

Integrated Management System
Document Approval Request



GUJARAT GAS

Document no.	Document Title				No. of pages
HSE-P-08	Procedure For Contractor Performance Assessment				16
ISO 9001 Cl. No	8.4, 6.1, 8.7	ISO 45001 Cl. No	8.1.4	ISO 14001 Cl. No	8.1
PNGRB standard	-	Any other Standard / Code reference		-	

Revision no.	Type of Document	Release Date	Review Responsibility Designation & Department
05	Issued for use – Revised Document	25.10.2021	VP - HSE & AI
04	Issued for use – Revised Document	15.01.2021	
03	Issued for use – Revised Document	21.01.2020	
02	Issued for use – Revised Document	26.07.2018	
01	Issued for use – Revised Document	25.09.2017	
00	Issued for use – New Document	19.01.2016	

Rev. No.	Clause no.	Description of Change	Justification
05	6.2.6 & Table-1 Annexure-1,2,4	<ul style="list-style-type: none"> Inclusion of requirement of penalty deduction as per T&C of contract Inclusion of actions in case of repeated zero score in any assessment criteria of CPAR Revision of formats to include performance categories 	<ul style="list-style-type: none"> Actions against non-performance Actions against repeated non-performance against any criteria Record performance categories and initiate actions
04	6.2.1 & Annexure-1 6.2.2 & Annexure-4 6.2.1 & 6.2.2 Table-1	<ul style="list-style-type: none"> change in weightages of different aspects Inclusion of specific CPAR format for MCV contracts Performance score reduction in case of injury incidents Change in performance category levels & actions 	<ul style="list-style-type: none"> to enhance focus on business target delivery to evaluate performance of MCV contractors linkage of CPAR score with injury cases making it more stringent
03	6.2.1 & Annexure-1 6.2.2 & Annexure-2	<ul style="list-style-type: none"> Change in weightage of lifesaver compliance & business performance to incorporate material delivery Change in responsibility of conducting CPAR for admin contracts from GA to Ops level 	<ul style="list-style-type: none"> Include material delivery within timeline as a performance criteria of contractor For feasibility of conducting CPAR for centralized admin contracts
02	1, 5, 6, 8, 9 Table-1	<ul style="list-style-type: none"> Scope revised to include assessment of Admin related service contracts (Security, Vehicle Hiring, Housekeeping) & TPI & CS defining categories of performance and associated actions Revision of existing CPAR Format 	<ul style="list-style-type: none"> Enhancing scope to have performance evaluation of Admin contracts & TPI, CS Improving understanding of the performance through categorization
01	6.2.4, 6.2.5, 8.0	<ul style="list-style-type: none"> Summary of Contractor Performance assessment (CPA) results to be submitted to Ops Head Linkage of CPAR with tendering process established 	<ul style="list-style-type: none"> CPA results is to be reviewed during Operations HSE review meeting To avoid non-performing contractor

	Revised by	Reviewed by	Approved by	Released by
Designation & Dept.	DM – HSE & AI	VP – HSE & AI VP – TS & CNG Projects Ops Head – 1 & 3 Ops Head – 2 Head GA's of Punjab & Haryana SVP – Materials SVP – Operations ED – HR & Admin ED – Finance & Materials, CFO	EVP – Operations	MR
Name	Pramath Shailesh	Kishor Bhojawala Upendra Sharma Alkesh Desai Sanjay Ramji Dipen Chauhan B. Gheewala Nitin Mehta Peeush Upadhyay Nitesh Bhandari	Yogiraj Navathe	Kishor Bhojawala

DAR No. 2021/028
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Approval Note/Document : Procedure for Contractor Performance Assessment

Approval Note/Document Ref. No. : HSE-P-08 Rev 05

Proposed by : Pramath Shailesh

Proposed On: 01-Oct-2021

Approval details:

Action	Action By	Sign	Date	Remarks
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1. Scope:

This procedure is applicable for performance evaluation of identified contractors/service providers and Third Party Inspector (TPI), Construction Supervisor (CS).

