This Incident Reporting System document covers all aspects of reporting to GAIL Management, OISD, PNGRB, and MoPNG. But reporting to other statutory authorities i.e. State Government Authorities, CCOE/PESO, Factory Inspectorate, Electricity Authorities etc. which differ from state to state, based on the various Rules & Regulations need to be complied by respective sites, as already in practice. This requirement has not been covered in this document.

The incident Reporting System document may be reviewed in every two years.
# Contents

- Purpose 2
- Definitions 2
-Abbreviations 3
- Criteria for Major / Reportable and Non-Major (Minor) Incidents 4
- Immediate Verbal / SMS Information Flow
  - Non-Major (Minor) Incident - Flow Chart 5
  - Non-Major (Minor) Incident - Details 6
  - Major / Reportable Incident -Flow Chart 7-8
- Major Incident - Details 9
  - Additional Reportable Events 10-11
- Written FIR Information Flow
  - GAIL FIR Format 12
  - OISD FIR Format 12
  - PNGRB Schedule - VI Format 13
- Accident Investigation and Report Submission 14
- Flow of Information during Mock Drill (Level-I, II & III) 15-16
- Incident Reporting flow for office Buildings, Construction/Project Sites 17
  - Annexure — I: GAIL FIR Format 18-19
  - Annexure — II: OISD FIR Format 20
  - Annexure — III: PNGRB Schedule - VI Format 21-22
  - Annexure — IV: Procedure for Incident Reporting and Generation of FIR in SAP 23
  - Annexure — V: Procedure for Automated SMS and Voice Call 24-25
**Purpose:**

It is intended:

- To formalize Reporting system during any incident falling under reportable category to meet the Internal, External & Statutory requirements.
- To guide company personnel to deal with Incident Reporting System and to make informed decision.
- To provide speedy and flawless communication process to all stakeholders and to describe roles and responsibilities of company personnel, during any emergency.

**Definitions:**

1. **Incident (PNGRB – ERDMP 2010):** “Incident” means an unplanned or unintended or intended event having potential to cause damage to life, property and environment.

2. **Disaster (PNGRB – ERDMP 2010):** “Disaster” means an occurrence of such magnitude as to create a situation in which the normal patterns of life within an industrial complex are suddenly disrupted and in certain cases affecting the neighborhood seriously with the result that the people are plunged into helplessness and suffering and may need food, shelter, clothing, medical attention protection and other life sustaining requirements.

3. **Disaster (DM Act 2005):** “Disaster” means a catastrophe, mishap, calamity or grave occurrence in any area, arising from natural or man-made causes, or by accident or negligence which results in substantial loss of life or human suffering or damage to, and destruction of property or damage to or degradation of environment and is of such a nature or magnitude as to be beyond the coping capacity of the community of the affected area.’

4. **Chief Incident Controller (PNGRB – ERDMP 2010):** “Chief Incident Controller” means the person who assumes absolute control of the unit and determines action necessary to control the emergency.
Abbreviations

- MoPNG – Ministry of Petroleum & Natural Gas
- MHA – Ministry of Home Affairs
- PNGRB – Petroleum & Natural Gas Regulatory Board
- OISD – Oil Industry Safety Directorate
- ERDMP – Emergency Response and Disaster Management Plan
- DMP – Disaster Management Plan
- JS – Joint Secretary
- AS – Additional Secretary
- GP – Gas Processing
- R&A – Refinery and Administration
- CMD – Chairman and Managing Director
- SD Committee – Sustainable Development Committee
- ED – Executive Director
- HOD – Head of Department
- HR – Human Resource
- HSE – Health, Safety and Environment
- OIC – Officer In-Charge
- WIC – Work Center In-Charge
- NGMC – National Gas Management Center
- RGMC – Regional Gas Management Center
- GPU – Gas Processing Unit
- SV Station – Sectionalizing Valve Station
- IP Station – Intermediate Pigging Station
- PC – Petro Chemicals
- NG – Natural Gas
- LPG – Liquefied Petroleum Gas
- SMS – Short Message Service
- O&M – Operation & Maintenance
- CO – Corporate Office
- CIC – Chief Incident Controller
- SO – Staff Officer
- FIR – First Information Report
- CT – Cooling Tower
- CPSU – Central Public Sector Undertaking
- RA – Regulatory Affairs
- POL – Petroleum, Oil & Lubricants
- PS – Private Secretary
Criteria for Major / Reportable Incidents

(As per MoPNG’s “Disaster Management Plan 2017” Appendix-A, OISD Communication dtd. 28th July, 2016 and PNGRB Regulations)

1. Any incidents of fire not extinguished in 15 minutes.
2. Any incident causing shutdown of operations on account of Fire/ Explosion/ Blowout / Leakage.
3. Any incident causing financial loss above Rs. 20 lakhs (financial loss above Rs.10 lakhs for the purpose of reporting to PNGRB).
4. Any incident leading to fatality (s) within plant/location premises.
5. Any incident causing major loss of containment and having adverse impact outside the plant/location premises including disasters defined under Section 2(d) of DM Act
6. Any incident of road accidents (during transportation of petroleum products) resulting in Fire/ Explosions which in turn leads to fatality(s).
7. Any incident not covered above in S No. 1 and 6 but which gets reported in the national media within 24 hours of the occurrence.
8. Any incident leading to permanent loss of body part and/ or permanent disability within plant/ location premises.
9. Cumulative man-hour lost, within plant/ location premises, is more than 500 hrs.

