



MAHANAGAR
GAS

Fueling the City of Dreams

Celebrating 25 years of serving
the Mahanagar





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Foreword by Chairman



Mr. Manoj Jain
Chairman

Dear Reader,

Mumbai is the City of Dreams. Every day, countless people come to this megapolis with hopes and dreams for a better tomorrow. The city itself, has risen mythically from 7 separate islands to form Mumbai as we know it today. The story of Mumbai's growth and its rise to become the financial, art and entertainment capital of India is nothing short of exemplary, and this story of Mumbai would be incomplete without a mention of the story of Mahanagar Gas Limited (MGL).

As one of India's leading Natural Gas Distribution Companies, MGL plays a vital role in every Mumbaikar's life. From the

home to the road, and from fleet services and public transport to restaurants, hotels and industries, MGL has been touching lives across Mumbai and its adjoining areas by fuelling the dreams for a better quality of life over the last quarter of a century.

MGL has been nurturing the city by providing the megapolis and its surrounding areas with an uninterrupted and safe supply of Natural Gas. MGL has been instrumental in laying infrastructure, educating consumers and striving towards a pollution free future for the populace at large. It's pioneering work and unprecedented success in the City Gas Distribution (CGD) sphere has revolutionised urban living - through usage of eco-friendly fuel.

MGL has stood by Mumbai through its toughest times. During the 2005 Mumbai floods, MGL was the only utility which could maintain uninterrupted gas supply in Mumbai. During the horrendous 26/11 terror attacks, the MGL emergency team averted a major disaster by switching off the Gas supply, which could have proven deadly if not isolated.

As a socially responsible corporate, MGL believes in giving back to the community by providing healthcare to taxi & autorickshaw drivers, educational assistance to children of the poor, skill development for the youth, championing women empowerment as well as through various environment protection initiatives.

With a focused vision, empowered workforce, State of the Art technology and strong promoter support, MGL has been delivering its vision of being a consumer and environment friendly Gas company as well as, an employer of choice; committed to providing safe, efficient and reliable energy, while creating value for all its stakeholders.

As MGL looks forward, its vision is to expand its operations, with strategic priorities of increasing penetration in the already gasified areas in and around Mumbai, while undertaking expeditious roll out of CGD infrastructure in new areas, all the while, being at the heart of every Mumbaikar's life, providing fuel to their dreams.

I would like to take this opportunity to thank all those who have been integral to MGL's success. I wish to express my gratitude to the Ministry of Petroleum and Natural Gas, Government of Maharashtra, GAIL (India) Limited and the Petroleum and Natural Gas Regulatory Board. I also thank our founder co-promoter BG Asia Pacific Holdings Pte. Limited, who till their exit from MGL in August 2019, contributed in large measure, in putting MGL, on a very sound footing, as far as best in class, operating and safety practices are concerned.

I thank our valued customers, business partners, investors and all the stakeholders, who have shared a relationship with MGL, for placing their invaluable trust in our business and growth story. Your unwavering support has been instrumental in our success.

I would also like to convey my deepest appreciation and gratitude to the current and ex-employees of MGL, whose dedicated efforts have helped shaping its 25 year history thus bringing MGL to these heights. This incredible journey of MGL would not have been possible without the sustained support of the members of the extended MGL Parivaar, and I thank each one of them from the bottom of my heart.

As we celebrate this momentous occasion of MGL completing 25 glorious years of service to the City of Dreams, and it's neighbouring areas - I am filled with immense pride to present to you this Coffee Table Book. The book is a small window into many lives and stories that have shaped MGL, captured in words and pictures. I hope you enjoy this journey into our two and half decade history.

As we continue on our exciting journey into the future to positively impact the society through all our touch points, I count on the continued support of all stakeholders.



Mahanagar Gas Limited : An Overview

Mahanagar Gas Limited (MGL) is one of India's leading Natural Gas Distribution Companies, with an extensive City Gas Distribution (CGD) network of pipelines. Incorporated on 8th May 1995, MGL was promoted by GAIL (India) Limited and BG Asia Pacific Holdings Pte. Limited. However, with the exit of BG Asia Pacific Holdings Pte. Limited in August 2019, GAIL with 32.5% shareholding is currently the sole promoter of MGL. Government of Maharashtra has remained associated with MGL since inception and currently holds 10% equity in MGL.

MGL has an experience of over 25 years in supplying Natural Gas by way of Compressed Natural Gas (CNG) to vehicles and Piped Natural Gas (PNG) to domestic, commercial and industrial consumers in Mumbai, its adjoining areas and Raigad district in Maharashtra.

MGL has laid down a network of over 5,640 kms of steel and MDPE gas pipeline network connected across four strategically located City Gate Stations to cater to the ever-increasing consumer base. PNG is currently being provided to over 1.27 million households and more than 4000 commercial and industrial establishments. MGL also supplies CNG to more than 0.75 million automotive vehicles through its network of 257 CNG stations in its present areas of operations.

MGL is strategically poised to leverage new opportunities in the CGD sector, as it continues to expand its areas of operations while providing high quality services to its customer base and contribute towards the reduction of pollution in Mumbai and beyond.



Chapter 1

The Story of Mumbai

The story of the Mahanagar is closely linked to its surrounding seas. The earliest known inhabitants of present-day Mumbai were the Koli - a tribe of fishermen who sustained on the Arabian Sea. The name Mumbai, restored officially in 1995, comes from the Koli goddess "Mumba", whose temple once stood in what is now the south-eastern section of the city.

Over the course of history, the city became a center of maritime trade due to its location, even earning the name of "Bom Baim" or "Good Harbour" by the Portuguese, which was the origin of the British-era name of Bombay.

Bombay was originally composed of seven islets off the Konkan coast of Western India. From the 17th century till the 1950s, various reclamation projects joined these seven to form the island city. By 1957, a number of suburban municipal areas and some

neighbouring villages on Salsette were incorporated into "Greater Mumbai" or "Mahanagar"- the metropolitan region surrounding Bombay island and the city itself.

The burgeoning financial and commercial capital of India attracted people from across the country, who came to the "City of Dreams" in the hopes of fulfilling their own. India's most-populous city, and one of the world's largest and most densely populated urban areas needed fuel to power this relentless growth.

The British had set up the Bombay Gas Company Limited in 1862 to provide street lighting and supply gas to the households of Bombay. Bombay Gas set up a unit at Parel where coal was processed, and laid a 400 km pipeline network for the city of Bombay (from South Bombay up to Mahim at that time) to distribute coal-based gas through it.

Post India's independence in 1947, the ownership of Bombay Gas changed hands to industrialist Mr. K. D. Jalan, who bought out Bombay Gas. The Jalan family continued active operations of Bombay Gas till 1981, when, after 120 years of active operations, the company faded into oblivion. In 1981, Bombay Gas' license was cancelled by the Brihanmumbai Municipal Corporation (BMC). The business was suspended, and the company delisted from the Bombay Stock Exchange (BSE).

Around this time, the Oil and Natural Gas Corporation Ltd (ONGC) launched its ambitious exploration effort in the high seas, 160 km off the coast of Bombay. On 19th February 1974, the aptly named drill ship 'Sagar Samrat' or 'The Emperor of Seas', struck liquid gold with a discovery, that changed the energy landscape of the city forever. The Bombay High (now Mumbai High) offshore Oil field commenced production in 1976 providing oil, which was mixed with Natural Gas. This Natural Gas was considered a waste by-product and was "flared" or burnt off at Bombay High.

As the city grew, so did its demand for energy, and it was only a matter of time, before the stage was set, for a new energy company to serve Mumbai.



Chapter 2

The Birth of Mahanagar Gas Limited (MGL)

The Government of India wanted to utilize the Natural Gas produced at Bombay High, and for this purpose, allocated a certain quantity to the Government of Maharashtra for supply to Mumbai and the hinterland.

Initially, the Government of Maharashtra tried to see if the old Bombay Gas Company infrastructure could be used for this purpose. However, a century old infrastructure and technical hinderances led to abandoning of this plan.

Towards the late 1980s and early 1990s, the Government of Maharashtra decided to appoint GAIL for implementation of this project. GAIL was mainly involved in laying Gas pipeline networks throughout the country and was supplying Gas to bulk consumers and industries. However, retailing of Gas to households in congested urban areas required a different approach and expertise.



First Board of Directors Meeting

"GAIL, under leadership of Mr. Vineet Nayar was looking for extending its portfolio beyond transmission of pipelines and identified city gas distribution project, as one of the thrust areas having great potential", said Mr. R. P. Sharma, Ex-Managing Director, MGL.

Further, he added "I was assigned the task of implementing the project. I had the privilege to lead the process from conceptualization to formation of JV from GAIL."

Accordingly, the Government of India facilitated GAIL to partner with British Gas, in order to benefit from their experience of supplying Gas to households. British Gas

brought in the technical knowledge, safety, and other systems and processes, integral to the retail supply of Natural Gas.

On 8th May 1995, Mahanagar Gas Limited (MGL) was constituted as a Joint Venture between GAIL (India) Limited and BG Asia Pacific Holdings Pte. Limited. After MGL was constituted, the Ministry of Petroleum & Natural Gas and GAIL set about building the founding team. They appointed Mr. P. S. Deodhar as the Chairman of MGL, GAIL appointed Mr. B. S. Negi as Chief of Projects Co-ordinator, while British Gas appointed Mr. Colin N. H. Barker as the Technical Director of MGL. Mr. Ajit M. Nimbalkar was appointed as the first Managing Director for MGL.



Chapter 3

The Early Days

MGL commenced its operations from a small office space at Centaur Hotel near the Mumbai Domestic Airport. The company was starting from scratch, and there were a lot of tasks at hand for the early founders.

