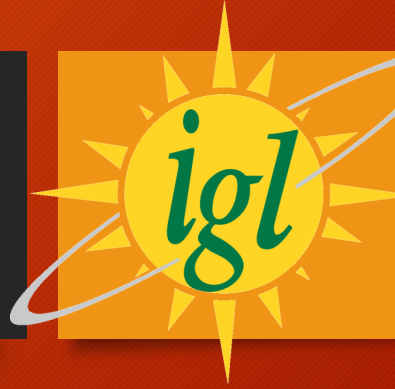
IMPLEMENTED IN 2017  
INDRAPRASTHA GAS LIMITED JOINT INSPECTION REPORT  
REFERENCE NO. 456/AE(CC)/CE(C) PH-II

1	DATE & TIME OF INSPECTION:	24/02/2017 10.2 PM
2	NAME OF THE AGENCY:	MTNL
3	NAME & MOBILE NO. OF THIRD PARTY PERSON TO WHOM PIPELINE ROUTE HAS BEEN GUIDED:	MR. Rejesh 9654381184
4	NAME & MOBILE NO. OF COMPANY NAME OF HDD PERSON TO WHOM PIPELINE ROUTE HAS BEEN GUIDED:	MR. Rejesh 9540695042
5	NAME & MOBILE NO. OF IGL'S PERSON WHO HAS GUIDED THE PIPELINE ROUTE:	MR. S.P. Diwaker 8130995001
6	HAS THIRD PARTY INFORMED TO IGL IN WRITING ABOUT THE WORK (YES/NO):	YES (Reference No. 456/AE(CC)/CE(C) PH-II)
7	HAS THIRD PARTY HAVE VALID PERMISSION FROM STATUTORY AUTHORITIES FOR WORK (YES/NO):	YES
8	PIPELINE SECTION & DIAMETER OF P/L:	Ø 63 mm - 13" Dia - 06
9	PIPELINE CHAINAGE/LAND MARK:	Smruti Besh Road H.No-02
10	DEPTH OF PIPELINE AT CONCERN LOCATION:	As per ASD (Ref. No. File No-13 Dia-06)
11	NATURE OF WORK:	As per HDD Profile (Ref. No. Salia-D 2.00 mtr)
12	CAN P/L BE PHYSICALLY EXPOSED AT CONCERN CROSSING (YES/NO):	YES
13	DEPTH GUIDED TO THIRD PARTY FOR CROSSING OF P/L:	4.5 mtr
14	OFFSET GUIDED TO THIRD PARTY TO MAINTAIN FROM P/L:	2.00 mtr
15	LOCATION OF NEAREST ISOLATION VALVE AND ASSESSABILITY OF VALVE CHAMBER:	Smruti Besh Road H.No-09
16	START DATE OF WORK BY THIRD PARTY:	24/02/17
17	FINISH DATE OF WORK BY THIRD PARTY:	24/02/17
18	NAME & MOBILE NO. OF SECURITY FIELD OFFICER:	MR. Ramesh Singh 783480276
19	WHETHER PERMISSION CAN BE GIVEN (YES/NO):	YES
20	REMARKS (IF ANY):	

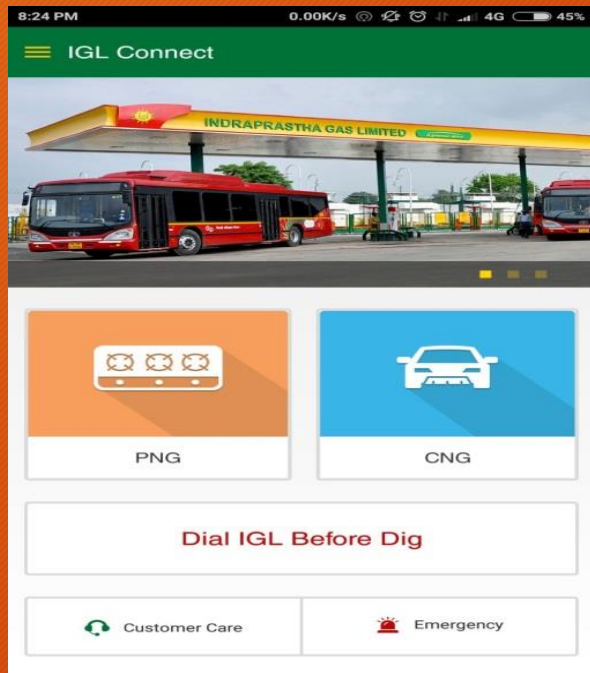


# Efforts by IGL for Network Integrity

## 6. Other Actions taken



- To Minimize response time to Third Parties locating the pipeline for passing information of Digging activities using “IGL-Connect” mobile application and “Dial-Before-Dig” tab on website.



8:24 PM 0.26K/s 4G 45%

Dial IGL Before Dig

HelpLine Number 1800-111-817

E-mail ID pipeline@igl.co.in

Submit Request For Approval

Name of Person :

Name of Agency :  
Select

Contact Number :

Date :

Location :

Submit

**DIAL BEFORE  
DIG  
APPLICATION**

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