

# THE FLAME

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Sui Southern Gas  
Company Limited

The Official Magazine of SSGC

## Gas supply and overdues Dispute settlement between SSGC and KESC is a win-win situation for Karachites: Media Briefing

**T**he settlement of dispute between SSGC and KESC regarding curtailment of gas supply against non-payment of dues will prove to be a win-win situation for the people of Karachi who have already faced a heavy brunt of loadshedding.

This was stated by Zuhair Siddiqui, MD, SSGC during a media briefing held at the Head Office on May 28, 2013. Mr. Siddiqui informed the media persons that SSGC will supply KESC 220 mmcf of gas and KESC will pay 30% of the recurring bill as settlement of its previous outstanding dues.

The MD said that as a result of the agreement between the two public utilities, there would be zero load shedding for industrial customers in Karachi and also no load shedding for those domestic gas consumers who pay their bills on time. Mr. Siddiqui said that at no time had SSGC completely stopped supply of gas to KESC. He said that while SSGC had been supplying 120 to 130 mmcf of gas to the power utility for the last five months, at the request of the Election Commission of Pakistan, the supply was enhanced to 160 mmcf during the election days. The MD further said, after the elections, gas supply reverted to the original 130 mmcf and there was



MD, SSGC briefing the media about the understanding reached with KESC

no stoppage of supply as such.

The MD dispelled an impression created in certain quarters that gas

shortfall in Karachi was because SSGC had pumped 90 mmcf of gas to SNGPL to meet Punjab's requirements. He said that SSGC





The media briefing was also attended by Yusuf J. Ansari, DMD (Corporate Services), Abdul Malik, CFO and Nasreen Hussain, DGM (CCD).

A day earlier, the MD met with some media persons to discuss gas supply issues of KESC especially in the wake of increased loadshedding in Karachi which led KESC to blame SSGC's reduced supply for the power outages. ■



The recent debut of SSGC on Facebook and Twitter marks yet another first for its Corporate Communication

image building of the Company. The management recently approved CCD's proposal to launch official Facebook and Twitter Pages which would also give the members a source of healthy interaction and learning. The SSGC pages have received excellent response from internet users since they went online in the middle of May 2013.

You too can now follow SSGC's activities on the following links and also invite your friends and family to make Facebook and Twitter a conduit for quality interactivity:



Department (CCD) for the primary objective of positive





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## Editor's Note

### Taking roads less travelled

Dear reader,

If April was the month the sporting spirit returned to SSGC with Sports Festival, May 2013 was undoubtedly the month of new initiatives. SSGC officially became the part of social media with the launch of its pages on Facebook and Twitter. Already traffic is impressive and as the operators at CCD will keep on adding stimulating content about the Company as well as important bits and bytes, there will surely be many friends and followers.

The HR Department launched an Access HR facility to provide the employees a direct channel to discuss their grievances and work-related issues with the Department and each other. Sustainability Report 2012-13 was published, noticeably indicating that CSR is alive and kicking at SSGC. SSGC is clearly a progressive company where the brightest and the innovative float out-of-the-box ideas which are useful not just for the Company but for the stakeholders it diligently serves.

Ed



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## S&M unearths major direct gas use

In the wake of the rising UFG, the ever vigilant teams of the S&M Department have geared up their activities and have once again proved their commitment towards controlling gas theft.

The Department has engaged external sources which is a part of new action plan to detect gas theft cases. Based on the leads provided by one of our reliable informers regarding direct theft of gas taking place in the vicinity of a big industrial unit, S&M department's field team was given the task to verify the source information and unearth the theft of gas taking place at the premises. S&M team raided the compound on April 19, 2013.

The team discovered that the premise was rented out by Star Textile to a third party for carrying out its business. It was found that the third party factory operators who were not registered as SSGC customers to begin with, had taken an unauthorized 2" underground direct line through a Tee connected to an existing SSGC 6" line which was further connected to a 10" dia main.

The S&M team wanted to inspect the premises from inside, but due to the stiff resistance from the owners, it was denied the entry till mid night. However the team, with the help of



the local police and security staff finally managed to enter the premises at 1.30 am midnight on April 19, 2013.

As soon as the team entered the premises, a value pit was spotted just near the main door secured by a china lock. After breaking the lock, it became apparent that the pit was being used for connecting customer's 3" house line with 2" direct line through rubber pipe controlled by a hand valve. An outlet pressure of approximately 13 PSIG was observed through 6" line which confirmed that

it was a live line.

The team after establishing blatant theft of gas, thoroughly inspected the premises and observed that two large furnaces were installed which were meant for copper / iron melting on a very large scale. The department with the help of the DSM Section of Distribution SITE and Security Services Department succeeded in disconnecting the direct line on April 20, 2013 by removing the Tee and Needle Valve along with other accessories. ■





## Quetta Distribution Team clamps down on blatant gas theft

The special Task Force of Quetta Distribution conducted a major raid against gas theft in Killi Qambrani on Sariab Road, Quetta. The raid was conducted on April 23, 2013 under the supervision of Mohammad Anwar Baloch, Zonal Manager (Quetta). Mohammad Tahir, Engineer and Mohammad Younas, Welding Supervisor were part of the team which faced considerable resistance by the area residents during the operation.

The team discovered that the inhabitants were using gas through underground clamps that were fixed on service pipes and extended by rubber pipes without any regulator. The team removed clamps and rubber pipes of about 100 meters and rectified the punctured spots. To encourage and motivate the team members, DGM (D-Balochistan) and Regional Manager (Quetta) personally visited the site where the gas was being used directly. ■

*Courtesy: Mohammad Anwar Baloch, Zonal Manager (Quetta)*



M. Anwar Baloch ZIM (Q) inspecting the underground fix clamp through which the gas was used directly at Sariab Road



Under ground clamp that was removed by the maintenance team



## Task Force cracks down on illegal gas use in Quetta's Eastern Bypass

Quetta Distribution's special Task Force conducted a raid in Baloch Colony Street No. 3 and 4 located at Eastern Bypass in Quetta. The raid was conducted by Quetta Distribution Team on April 23, 2013 under the supervision of Mohammad Anwar Baloch, Zonal Manager (Quetta). Mohammad Tahir, Engineer and Mohammad Younas, Welding Supervisor were part of the team.