Mr. R. P. Sharma, ex-Managing Director mentioned "We had excellent support from Government of Maharashtra, who were very considerate and extended full support including allocating office space at BMRDA, land for City Gate station and CNG dispensing stations at prime locations as well as residential plots. BMC and Police too extended whole hearted support in laying the networks."

"During the period need for developing more vendors to ensure uninterrupted supply of material and services was emphasized. The feedback received especially during interactive sessions with young employees at City Gate Station gave me real inputs and sense that we need to rationalize teams to create a feeling of security, royalty and commitment" added Mr. Sharma.

MGL employee Mr. Sunil Rankhambe recounts his early days, "I had joined MGL in January 1997 at the Centaur Hotel. When I joined, the Company was trying to find its

feet and I found nothing around and all of us set out to build everything from scratch. From the most technical of elements, to uniforms and televisions, we purchased it all to start building MGL."

Apart from obtaining the necessary clearances from various authorities to lay the pipelines in the city, a full office also required to be setup, along with recruitment of technical and administrative staff.

MGL advertised its job openings in newspapers and received an overwhelming response. People were attracted to working with a young Natural Gas company backed by giants like GAIL and British Gas.

"I had seen the advertisement for the job opening in the newspaper, and thanks to MGL, I stepped into a five-star hotel for the first time in my life," recalls Mr. Pratap Parab from Operations & Maintenance Department. He adds, "I went to the Centaur Hotel for the interview, and after joining MGL apart from having a satisfying career, I could savour good life as well."

While Centaur Hotel served as the initial office space, MGL opened other operational centers.



MGL Fifth Foundation Day Cake cutting celebrations by then Managing Director and Technical Director



Inauguration of Laying of Steel Pipeline by MGL team



Construction of City Gate Station at Wadala

Chapter 4

City Gate Station & MGL House

The Gas from Bombay High was transported by ONGC through GAIL pipelines to Wadala. This site - the City Gate Station (CGS), was the first receiving terminal, where the high pressure of the Natural Gas was reduced and then supplied across the city.

Initially, MGL faced difficulties at the CGS. The station was difficult to access, surrounded by tall grasslands, and a walk away from even the closest bus stop. There was little infrastructure, and during the rains, the station would be prone to flooding. Despite these challenges, the employees upgraded the station to industry standards.

The CGS served as a setting for many unforgettable memories at MGL. From being the first reporting venue for many employees, to the first MGL Annual get together, the site was, and still holds great importance for MGL.

As the activities of MGL needed to be

centered around the CGS, it was necessary to locate the MGL office nearby. The management team considered Bandra-Kurla Complex (BKC), which was rapidly developing as a major hub for corporates at that time, as a suitable site.

While MGL enlisted the help of real estate agents and Government officials, the real breakthrough for an office space came from the MGL Managing Director Mr. Ajit M. Nimbalkar's visit to Mantralaya. During his discussions with officials, Mr. Nimbalkar learnt that the Public Works Department (PWD) had some warehouses in BKC, which lay unutilized for several years, and were being considered for auction. Mr. Nimbalkar, with the help of then Chief Secretary of Government of Maharashtra, could get the premises of our present day Pay & Accounts Office leased out in favour of MGL in 1999. Subsequently, the Mumbai Metropolitan Region Development Authority (MMRDA) leased a space in BKC to MGL on which we have built our Corporate Office.

Recalling the cash flow issue at that time, Ms. Pratibha Bijay from the CNG Projects Department stated that "We did not have the total amount to be paid for the office space. So we requested MMRDA to allow us to establish an office for MGL and commence operations from this plot. "MGL received the permission and paid MMRDA in instalments."

With the possession of the office site, and after putting all necessary permissions in place, construction of the Corporate Office of MGL could finally commence. The foundation stone for MGL House was placed on 2nd January, 2000 by Shri Ram Naik, Hon'ble Union Minister of Petroleum and Natural Gas, after which the construction work began recalls Mr. R. S. Riat, ex-Managing Director of MGL. A CNG station was built in front of the proposed MGL Corporate Office. The CNG station became operational before the building came up. Adding further, Mr. Riat reminisced that during his tenure "MGL was adjudged the Most Commended BG Joint

Venture overseas and MGL was awarded a citation by BG Chairman, Mr. Richard V. Giordano at London. Also Deputy Prime Minister, Mr. Prescott, was invited to review MGL's CNG operations."

In October, 1999 MGL's baton passed from Mr. R. S. Riat to Mr. G V S Sai Prasad. It was during his tenure that the Company had turned around financially and declared dividend for the very first time to the promoters. "The Company made phenomenal growth in consumer base, gas sales and revenue during my tenure" added Mr. Sai Prasad, ex-Managing Director.

In December 2002, Mr. Ajit Nimbalkar, who was then the Chief Secretary of Maharashtra inaugurated the Corporate Office at MGL House in BKC. In an effort to prove the power and efficacy of Natural Gas through a live demonstration, MGL imported an Air Conditioning (AC) unit from Japan which ran on Natural Gas and was operated at MGL House on the same.



The foundation stone for MGL House was laid on 2nd January, 2000 by Shri Ram Naik, then Hon'ble Union MoPNG in presence of other dignitaries



Mr. John Presscott, then Deputy Prime Minister & Minister for Transport - UK, in presence of other dignitaries during his familiarization visit to MGL



Chapter 5

Fuelling Homes

At inception, one of the central focus of MGL was to provide Piped Natural Gas (PNG) to households. PNG is a convenient, economical and eco-friendly alternative to LPG cylinders. When the project was conceived, the emphasis was on the supply of Gas to households. MGL had an initial target of 3,000 household consumer connections.

However, the household supply of Gas to Mumbai was fraught with challenges. The cost of laying pipelines to households was expensive, with the requirements of Gas per household being comparatively small. The economics of supply of Gas to households was less favorable for MGL than supply of Gas to industries, commercial consumers and taxis.

Moreover, many consumers in parts of Mumbai had no experience of Piped Gas, and were hesitant to accept PNG, with apprehensions of safety and continuous supply. There was also hesitancy to pay the initial deposit.

Mr. Santosh Samant, from Projects at MGL, recounts the difficult sales pitch, "In 1997, the one-time non-refundable registration charges were ₹8,500/- for a new MGL connection, whereas Gas cylinders used to cost ₹120/-. It was a huge challenge to convince the customers on the payback for this investment."

MGL needed a live demonstration. It needed an area, where the whole housing society would agree to switch to PNG. The breakthrough came with the Reserve Bank of India (RBI) Colony at Chembur, which housed the middle and lower-level employees of RBI.

The RBI would provide their employees with water and electricity, and recovered only recurring costs for these utilities. The Deputy Governor of the RBI, who was responsible for RBI's administrative affairs, graciously agreed to supply Piped Gas to the entire RBI colony without charging the capital cost to the employees.



Commencement of CNG supply in Thane in the presence of then Managing Director & Technical Director - MGL



Inauguration of Domestic PNG supply in Navi Mumbai by then Commissioner Navi Mumbai in presence of then Managing Director, MGL



Inauguration of Domestic PNG supply in Uran - Raigad by Shri Dharmendra Pradhan, Honourable Union Minister of Petroleum & Natural Gas in the presence of other senior dignitaries



Commencement of PNG supply in South Mumbai by Shri Murli Deora, then Union Minister of Petroleum & Natural Gas in the presence of other senior dignitaries

This early win of 430 connections in the RBI colony served as a technical, financial and marketing break through for other areas and consumers. The cost effectiveness and safety of the RBI site led other households to follow suit, as the MGL teams visited various sites and engaged with individual customers, in order to convince them to take on the registrations.

The demonstration of continuous, safe and economical supply of Piped Gas was so successful, that after the initial few years, customers across the city started demanding PNG connectivity. This organic demand for Piped Gas connections from the customers served as a key growth driver for MGL.

By 1998, MGL had reached 2,000 domestic consumers. Further marketing efforts to educate the consumers through mobile publicity vans for enrolling potential PNG consumers, added to the impetus. Over the course of the next decade, MGL commenced supply of PNG to South Mumbai, Navi Mumbai, Thane and Mira-Bhayander.

In 2009, the Petroleum and Natural Gas Regulatory Board (PNGRB) accorded formal authorisation to MGL for retailing gas in Mumbai, and areas of Thane city, Kalyan, Dombivili, Ambernath, Badlapur, Ulhasnagar, Bhiwandi, Mira-Bhayander and Navi Mumbai, besides adjoining contiguous areas for Kharghar, Panvel and Taloja falling under Raigad District.

Subsequently in 2015, MGL won the authorisation to supply gas in the Raigad district under the bidding process conducted by PNGRB.

MGL currently fuels over 1.26 million domestic households with piped gas connections.

As MGL gears towards the next phase of growth, it is strategically positioned to capture the thriving demand arising from India's one of the most lucrative licenced areas. The ever-expanding customer base in its current authorized geographical areas, and the rising demand for the convenience of PNG will help MGL in maintaining its successful run.

Chapter 6

Fuelling The Road

Compressed Natural Gas (CNG) is an eco-friendly and substantially economical fuel as compared to other auto fuels such as, Petrol, Diesel, Auto LPG etc. CNG delivers high performance at relatively lower costs with better mileage.

The higher ignition temperature of CNG, compared to other fuels, makes it a safe and reliable fuel, which is also a better alternative for the environment. As an eco-friendly fuel, CNG leads to reduction in harmful vehicular exhaust gas emissions, such as carbon dioxide and carbon monoxide, thereby helping curb pollution in Mumbai and its adjoining areas.

MGL commenced its CNG operations with the first CNG station set up at the CGS in Wadala. The initial CNG customers were taxis and public transport vehicles. For the vehicles to ply on CNG, they require 'retro-fitting' of CNG kits.