Contracts related to below activities/services are covered under the scope of this procedure:

- Steel Pipeline Project & Construction Contracts
- Steel Pipeline O&M Contracts
- PE-PNG Project & Construction Contracts
- PE-PNG O&M Contracts
- CNG Projects Contracts
- CNG O&M Contracts
- CNG Transportation Contracts
- Administration – Security, Vehicle Hiring and House Keeping Service Contracts
- PNG-CNG - Third Party Inspector (TPI), Construction Supervisor (CS)

2. Objective:

The objective of this procedure is;

- To monitor the performance of identified Contractors / Service providers in terms of compliance with all applicable GGL policies, processes, standards, procedures, guidelines and other Contractual obligations related to QHSE and Project/task delivery
- To monitor the individual performance of TPI and CS deployed by the service provider
- Adopting systematic approach for continual improvement of Contractor's/Service Provider's performance to bring in qualitative deliveries and quantitative efficiencies
- To provide inputs in tendering process to filter-out non-performing contractors/service providers

3. Definitions & Abbreviations:

PNG	: Piped Natural Gas
CNG	: Compressed Natural Gas
CPAR	: Contractor Performance Assessment Report
ER	: Evaluation Report
HSE	: Health, Safety and Environment
O&M	: Operations & Maintenance
TPI	: Third Party Inspector
CS	: Construction Supervisor
LTI	: Loss time Injury Case
MTC	: Medical Treatment Case
T&C	: Terms & Conditions

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4. Reference:

Nil

5. Responsibility:

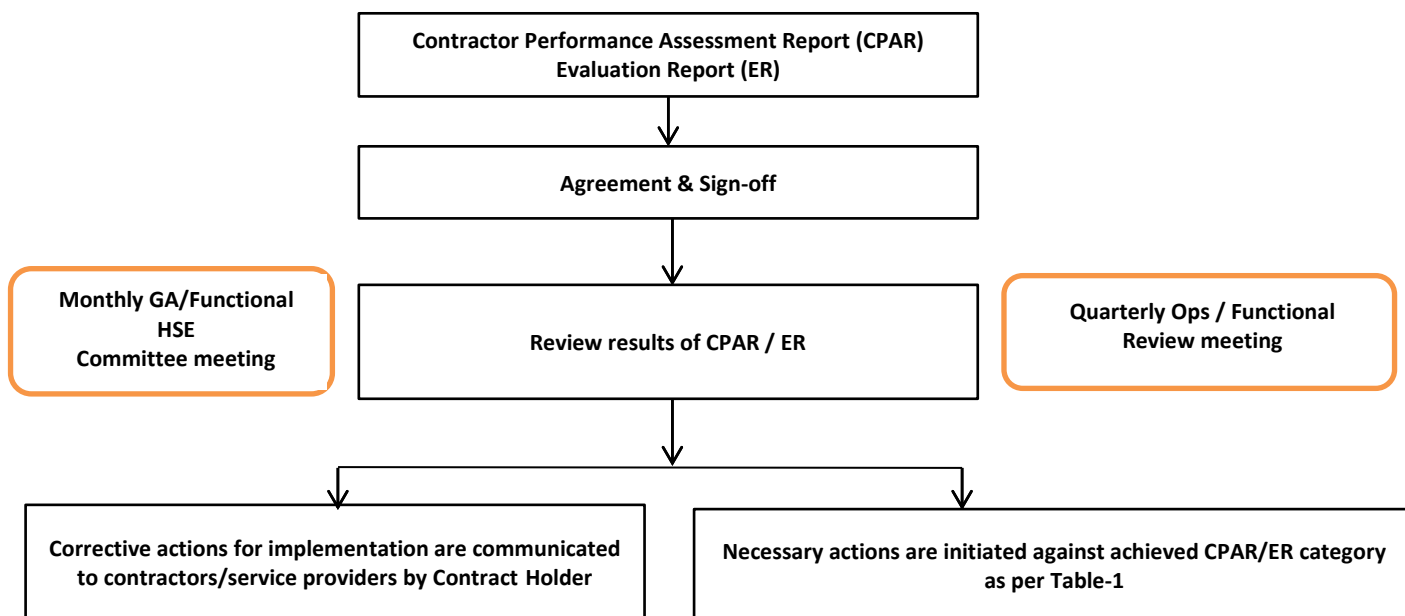
Overall responsibility of implementation of this guideline lies with GA Head/Functional Head.

