In Conversation with Sanjay Kumar Jha, Executive Director & Head, City Gas Distribution, IOCL

Please share a bit about IOCL's city gas distribution business.

Indian Oil Corporation Limited (IOCL) entered into the city gas distribution business in 2018, with the intent of becoming a true energy company, wherein it is able to provide all kinds of energy solutions to a consumer. The company along with its 2 JVCs is now present in 49 Geographical Areas (GAs) in 105 Districts across 21 States and UTs. This makes it one of the most significant CGD players in the country. On a standalone basis, Indian Oil now has a presence in 26 GAs and 75 Districts spread across 11 states & UT. Indian Oil is now proactively expanding its natural gas infrastructure. This creation of a natural gas ecosystem is in sync with Govt of India's thrust on promoting a gas-based economy which will reduce environmental pollution. A cost-effective fuel will also act as a catalyst for overall economic development.

How is GIS helping IOCL in its CGD business?

City gas distribution networks require the laying of pipelines within the city. GIS aids in identifying the exact location of underground assets that need to be taken care of while laying the pipelines. It plays a vital role in pipeline management by providing a comprehensive view of the pipeline network, including its location, condition, and associated data. It helps in monitoring pipeline integrity, identifying potential hazards, planning maintenance activities, and ensuring compliance with safety regulations. GIS provides a solution for identifying the location of our assets because as a part of the city gas distribution network, we are creating many assets. At IOCL, we have been using GIS in the city gas distribution networks from the very beginning. GIS Systems are also helping us to get real-time progress updates on projects. GIS serves as a powerful tool for optimizing the planning, design, operation, and management of our CGD networks, enabling us to deliver safe, reliable, and efficient energy services to the communities.

How is GIS helping you to provide better customer service?

We aim to have as many customers as possible in our retail outlets. Our SAP system, when coupled with GIS, helps us to identify potential customers and deliver readymade solutions through GIS to them. In the cities where we are doing CGD business, we have identified retail outlets where we will have a CNG dispensing facility. Since all these things are mapped on our network, if anyone wants to know which Indian Oil petrol pump is catering to CNG, they can get this information through the GIS System, which is available on mobile also.

Why have you chosen Esri's technology for managing your CGD networks?

Esri's ArcGIS is a proven technology. It has been adopted by all reputed companies. So, this gives us the confidence that we are using the best technology. The integrity and safety of the software is high. With Esri's software in use, we are confident that our data is safe.