While the initial investment for CNG conversion was high, running costs were lower thereby resulting in substantial

savings. CNG was much cheaper than Petrol or Diesel, and the investment could be quickly recovered in a short period of time. The economics and efficiencies of CNG, coupled with its positive environmental impact, led to a strong demand for CNG.

"Oil Marketing Companies were not forthcoming to partner with us, as they thought that CNG was a threat to their business," recalls Mr. A. K. Purwaha, ex-Managing Director of MGL. "By the end of a year of our efforts with them, they were competing with each other for partnering with us for CNG."

With a two-pronged approach, MGL created an environment of partnerships with the Oil Marketing Companies at the project and management level, while simultaneously building its relations with the MCGM. This was undertaken ward-wise, with minimum inconvenience to BMC by working with sufficient lead times, maintaining safety and perception management.





MGL partnered with BEST to help transition their vehicles to CNG

Then Daughter Booster Stations (DBS) were setup at certain Oil Marketing Company petrol pumps. MGL approached the Government of Maharashtra to identify plots for setting up CNG stations. This was particularly important for extending the services in new areas, with the support and coordination of the State Government."

In order to increase CNG adoption, MGL took up several initiatives with various partners. MGL associated with the Automotive Research Association of India (ARAI) in Pune for a trial of 2 rear engine autorickshaws converted to CNG. The trial lay the path for the successful conversion of most of the autorickshaws in Mumbai to CNG.

Several old taxis were given a new lease of life with conversion of the vehicles to CNG. The Director of Transport and the Regional Transport Office (RTO) were instrumental in this regard.

"For increasing CNG sales volume, in 2008, MGL undertook initiatives for roping in public transport buses of BEST & MSRTC and were successful in obtaining BEST depots in most strategic locations of Mumbai for setting up our CNG facilities, giving a tremendous impetus to our CNG growth", said Mr. P. K. Gupta ex- Managing Director.

MGL partnered with public services, such as, Brihanmumbai Electric Supply and Transport (BEST) and India Post to help transition their vehicles to CNG. Mr. Madan Dapse, Transport Manager at India Post, remembers, MGL's invaluable assistance in this regard, "MGL developed all the systems and infrastructure to help support our vehicles. By developing pipeline and booster systems, transport agencies like ours could get our vehicles filled at any nearby CNG filling stations in Mumbai. Whenever an MGL representative met me, they would explain the concepts, the technology being introduced, and were always helpful in tailoring their solutions according to our requirements."

Such partnerships helped quicken the pace of adoption of CNG. Of the 300 odd vehicles plying in Mumbai for India Post, more than 70% of these vehicles were retro-fitted with CNG, while 40-50% of the new vehicles procured came with factory fitted CNG kits.

"MGL went one step further to transform Mumbai into a greener city by partnering with one of India's leading auto conglomerates - Maruti Suzuki Ltd., and replacing its entire fleet of staff vehicles with CNG version of SX4 & Wagon R. This paved the way for more factory fitted CNG



variant vehicles coming into the market”, said Mr. V. C. Chittoda, ex-Managing Director.

People started realizing that CNG meant running efficiently and more economically because of the cleaner fuel thus improved earnings. This was a pivotal point when people seriously started contemplating buying CNG cars.

In more recent times, with the rise of fleet taxis, such as, Ola, Uber and Meru in Mumbai, MGL saw an opportunity to partner with such services to promote the usage of CNG. A lot of education initiatives and campaigns led to a perception change in usage of CNG, due to the concerted efforts of MGL with these fleet taxi operators.

From late 2017 to early 2018, MGL partnered with Ola (ANI Technologies Pvt. Ltd.) for a highly successful campaign to pay EMIs for CNG cars that prospective Ola operators would buy. MGL contributed ₹4,000/- worth of cash reward for every CNG car that came on board.

This exercise required creating eco-system

changes - bringing car manufacturers, retrofitters and financiers for every model of cars together. A concerted communication effort was undertaken, involving SMS campaigns and on-ground activities at the MGL pumps and Ola offices. The pumps were perfectly suited for one-on-one interaction with drivers, to communicate the schemes in the downtime when they were getting their cars refuelled.

In a period of just 6 months, 4,000 cars were brought onboard. Before this campaign, the CNG penetration was in single digits in Ola’s fleet, and only limited to a certain model of cars. This campaign not only helped add to Ola’s fleet, but also had a lasting impact.

“We have a lot of large operators now, who swear by CNG. Typically, a few years back, large operators would only have Diesel cars, but this is changing - which is good for us and the environment,” says Mr. Sumit Anand, Director - Regional Head (West) at Ola. “In the last few years, CNG has picked up really well, with a majority of the cars now on CNG. Our overall CNG penetration is around 50-55%, but in terms of the newer cars, the penetration is much higher.”



Inauguration of Owala CNG station at the hands of then Managing Director and Technical Director

Today, MGL has a well-established network of 257 CNG stations with 1,518 dispensing points spread across Mumbai and its adjoining areas serving about 0.75 million vehicles. Almost all the auto-rickshaws and taxis plying in Mumbai and its surrounding areas run on CNG. MGL supplies CNG to transport undertakings such as Brihanmumbai Electricity Supply and Transport (BEST),

Thane Municipal Transport (TMT), Maharashtra State Road Transport Corporation (MSRTC) and Navi Mumbai Municipal Transport (NMMT). Besides these, passenger cars, postal vans, school buses, courier vans, light and heavy commercial vehicles also enjoy the benefits of CNG, making it the preferred auto fuel of Mumbai and its adjoining areas.



Inauguration of first CNG station in Uran by Shri Ravindra Chavan then Guardian Minister of Raigad, in presence of Managing Director - MGL and other senior dignitaries

25 Years Of Milestones - A Timeline

1995-2000

- MGL registered as a Joint Venture between GAIL (India) Ltd., BGAPH and Govt of Maharashtra
- 1st CNG station commissioned at City Gate, Sion in 1996
- 1st kilometer mapped for household supply from City Gate to Postal Colony Chembur in 1996
- 1st collective registration from RBI colony with 430 connections in 1996
- 1st lot of 6 BEST buses introduced in 1997
- 2 rear engine autorickshaws converted to CNG on trial basis in association with ARAI, Pune in 1998

2011-2015

- 3rd City Gate Station at Taloja & 4th City Gate Station at Ambarnath were commissioned
- PNGRB authorized exclusivity for CGD operations in Raigad (GA3)
- Introduced new visual identity (MGL Logo)
- All City Gate Stations were ISO 14001 certified

2016-2020

- Listing on NSE and BSE
- PNG & CNG supply commenced in Raigad
- 250th CNG stations commissioned
- 20 million LTI free man hours achieved in 2020

1st July - Hon'ble Union Minister of Petroleum and Natural Gas, Shri Ram Naik, launches 24-hour Interactive Voice Recording System 'Mahagas Helpline' in 2001

MGL House Corporate office at BKC inaugurated in 2002

Gas Supply to Thane commences at the hands of Hon'ble Chief Minister of Maharashtra in 2005

Gas supply to Mira-Bhayander commences at the hands of Hon'ble Chief Secretary of Maharashtra in 2005

ISO 9002:1994 and ISO 14001 accreditation

BG Chairman's award for Safety Performance & Environmental initiatives

2001-2005

2006-2010

- PNGRB authorized exclusivity for CGD operations in GA1 & GA2
- Agreements signed for supply of CNG and setting up of CNG facilities at STU depots for BEST, MSTRC, TMT & NMMT
- PNG & CNG supply commenced in Navi Mumbai in 2010
- Second City Gate Station at Mahape commissioned
- ERP implemented with entire MGL business migrating to SAP
- BG Chairman's HSE award for Vehicle Tracking System



The Journey Continues...



Chapter 8

Fuelling Businesses

As a major growing economy, India's success hinges on the success of its businesses and industries. In this regard, an economical, sustainable and dependable supply of energy is a critical requirement for the smooth functioning of any business.

Following the supply of Natural Gas to domestic customers, MGL commenced supply of Natural Gas to the industrial segment in 1997-98, thereby, covering all 4 segments of Gas Distribution - commercial, domestic, industrial and transport.

In a landmark development, M/s. Borosil, a major industrial consumer was supplied PNG, which further helped MGL to cater to other big consumers, like Hotel Leela and other commercial & industrial establishments.

While fuelling homes with PNG was an essential mission for MGL, fuelling businesses turned out to be quite lucrative. Initially, MGL had been given large targets for domestic household consumers as compared to the target for industrial and other consumers. Besides, the difficulties related to penetrating PNG households, in an overall allocation, proved more challenging for MGL.



Exploring possibilities of natural gas usage by railways in their workshop

It was unrealistic to expect MGL to achieve aggressive initial targets set up for household connections, and the matter was taken up with the Ministry of Petroleum & Natural Gas. The Ministry then took a more realistic view of MGL's issues and increased provisioning of utilization of Natural Gas in industrial sector to 0.20 MMSCMD within the overall allocation. This enabled MGL to give more connections and increase the supply to industrial units.

Regarding his association with MGL, Mr. G. K. Sarada, owner of Vitrum Glass shares, "Vitrum Glass has been manufacturing glass bottles for the pharmaceutical industry since 1967. We signed the agreement with MGL for supply of Natural Gas in October 1999. We are a continuous

process industry, and in the last 2 decades, we have worked uninterrupted, with only 3 shutdowns for major repairs of the furnace and machines. Except for the shutdowns, we have been continuously producing 24 hours a day, and naturally require fuel continuously, which we have been getting for the last 20 years from MGL. We have never faced any problems with MGL in our entire history."

This track record for supply of uninterrupted, safe, eco-friendly and economical fuel has led to MGL now serving 75 industrial consumers and 3,956 commercial customers, thereby benefitting the economy of Mumbai and its adjoining areas.



