



CHAIRMAN'S MESSAGE



Dear Shareowners,

Let me first convey my good wishes to all of you for safety and good health during this period of pandemic Covid-19.

I am pleased to share that today your Company is one of the leading City Gas Distribution (CGD) companies of the country catering to more than 1.1 million CNG vehicles, 1.4 million domestic PNG customers and over 5,500 commercial & industrial customers. This has been possible with the collaborative efforts of all stakeholders of the Company.

Your Company has been showing consistently good performance and the financial year 2019-20 showed outstanding performance. During the year, gross turnover showed a growth of 12.5% increasing from Rs. 6,337 Crores to Rs. 7,131 Crores in the previous year.

Profit After Tax (PAT) increased by 44.5 % from Rs. 787 Crores in FY 2018-19 to Rs. 1,137 Crores in FY 2019-20. Both gross turnover and PAT of FY 2019-20 have been the highest in the history of the Company. Your Board of Directors have recommended dividend of 140% i.e. Rs. 2.80 per share, the highest dividend so far in a financial year.

Besides good financial performance, your Company continued its drive to augment its infrastructure by adding 55 new CNG stations and around 1,600 Kms of pipeline network. During the year, the Company provided more than 2.72 lacs new PNG domestic connections which is the highest number of connections in a single financial year in the history of the Company as well as of any other CGD Company of the country. The Company

added around 1,300 new commercial and industrial customers.

The government is giving thrust to natural gas to make India as a gas based economy. CGD sector is emerging as one of the high growth potential sectors in India. After completion of 10th round of bidding by PNGRB, 70% of country's population and 50% of its total area have been covered under CGD network. The government has taken various steps to promote CGD companies inter alia full allocation of gas for PNG domestic and transport requirements, giving public utility status and framing CGD model policy. These measures coupled with the start of Gas Exchange and envisaged revision in transport tariff policy are likely to add growth in the sector.

The changing landscape offers many opportunities for CGD companies. Your Company being a pioneer in CGD sector is geared up to make optimum use of its resources for sustainable future growth.

The Company has been reviewing its corporate strategy to align it with changing scenario. Besides increasing its customer base in existing areas, it has made plans to roll out CGD network in new geographical areas at a fast pace for growth of the Company. Recently, the Company has started sales in new areas of Kanpur and Kaithal. The Company is also looking for inorganic growth by acquiring stakes in other CGD companies.

The Company has taken various new initiatives for its future growth. It is setting up, in association with Indian Oil Corporation, a H-CNG station as a pilot project, first of its kind in India. The Company has plans to promote the usage of gas in home appliances in households, to start mobile CNG dispensing facilities and to provide charging facilities for e-vehicles. As a backward integration, the Company has a plan to set up a gas meter manufacturing unit in India. The Company is also looking to leverage its expertise and execution capabilities by providing consultancy services for setting up CGD projects. Optimisation of resources and organisational transformation are also being carried out. All these initiatives will add to the growth and business expansion of the Company. The Company has earmarked total Capex of Rs. 1,370 Crores for FY 2020-21.

Your Company is also focused to customer needs and is continuously making efforts to improve its services. In this endeavour, your Company has leveraged information technology to upgrade its customer app – IGL connect by adding new features and to

strengthen its Customer Relationship Management (CRM) module in SAP. It is promoting digital payment by providing various platforms to its customers and taking other measures for providing better services to them.

Your Company has always accorded top most priority to Safety. It has made concerted efforts to maintain a good safety culture and highest safety standards. Regular trainings are imparted to drivers, PNG customers, employees, contractual staff and other stakeholders on regular basis. It is a matter of pride that your Company had crossed 184 Million Man Hours accident free till 31st March, 2020. The Company has won various prestigious safety awards from different authorities in recognition of its high safety standards.

The Company has always given utmost importance to its human capital and try to make optimum use of their potential for the growth of the Company. The Company keeps reviewing employee related welfare schemes from time to time to motivate the employees. The Company gives due importance to training and development of employees to upgrade their skills and expertise in various areas. During the year, a number of team building, skill developments and sports events were conducted by your Company. The Company recognizes and appreciates the contribution of all its employees in its growth journey.

Your Company, as a responsible corporate citizen, has been taking various CSR activities with focus on health, education, empowerment of women & underprivileged and skill development. During FY2019-20, CSR programmes such as IGL Swasth Saarthi, Building Bonds through Gender Sensitisation, coaching for engineering

entrance examination to underprivileged students, Self Defence training for school girls, education programmes at municipal schools, Skill Development for rural women and underprivileged/unemployed youth, construction of toilets etc. were undertaken by your company. The Company has won a number of awards for its various CSR projects/programmes at different forums.

On behalf of the Board of Directors, I take this opportunity to thank the Government of India, Petroleum and Natural Gas Regulatory Board and all departments of the Central and State governments, our valued Customers, all the authorities and agencies for their unstinted support to your Company.

I, along with my colleagues on the Board, would also like to thank each and every employee of IGL for all the hard work put in by them.

Finally, I would like to thank each one of you from IGL's family of Shareowners, for the confidence and trust reposed in us. With your support and blessings, I am confident that we shall continue to strive to achieve new heights in the coming years.

Stay safe and healthy.

Warm Regards,



P. K. Gupta
Chairman