Non-Major (Minor) Reportable Incidents:
All other incidents not mentioned under “Major Reportable Incidents” shall be treated as Non-Major (Minor) incident.

Additional Major Reportable Events as per the Disaster Management Plan:
1. Any specific Disaster arising out of terrorists attack, fire and natural calamities.
2. The disruption on big scale in the supply of Petroleum Products (NG, LPG etc.) due to terrorists attack, natural calamities and law and order problems.
3. Strike by the Employees of Oil Industry
4. Cyber Attack and Cyber Terrorism

Note:

a) Reportable Incidents (mentioned above) arising due to Additional Major Reportable Events shall be communicated as Reportable Incident as per criterion given by PNGRB / OISD.

b) Information Flow and Action for Additional Major Reportable Events which are not covered in criteria for Major / Reportable Incidents shall be taken as per the GAIL’s latest Disaster Management Plan.
Non-Major (Minor) Incident
Immediate Information Flow (Verbal / SMS) - Flow Chart

- Controlling Officer – CGM/ED
- Concerned Directorate

Chief Incident Controller (OIC/WIC)
Decide Severity of Emergency
(Major or Non-Major/Minor)

Non-MAJOR (Minor) Incident
Re-Confirm Severity of Emergency
"Major" OR "Non-Major (Minor)"

NGMC

Plant / Terminals/
Base Stations
SV/IP Stations
Field / Site

Telephone To
RGM C / Control Room
(PC-Concerned Control Room / GPU /
NG Compressor Station / LPG
Pumping Station)

Telephone To
- ED (O&M-CO)/ED(NR)/ED(PC-CO)
(as applicable)
- HOD (HSE)
- ED (HR)
- SO’s of all Functional Directors
- GM (CMD Secretariat)

SMS & Voice Telephony and Then Telephone
(1st on Cell Phone, if not reached then on
Landline)

All Site Coordinators –
As per Site Emergency
Action Plan

Note:
- SMS and voice call shall be sent through automated system as per the procedure given at Annexure-V.
- WIC/OIC shall develop a system to review RGM C/NGMC/ Control Room/Emergency Coordinators contact numbers on monthly basis and report changes to concern person, if any.
- Individual sites shall prepare the detailed flow chart in line with this chart.
- If RGM C received message from sites not under the jurisdiction of the RGM C then RGM C should inform to the concerned RGM C/Control Room & concerned OIC.
Non-Major (Minor) Incident
Immediate Information Flow (Verbal / SMS) - Details

Information flow from RGMC / Control Room:
1. Inform to Chief Incident Controller (CIC) – WIC/OIC Directly through Telephone
2. Inform NGMC through Telephone
3. Inform all Local coordinators through SMS & Telephone as per Local Emergency Action Plan.
4. Inform “All Clear” message to NGMC through telephone. In case, incident continues for longer period of time, NGMC should be updated every two hours till all clear.

Information Flow from Chief Incident Controller (CIC) – WIC/OIC:
1. Decide the Level of Emergency
2. Telephone to Controlling Officer / Concerned Directorate
3. Be in contact with RGMC / Control Room through Telephone

Information Flow from NGMC:
1. Re-Confirm the severity of Emergency received from RGMC / Control Room.
   a. If Non-Major (Minor) Incident then send automated SMS & voice telephony to:
      i. ED (O&M-CO) / ED(NR)/ED (PC-CO) as applicable
      ii. HOD (HSE)
      iii. ED (HR)
      iv. SO’s of all Functional Directors
      v. GM (CMD Secretariat)
   b. Then Telephone to all above - 1st on Cell Phone if not reached then on Landline
**Major / Reportable Incident**

Immediate Information Flow (Verbal / SMS) – *Flow Chart*

- **Honorable Minister - MoPNG**
- **Secretary MoPNG** – [Inform AS in his absence]
- **JS (GP)** – [Inform JS (R&A) link officer in his absence]
- **ED (O&M-CO)/(NR)/(PC-CO)** (as applicable)
- **HOD (HSE)**
- **ED (HR)**
- **All Functional Directors**

- **CMD**
  - Independent Director of SD Sub-Committee
  - MoPNG Control Room
  - MHA Control Room
  - Joint Secy. (GP), MoPNG
  - Additional Secretary MoPNG
  - Secretary MoPNG
  - PNGRB
  - **ED (OISD)**

  SMS & Voice Telephony and Then Telephone (1st on Cell Phone, if not reached then on Landline)

- **Chief Incident Controller (OIC/WIC)**
  - **Telephone To**
  - Decide Severity of Emergency (Major or Non-Major/Minor)

  - **Plant / Terminals/ Base Stations SV/IP Stations Field / Site**
  - **RGMC / Control Room**
    - (PC-Concerned Control Room / GPU / NG Compressor Station / LPG Pumping Station)
  - **Telephone To**
    - **NGMC**
      - **Re-Confirm Severity of Emergency "Major" OR "Non-Major (Minor)"

- **Major Incident**
  - **Telephone To**
  - **All Site Coordinators – As per Site Emergency Action Plan**

- **RGM/C/Control Room** shall send Brief details as captured as accurately as possible along with mitigation measures taken, through e-mail to NGMC and NGMC shall forward to MoPNG Control Room / JS (GP) in MoPNG, *within one Hour.*
• Subsequent Detailed updated Information Reports shall be sent twice a day through e-mail to MoPNG Control Room / JS (GP) in MoPNG.