The team discovered that the customer was using gas directly through underground clamp fixed on service pipe extended by rubber pipe without any regulator. The Task



Under ground clamp that was removed by the maintenance Team

Force removed the clamp and the GI Pipe and rectified the punctured spot. ■

*Courtesy: Mohammad Anwar Baloch, Zonal Manager*



## Unmetered gas disconnected

Balochistan Constabulary (BC) Mujahid Line was found using unmetered gas through rubber pipe from a service valve. The meter had been removed by the Recovery department due to non payment a few months ago.

The Police Force of Balochistan Constabulary (BC) did not allow the team to disconnect the illegal connection on March 15, 2013. The illegal overhead gas theft connection was disconnected and service valve was pinched by the Cantonment Zone Maintenance team under the supervision of DCE (ZM I/C Cantt Zone) on March 19, 2013. ■





## Overhead and underground gas theft cases unraveled

**A**s a part of SSGC's ongoing initiative against UFG, Quetta Cantonment Zone team comprising of Engineer (Cantt Zone) Mohammad Arif, AM (Cantt Zone) Abdul Bari and Cantt Zone Maintenance team raided three overhead gas theft cases in Kharotabad and Nawan Killi Quetta on March 25, 2013.

The customers were found using unmetered gas through rubber pipes from service valves in Killi Pashtoon



Bagh Kharotabad, Killi Pashtoon Bagh Kharotabad and Khiljiabad Nawan Killi. Rubber pipes were summarily removed and service valve was welded by the Cantonment zone maintenance team.

The Cantonment Zone team led by DCE Incharge, Liaquat Ali alongwith the representative of CRD, Ameer Mohammad Kakar and Executive

Cantonment Zone, Salman Tariq raided the underground Gas Theft Site (a Kachaa house) near Spin Mosque at Kharotabad, Samungli Road, Quetta on February 20, 2013. The customer was found using unmetered gas through a rubber pipe from a Service Valve which was already pinched. The said illegal gas connection was disconnected as per instructions of the Regional Manager (Quetta Region). ■

## Underground gas leak points detected

**T**he underground gas leak point was detected on 2"dia distribution pipe line during the gas leak survey at 2" dia Gas distribution pipeline inside a gutter line at Madrassah Road Cantt Quetta. The above mentioned leakage was rectified by installing 2" dia leak clamp by Cantt Zone Maintenance Team under the supervision of DCE ( ZM I/C Cantt Zone) on April 5, 2013.

Another leak was detected on 4"dia Distribution pipe line during the leak survey near PRS-1 Killi Nasiran Chowk Nawan Killi. The leakage was rectified by installing 4" dia leak clamp by Cantt Zone Maintenance Team under the supervision of DCE





(ZM I/C Cantonment Zone) on March 26, 2013.

Yet another Gas Leak Point was detected on 2"dia PE Distribution pipe line during the underground Gas leak survey, beneath concrete base of main gate pillar at Khalid Air Base near Qasim Line Cantonment Quetta. A piece of 20 ft PE pipe was damaged and leaked beneath the

concrete base of the pillar of the main gate. The piece of the said pipe was cut at both sides and replaced with new piece by making new joints at both sides. The leakage was rectified by Cantt Zone Maintenance Team under the supervision of DCE (ZM I/C Cantonment Zone) on April 6, 2013. ■

*Courtesy: Liaqat Ali, DCE (Cantt.)*



## Major disconnection operation undertaken against a chronic defaulter

On the senior management's directive, a massive disconnection effort was launched through a joint operation led by Sqn. Leader (R) Anjum Ali Kazmi of Security Services Department involving the Measurement and S&M Departments, Judicial Magistrate and Police, against a chronic defaulter, M/s Clourital (Pvt) Ltd, whose facility is located at Deh Ibrahim Haideri, Korangi Creek, Karachi. The amount payable by the defaulter was approximately Rs. 101.4 Million.

Despite stiff resistance the operation was successfully completed by the



S&M team which summarily disconnected gas supply of Clourital (Pvt) Ltd. ■

*Courtesy: Security Services Department*



## Another GIS achievement by IT Department

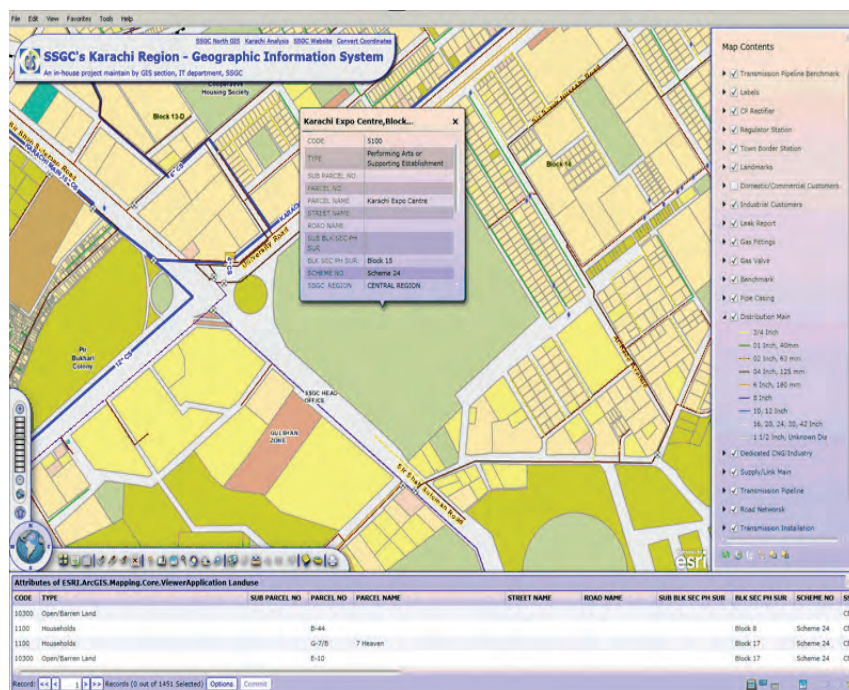
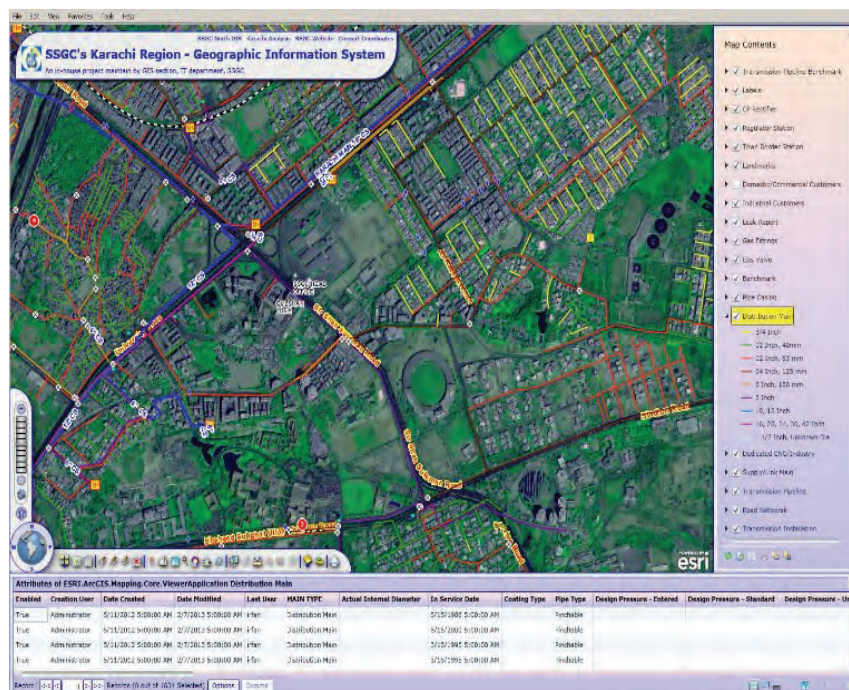
The GIS Section of IT Department has made another landmark achievement by developing an in-house web based GIS application for Karachi Region on ESRI ArcGIS (Microsoft Silverlight API/Platform Version 5).