Contract Holder/Ops Admin SPOC has to ensure that Contractors/Service providers involved in works or services are informed about the need for compliance with requirements of GGL procedures, guidelines and contractual terms & conditions at the time of Kick-off meeting.

Record of Contractor Performance Assessment/Evaluation Report needs to be maintained by individual GA/Functions.

Summary sheet (Annexure-4) consisting of score (%) to be submitted by GA Head/Function Head to Corporate HSE/AI dept. on a monthly basis.

6. Process Flow:



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Procedure Steps:

Sr. #	Description	Responsibility	Reference
6.1	Contractor Performance Requirements		
6.1.1	All applicable requirements of GGL are included in relevant Scope of work documents for the award of the contract	Technical Services Department	
6.1.2	All applicable requirements for the contract/service contract are communicated to Contractors/Service providers prior to implementation of contract/service contract (Preferable during Kick-off meeting)	GA Head/ Functional Head	Tender Document/ Contract
6.2	Performance Assessment Criteria and Methodology		
6.2.1	<p>For CNG, PNG - Projects & O&M Contracts:</p> <p>Contractor's/Service provider's performance data are captured on monthly basis as per CPAR (Contractor Performance Assessment Report) format.</p> <ul style="list-style-type: none"> • Business Performance – 70% Weightage • Contract Management – 5% Weightage • Quality Control – 5% Weightage • HSE Compliance – 10% Weightage • GGL Lifesaver Compliance – 5% Weightage • Key Performance – 5% Weightage <p>Note-1:</p> <ol style="list-style-type: none"> 1. Less than 40% marks in Business Performance (A) Target shall lead to Over-all CPAR score reduced to 0% 2. Less than 50% compliance in HSE + Lifesaver requirement (D+E) shall lead to Over-all CPAR score reduced to 50% 3. Any fatality incident on GGL site shall lead to Over-all CPAR score reduced to 0% 4. Any LTI incident on GGL site shall lead to Over-all CPAR score reduced by 50% of obtained score 5. Any MTC incident on GGL site shall lead to Over-all CPAR score reduced by 25% of obtained score 	<p>Lead by: Contract Holder</p> <p>Support by: Location HSE Representative</p>	Annexure-1 CPAR – Technical Contracts
6.2.2	<p>For CNG transportation Contracts:</p> <p>Contractor's/Service provider's performance data are captured on monthly basis as per CPAR (Contractor Performance Assessment Report) format.</p> <ul style="list-style-type: none"> • Business Performance – 40% Weightage • Contract Management – 15% Weightage • Quality Control – 15% Weightage • HSE Compliance – 20% Weightage 	<p>Lead by: Contract Holder</p> <p>Support by: Location HSE Representative</p>	Annexure-4 CPAR – CNG Transportation Contracts

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Sr. #	Description	Responsibility	Reference
	<ul style="list-style-type: none"> Key Performance – 10% Weightage <p>Note-2:</p> <ol style="list-style-type: none"> Less than 50% compliance in HSE shall lead to Over-all CPAR score reduced to 50% Any fatality incident shall lead to Over-all CPAR score reduced to 0% Any LTI incident shall lead to Over-all CPAR score reduced by 50% of obtained score Any MTC/major MCV accident/MCV toppling incident shall lead to Over-all CPAR score reduced by 25% of obtained score 		
6.2.3	<p><u>For Admin – Service Contracts:</u></p> <p>Contractor's/Service provider's performance data are captured on monthly basis for Corporate & Operations (1, 2 & 3 each) as per CPAR (Contractor Performance Assessment Report) format.</p> <p>The CPAR format contains four different performance descriptions (Categories/Aspects). The overall point rating is the summation of the point ratings given for the following assessment criteria;</p> <ol style="list-style-type: none"> Quality Control – 20% Weightage HSE Compliance – 20% Weightage Contract Management – 45% Weightage Key Performance – 15% Weightage <p>Note-3:</p> <ul style="list-style-type: none"> GA admin in-charge to send CPAR related details from their respective GA for compilation to their Ops Admin SPOC. Ops Admin SPOC to collate the details received from all GA of their respective operations and carry out CPAR based on the same. 	<p>Lead by: Ops/Corp Admin SPOC</p> <p>Support by: GA Admin In-charge</p>	<p>Annexure-2 CPAR format for Security, Housekeepin g & Vehicle Hiring services</p>
6.2.4	<p><u>For CNG, PNG - Third Party Inspector (TPI), Construction Supervisor (CS):</u></p> <p>Performance of individual TPI & CS is evaluated and data are captured on quarterly basis as per Evaluation Report (ER).</p> <p>ER format contains three different performance descriptions (Categories/Aspects). The overall point rating is the summation of the point ratings given for the following assessment criteria;</p> <ol style="list-style-type: none"> Personal Qualities – 30% Weightage HSE Compliance – 30% Weightage Overall Contribution to Organisation – 40% Weightage 	<p>Lead by: Contract Holder</p> <p>Support by: Location HSE Representative</p>	<p>Annexure-3 ER Format</p>