Note:
• SMS and voice call shall be sent through automated system as per the procedure given at Annexure-V.
• WIC/OIC shall develop a system to review RGMC/NGMC/ Control Room/Emergency Coordinators contact numbers on monthly basis and report changes to concern person, if any.
• Individual sites shall prepare the detailed flow chart in line with this chart.
• If RGMC received message from sites not under the jurisdiction of the RGMC then RGMC should inform to the concerned RGMC/Control Room & concerned OIC.
• Disaster in any Asset/Pipeline/POL infrastructure of a non CPSU that is connected to GAIL asset shall also be reported.
**Major / Reportable Incident**

Immediate Information Flow (Verbal / SMS) – *Details*

**Information flow from RGMC / Control Room:**
1. Inform to Chief Incident Controller (CIC) – WIC/OIC Directly through Telephone
2. Inform NGMC through Telephone
3. Inform all Local coordinators through SMS & Telephone as per Local Emergency Action Plan.
4. Inform “All Clear” message to NGMC through telephone. Incase incident continues for longer period of time, NGMC should be updated every two hours till all clear.

**Information Flow from Chief Incident Controller (CIC) – WIC/OIC:**
1. Decide the Level of Emergency.
2. Telephone to Controlling Officer / Concerned Directorate
3. If Major incident then inform Chief Secretary & District Magistrate.
4. Be in contact with RGMC / Control Room through Telephone

**Information Flow from NGMC:**
1. Re-Confirm the severity of Emergency received from RGMC / Control Room.
   a. If Major Incident then send automated SMS & Voice telephony to:
      i. ED (O&M-CO) /ED(NR)/ ED (PC-CO) as applicable
      ii. HOD (HSE)
      iii. ED (HR)
      iv. All Functional Directors
      v. CMD
      vi. Independent Director of SD Sub-Committee
      vii. MoPNG Control Room
      viii. MHA Control Room
      ix. Joint Secretary (GP), MoPNG
      x. Additional Secretary, MoPNG
      xi. Secretary, MoPNG
      xii. PNGRB
      xiii. ED(OISP)
   b. Then Telephone to all above - 1st on Cell Phone if not reached then on Landline.

**Information Flow from CMD:**
1. Inform to Joint Secretary (GP)
   a. Inform to Joint Secretary (R&A) link officer in absence of JS (GP)
2. Inform to Secretary, MoPNG
   a. Inform to Additional Secretary, MoPNG in absence of Secretary, MoPNG
3. Inform to Honorable Minister, MoPNG.
**Additional Reportable Events as per Disaster Management Plan**

*Additional Information Flow through Telephone (in addition to information flow already mentioned under Major Incidents)*

**A) Communication Flow Chart for large scale disruption in the supply of Petroleum Products (NG, LPG etc.) due to terrorists attack, natural calamities and law and order problems:**

[Diagram of communication flow chart]

**B) Communication Flow Chart for Strike by the Employees:**

[Diagram of communication flow chart]
C) Communication Flow Chart for Cyber Attack and Cyber Terrorism:

- **RGMC / Control Room**
  (PC-Concerned Control Room / GPU / NG Compressor Station / LPG Pumping Station)

- **ED (O&M-CO)**
  Assessing the situation in consultation with HoD (BIS)-CO & instruct NGMC to inform all the members of DMSG & respective RGMC/Plant

- **NGMC**
  Functional Directors & Disaster Management Sub Group Members

- **Director (Projects)**
  - CMD/Directors
  - Joint Secy. (GP), MoPNG
  - Additional Secretary, MoPNG
  - District Magistrate
  - Chief Secretary of State

**Note:**
If the time taken to report the Major Incident is longer than 1 hour then after the incident, a debriefing report needs to be submitted by NGMC to MoPNG, on the actual time taken to report the matter to MoPNG and the mitigation measures taken to avoid the delay.
First Information Report (FIR)

GAIL FIR Format (Annexure – I):
1. Site OIC/WIC will generate First Information Report (FIR) in SAP immediately (As per the procedure given at Annexure-IV) not later than 02 hours from time of incidence, in GAIL’s Standard format and forward to:
   - NGMC
   - Respective ED / CGM (O&M)
   - ED (O&M-CO) / ED (NR)/ED (PC-CO) as applicable
   - HOD (HSE)
2. NGMC: Level – I, GAIL FIR format forward to:
   - SOs of Full time Directors and CMD
3. NGMC: Level – II / III, GAIL FIR format forward to:
   - SOs of Full time Directors and CMD
   - Full time Directors and CMD

1. Site OIC/WIC will generate First Information Report (FIR) in OISD format within 24 hours from time of incidence and forward to:
   - NGMC
   - Respective ED / CGM (O&M)
   - ED (O&M-CO) / ED (NR)/ED (PC-CO) as applicable
   - HOD (HSE)
2. NGMC: FIR (OISD) format forward to:
   - SOs of Full time Directors and CMD
   - Full time Directors and CMD
   - ED OISD within 24 hours from time of incidence through e-mail after due concurrence of HOD (HSE) with a copy to HOD (HSE) and ED (O&M-CO) / ED (NR)/ED (PC-CO) - as applicable.
PNGRB Schedule-VI Format (Annexure – III): Only if Level – II / III / Major