This landmark achievement replaced the existing ArcGIS Web ADF base GIS application with ArcGIS for MS Silverlight API/Platform.

Recently, ESRI announced that ArcGIS Version 10.1 for Server is the last release with support for the ArcGIS Web Application Developer Framework (ADF) for .NET and Java.

Other salient features of new web base GIS Application for Karachi Region are;

1. Users can browse GIS application with relatively high speed if compared to existing GIS application.
2. Users can change existing Vector Basemap with latest quick bird high resolution (0.6m) and natural color composite satellite data and spot high resolution high resolution (2.5m) and panchromatic satellite data.
3. Users can get summarized results of pipeline length in a desired drawing area (draw with the help of "Draw Polygon Tool") with Region, Billing Zone, Gas Distribution Pipeline Type, Diameter and Gas Pipeline Material.
4. Users can get/measure Area, Length and Coordinate (Longitude, Latitude) of an object using Draw Shapes to Measure Tool (using Point, Line, Freehand Line, Rectangle, Circle, Ellipse, Polygon and Freehand Polygon).
5. Users can go to specific object



by entering its coordinates in decimal degrees (Longitude, Latitude).

6. Users can view attribute table of all vector layers from map contents.
7. Users can draw point, line and

polygon graphics as redline on the screen.

8. Users can print maps in all popular formats on A4 and A3 size pages (landscape) with all necessary details. ■

Courtesy: GIS Team



## Saviours with a Mission

CCD's Energy Saviours take on a TCF school as a first step towards creating awareness about energy-related issues



A couple of months back Corporate Communication Department's DGM Ms. Nasreen Hussain came up with a Big Idea. Determined to pass the word around about the importance of energy conservation, especially in the wake of the widening demand and supply gap in the natural gas, she proposed to launch a drive especially intended for the next generation. The premise was simple: To create awareness about energy-related issues to the secondary and tertiary level students so that they can spread the word around. An initial plan was chalked out and given a final shape with useful feedback from the rest of the department. In no time S. Imran Ahmed, DCM (CCD) and Uzair Ahmed Khan, DM



Aatir Salman

(Adv-CCD) donned the mantle of CCD Energy Saviours and started contacting schools in Karachi for launching a drive to provide useful

information about energy related issues and conservation tips. Work moved on in quick pace by having publication and promotional material produced for the benefit of the students and for around-the-school hype with occasional meetings with the school administration to chalk out the two-day session.

Finally, on May 15, 2013 the Energy Saviours launched this important drive with the secondary class students of The Citizens Foundation (TCF) Adamjee Campus located in Korangi Area.

With an approach that mixed learning with fun-filled activities, the Saviours encouraged students to participate with their comments and



S. Imran Ahmed



Inayatullah Ismail



Salman A. Siddiqui





SSGC team with the school teachers



Danish and Company sings a Saviours Jingle

ask questions during the presentations. More than 300 students were given awareness about gas conservation issues in two sessions. The first session, held on May 15 from 11.30 am to 12.30 pm was for Class VII and X students while the other two sessions convened on May 16 were for the benefit of Classes VI, VIII and IX students. Aatir Salman, Acting Chief Engineer R&D Department gave some useful pointers to the students. Salman A. Siddiqui, CM (CCD) and Inayatullah Ismail, CM (Media Relations) too joined in by giving the students simple, easy to follow conservation guidelines for households.

Especially for the program, a jingle inspired by a popular patriotic tune was prepared by CCD and performed by Assistant Manager Danish Javed. The lyrics were written by CCD's very own Salman Siddiqui. CCD intends to make this jingle a

regular feature in similar programs in the future.

Quizzes and lucky draw were also held in each session and prizes were given to those who answered questions correctly or were fortunate to have their names drawn out. SSGC's Energy Saviours also did their bit for the environment by donating a neem tree sapling to the school which its students themselves planted in the presence of the SSGC team.

The students impressed the team with their level of knowledge not just about natural gas but about other aspects of renewable and non-renewable energy. Some eye opening facts were unraveled during the two sessions including, one, the use of geysers in under-privileged homes of Korangi where this school is located is very low and second, gas theft is rampant in this areas, a fact which was gauged from the

questions and queries raised by the students about the reasons for theft and whom to report the act of pilferage.

For CCD this was a pilot project but the Saviours were a satisfied lot. They were able to propagate the message across effectively while stressing in each session that the students must circulate what they learned, to their families, and friends. More such programmes are lined up in the coming months, with a plan to gradually reach out to colleges and universities.