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6.2.5	<p>It is ensured that CPAR and ER are carried out as per below frequency or before the completion of Contract whichever is earlier for each contract. (Refer #Notes)</p> <ul style="list-style-type: none"> CPAR – Technical Function & CNG Transportation contracts - monthly CPAR – Admin – Security, House Keeping and Vehicle Hiring service contracts - Monthly ER – TPI & CS (Individuals) - quarterly <p>Corrective actions are communicated to Contractors/Service providers/TPI/CS for implementation.</p>	GA Head / Function Head	Annexure-1, 4 Annexure-2 Annexure-3
6.2.6	<p>Based on the CPAR score, Contractor's/Service Provider's performance is rated as one of the below mentioned four categories:</p> <ol style="list-style-type: none"> Exceptional Performance Satisfactory Performance Below Satisfactory Performance Poor Performance <p>Actions are finalised based on the category of the performance rating as defined in Table-1 and implemented.</p>	GA Head / Function Head	Table-1
6.2.7	CPAR/ER results of different contracts are reviewed in monthly GA HSE Committee meeting/Functional Review Meeting.	GA Head / Function Head	
6.2.8	Summary of CPAR result is submitted to Corporate HSE every month for collation and further providing the same to Materials/TS/management as & when required.	GA Head / Function Head	Annexure-5
6.2.9	Summary of CPAR result is reviewed during Quarterly review meeting.	HoD	
6.2.10	Incorporate past overall CPAR score as applicable in to tendering process to filter-out non-performing contractors/service providers.	Technical Service Head / Function Head	

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#Notes:

SL.	Scenarios	CPAR to be conducted (Yes / No)	CPAR Score	Remarks
1	Work not allotted by GGL to contractor due to any internal/external reason (unavailability of permissions/ monsoon etc.) in that particular month	No	NA	
2	Mobilization period mutually agreed with GGL and no work allotted by GGL in that particular month	No	NA	
3	Delay in mobilization period which is not mutually accepted or agreed upon by GGL and work is allotted by GGL for that particular month	Yes	0 / As per CPAR scoring system	Work allotted and communicated by GGL to contractor to be used as a base to carry out CPAR
4	In case of no mobilization post kick-off meeting and work allotted to contractor for that particular month	Yes	0	Work allotted and communicated by GGL to contractor to be used as a base to carry out CPAR
5	In case of demobilization before end of contract which is not mutually accepted or agreed upon by GGL and work is allotted by GGL for that particular month	Yes	0	Work allotted and communicated by GGL to contractor to be used as a base to carry out CPAR
6	In case of no work done by contractor against the allotted work by GGL	Yes	0	
7	All other cases	Yes	As per CPAR scoring system	

Ensure below mentioned communication with contractor in regards to CPAR process:

- Work allotment by GGL & invitation for CPAR meeting to be formally communicated to contractor every month.
- Signed and scanned copy of CPAR form to be formally communicated to contractor owner on monthly basis.
- In case contractor does not attend CPAR meeting even after follow-up, the same to internally signed off, scanned and formally communicated to contractor Owner every month and the case is also escalated to OPS Head.