1. Site OIC/WIC will generate First Information Report (FIR) as per schedule-VI format of PNGRB regulation - within 36 hours from time of incidence and forward to:
   - NGMC
   - Respective ED / CGM (O&M)
   - ED (O&M-CO) / ED (NR)/ ED (PC-CO) - as applicable
   - HOD (HSE)

2. NGMC: Level – If Level – II / III / Major - FIR (schedule-VI format of PNGRB) format forward to:
   - SOs of Full time Directors and CMD
   - Full time Directors and CMD
   - PNGRB within 48 hours of incident through e-mail after due concurrence of ED (O&M-CO) with a copy to HOD (HSE) and HOD (RA)

Note:

1. In case of Pata - Hydrocarbon processing areas like GPU, LPG and associated areas i.e. LPG / Propane / Naphtha / Pentane storage area, Cooling Tower -3 etc. at Pata petrochemical plant are covered under PNGRB regulations. Rest of the areas at Pata petrochemical plant is not covered under PNGRB regulations.

2. FIR with unique number should be generated through SAP (Procedure given at Annexure-IV).

3. The FIR should be closed by WIC/OIC in following process:
   a. FIR number shall be mentioned in all subsequent reports including Accident Investigation Report.
   b. FIR closure report with action taken against the accident investigation recommendations shall be forwarded by WIC/OIC to all concerned to whom original FIR was sent.
   c. Compliance to the accident investigation recommendations shall be checked by local HOD (F&S), before submission of closure report by WIC/OIC.
   d. Corporate HSE department will check the compliance whenever visit the site.
**Accident Investigation and Report Submission**

1. **Investigation Committee Constitution Level – I Incident (Minor):**
   a. Respective OIC will constitute a multi-disciplinary committee within **24 hours** to investigate the incident.
   b. The Investigation Committee should be constituted as follows:
      i. Minimum 3 member multi-disciplinary committee including F&S representative
      ii. Multi-disciplinary committee to be headed by an officer one level below OIC.

2. **Investigation Committee Constitution Level –II, III & Major incident:**
   In line with the Communication of Director (Projects) No. GAIL/ND/DRPJ/5/2015, dated April 9, 2015, respective ED will constitute multi-disciplinary committee as explained below within **24 hours** to investigate the incident.

<table>
<thead>
<tr>
<th>Category</th>
<th>Committee</th>
<th>Timeline (w. e. f. day of incident)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Internal Investigation</td>
<td>Concerned CGM CGM (CIMG) CGM (Projects) HoD (HSE)</td>
<td>Within 07 days</td>
</tr>
<tr>
<td>External Investigation - 1</td>
<td>EIL/PMC Multi disciplinary Committee</td>
<td>Report &amp; Recommendations within 21 days</td>
</tr>
<tr>
<td>External Investigation - 2</td>
<td>Any Internationally Reputed TPIA</td>
<td>Report &amp; Recommendations within 21 days</td>
</tr>
</tbody>
</table>

**Note:** In Case of Petrochemicals CGM (CIMG) will be replaced by other CGM from Plant.

3. **Investigation Report Submission:**
   a. **Non-Major (Minor) Incident:**
      i. Duly constituted committee will submit the report to respective OIC within **three weeks**.
      ii. OIC will forward a copy of the accident investigation report to respective ED / CGM (O&M) with a copy to HOD (HSE) within **three weeks**.
   b. **Major Incident:**
      i. Respective ED / CGM (O&M) will forward investigation report of all major incidents as defined in PNGRB ERDMP regulation to HOD (RA) with a copy to HOD (HSE), within 25 days of occurring of incident.
      ii. HOD (RA) will forward the investigation report to PNGRB within **30 days** of incident with a copy to NGMC, HOD (HSE) and ED (O&M-CO).

**Note:**
*In case of Pata - Hydrocarbon processing areas like GPU, LPG and associated areas i.e. LPG / Propane / Naphtha / Pentane Storage area, Cooling Tower-3 etc. at Pata Petrochemical plant are covered under PNGRB regulations. Rest of the areas at Pata Petrochemicals plant is not covered under PNGRB regulations.*
FLOW OF INFORMATION DURING ONSITE EMERGENCY DRILL (LEVEL-I & II)

1. RGMC and concerned operation Control Room should inform to NGMC on actual Mock Emergency Drill of Level-I & II.
2. On receipt of actual mock drill message, RGMC / Concerned Control Room shall inform to all concerned coordinators as per Local Emergency Action plan.
3. On receipt of actual mock drill message, NGMC shall send SMS and Voice Telephony to NGMC In-charge for Information.