The Challenges & Rise Of MGL

MGL's success over the years is evidenced in its current scale of operations. Starting with a few hundred households and commercial consumers, MGL now reaches over 1.27 million domestic households, 0.75 million vehicles and 3,956 industrial and commercial consumers with its pipeline network of over 5,640 km and 257 CNG stations supplying 3.46 MMSCMD of Natural Gas.

MGL has received exclusive authorization to lay, build, expand and operate in accordance with the Petroleum and Natural Gas Regulatory Board Regulations 2008 in Mumbai until 2020, in Thane Urban and adjoining Municipalities until 2030 and in the Raigad district until 2040.

MGL has been witnessing a strong growth in revenue, profits and profitability margins, mainly driven by an increase in its customer base and coverage area. The availability of cost-effective domestic Natural Gas coupled with sourcing flexibility helps MGL to reduce its Gas cost and thus provide its customers with Natural Gas at a lower cost.



Listing of MGL on Stock Exchange in presence of senior dignitaries



City Gate Station, Mahape



City Gate Station, Taloja

When MGL started City Gas Distribution, it was comparatively a new venture in the country. However, the success of MGL has demonstrated the advantages of Piped Gas, with Government of India prioritizing allocation of Natural Gas for supplies as PNG and CNG in more cities of the country.

The advantages for the environment and reduction in pollution aside, operations of MGL have also ensured high degree of reliability and safety of Piped Gas supplies. The ripple effect of MGL's success have been felt in rural and far-flung areas as well. Supply of PNG in and around Mumbai has made LPG cylinders available for redeployment to rural and semi urban areas.

The symbiotic relationship of MGL with its stakeholders, witnessed rise and growth of suppliers and vendors thus scripting a win-win growth story.

"The unique challenge of operating in Mumbai is that it is very densely populated with limited road length," states Mr. A. K. Purwaha, ex-Managing Director of MGL. "We completely redesigned the pipeline infrastructure to accommodate limited utility corridor in Mumbai, establishing safety norms like valve stations which are now the industry standard for CGD companies."

Riding on the credibility of creating a safety culture by installing valve stations, MGL was the only utility company operating, offering relief to people, during the 2005 Mumbai floods. Even on 26/11, 2008 when terror had struck the Taj Hotel, MGL's Emergency team managed to put off gas supply, which otherwise could have been catastrophic.

Mr. P. K. Gupta, ex-Managing Director mentioned that during his tenure "On 1st April, 2008, MGL operations were declared unauthorised by the newly formed regulator - Petroleum and Natural Gas Regulatory Board (PNGRB). The Company did meticulous homework involving streamlining of documents, sensitization of all stakeholders which proved fruitful, as the same regulator accorded formal authorisation to MGL for retailing gas in Mumbai, and areas of Thane city, Kalyan, Dombivili, Ambernath, Badlapur, Ulhasnagar, Bhiwandi, Mira-Bhayander and Navi Mumbai, besides adjoining contiguous areas of Kharghar, Panvel and Taloja falling under Raigad District. It was a big win for MGL as this decision paved the way for Mahanagar Gas to aspire for 5+ MMSCMD CGD entity in its authorised jurisdiction".

Mr. V. C. Chittoda, ex-Managing Director recalled that "To enhance the security of



City Gate Station, Wadala



City Gate Station, Ambarnath

gas supply and to anchor growth in the PNG and CNG sector for future, MGL persuaded Government of India to increase APM gas allocation on no cut basis for its priority segments (transport and PNG) from 1.15 MMSCMD to 2.0 MMSCMD which was a major boost to the company”.

He further added that “With an emphasis on quality, value and services, MGL unveiled its new eco-friendly brand identity through a new logo in 2013. The new logo had an element of green, blue and yellow highlighting the brand’s quality of providing safe, efficient and reliable energy”.

While speaking about the challenges during his tenure, Mr. Rajeev Mathur, ex-Managing Director said, “MGL, in the year 2014 encountered a stiff challenge from Legal Metrology Office in Mumbai. Entire CGD sector was unaware of the applicability of provisions of The Legal Metrology Act, 2009 to the sector as they were not applicable to similar sectors of electricity and water distribution. Till then the provisions were not enforced for any approval of PNG Meters and CNG Dispensers. Their periodic inspection lead to closure of few MGL CNG outlets including few MGL owned stations and seizure of PNG meters from premises of commercial customers.

MGL held series of discussions with Legal Metrology officers to find a legitimate way

out for the problem. We challenged this sudden enforcement of The Legal Metrology Act, 2009 in the court of law and to our favour; Hon. High Court of Mumbai quashed this sudden enforcement of the Act and set aside all the impugned orders and notices. Finally, we were successful in overcoming the challenges and restoring operations in all the closed CNG outlets as well as ensuring all the legal compliances were taken care of. Simultaneously, we also completed the documentation for technical and statutory compliances for Type approvals of CNG dispensers and PNG meters.”

Mr. Mathur also mentioned that MGL getting listed on Stock exchange was a milestone during his tenure. This helped in further penetration of PNG and CNG in Mumbai and infrastructural development in our new geographical area with inauguration of Gas Supply in Uran.

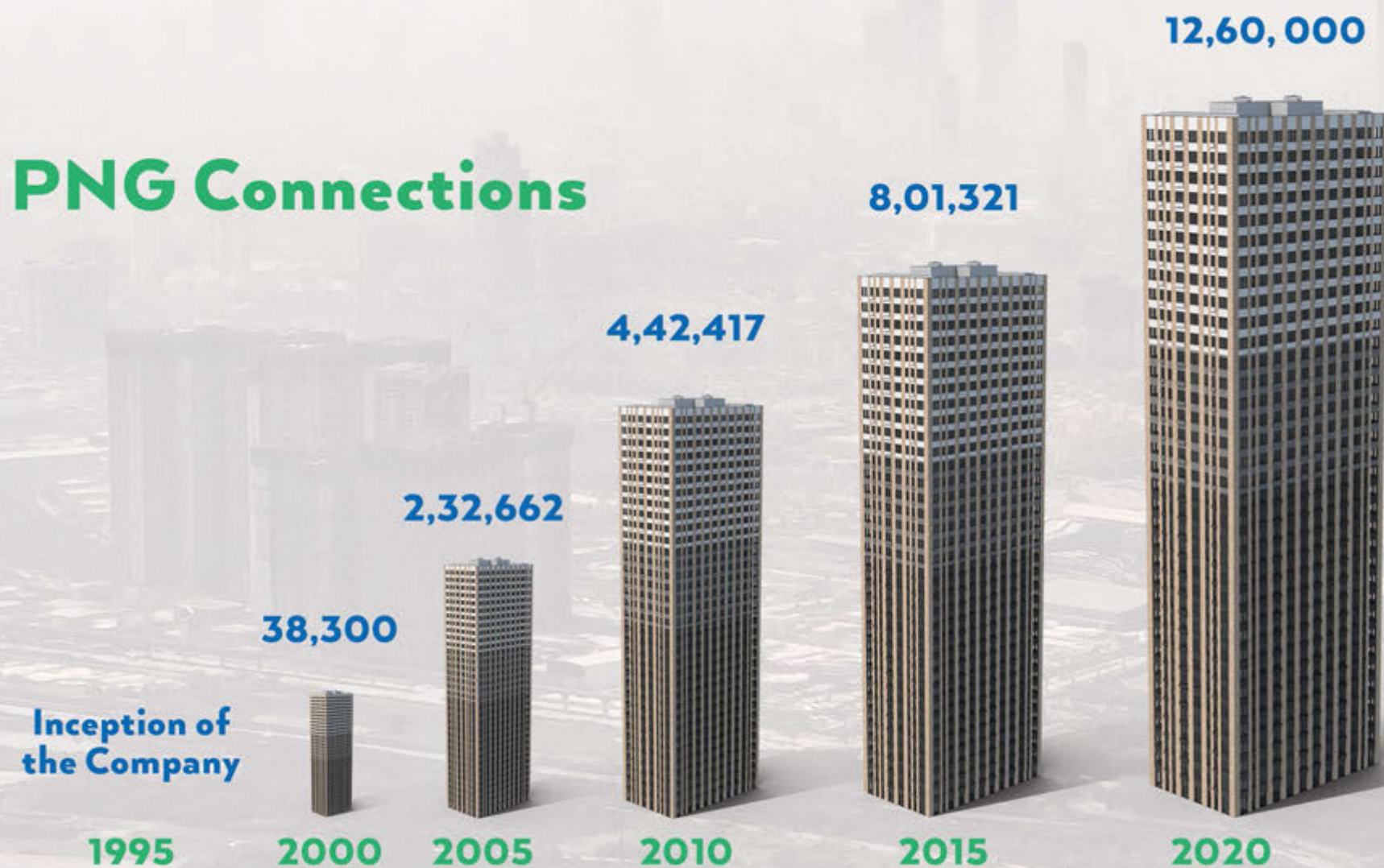
Mr. Ajit M. Nimbalkar, first Managing Director of MGL, sums up, “MGL’s success is probably the reason why Piped Gas has travelled across India. The Oil Marketing Companies (except GAIL), which were initially not positive about Piped Gas, saw the success of MGL and wanted a slice of the pie - forming associations for Piped Natural Gas throughout the country. Our humble MGL, which started with a few hundred consumers, now fuels millions of dreams every day across the Metropolis.”