The success of these sessions was due to excellent team work demonstrated by the entire CCD as well as wholehearted support from Romana Soorty, Manager TCF and Ms. Seemi Khan, Principal, TCF Adamjee Campus. ■

*Report by Syed Imran Ahmed, DCM (Corp. Communications)*



School kids planting a sapling donated by SSGC



Romana Soorty of TCF thanks SSGC



Uzair Ahmed Khan presents a gift to the quiz winner



## For the cause of conservation: Savors on the road again

As part of the awareness program in educational institutions, Corporate Communication Department's Energy Saviors visited Government Pilot Girls Higher Secondary School, Nazimabad on May 29, 2013 to educate its secondary class students about energy conservation.

Inayatullah Ismail, CM (Media Relations) gave practical tips to the students of Class IX and X that their elders can apply in the kitchen while cooking and for detecting leakages.

Clips of SSGC's Television Commercials related to gas leakages and gas thefts were also shown

which further helped them in understanding the tips.

Earlier, Nasreen Hussain, DGM (CCD) explained the aims and objectives of the awareness program. She advised the students to pass on the conservation tips from Mr. Inayatullah's talk and study



Ms. Nasreen Hussain, Inayatullah Ismail and School Principal Ms. Humaira Zaheer speaking to the school children





material fliers distributed to them, to their family members, so that they could all contribute effectively towards the cause of conservation. The school principal in her remarks hoped that the children would find the session highly informative.

In between the talk, quizzes were held to gauge the attentiveness of the students. Prizes were given to students who answered the questions correctly.

Muhammad Ali Gohar, DCM (CSR/CCD) who managed the event superbly was the master of ceremony. ■





## Two veterans conclude prolific association

**S**anwar Ahmed, DM (Store-KT) and Sherzamin Khan, DCM (Stores-Meter Plant) retired from the Company's service on March 24 and April 24, 2013 after serving it illustriously for 39 and 37

years respectively.

A farewell dinner was arranged on April 24 by their colleagues of Stores and M&I Department. Muhammad Ahmed Siddiqui, GM (M&I) and

Khalil I. Memon, ADGM (Stores) presented gifts and mementoes to the veterans. ■

*Courtesy: Khalil I. Memon, ADGM (Stores)*





## Access HR launched to encourage communication

In May 2013, SSGC's HR Department launched Access HR, a company-wide open platform meant to encourage the employees to communicate freely with the HR team so that they can discuss obstacles in the way of optimum performance. Through this interaction, the employees will be able to discuss their grievances and issues freely with HR while at the same time give suggestions for improvement. Access HR is based on the premise of "You speak and HR listens".

The objective behind starting Access HR is to discover real issues and facilitate solutions to improve productivity thus helping all the employees to perform to the best of their abilities and make SSGC a fun place to work. ■

*Courtesy: Human Resources*



## Workshop on MBTI conducted

The HR Department organized a workshop on "Myers-Briggs Type Indicator (MBTI) Assessment" on May 29, 2013 at the Head Office Auditorium.

The course was conducted by Dr. Shehla Naqvi, SGM (MS) and Shahbaz Islam (DGM-OD/GTI) who are certified MBTI Practitioners by CPP-Singapore.

Myers-Briggs Type Indicator (MBTI) assessment is a psychometric questionnaire designed to measure psychological preferences in how people perceive the world and make decisions.

The workshop covered concepts that included understanding the MBTI, self-assessment leading to determination of individual preferred type, understanding individual preferences (strengths and weaknesses), learning and Action Plan. ■





## CFCs – When customers get top priority

SSGC's Customer Facilitation Centres reinforce the Company's image of a customer-centric public utility

By Syed Imran Ahmed, DCM (CCD)



It is the end of the month and the elderly Mrs. Salahuddin has several utility bills to pay. Since her husband passed away, she has been standing in long queues in a branch of a bank located in the vicinity of her apartment to pay her bills. With her health considerably weaker and her arthritis bothering her even more, she has been finding it very difficult to cope with the hassle.

As she leaves her flat in Gulistan-e-Johar located in the bustling residential area, Mrs. Salahuddin runs into a neighbour who informs her that SSGC's new Customer Facilitation Centre (CFC) has just opened its doors close to the apartment complex. The neighbour in fact takes her along despite her insistence that she would be able to find the place on her own: "I would do it for my mother" she says, "so why not for you?"

Thanking her neighbor for her gesture, Mrs. Salahuddin arrives at the CFC and is immediately impressed. She feels totally relaxed and stress-free in the comfortable surroundings. "This is great," she turns to the neighbor and

comments: "No standing in a long queue and the staff here is also quite courteous."

Now Mrs. Salahuddin is a regular CFC visitor and a big fan. Whether it is to pay her gas bills or register a complaint or seek a clarification, she knows she will get exemplary service each time. "I wish all other utility companies could provide this kind of facility. My life would then be so much easier," she muses.



### A flourishing customer-friendly culture

Providing world class service is what separates SSGC from most public utilities in Pakistan. In doing so the Company has been working

towards cultivating a customer-friendly culture which is alien in most public limited companies. The impressive growth of CFCs has further consolidated SSGC's service standards with the application of advanced information technology and online systems.

The well-maintained, functionally oriented CFCs are strategically located in different areas of Karachi as well as in other towns and cities. In Karachi, apart from the Head Office CFC, other centres are strategically situated in the densely populated areas of Gulshan-e-Iqbal, Shahrah-e-Faisal, Defence Housing Authority, Saddar, I.I. Chundrigar Road, Ayesha Manzil (Federal B. Area), Orangi Town, Malir, Landhi-Korangi, Gulistan-e-Johar, North Karachi and North Nazimabad.

In addition, elsewhere in Sindh and Balochistan, CFCs are providing customer-friendly service in Hub (Lasbela), Hyderabad (Regional Office, State Life Building and Hirabad), Mirpurkhas, Sukkur (Regional Office and State Life Building), Nawabshah (Regional Office), Larkana (Regional Office)



and Quetta (Regional Office, Sariat and City CFCs). A major criterion in setting up CFCs, from a customer point of view, is easy accessibility for customers and close proximity to residential and business areas. All these centers have several standard features to offer.