Note:
1. No prior information is required in case of Level-I & II Onsite Emergency Drills (Level-I & II).
2. On actual Onsite Emergency Drills (Level-I & II), RGMC / Concerned Control Room shall inform to NGMC only.
FLOW OF INFORMATION DURING OFFSITE EMERGENCY DRILL (LEVEL-III)

- ED (O&M-CO) / (NR) / (PC-CO)- (As applicable )
- HOD (HSE)
- SO’s of Concerned Directors

Level - III /Offsite Emergency Drill

SMS & Voice Telephony and Then Telephone

On Actual Emergency Drill

NGMC

• NGMC
• All local Coordinators – As per Site Emergency Action Plan

SMS & Voice Telephony and Then Telephone

Before 2 hours: Telephone

On Actual Emergency Drill

RGMC / Control Room
(PC-Concerned Control Room / GPU / NG Compressor Station / LPG Pumping Station)

OIC / WIC
Information /Telephone before Two (2) Hours of Actual Emergency Drill

Controlling Officer / Directorate

Note:
1. RGMC and concerned operation Control Room should be informed, 2 hrs. in advance by OIC/WIC.
2. RGMC and concerned operation Control Room should inform to NGMC before 2 hrs.
3. On receipt of actual offsite Emergency drill (Level-III) message, RGMC / Concerned Control Room shall inform to all concerned officials as per Local Emergency Action plan.
4. On receipt of actual offsite Emergency drill message, NGMC shall send SMS and Voice Telephony to Concerned ED (O&M-CO)/ED (NR)/PC-CO, HOD (HSE) and SOs of Concerned Directors with clearly writing ‘OFFSITE EMERGENCY DRILL’in the message.
Incident Reporting Flow for Office Buildings,
Construction/Project Sites:
(For Internal Communication)

1. In-charge Marketing Offices /Project sites / Construction sites / other Offices, etc. shall inform the incident to NGMC, Concerned ED & Directorate.
2. NGMC should take all detailed information from the incident reporting site.
3. On receipt of incident message, NGMC shall send SMS and Voice Telephony to ED (O&M-CO), ED (HR), HOD (HSE) and Concerned ED (Mktg) or ED (Proj.) and SO of concerned Director.
4. Site shall investigate the incident through constituted committee and incident investigation report forwarded to ED (O&M-CO) and Concerned ED (Mktg) or ED (Proj.) at Corporate office with a copy to HOD (HSE) within a month from incident occurrence.

**In-charge**
(Marketing Offices /Project sites / Construction sites / other Offices)

**NGMC**

**District Authority/Fire Services as per emergency plan for seeking necessary help**

**Concerned ED & Directorate at CO**

**SMS and Voice Telephony to:**
- ED (O&M-CO)
- ED (HR)
- HOD (HSE)
- ED (Mktg) / ED (Proj.)
- SO of Concerned Director

Note:

- It is applicable to sites/office buildings, etc those have not covered under Incident Reporting System as per the OISD/PNGBR/DMP.
- Incident to be reported in case of any Fire, Explosion, Disaster, Accident, or any other Emergency situation.

**NGMC Contact Details:** HBJ No.: 869-10330/10331
P/T No.: 0120-2550957
Mb. No.: 09643824280
E-mail: ngmc@gail.co.in
FIRST INFORMATION REPORT
(Incident / Abnormal Occurrence)

Date: __________________________
Time: __________________________

Ref. No. .............

(a) Location of incident
(b) Information received from
(c) Date & Time of receipt of information
(d) Information received by
(e) Date & time of Incidence as reported
(f) Description / Narration of Incidence

(g) Injury
(h) Loss to life / Property*
(i) Loss of Production / Sales*
(j) Category of Incident as per ERDMP Regulation/OISD GDN. (Level-I / Level-II / Level-III) / (Minor / Major)

Signature (OIC):- __________________________
Name: __________________________
Designation: __________________________

* Optional fields

Note:
1. Site OIC will generate First Information Report (FIR) immediately - not later than 02 hours from time of incidence, in GAIL’s Standard format and forward to - NGMC, Respective ED/CGM (O&M) and HOD (HSE).
2. NGMC: Level - I, GAIL FIR will forward to - SOs of Full time Directors and CMD.
3. NGMC: Level - II/III, GAIL FIR will forward to - SOs of Full time Directors and CMD, Full time Directors and CMD.
4. Signature is not required in SAP generated FIR.
As per ERDMP regulation of PNGRB:

Emergencies can be categorized into three broad levels on the basis of seriousness and response requirements, namely:

1. **Level—I**: This is an emergency or an incident which
   (i) can be effectively and safely managed, and contained within the site, location or installation by the available resources;
   (ii) has no impact outside the site, location or installation

2. **Level—II**: This is an emergency or an incident which—
   (i) cannot be effectively and safely managed or contained at the location or installation by available resource and additional support is alerted or required;
   (ii) is having or has the potential to have an effect beyond the site, location or installation and where external support of mutual aid partner may be involved;
   (iii) is likely to be danger to life, the environment or to industrial assets or reputation.

3. **Level—III**: This is an emergency or an incident with off-site impact which could be catastrophic and is likely to affect the population, property and environment inside and outside the installation, and management and control is done by district administration. Although the Level-III emergency falls under the purview of District Authority but till they step in, it should be responsibility of the unit to manage the emergency.