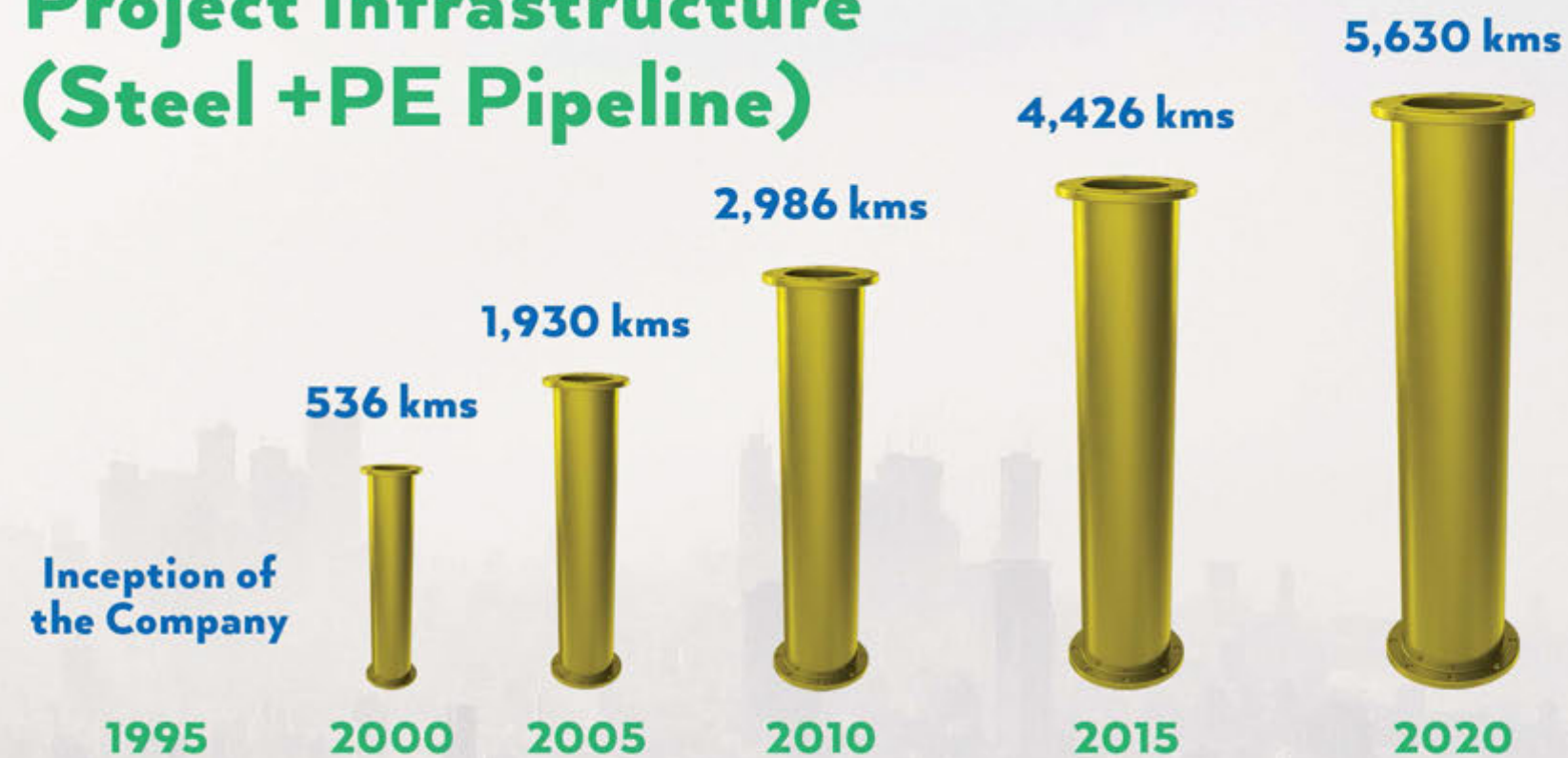
MGL's Growth Graph In 25 Years Of Journey

Note: The Year column highlights numbers as on 31st March of respective years.

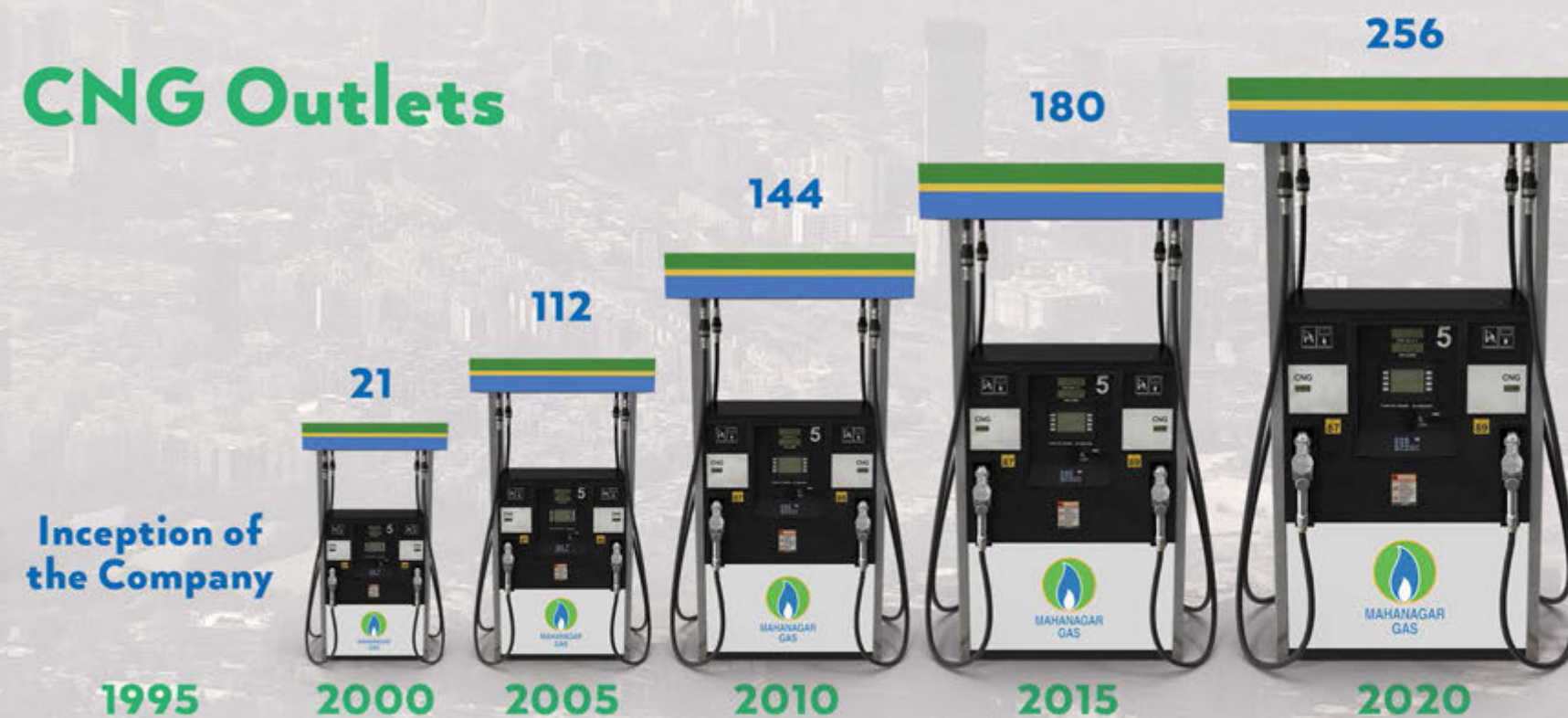
PNG Connections



Project Infrastructure (Steel + PE Pipeline)