Apart from being equipped with comfortable interiors, SSGC's CFCs are centrally air-conditioned, with proper seating arrangements, access to drinking water and clean washrooms. The staff members at the counters listen to the customers' queries and complaints patiently and resolve them as competently as possible, even if it means contacting a senior executive. For those customers seeking new connections or payment options, there is information and help desk available.

#### One-window operation

The primary objective behind establishing CFC's was to provide "one-window operation" to customers and address under one roof their diverse needs. Apart from the usual queries or complaints, CFCs also solicit customer feedback and provide real time bill verification and rectification. Every CFC is equipped with Customer suggestion boxes and forms to fill

and drop in them. Customers' suggestions are closely reviewed by top CRD and CFC executives and those suggestions which are practical enough to be implemented are given due consideration.

It is not always easy to maintain high standards. CFC officials at the reception desk and whereabouts are advised by their seniors to maintain a calm composure even when confronted by an angry customer. In this connection, regular trainings at SSGC's own Gas Training Institute provide useful pointers for the CFC staff to focus themselves on providing top class service.

#### Name-of-the-game

SSGC has carved out a reputation as one of Pakistan's best energy sector utilities driven with a passion to provide its 2.6 million customers with a service that adheres to best business practices. Through its 24/7 Contact Centre, commonly known as 1199, the Company helps its customers in solving issues related to billing as well as gas supply and pressure problems. Its custom-made 1199 vehicles have a reputation of reaching the customers' doorsteps in the quickest possible time for redressal of their grievances. In

addition, the Company provides numerous bill payment options through its CFCs, located across the franchise areas of Sindh and Balochistan. Moreover, the Company has provided its burgeoning customer base with myriad bill payment options through mobile phone operators, credit cards, internet, ATMs of leading banks, and post offices.

The Customer Relations Department's efforts are supplemented by diverse media campaigns that create mass awareness about safe and judicious use of natural gas besides legal repercussions of gas theft and meter tampering. In addition, the CRD has a task force formed to carry out raids against miscreants involved in direct use of gas or gas theft, a primary reason for Unaccounted for Gas (line losses).

While other utility companies may in their own way be offering convenience to their customers, at SSGC that is essentially the "name of the Game" and a part of the company's stated mission. That is why through its CFCs and other facilities, the Company is focusing its energies on creating satisfied customers. ■



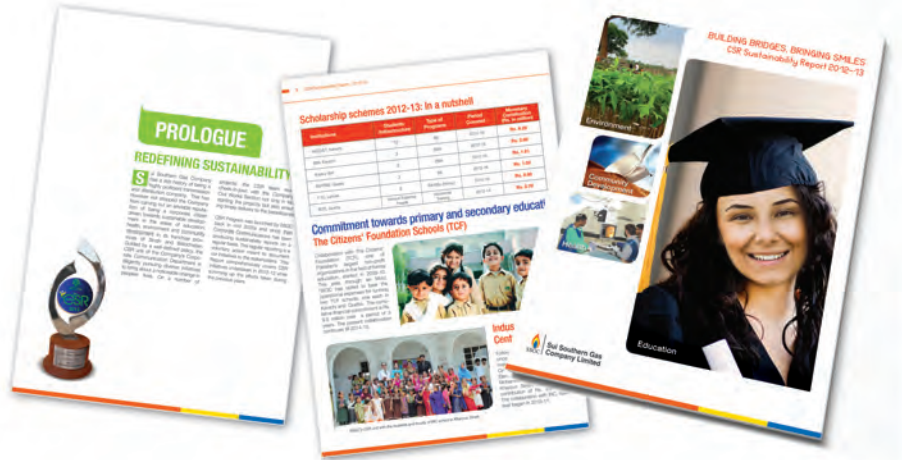


## Sustainability Report for 2012-13 published

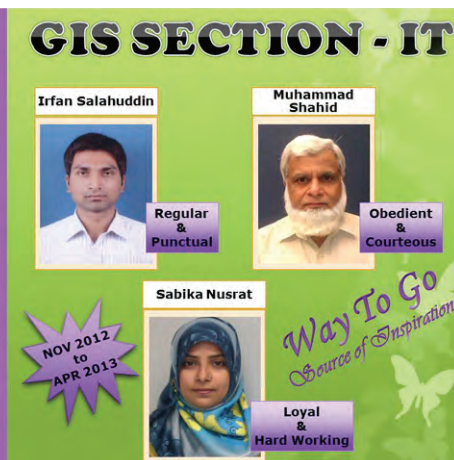
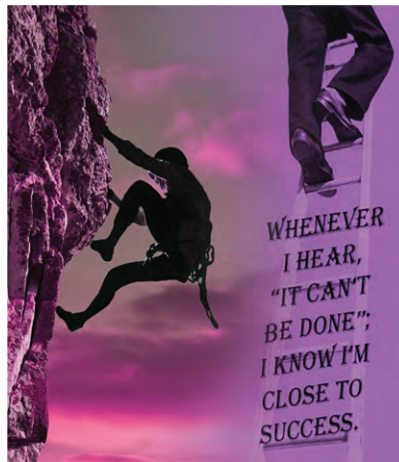
SGC's initiatives in Corporate Social Responsibility (CSR) were once again documented through a comprehensive Sustainability Report for 2012-13.

The CSR Report, published in May 2013 and fittingly titled 'Building Bridges, Bringing Smiles', provides details of the initiatives taken in the areas of education, health and environment and community development during 2012-13.

The Report also sheds light on related efforts undertaken from 2009 to 2011 as well as lists down projects undertaken during 2005 to 2008. ■



## GIS honours its 3 brightest stars



The GIS section of the IT Department paid tributes to three of its brightest stars by adorning a wall inside the Department with an especially made small-sized poster so as to motivate others to get inspiration from them. The three employees who won laurels from Irfan Zafar, SGM (IT) and Syed Ali Naqi, ADGM (GIS) for their excellent performance and adherence to discipline are Irfan Salahuddin, Muhammad Shahid and Sabika Nurat. ■

## Discover the Hidden Talent in you

SGC has a committed and energetic human resource whose work schedule, right from routine assignments to special projects, gives them little time to unwind within the office premises. There is no doubt that healthy and positive activity away from work environment even if it is just for a couple of hours is important for relaxation and for recharging one's batteries.