**Note:**
*Level-I and Level-II shall normally be grouped as onsite emergency and Level-III as off-site emergency.*
# Format for FIR on Major Incidents to OISD

<table>
<thead>
<tr>
<th>1. Name of reporting Organisation</th>
<th>2. Sector (Refinery / Gas Processing / PPL / E&amp;P / MKTG POL / MKTG LPG)</th>
</tr>
</thead>
<tbody>
<tr>
<td>3. Location</td>
<td></td>
</tr>
<tr>
<td>4. Date of Incident</td>
<td>5. Time of Incident</td>
</tr>
<tr>
<td>6. Fire / Accident</td>
<td>7. Duration of fire – Hrs / Min</td>
</tr>
<tr>
<td>8. Whether plant shutdown/cause outage of the facility?</td>
<td>Yes/No</td>
</tr>
<tr>
<td>9. Reason for categorization as Major incident (Tick one or more from the factors mentioned below)</td>
<td></td>
</tr>
<tr>
<td>a. Fatality/permanent loss of body part or permanent disability</td>
<td></td>
</tr>
<tr>
<td>b. Shutdown of plant/facility</td>
<td></td>
</tr>
<tr>
<td>c. Blow out or explosion</td>
<td></td>
</tr>
<tr>
<td>d. Fire more than 15 minutes duration</td>
<td></td>
</tr>
<tr>
<td>e. Failure of rig critical equipment like draw-works</td>
<td></td>
</tr>
<tr>
<td>10. Fatalities (in Nos.)</td>
<td>a) Employees =</td>
</tr>
<tr>
<td></td>
<td>b) Contractor =</td>
</tr>
<tr>
<td></td>
<td>c) Others =</td>
</tr>
<tr>
<td>11. Brief Description of the Incident including post incident measures, (if any) in separate signed sheet</td>
<td>12. Ref No. and Date of the attachment</td>
</tr>
<tr>
<td>13. Whether similar Incident has occurred in past at the same location, If yes, give brief description of the incident and attach details in separate sheet</td>
<td></td>
</tr>
</tbody>
</table>

**As per OISD:** An Incident shall be treated as Major if any of the following occurs:

1. Any Incident of Fire not extinguished in 15 minutes
2. Any Incident causing Shut down of operations on account of fire/explosion/blow out/leakage
3. Any Incident causing Financial loss above Rs. 20.0 lakhs
4. Any Incident leading to Fatality(s) within plant / location premises
5. Any Incident causing Major loss of containment and having adverse impact outside the plant / location premises including disaster defined under Section 2(d) of DMP Act 2005.
6. Any Incident of Road accidents (during transportation of Petroleum products) resulting in fire/explosions which in turn leads to fatality(s)
7. Any Incident not covered above in serial no. 1 to 6 but which gets reported in national media within 24 hours of its occurrence
8. Any Incident leading to Permanent loss of body part and / or permanent disability within plant / location premises
9. Cumulative man-hours lost, within plant / location premises is more than 500 hrs

**Note:**

1. NGMC: OISD FIR will be forward to - SOs of Full time Directors and CMD. Full time Directors and CMD and ED OISD within 24 hours from time of incidence through e-mail after due concurrence of HOD (HSE) with a copy to HOD (HSE) and ED (O&M-CO)/ED (NR)/ED (PC-CO) as applicable.
2. This is First Information Report only. To be followed up subsequently with a detailed investigation report to OISD and inclusion in quarterly incident report in prescribed Incident Reporting format (OISD).
### FORMAT FOR INCIDENT REPORTING TO PNGRB
(Schedule-VI, Regulation 23)