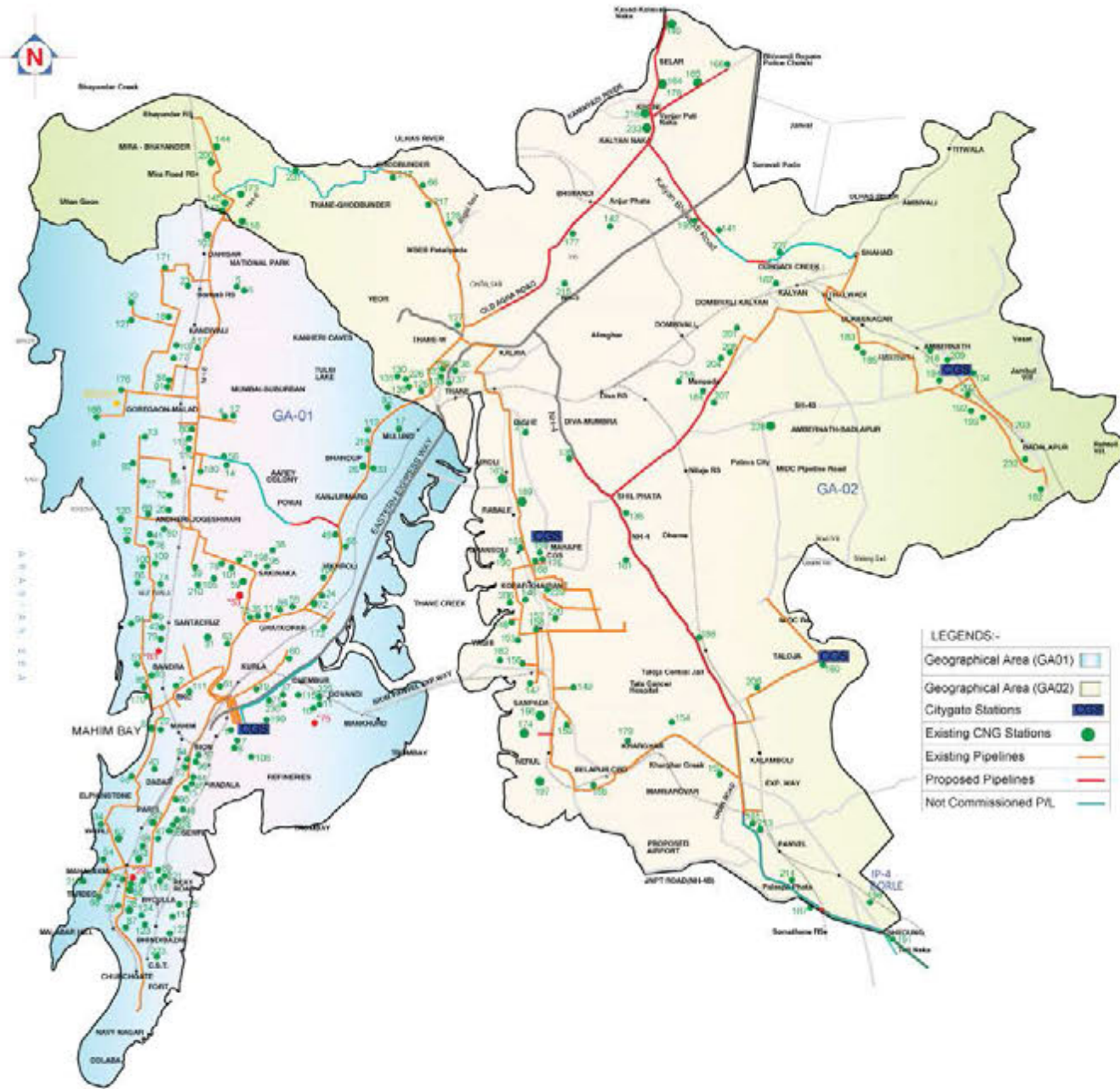


CNG Outlets

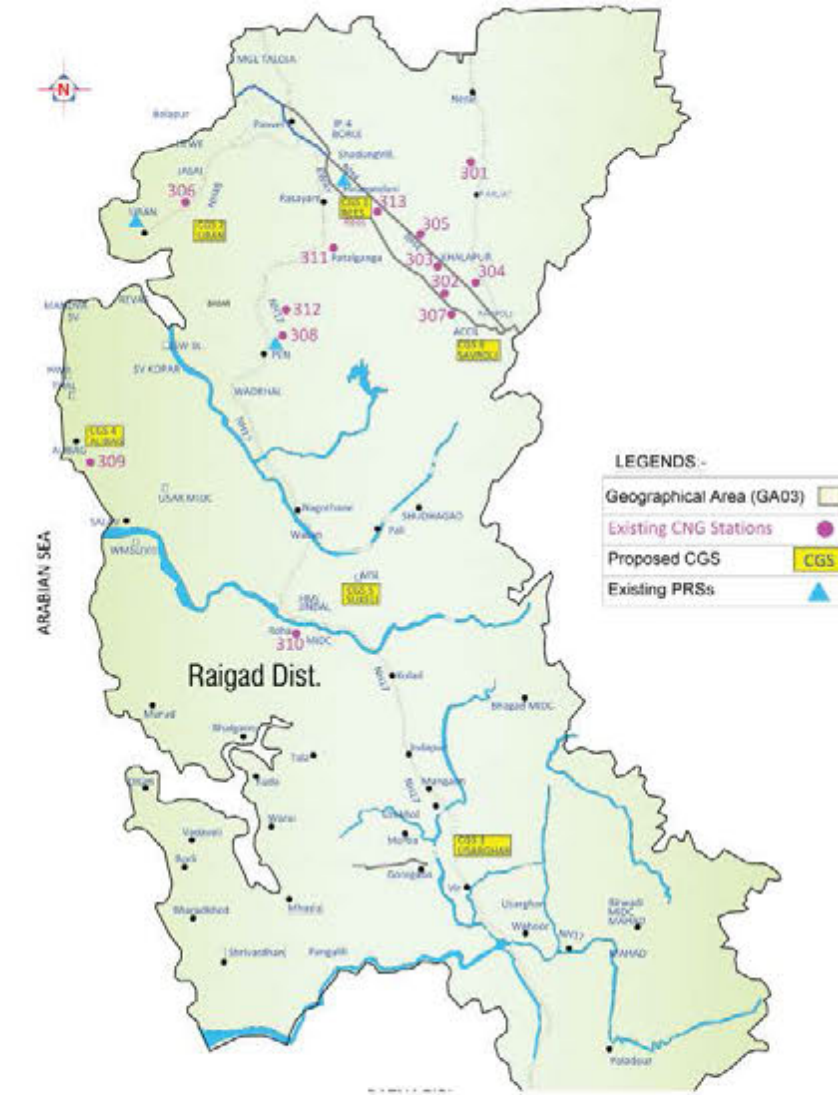


Mahanagar Gas Distribution Network

Geographical Area 1 & 2



Geographical Area 3





Long Service Awards 2019



Safety Training Session

Chapter 11

Our Lifeline - Our Employees

Empowered employees contribute for driving responsible growth. MGL's commitment towards its people is demonstrated by its continued investment in making Mahanagar Gas, an excellent place to work.

MGL provides equal opportunity in recruitment, career development, promotion, training and rewards for all employees, in order to sustain a diverse workforce and an inclusive environment, that respects and shows care for all its people.

Since beginning, MGL wanted to be different, and observed policy of best practices for its employees. Keeping employees' welfare at the forefront, better facilities and opportunity for growth and development were adopted. Being based in the commercial capital of Mumbai, a professional work culture naturally prevailed at MGL. This coupled with effective systems and processes, created an environment for employees, to grow and excel.

A transparent and effective line of communication ensures team-based working and promoting a culture based on trust and confidence. MGL fosters a friendly and happy work environment. Prakash Sarvade, HR Admin at MGL, concurs, "All of us have built this company with immense love and care, like a family. MGL, in turn, has taken care of us as a family - training us and giving us an opportunity to succeed in life."

MGL employee Sunil Rankhambe from Contract & Procurement adds, "The friendly and family-like atmosphere at MGL, makes me realize, what was lacking in my earlier organizations. It is truly a family - where anyone would do any job, always keen towards helping us achieve our end goal - serving our customers."

MGL believes in providing constant learning and development opportunities for its employees, with structured training initiatives, undertaken to empower employee development.



Safety Training Session

Sanjay Gawde, from Office of Deputy Managing Director at MGL, speaks of his experience, "I joined MGL in February 1997. Over the years, I have got an opportunity to work in various functions, such as Planning, Construction, Operation and Asset Integrity. On the professional front, it has been very satisfying to receive so much knowledge, and I consider myself fortunate. Thanks to MGL for providing such opportunity to me."

Reminiscing his tenure in MGL, Mr. P. K. Gupta mentioned that "Whatever little, I could achieve in Mahanagar Gas became possible due to sheer hard work, dedication and never give up approach of each and every MGLite. My firm belief had been that only a committed workforce with

strong sense of ownership can make CGD sector successful. My belief was translated into reality by my warrior MGLites. I simply tried to bring pay parity with the similar industry and fairness & transparency in career progression by design & conduct of Performance Management System and Career Progression Framework, besides certain relevant benefits."

Progressive HR policies such as equitable compensation system, flexible working arrangements and 'Performance Linked Incentive' schemes rewarding top performers have also been introduced by MGL to empower its employees.

It is with the tireless efforts of these empowered employees that MGL has crafted its story of success.





MGL Long Service Award 2012



MGL Long Service Award 2013



MGL Long Service Award 2014



MGL Long Service Award 2015



MGL Long Service Award 2016



MGL Long Service Award 2017



MGL Long Service Award 2017



MGL Long Service Award 2018



MGL Long Service Award 2019

Pioneering Technological Developments And High Safety Standards

Maintaining safety is a prerequisite for the Natural Gas industry. MGL has had a longstanding culture and ethos for complying with the highest standards for Health, Safety & Environment (HS&E), and believes that to deliver outstanding business performance, delivering outstanding HS&E performance is a prerequisite.

MGL is dedicated in its commitment to health and safety with systems, that seek to ensure safe, reliable and uninterrupted distribution of gas to its customers. MGL goes beyond the minimum applicable legal and statutory requirements, to attain a track record of the highest order, with continuous improvements to its safety practices through ongoing research, standards development, training, information sharing and advocacy.

MGL had also empowered Senior Citizens through 'Dignity Foundation' under ex-Managing Director Mr. A. K. Purwaha's leadership. Senior Citizens were entrusted and empowered to adopt a certain ward/area and keep a vigilant watch to see

if any digging activity was being undertaken while on their daily walk and immediately notify MGL of the same. The expense towards the call made was reimbursed to them by MGL.

"To impart efficiency and efficacy and avoid repetitive and voluminous process amongst cross functional teams, ERP solution was introduced and the processes of the organisation were brought on SAP platform. In fact, Mahanagar Gas became the first CGD entity in the country to have adopted ISU Billing Module of SAP with multiple intricate customized functionalities based on our experiences" mentioned Mr. P. K. Gupta.

The credibility of MGL's systems & processes can be gauged in its accreditation of ISO 9001:2015, ISO 14001:2001 and OHSAS 18001:2007 received from certified organisation.

Between 2001 and 2004, MGL introduced a Safety and Technical Competency (STC) framework, which it implemented for its PNG & CNG contractors, to prevent



The dedicated champions who successfully led MGL's transition into SAP platform



SCADA system at MGL

hazardous incidents. MGL strictly follows this compliance, with a 'No STC No Work' policy. MGL also introduced its landmark initiative of implementing Geographical Information System (GIS) during this period. The system contributes to monitoring and maintaining the MGL pipeline network more proficiently, with network mapping, data updating and accuracy improvement carried out on an

ongoing basis to enhance the reliability of the system.

In 2005, MGL introduced the Behavioral Based Safety (BBS) performance management for its workforce. This was followed by the introduction of the comprehensive safety leadership program 'Lifesavers' to ensure safety at the workplace and on-site.

MGL extends its responsibility for safety not only towards its employees but also towards its customers and the society. CNG filling policies such as 'No Metal Plate No Gas' are a step in this direction.