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Table-1

Categories		Definition	Action
1	Exceptional Performance	Performance meets QHSE, contractual and business targets/requirements > 90%	<ul style="list-style-type: none"> To justify an exceptional rating, identify multiple significant events/actions and mention how they were of benefit to the business of the company. Above all evidences need to be recorded in CPAR format.
2	Satisfactory Performance	Performance meets QHSE, contractual and business targets/requirements between 75% to 90%	<ul style="list-style-type: none"> To justify a satisfactory rating, identify a significant event and state how it was a benefit to the business of the company. Jointly sign-off on revise plan to achieve business target/KPI. Above all evidences need to be recorded in CPAR format.
3	Below Satisfactory Performance	<p>Performance meets QHSE, contractual and business targets/requirements between 60% to 75%</p> <p>Necessary actions being taken by the contractor/service provider to catch up revised targets/KPI were also below satisfactory.</p>	<ul style="list-style-type: none"> To justify a below satisfactory rating, identify and list out area of improvement. Jointly sign-off on revise plan to achieve business target/KPI. Issue a letter to contractor/service provider for improvement in low score area. Deduct penalty as applicable in line with T&C of the contract Above all evidences need to be recorded in CPAR format.
4	Poor Performance	<p>Performance meet some QHSE, contractual and business targets/requirements < 60%</p> <p>Reflects a serious problem in all front for which the contractor/service provider has not yet identified corrective actions.</p> <p>Proposed actions/catch up plan appears only marginally effective or was not fully implemented.</p>	<ul style="list-style-type: none"> To justify poor performance, identify a significant event in each category that the contractor had trouble and mention how it has impacted the business of the company. A Marginal rating should be supported by referencing the direct/indirect loss of business/target that notified the contractual deficiency (e.g. Management, Resources, Quantity, Quality, HSE, etc.). Meeting to be called with GA Head/Operations Head/Function Head for re-iterating the seriousness of issues with final commitment from contractor/service provider for improvement. Deduct penalty as applicable in line with T&C of the contract Contractor/service provider who got less than 60% CPAR Score in 3 successive months or less than 40% for successive two months... <ul style="list-style-type: none"> ✓ Issue a Show cause notice (copy to C&P dept.) to contractor on consistent deficiency in performance, signed by Operations Head/Group Head, re-iterating provision of the contract ✓ Contractor/service provider will be allowed to work for 90 days. During this period contractor can execute Job orders already placed on them and demonstrate improvement. ✓ In case if the response/performance of the contractor is still not satisfactory, respective GA/User Group to submit the appropriate proposal (e.g. contract termination) approved by Operations/User Group Head to Cross Functional Team (CFT). The proposal to be supported with all applicable documents such as letters, emails, Minutes of Meeting, response of contractor to the Show Cause Notice along with data (e.g. CPAR score, target vs actual work execution etc.) to establish continued non-performance of the contractor. ✓ Respective GA/User Group to co-ordinate with CFT for review of the proposal and present the CFT recommendation to Tender Committee (TC) for review and approval. ✓ Further actions to be initiated as per TC approval. In case of TC approval for Contract termination, Termination Notice to be issued by designated C&PR, in line with the Contract terms, in consultation with Legal Department.

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- Issue a warning letter to contractor/service provider to take immediate corrective actions covering points of CPAR where Zero “0” score is obtained for consecutively 3 months or more, in any individual assessment criteria of CPAR.
- Issuance of MEMO against non-compliances including defaults shall be decided by Contract Holder/Admin In-charge as per Annexure - 6
- If Contractor/Service provider reports any grievance on CPAR score, a committee formed by Operations Head / Function Head will review the CPAR score and recommend for revision if any for deciding further course of actions

7.0 Critical Requirements:

Quality	Environment	Occupational Health & Safety
Carry out CPAR/ER as per defined frequency	Carry out CPAR/ER as per defined frequency	Carry out CPAR/ER as per defined frequency
Actions based on CPAR/ER score	Actions based on CPAR/ER score	Actions based on CPAR/ER score