<p>| | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Organization</td>
<td>2. Sector</td>
</tr>
<tr>
<td>3. Location</td>
<td>4. Incident Sr. no</td>
</tr>
<tr>
<td>5. Date of Incident</td>
<td>6. Time of Incident</td>
</tr>
<tr>
<td>7. Major / Minor / Near miss</td>
<td>8. Report - Preliminary / Final</td>
</tr>
<tr>
<td>9. Fire / Accident</td>
<td>10. Duration of fire – Hrs / Min</td>
</tr>
<tr>
<td>11. Type of incident with loss of life/ injury; Fire, Explosion, Blowout, Electrocution, Fall from Height, Inhalation of Gas, Driving, Slip/Trip, Others, NA</td>
<td></td>
</tr>
<tr>
<td>12. Location of the Incident (Name of the Plant / Unit / Area / Facility / Tank farm / Gantry / Road / parking area etc.)</td>
<td></td>
</tr>
<tr>
<td>13. Whether plant shutdown / caused outage of the facility? Yes / No.</td>
<td></td>
</tr>
<tr>
<td>14. Fatalities nos.</td>
<td>a) Employee =</td>
</tr>
<tr>
<td>15. Injuries nos.</td>
<td>b) Contractor =</td>
</tr>
<tr>
<td>16. Man-hours Lost</td>
<td>a) Employee =</td>
</tr>
<tr>
<td>17. Direct Loss due the incident (Rs in Lacs), Loss to equipment /Machinery as per Insurance claim etc.</td>
<td></td>
</tr>
<tr>
<td>18. Indirect Losses: Through Put / Production Loss, etc.</td>
<td></td>
</tr>
<tr>
<td>19. Status of the Facility: Construction / Commissioning / Operation /Shutting down / Turn around, Maintenance / Startup / Any other</td>
<td></td>
</tr>
<tr>
<td>20. Brief Description of the Incident including post incident measures. (Attach details in separate sheet)</td>
<td></td>
</tr>
<tr>
<td>21. Whether Similar Incident has occurred in past at the same location, If yes, give brief description of the incident and attach details in separate sheet.</td>
<td></td>
</tr>
<tr>
<td>22. Whether Internal Investigation has been completed. If no, likely date by which it will be completed.</td>
<td></td>
</tr>
<tr>
<td>23. Whether internal investigation report (Major Incident) has been submitted to PNGRB. If no, likely date by which it will be submitted.</td>
<td></td>
</tr>
<tr>
<td>24. Cause of the Incident (Tick the most relevant cause preferably one, maximum two)</td>
<td></td>
</tr>
<tr>
<td>a) Deviation from Procedures</td>
<td>i) Not using the PPE</td>
</tr>
<tr>
<td>b) Lack of Job knowledge</td>
<td>j) Equipment failure</td>
</tr>
<tr>
<td>c) Lack of supervision</td>
<td>k) Poor design /Layout etc</td>
</tr>
<tr>
<td>d) Improper Inspection</td>
<td>l) Inadequate facility</td>
</tr>
<tr>
<td>e) Improper Maintenance (Mech/Elec/Inst)</td>
<td>m) Poor house keeping</td>
</tr>
<tr>
<td>f) Improper material handling</td>
<td>n) Natural Calamity</td>
</tr>
<tr>
<td>g) Negligent Driving</td>
<td>o) Pilferage / Sabotage</td>
</tr>
<tr>
<td>h) Careless walking/climbing etc</td>
<td>p) Any other (give details)</td>
</tr>
<tr>
<td>25. Cause of leakage - Oil, Gas or Chemical (Tick one only)</td>
<td></td>
</tr>
<tr>
<td>a) Weld leak from equip / lines</td>
<td>e) Leakage due to improper operation</td>
</tr>
<tr>
<td>b) Leak from flange, gland etc.</td>
<td>f) Leak due to improper maintenance</td>
</tr>
</tbody>
</table>
c) Leak from rotary equipment  
   g) Normal operation-Venting/drainage
   d) Metallurgical failure  
   h) Any other

**26. Cause of Ignition leading to fire (Tick only one cause)**

<table>
<thead>
<tr>
<th>(a) Near to hot work</th>
<th>(f) Static Electricity</th>
</tr>
</thead>
<tbody>
<tr>
<td>(b) Near to furnace / flare etc.</td>
<td>(g) Hammering / Fall of object</td>
</tr>
<tr>
<td>(c) Auto-ignition</td>
<td>(h) Heat due to friction</td>
</tr>
<tr>
<td>(d) Loose electrical Connection</td>
<td>(i) Lightning</td>
</tr>
<tr>
<td>(e) Near to hot surface</td>
<td>(j) Any other (pyrophoric etc.)</td>
</tr>
</tbody>
</table>

**27. Was the incident Avoidable?**  
(Yes / No)

**28. The incident could have been avoided by the use of/or by;**  
(Tick the most relevant point preferably one, maximum two)

<table>
<thead>
<tr>
<th>(a) Better supervision</th>
<th>(f) Personal Protective Equipment</th>
</tr>
</thead>
<tbody>
<tr>
<td>(b) Adhering to specified operating procedure</td>
<td>(g) Better equipment</td>
</tr>
<tr>
<td>(c) Imparting Training</td>
<td>(h) Management Control</td>
</tr>
<tr>
<td>(d) Giving adequate time to do the activity through proper planning.</td>
<td>(i) Adhering to specified maintenance procedure</td>
</tr>
<tr>
<td>(e) Adhering to the work permit system</td>
<td>(j) Adhering to specified Inspection / Testing procedures.</td>
</tr>
</tbody>
</table>


k) Any other information:

---

**Guidelines for filling the Incident Report:**

1. All Major, Minor and Near miss incidents shall be reported in the quarterly report.
2. Incident Reporting form shall be filled up for all Major, Minor and Near miss Incidents.
3. Summary report shall be enclosed with every quarterly report.
4. Investigation shall be carried out for all Major, Minor and Near miss Incidents.
5. Investigation report of all Major incidents shall be submitted to PNGRB. An incident shall be treated as Major if any of the following occurs:
   - Fire for more than 15 minutes
   - Explosion/Blowout
   - Fatal Incident
   - Loss above Rs. 10.0 Lac
   - Cumulative man hours lost more than 500 hrs.
   - Plant Shutdown/Outage due to the incident
6. Loss time Incident shall be monitored till the affected person joins duty. In case the affected person is yet to join the duty, then the status of report submitted will be preliminary. Final report against the same incident shall be sent once he joins duty and man-hours lost are known.
7. All columns must be filled up.
8. For any additional information use separate sheets as required.
9. Quarterly report shall be sent to PNGRB within 15 to 30 days of end of quarter.
10. Immediate reporting of incident through fax/telephone shall continue as per prevailing system.

**Signature of Occupier**

**Name**

**Designation of the Occupier/Manager**
Incident Reporting and Generation of FIR in SAP

- Login SAP-EHS Management using **T-Code** ‘NBWC’ with SAP user ID & Password.
- Click on the Role ‘ZO_EHSM_IM_PROCESSOR’ (Incident/Incident Safety Observation Processor Roles).
- Click on **Work Item** for further processing of Incident and new window for incident open for filling the incident details.