Further extending its response management system, MGL has an Emergency Control Room with a toll-free number available 24x7 as well as operational emergency response vehicles at strategic locations to ensure safe and reliable operations of its network with an emergency response time of less than 30 minutes. MGL believes that outstanding business performance requires outstanding HSE performance in the protection of the health and safety of life, property and the environment. MGL's goal is Zero injuries by implementing MGL's Life Saving Rules on site.

Ensuring safety and tracking the operational aspects with regard to speed violations, harsh braking of MGL vehicles, Vehicle Tracking System (VTS) was installed on all operational and pool vehicles and is monitored around the clock.

The 'MGL Sahayogi - Dial Before Dig' initiative was launched to appeal to all the

MGL customers and the public at large to inform MGL regarding any digging activity near MGL pipelines, in a timely manner, in order to protect MGL's assets from any third-party damage.

The introduction of Gas detection cameras (FLIR) for gas leak surveys and fatigue sensors in CNG cascade transport vehicles are some examples of MGL adopting cutting edge technology to double down on its commitment to safety.

These Gas detection cameras are specifically tuned to visualize emissions that are impossible to see with the naked eye. The fatigue sensors installed in all CNG cascade transport vehicles have an illuminated camera equipped with intelligent video software, that are able to track the driver's eyelids and pupil dilation, in order to give a real time alarm, as soon as driver fatigue is detected.

MGL believes that a safe, reliable delivery system remains the backbone of its business, and a vital contributor to its overall success. The strongest testimony to this focus towards safety is MGL's track record of 20 million 'Lost Time Incident Free' man hours.

Chapter 13

MGL Listens - Customer Centric Initiatives

As a Retail Gas Distribution Company, the customer is at the heart of every process. Over the years, MGL has introduced many modern conveniences and initiatives for its customers, in order to increase customer satisfaction and delight.

On 1st July 2001, the then Hon'ble Union Minister of Petroleum and Natural Gas, Shri Ram Naik, had launched MGL's 24-hour Interactive Voice Recording System 'Mahagas Helpline.' This was followed by an increase in bill collection points, introduction of Electronic Payment and Electronic Clearance System, and the facility for registering meter readings online or over the phone.

MGL tied up with various national and international banks for accepting Gas bill payments through ATMs, drop boxes, and across the counter. A bi-monthly billing system was introduced, with one assessed and one actual bill reading, in order to

increase transparency and control for the customers over their bill. MGL also partnered with NGOs for meter reading and bill distribution to its domestic consumers.

In 2008, MGL further bolstered its customer support by setting up an in-house call centre. Technology has also served as an enabler for MGL in serving its customers. MGL was the first CGD company to have a SAP based customer care system, which is easily accessible across all its offices situated in Mumbai and its adjoining areas.

Speaking about customer initiatives taken during his tenure, Mr. V. C. Chittoda said "To enhance Domestic Meter Reading accuracy, key features were added to Smart Mobile Hand Held Terminals (SMHHT) based meter reading android system. Remapping was done in SAP with respect to domestic consumer address referred by meter reader thus improving accuracy in



Ways of sending Meter Reading



A dedicated Call Centre for our customers

meter reading and billing. Green initiative was implemented for fortnightly meter reading of Industrial and Commercial consumers by migrating from paper based joint ticketing system to android software based system”.

Additionally, MGL has reached out to its customers through social media channels such as Facebook and Twitter.

With the rising mobile usage in the new millennium, MGL launched the ‘MGL Connect’ mobile application, which facilitated the PNG (domestic) and CNG customers to upload gas meter readings, download registration forms, name change

forms, and locate nearby CNG filling stations.

MGL’s Customer Relationship Management (CRM) department now uses a cloud-based e-mail platform to send out auto acknowledgements to customer emails. Promoting digitalisation for customer convenience, MGL also promotes hyper-linked ‘SMS’ for receiving bills and making online payments.

MGL is constantly leveraging such new technologies and digitization in order to make its services more user friendly, further increasing customer preference to help MGL stay at the forefront of customer service.



Bridging the gap between customers and MGL through Janta Darbar

MGL For Good - Corporate Social Responsibility

MGL's Corporate Social Responsibility (CSR) is not just a practice, but a core value, guided by the belief that a corporate has to do its bit to promote inclusive and sustainable growth. It is also aimed at uplifting the communities in which MGL operates.

Its ongoing 'Mahasuraksha Yojana' insurance cover for taxi operators is MGL's consistent commitment towards giving back to the partners in its business.

Entrenched with a vision for working towards the betterment of the society, MGL's sustained efforts have empowered communities through initiatives in education, health and nutrition, vocational training and in developing a sustainable environment.

MGL views education as one of the most powerful tools to promote upward socio-economic mobility. MGL's flagship initiative 'MGL Unnati' creates a



Nal Paani Yojna



Skill enhancement training



Upgrading medical facilities in hospitals, through CSR intervention, equipments provided by MGL for the Neuro-surgical department of Holy Family Hospital (HFH) at the hands of Ms. Radhika Haribhakti, Board Director & Chairperson - CSRC - MGL and Shri Sanjib Datta - MD, MGL in presence of senior dignitaries from MGL & HFH



Infrastructural support in schools

harmonious environment for children from underprivileged families to acquire knowledge and achieve their dreams of studying at reputed institutions. The rigorous residential training is designed to cover all aspects of competitive entrance examinations, with students being provided free coaching, food, accommodation, emergency and medical needs for the entire duration of their training.

Project 'MGL Hunar' is designed as an enabler for individuals with the capability, desire and will to work, but who are unable to meet the requirements of the industry,

thereby not being able to realize their full potential. The project primarily focuses on the 70% of the workforce that has not completed secondary education and targets to enhance their skills, thereby increasing their employability. MGL has tied up with various skilling partners for the implementation of this project.

India has a high incidence of child malnutrition in the world. 'MGL Poshan' is an initiative designed to supplement Government's initiative of mid-day meals, in order to promote education and eradicate malnutrition.

'MGL Aarogya' facilitates access to safe drinking water in schools, hospitals and other public institutions within MGL's operational area. MGL also supports running of mobile clinics and in helping augment infrastructure and facilities at public charitable trust-run hospitals.

As an environment friendly organization, MGL is committed to ensuring environmental sustainability, while combating the challenge of climate change. Under 'MGL Hariyali' several steps have been taken towards plantation of saplings and installation of solar street lights in the remote villages of the Beed & Raigad Districts, which face intermittent

power supply.

The sustainability framework that MGL follows for all these initiatives is a robust process, with accountability and impact assessment built into its design. A majority of the stakeholders benefited from the various CSR initiatives are slum dwellers, urban and rural poor, rag pickers, street children, small and marginal farmers, daily wage earners and other socially marginalized and economically fragile sections of the society. MGL endeavours to extend a helping hand to disadvantaged sections of the society in a manner which aims to help them come on their own and be privileged to witness a better tomorrow.



Mini Science labs in schools

Bridging The Past With The Future



Mr. Sanjib Datta
Managing Director

As MGL celebrates its Silver Jubilee milestone, we can pause to reflect with justifiable pride on the long and challenging journey, that the Company has traversed to emerge as the premier City Gas Distribution (CGD) company in the country.

Since its inception, the Company has remained focused on adopting best in class practices for conduct of safe, reliable and economic operations. Our impeccable safety and emergency response records coupled with the reliable and professional

services that MGL renders to its customers have helped the Company to establish an identity which goes beyond the usual 'service provider - customer construct'. It is premised on a much more valuable attribute of deep-rooted trust. Be it the chaotic days of Mumbai Floods or the more recent lock down due to Covid-19 pandemic, MGL's services have continued uninterrupted which reinforced that identity.

On the business front, the past decade has witnessed a rapid growth in energy consumption in the country and India is now the third largest energy consumer in the world. With an increase in the use of environmentally clean fuels, the CGD sector is poised to play an important role in increasing the Natural Gas penetration in our country. The Union Government's intent to move towards a Gas-based economy and its policies and initiatives in this regard bode well for the growth of the CGD sector.

Proposals to develop green corridors, introduction of stringent emission levels for vehicles, expeditious clearances, increased investor interest in the sector, and a better-informed customer base demanding cleaner fuels are some of the developments that lend to my optimism for this segment.

As MGL's existing license areas hold enormous potential, great opportunities beckon us to exponentially grow our core businesses in these areas. As we further consolidate our foothold in our traditional fields, we have the opportunity to tap into related areas, like, long haul transportation, MAs, home automation etc.

As ingrained in our vision statement, MGL aspires to be a socially responsible, world class, customer friendly Gas Company committed to provide safe, efficient and reliable energy. We look to the future with an aim to create benchmarks in terms of safety, operating efficiency, strong financial performance and value creation for all stakeholders premised on the philosophy of all-round performance, HSE awareness as well as perception. With our experience of more than two and a half decades, coupled with the dynamic leadership distributed across levels, pragmatic business acumen, strong promoter and

governmental support, MGL is strategically positioned to capture the benefits of this large and growing market. I am also very optimistic of MGL's future because MGL is endowed with a great human resource pool which will continue to be a key differentiator. Over time, advent of disruptive technologies and policy uncertainties may challenge our business but MGL has within itself all that it takes to keep evolving itself and emerge stronger. Our past inspires hope and our resolute spirit shall always guide us to to retain our pre-eminence in the industry.

On behalf of the Board of Directors and the entire Management Team, I would like to express my sincere thanks to all our customers, employees, shareholders, business partners, Governmental agencies and you - dear reader - for your unwavering interest, trust, contribution and support, as we continue this journey to our next milestone.