Very soon, the Corporate Communication Department will be announcing a Talent Hunt Program called 'SSGC's got Talent - Claim

to Flame' which will provide a perfect opportunity for the employees to display their talents in categories that include drama skits, singing (solo or live band), stand-up comedy, dancing, mimicking, poetry recitation and playing musical instruments. The Program will comprise of day-long small auditions which will be judged by the members of the senior management followed by Grand Finale a week later. Celebrity judges will moderate the competitions. Exciting prizes will be given to the winners. ■





## Promotions and re-designations

- Yusuf J. Ansari, formerly SGM (C&LA) was promoted as DMD (Corporate Services)
- Major Mohammad Akhtar (R), formerly ASGM (CS) was redesignated as ASGM (UFG)
- Dr. Ejaz Ahmed, formerly GM (CRD) was promoted as ASGM (Customer Services)



## Retirements – Executives

Name	Designation	Department	Place of Posting	Date of Retirement
Athar Feroze	Manager	Finance	Head Office	18-3-2013
Sanawar Ahmed	Dy. Manager	M&IM	Karachi Terminal	25-3-2013
Muhammad Aslam Khan	Manager	LPG - Air Mix Plant	Head Office	26-3-2013
Abdul Razzak	Dy. Chief Manager	Surveillance and Monitoring	Head Office	7-4-2013
Shaikh Manzoor Hussain	Dy. General Manager	Transmission	Karachi Terminal	14-4-2013

*Courtesy: HR Department*

## Retirements – Non-executives

Name	Designation	Department	Location	Date of Engagement	Date of Retirement	Years of Services in SSGC
Muhammad Arif Shamsi	Senior Superintendent	Billing	Karachi-Malir Zone	13-Oct-1969	20-Apr-2013	43.5
Rafique Ahmed Umrani	Superintendent (Typist)	Sales	Hyderabad	25-Nov-1982	29-Apr-2013	30.4
Mir Hassan	Head Helper	Customer Relations	Larkana	1-Jan-2001	29-Apr-2013	12.3
Israr Ahmed Shujrah	Clerk	Distribution - Upper (Sindh)	Shikarpur	14-Feb-2009	30-Apr-2013	4.2
Shahnawaz Ahmed	Senior Superintendent	Sales	Karachi	1-Jul-1975	2-May-2013	37.8
Shaban Haider	Supervisor (Fitter)	Distribution Karachi (Central Region)	Karachi-site	7-Jun-1981	2-May-2013	31.9
Hubdar Ali	Supervisor (Welding)	Distribution - Upper (Sindh)	Sukkur	10-Jan-1990	5-May-2013	23.3
Munawar Pervaiz	Superintendent	Billing	Hyderabad	26-Sep-1982	12-May-2013	30.6

*Courtesy: HR Department*

## Transitions

- Dr. Fayyaz Maheser, Child Specialist, Medical Department, Head Office - May 13, 2013.
- Mother of Raziuddin Ahmed, Chief Engineer, NGEP - May 19, 2013.
- Mrs. Syed Suleman Syed, wife of Mr. Suleman Syed, ex-SGM, P&C Department and mother of Mr. Kamran Syed (Finance Department) and Salman Syed (IT Department) - May 14, 2013.
- Naseebullah Kandhro, Assistant Manager, Billing Department, Sub Zonal Office, Gambat - May 14, 2013.
- Father of Shahabuddin Siddiqui, General Secretary, SSGOA - April 24, 2013.
- Abdul Aziz, Assistant Manager, Customer Relations, Quetta - January 31, 2013.

*May their souls rest in peace. Ameen.*



## Visitors from US Consulate



A two-member delegation from the US Consulate comprising of Matt Bonainto, Energy Officer and Fahd Zaidi met with Zuhair Siddiqui, Managing Director, SSGC on May 22, 2013 to discuss matters of mutual interests.

## Presentation on NGEF



Ken Billston of World Bank being given a presentation on NGEF at GTI Karachi by UFG and Distribution officials. Demonstrations on measuring overhead and under ground leakage volumes were performed.



## Seminar on women's health



A healthy woman keeps the whole family healthy. Keeping this fact in mind, Medical Services Department arranged a special program, exclusively for the female employees of the Company, to discuss common diseases and ailments related to the womenfolk. The seminar was held on May 28, 2013 in the Head Office Auditorium. Dr. Shehla Naqvi, SGM (MS) (in the centre) spoke on the occasion.

## Sports Festival – Lunch for participating departments



The HR Department hosted a lunch in honour of departments involved in making the recently held Sports Festival a huge success. Fasih Azhar, GM (HR) and Shahbaz Islam, DGM (HR) were the hosts. Among the executives present were Mansoor Ahmed, GM (Transmission), Tariq Siddiqui, DGM (AS-KT) and Asif Ansari, DGM (Legal).



## Prayers for departed souls



*Eisaal-e-Sawab* for the departed souls of SSGOA Secretary General Shahabuddin Siddiqui's father and sons of Abdul Samad Kakar, DM (CRD-Quetta Region) were held at the Head Office compound and attended by the executives and employees on May 3, 2013.

## Veteran secretaries given a befitting farewell



Colleagues showered tribute to veteran secretaries Ms. Anna Antao and Ms. Ann Francis, who recently achieved superannuation, by giving them a befitting farewell at the head office auditorium in May 2013. The lady secretaries and other officers present on the occasion lauded the retiring ladies for serving the Company illustriously. On the occasion, a presentation of photographs of the two ladies while in service, was shown to those present.

## Quotable quotes

- The value of a college education is not the learning of many facts but the training of the mind to think. - *Albert Einstein*
- Place yourself in the middle of the stream of power and wisdom which animates all whom it floats, and you are without effort impelled to truth, to right and a perfect contentment. - *Ralph Waldo Emerson*
- The worst sin towards our fellow creatures is not to hate them, but to be indifferent to them: that's the essence of inhumanity. - *George Bernard Shaw*



## Academic Achievements



**Laiba Tauseef**  
D/o Muhammad Tauseef Ahmed, Executive (CP-KT) got 80% marks in Class IV Annual Examination from FL Dairkee's Educational System, Gulshan-e-Iqbal, Karachi.



**Hassan Tauseef**  
S/o Muhammad Tauseef Ahmed, Executive (CP-KT) achieved 3rd position in Class II Annual Examination from FL Dairkee's Educational System, Gulshan-e-Iqbal, Karachi.