Assign ‘**Incident Group**’, ‘**Regulation**’ and Update ‘**Basic Information**’ by selecting the relevant Tab.
- Enter free Text Field ‘**Incident Informed By**’ and specify primary source of information of Incident.
- Enter **Date / Time** of Incident informed by primary source.
- Enter information in ‘**Regulatory Information Tab**’.
- Enter applicable information in ‘**Loss of Life / Property** and **Loss of Production / Sales**’ Tab.
- Go to Reports/ Documents Tab and click on ‘**Add Button**’. Select the **GAIL Incident FIR** to be generated and click on **OK**. FIR of Incident will be generated with unique Incident ID.
- Take print of Incident FIR and forward the same as the Incident Reporting System (IRS).
- Investigate the Incident as per the IRS and process the incident with same Incident ID.
- Upload the Incident Investigation Committee report, Evidences, Photo, etc.
- Update the status of Incident Recommendations in SAP as and when required.

**Note:**
- **OIC’s and HoD (F&S) of work centres are authorised to generate the Incident FIR in SAP. FIR only be generated through SAP, if incident is reported in SAP.**
Annexure - V

Automated System for SMS and Voice Call through GAILnet

- Login GAIL Intranet
- Click DEPARTMENTS and open HSE Department webpage
- Click Incident Reporting System Tab from the Top Menu Bar
- Login Incident Reporting System with respective user ID & Password.
- A successful login takes you to the Dashboard of Incident Reporting System (IRS) where you have access to SMS and Voice Call broadcasting facility to mapped groups or individuals.

1. **Procedure for Incident Reporting through SMS:**
   - Select SMS Tab from the Top Menu Bar.
   - Select recipient category (SMS to Individuals or SMS to Group) from drop down to which message to be sent.
   - **For SMS to Individuals:** Enter Mobile Numbers of Individuals separated by comma in given box.
   - **For SMS to Group:** Select the recipient Group as applicable from drop down.
   - Select SMS Type as applicable from drop down.
   - Write down message in given box for SMS Text. Message should be short, crisp & clear as much possible.
   - Re-check & verify the message again and click Send SMS tab to send message.
   - Click SMS tab again and select SMS Delivery Report for message delivery report. Delivery report may be refreshed for current delivery status by clicking REFRESH BUTTON.

2. **Procedure for Incident Reporting through Voice Call:**
   - Select Voice Call Tab from the Top Menu Bar.
   - Select recipient category (Voice Call to Individuals or Voice Call to Group) from drop down to which voice message to be sent.
   - **For Voice Call to Individuals:** Enter Mobile Numbers of Individuals separated by comma in given box.
For Voice Call to Group: Select the recipient Group as applicable from drop down.
Select Voice Call Type as applicable from drop down.
Write down message in given box for Voice Text. Voice Text message should be short, crisp & clear as much possible.
Re-check & verify the message again and click MAKE VOICE CALL tab to send message.
Click Voice call tab again and select Voice Call Delivery Report for voice call delivery report. Delivery report may be refreshed for current delivery status by clicking REFRESH BUTTON.

3. Procedure for Edit Group:
Select MANGE GROUP Tab from the Top Menu Bar.
Select the Group from drop down to which group members to be added or removed.
For ADD MEMBER: Enter Member details and click Add Member Tab.
For REMOVE MEMBER: Select the member and click Remove Member Tab.
Click SHOW DETAILS for checking Group details.

INFORMATION:
Various information related to Incident Reporting System (IRS) are available under this head. You may explore the related updated information.

CONTACT US:
For any Technical and Operational Assistance Required, click “Contact Us” Tab from Top Menu and get details as desired.

Note:
Incident reporting system will not be available between 02:00 Hrs to 05:00 hrs on every Sunday for scheduled back up. During this period only, site shall use earlier Unicel Portal (www.unicel.in) as standby portal. Detailed information also available on IRS home page. It is suggested that group contact details should also be saved in computer for copy the details while using Unicell portal and testing should be done on regular interval to aquainted with the stand by system.
GAIL (India) Limited
Corporate HSE Department

Revision of Incident Reporting System Document, Jan. 2019

Revision -05
Edition: January, 2019

Details of Important/Major Changes made in Revised ‘Manual on Incident Reporting System (IRS)’ are tabulated below:

<table>
<thead>
<tr>
<th>SN</th>
<th>Page No.</th>
<th>Details of Changes</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td>10-11</td>
<td>Revision of communication flows of additional events as per Disaster Management plan</td>
</tr>
<tr>
<td>2.</td>
<td>15-16</td>
<td>Revision of communication flows of Information during Mock drill- level-I&amp;II and Level-III.</td>
</tr>
<tr>
<td>3.</td>
<td>18</td>
<td>Sentence incorporated in FIR Format: “Signature is not required in SAP generated FIR”</td>
</tr>
<tr>
<td>4.</td>
<td>23</td>
<td>Procedures for ‘SMS and Voice call system’ added as Annexure-IV</td>
</tr>
<tr>
<td>5.</td>
<td>24-25</td>
<td>Procedures for ‘Generation of FIR in SAP’ added as Annexure-V</td>
</tr>
</tbody>
</table>