Glimpses of MGL's 25 Years Journey

Through visual memories

Spreading Awareness Through Different Forums



An awareness session regarding MGL's network and operations was conducted for senior Police personnel by Mr. A.K. Purwaha then MD, MGL



Promoting health awareness, MGL organised a Health Camp for Traffic Police personnel



Nurturing the habit of caring for the environment, MGL organised tree plantation for school kids



Promoting safety culture, an awareness session was conducted for fire brigade officials by Mr. S. Murali - Head of Operations, MGL



Awareness about MGL operations and network to media at the launch of MGL IPO



CNG Franchisee Meet 2017



Business Partner Meet December 2019



Business Partner Meet 2019



Media visit for sharing information regarding MGL's network and operations



MGL partnered with JJ School of Arts for encouraging creative enthusiasts for showcasing MGL's contribution for environment



Health check-up camp for awareness about health and environment organized for auto rickshaw drivers in presence of then Managing Director and Technical Director

Inaugurations & Other Events



Inauguration of City Gate Station - Mahape in the presence of senior officials of GAIL & MGL



The first CNG Eco drive from Mumbai to Pune was flagged off by Shri Murli Deora, then Hon'ble Union MoPNG in the presence of other senior dignitaries



MGL launched CNG Two-Wheeler at the hands of Shri Dharmendra Pradhan Honourable Union Minister of Petroleum & Natural Gas in presence of other senior dignitaries



Handing over of operations of MGL CNG station to family of martyrs of 26/11 Mumbai terror attack



Handing over of operations of MGL CNG station to family of martyrs of 26/11 Mumbai terror attack



Mr. Rajeev Mathur then MD MGL interacts with PNGRB Chairman about dynamics of gas industry at MGL stall in Gastech exhibition



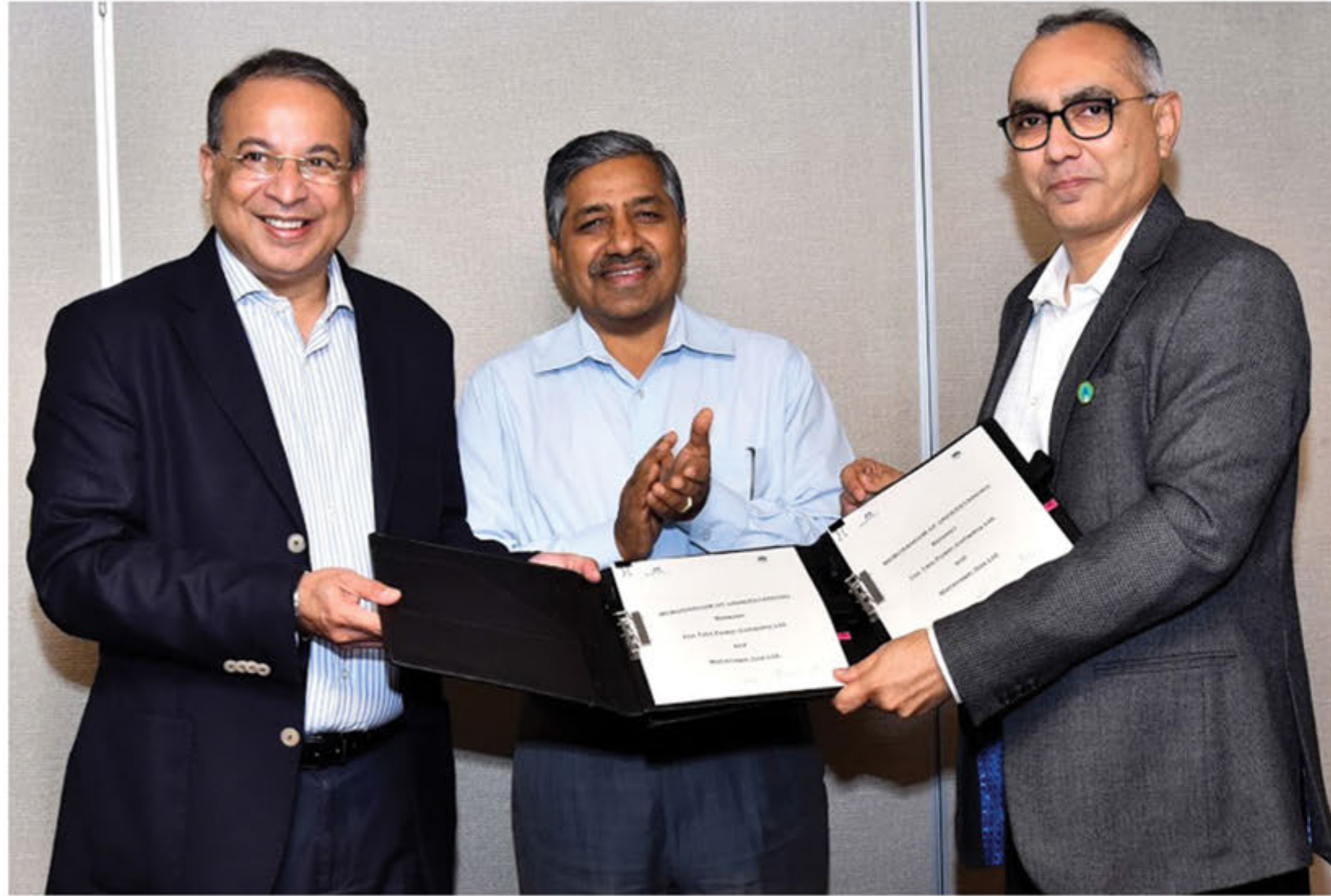
For providing hassle free CNG filling experience, MGL launched MGL Fuel Card at the hands of Shri Sanjib Datta, MD, MGL in presence of senior dignitaries



Awareness session for consumers in presence of senior officials from PNGRB AND MGL



Inauguration of CNG supply in Navi Mumbai by Shri Ganesh Naik then State Minister of Environment in the presence of Mr. P.K. Gupta then MD MGL



MGL signed an MoU with Tata Power to foray into e-mobility and other services. The MoU was signed by Shri Sanjib Datta, MD - MGL, and Shri Praveer Sinha, CEO & MD of Tata Power, in presence of Shri B.C. Tripathi then Chairman MGL



State of art MGL's store at Taloja

Employee Centric Activities



Town Hall Meet 2020



MGL's participation in Women's Marathon



Promoting healthy and green environment, Shri. Sanjib Datta, MD - MGL pledged for a green environment with cycle enthusiasts at a Cycle Rally in Navi Mumbai



Employee Meet 2012



Inhouse Choir group MGL Sargam performing on Independence Day

Awards



For excellence in safety, MGL was conferred with BG Chairman's Award received by then Managing Director and Technical Director



Conferred with Greentech Award in Safety



MGL was conferred with 8th Annual Greentech HR Awards



Conferred with Financial Express CFO Award 2018 in the over ₹1,000 crore turnover category. The award was received by Shri Sunil M. Ranade, CFO - MGL



Conferred with the Yes Bank - Business World Best CFO 2018. The award was received by Shri Sunil M. Ranade, CFO - MGL



Conferred with Golden Peacock Award for CSR initiatives. The award was received by Mr. Rajeev Mathur then MD, MGL



Conferred with Rashtra Vibhusan Award for CSR



Conferred with 4th Annual Greentech CSR Award



Conferred with 2nd Pandit Madan Mohan Malviya Award for CSR

25
1991-2016
ECO-FRIENDLY YEARS

Celebrating 25 Eco-Friendly Years of Fuelling the Mahanagar

MAHANAGAR GAS
होमोप्य व्हायर्गलिस

Air pollution down by over 1,300 tonnes per day in Mumbai

Thank You PNG Customers
for reaping the convenience and safety of Gas-on-Tap

- About 12.7 lakh households
- Over 4,000 industrial & commercial users
- 5,630 km pipeline

Customer Care Services

- MGL Connect Mobile App
- Enquiry / Feedback on MGL Website & Social Media
- Multiple Payment Options
- Walk-in Centers
- In-house Call Center
- CNG Fuel Card

Thank You CNG Customers
for switching to

MGL eCNG
सुविधापूर्वक व्हायर्गलिस

- Over 7.5 lakh CNG vehicles
- 256 CNG stations
- 4 City gate stations



Stalwarts of MGL who shaped MGL's 25 Years journey:
 Left to Right: Shri Rajeev Mathur (Ex - MD, MGL), Shri GVS Sai Prasad (Ex - MD, MGL), Shri Ajit M. Nimbalkar (Ex - MD, MGL), Shri Santosh Kumar (Ex - Board Director, MGL), Shri Arun Balakrishnan (Ex - Board Director, MGL), Shri B.C. Tripathi (Ex - Chairman, MGL), Shri Akhil Mehrotra (Ex - Chairman, MGL), Shri Raj Kishore Tewari (Board Director, MGL), Shri Sanjib Datta (MD - MGL), Shri Deepak Sawant (Dy. MD - MGL)

The MGL Managing Directors

Every great company needs great leaders to guide its path towards success. In the difficult journey of building the company's sustained growth, great leaders are like lighthouses that weather the storms and show people the way. They have a strong vision, are able to articulate that vision and take their people

along with them on the journey. These are the pioneering leaders of MGL who have steered the company to its success, with this philosophy at heart. We take this opportunity to thank them for their tireless service towards MGL.



Mr. Ajit M. Nimbalkar

October 11, 1995

January 19, 1998



Mr. R.P. Sharma

January 19, 1998 (A/N)

June 03, 1998



Mr. R.S. Riat

June 03, 1998

February 02, 2000



Mr. GVS Saiprasad

February 02, 2000 (A/N)

September 29, 2001



Mr. A.K. Purwaha

September 29, 2001

September 28, 2006 (A/N)



Mr. Prafulla Kumar Gupta

September 29, 2006

April 21, 2010



Mr. Vipin Chandra Chittoda

April 22, 2010

September 29, 2014



Mr. Rajeev Mathur

September 29, 2014

May 30, 2018



Mr. Sanjib Datta (Current)

May 30, 2018 onwards



MAHANAGAR
GAS



1 800 1000 3

Fueling the City of Dreams

Celebrating 25 years of serving the Mahanagar