**Shaheer Tauseef**  
S/o Muhammad Tauseef Ahmed, Executive (CP-KT) got 70.9% marks in Class VII Annual Examination from FL Dairkee's Educational System, Gulshan-e-Iqbal, Karachi.



**Arham Arshad**  
S/o Arshad Ahmed (Transport Section-Admin Department-HO) secured 75% marks in his Nursery Class Final Examination from M.D. Public Secondary School, Karachi.



**Ayan Arshad** S/o Arshad Ahmed (Transport Section-Admin Department-HO) secured 88% marks (3rd position) in his Class III Final Examination from M.D. Public Secondary School, Karachi.



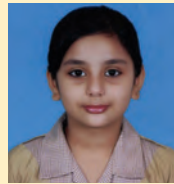
**Mubashir Riaz**  
S/o Riaz Ahmed, Executive, Admin Services Department, Larkana secured 2nd position in his Class 1 Final Examination from Zubaida Fazal Decent High School, Larkana.



**Asfandiyar Kakar**  
S/o Bahuddin Kakar, Distribution (Pishin Zone) achieved 1st position in his Nursery Class Examination from My Sesame Street School.



**Afreen Kakar** D/o Bahuddin Kakar, Distribution (Pishin Zone) achieved 3rd position in her Class III Final Examination from St. Joseph's Convent School, Quetta.



**Umaima Khalid**  
D/o Khalid Ahmed, Inspector/Supervisor (North Karachi Billing Zone) secured 1st position from NK Grammar School, North Karachi.



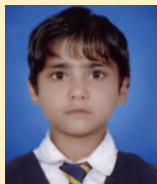
**Faiza Shaheed**  
D/o Abdul Rasheed, Sr. Fitter, Distribution (Jacobabad) secured 94% marks in her Annual Examination from St. Johns Group of Grammar Schools and Colleges, Dera Allah Yar.



**Sumaya Sahar** D/o Khadim Hussain Channa, Superintendent (CRD) was promoted to Class 1 after scoring 77% marks in her KG-II Exams from Maatra Montessori Pre-school, Larkana.



**Nayab Panhwer**  
D/o Mohammad Jurial, DM (DLS-Naushero Feroze) secured A-1 grade (96.7%) in her Class 1 Examination from Bahria Foundation College, Naushero Feroze.



**Nazish Panhwer**  
D/o Mohammad Jurial, DM (DLS-Naushero Feroze) secured A-1 grade (97.4%) in her Class M2 Annual Examination from Bahria Foundation College, Naushero Feroze.



**Mohammad Jamshed Panhwer** S/o Mohammad Jurial, DM (DLS-Naushero Feroze) secured A grade (82%) in his Class IV Examination from Bahria Foundation College, Naushero Feroze.



**Mohammad Junaid Panhwer** S/o Mohammad Jurial, DM (DLS-Naushero Feroze) secured A-1 grade (90.2%) in his Class IV Examination from Bahria Foundation College, Naushero Feroze.

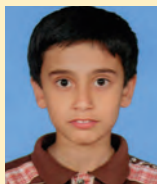


**Ahmed Shafi**  
S/o Muhammad Shafi, Superintendent (LPG-Air Mix) passed his Prep Exam in first division from Sand Hawks Public School, Laki Marwat, KPK.



**Kashmala Shafi**  
D/o Muhammad Shafi, Superintendent (LPG-Air Mix) passed her Play Group Exam in first class from Sand Hawks Public School, Laki Marwat, KPK.





**Mohammad Talha** S/o Mansoor Ali Soomro, DM, passed his Class VI Final Examination securing 84% marks from The Creative Academy, Karachi.



**Ahmed Raza** S/o Mansoor Ali Soomro, DM, passed his Class II Final Examination securing 95% marks from The Creative Academy, Karachi.



**Abdul Malik** S/o Nazeer Ahmed Baloch, Executive Billing, Kalat, secured 95% marks in his Class IV Final Examination from Bahawalpur Grammar School.



**Bilawal Panjal** S/o Muhammad Panjal Jatoi from Distribution Department, Larkana Office, achieved 1st position (96% marks) in his Class 1 Final Examination from Elite English High School, Ratodero.



**Dua Fatima** D/o Muhammad Panjal Jatoi from Distribution Department, Larkana Office, achieved 1st position (96% marks) in KG-II from Elite English High School, Ratodero.



**Ghulam Fatima Mugheri** D/o Ghulam Nabi Mugheri, DCE (Rehabilitation-Hyderabad) achieved 1st position in her Class VII (99.2%) from Amma English High School, Hyderabad.



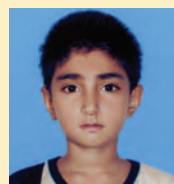
**Kashaf Wahab** S/o Fazal Wahab, Assistant Manager, Islamabad Office, secured 3rd position in his Class VII Final Examination from The Rise International School, Islamabad.



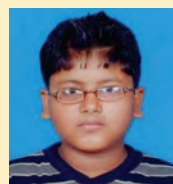
**Najum-ul-Huddah** S/o Fazal Wahab, Assistant Manager, Islamabad Office, secured 1st position in his Class VII Final Examination from The Rise International School, Islamabad.



**Zunaira Asim** D/o Asim Niaz (Assistant KT Store) Secured 2nd position in her final exams 2013 of class 5 securing 89% marks, from NED School Karachi.



**Owais Asim** S/o Asim Niaz (Assistant KT Store) Secured 3rd position in his final exams 2013 of class 3 securing 94% marks, from NED School Karachi.



**Ismail Sohail** S/o Sohail Abdul Hakeem (PA to ASGM D-North HO) achieved A+ Grade securing 89.4% marks in his class 1 final exams of 2013 from Brooks Grammar School Karachi.



**Tunjeena Rafique Soomro** D/o Rafique Ahmed (S&M Department) secured 4th position with 95.89% marks in her class 2 finals exams 2013 from QuaideAwam Public School Larkana.



**Urooj Fatima Katbar** D/o Aijaz Hussain (Superintendent Distribution Shikarpur) secured 1st position in her class 1 final exams 2013 from Mumtaz Ali Katbar Memorial English School Shikarpur.



**Asim Hussain Katbar** S/o Aijaz Hussain (Superintendent Distribution Shikarpur) secured 97% marks in his class 4 final exams 2013 from Mumtaz Ali Katbar Memorial English School Shikarpur.



**Atif Katbar** S/o Aijaz Hussain (Superintendent Distribution Shikarpur) secured 90% marks in his class 5 final exams 2013 from Mumtaz Ali Katbar Memorial English School Shikarpur.



**Arwa Shaikh** D/o Ghulam Ali Shaikh (Engineer CP R.O Hyderabad) achieved 3rd Position by securing 96.4% marks in her class 4 final examinations 2013 from Isra Primary School Hyderabad.



**Shafaque Shaikh** D/o Ghulam Ali Shaikh (Engineer CP R.O. Hyderabad) achieved 3rd Position by securing 97.7% marks in her class 2 final examinations 2013 from Isra Primary School Hyderabad.



# CANVAS

**The Flame Life**  
**Technical Articles**





# THE FLAME *Life*

## Shale boom - A threat for EU gas plants

### U.S. gas boom lifts EU coal imports

By **Mustafa Abdulla, ASGM (D-North)**

The ripples of the North American shale boom continues to spread, as a growing number of European utilities are forced to mothball modern gas-fired power plants that can't compete with growing imports of cheap coal dislodged from the US. The US electric generation is shifting more and more towards gas usage which is now cheaper than using coal, thanks to Shale Gas which contributes 1/3rd of US gas supplies. By 2030 it might provide half.

Norwegian state energy company has idled a gas-fired power station in Germany last month that couldn't compete with its coal-fired rivals, while German utility **E.ON** SE said it is seriously considering mothballing more gas-fueled plants, including a state-of-the-art facility in Slovakia in view of cheaper imported coal available from USA.

Other European utilities have taken similar action; presenting policy makers with a dilemma cheaper coal-fired power could provide some relief for the region's struggling economies,

Surging supplies of natural gas in North America, unlocked from shale rock by hydraulic fracturing, have prompted many US power generators to switch away from coal, pushing increasing amounts of the coal fuel into Europe as cheap imports. In 2012, US exports of coal to Europe rose 23% to 66.4 million short tons, according to a US data. Much of this coal is displacing natural gas as a fuel for electricity generation in Europe. In the UK the preparation of electricity generated from coal rose to its highest level in 2012 after seventeen years.

In Europe, gas-fired power plants are losing out to coal-fueled rivals,



which are now more competitive at the present electricity prices. Additionally, the expansion of renewable is reducing the operating hours of gas power plants; wind and solar energy output is generally higher at peak demand hours, which a typical market gas plants are designed to serve.

In Europe, companies are struggling to operate gas-fired power plants economically, even in case of modern, state-of-the-art facilities.

Coal prices for year-ahead delivery on the European Energy Exchange have fallen nearly 20% over the past 12 months. The bulk of natural gas on mainland Europe is priced relative to price of crude benchmark Brent fell and hence remains on higher side.

According to Euroelectric, the association of the electricity industry in Europe, in 2010 - the most recent figures available - the 27 members of the European Union generated 24% of their electricity from coal and

23% from gas, with the remainder a mix of nuclear and renewable.

Cheap coal isn't bad news for every utility. **RWE**, Germany's largest electricity producer by capacity, which gets over 62% of its electricity from coal and earlier last year it increased production from coal and lignite power plants by over 16% in 2012.

There could also be wider benefit. "At the moment the broader economy is benefiting from cheaper power production." That only holds if, "one believes that environmental protection isn't a political priority anymore."

The EU has committed to cutting its carbon-dioxide emissions by 20% from 1990 levels and getting 20% of its energy from renewable sources by 2020. However the general opinion in EU is that the bloc should broaden the focus of its energy policy beyond purely reducing greenhouse-gas emissions to ensuring that energy will remain affordable. ■





## Secret to longer life may be in the brain: study

According to a recent study, scientists have found a brain region that controls physical ageing, and could target it to manipulate the lifespan of lab mice. The findings may be a step towards finding the holy grail of slowing human ageing, but have yet to be tested in human subjects.

The research, published in the journal *Nature*, implicates the hypothalamus -- a brain region that regulates growth, reproduction and metabolism, in the gradual and coordinated bodily deterioration we call ageing. Though the brain has long been suspected of orchestrating the process, this is the first evidence to that effect.

The team said they could speed up or slow down ageing in mice by activating or inhibiting the brain signalling molecule NF-kB in the hypothalamus, which in turn affects levels of a hormone called GnRH that plays a role in the generation of neurons -- the data processing cells of the brain.



By stimulating NF-kB, they caused a decline in GnRH which led to impaired neurogenesis and ageing symptoms like muscle weakening, skin atrophy, bone loss and memory impairment.

NF-kB is generally responsible for regulating the body's response to inflammation, the New York-based team wrote.

The researchers could also slow

ageing in mice by giving them the GnRH hormone.

"Our study provided interventional strategies to slow down ageing through targeting the hypothalamus," the study's senior author Dongsheng Cai, professor of molecular pharmacology at the Albert Einstein College of Medicine, told AFP by email.

"It can help to slow down ageing, which is already a big breakthrough, as it can counteract against many ageing-related diseases," he said, while stipulating: "I don't think ageing could be completely stopped."

Cai said he believed the mouse results would translate into humans, "though it will need future efforts to develop safe and applicable approaches to humans." ■

Source: [Smithsonian.com](http://Smithsonian.com)



## MANTRA

By Asma Butt, Manager, MD's Office

My answer to the definition what Success is? "When your signature turns into your Autograph". Or maybe when you start searching someone on Google, rather than on Face book.

Success is the aim of modern life. Be Successful! is its motto. All human beings want to be successful. A greater part of our life is spent in preparation for success and nearly the entire later part for the achievement of success. We all want to Be Successful! Success is today's buzz word. We search for some magic success formula or some success secret, but believe you me;



the main formula is "Persistence" and the KAIZEN rule, i.e. "Continuous Improvement".

The Success secret and mantra, is very simple, like have a haunting desire for success; have a single paramount goal in life; acquire the perfect knowledge and skills in your chosen field; have a fool-proof plan; have faith in yourself; create a group of successful or knowledgeable persons around you; work devotedly hard; have self-discipline; be good to others; and direct all your energies to your success. It will automatically come to you and become your destiny. ■