8.0 Key Performance Indicators:

Description of KPI	Target	Responsibility
CPAR/ER for all contracts under the scope of this procedure as per frequency	90%	Respective Ops Head / Head CNG Projects / Head - Admin

9.0 Records:

Record #	Title of the Record	Type of Record – Soft/Hard	Storage place	Retention period		Responsibility of maintaining Record
				Dept.	Archive	
HSE-F-28	Contractor Performance Assessment Report (CPAR) format	Hard copy	GA	1 year	3 years	Contract Holder
HSE-F-60	CPAR format – Security Services	Hard copy	GA/Corp. Admin	1 year	3 years	Ops & Corp - Admin SPOC
HSE-F-61	CPAR format – Vehicle Hiring Services	Hard copy	GA/Corp. Admin	1 year	3 years	Ops & Corp - Admin SPOC
HSE-F-62	CPAR format – Housekeeping Services	Hard copy	GA/Corp. Admin	1 year	3 years	Ops & Corp - Admin SPOC
HSE-F-65	Evaluation Report (ER)	Hard copy	GA	1 year	3 years	Contract Holder
HSE-F-66	CPAR format – CNG Transportation	Hard copy	GA	1 year	3 years	Contract Holder
HSE-F-49	CPAR Summary report	Hard copy	GA	2 year	5 years	GAH / Function Head
HSE-F-50	HSE MEMO	Hard copy	GA/Corp function	1 year	2 years	Contract Holder

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Annexure – 1 CPAR – Technical Contract


		Contractor Performance Assessment Report (CPAR)		Doc. No. : HSE-F-28 Rev. No. : 04 Eff Date : 01.11.2021	
GA / Function:		Month of Evaluation:			
Location:		Department:			
Type of Work/Services:		Work order number:			
Name of the Contractor / Firm:		Contractor Name:			
Contractor Work In-charge:		GGL Work In-charge:			
		Actual Marks	Maximum Marks	CATEGORY	Total Score
A. Business Performance (Weightage 70%)					
1	Business targets achieved within SLA or scheduled / agreed timelines	140	140	(Work Done/Work allotted)*140	
B. Contract Management (Weightage 5%)					
1	Timely deployment & mobilization of qualified, competent and trained manpower & equipment	2	2	Non-compliance/ Un-adherence Full compliance/ Adherence Not applicable	0 2 NA
2	Supply of materials and equipment as per contractual requirements within timelines	2	2		
3	Effective liaison with permission issuing authority / with private entity / other utilities	2	2		
4	Timely resolution of Complaints & settlement of all site issues	2	2		
5	Maintain complete records at the site & Submission of reports, Invoices / RA bills in time and promptly closing of queries	2	2		
C. Quality Controls (Weightage 5%)					
1	Quality of Workmanship / Job execution / Services	2	2	<90% compliance 90 - 99% compliance 100% compliance/ Adherence Not applicable	0 1 2 NA
2	Quality of Supervision, Inspection etc.	2	2		
3	Quality of Tools & Tackles, Equipment, Instruments used for GGL work	2	2		
4	Quality of materials used for GGL work (Supplied by Contractor)	2	2		
5	Proper storage and handling of materials & equipment at store, camp and at site	2	2		
D. HSE Compliance (Weightage 10%)					
1	Adherence to use of PPE's at site	4	4	Non-compliance/ Un-adherence Partial Compliance Full compliance/ Adherence Not applicable	0 2 4 NA
2	Immediate Incident reporting & management	4	4		
3	Proper Waste management (collection, storage and disposal)	4	4		
4	Minimum 2 Work place Inspection per month by Project Manager / Contractor owner & Reporting of minimum 2 numbers of job related Hazard / Near-miss per month	4	4		
5	No overdue actions from reported Hazard / Near-miss / WPI (Work Place Inspection) / Safety tour / Internal or External Audit Observations	4	4		
E. Life Saver (Weightage 5%)					
1	Compliance to GGL Life Savers	10	10	<80% compliance >=80% to <90% compliance >=90% compliance	0 5 10
F. Other Key Performance (Weightage 5%)					
1	Compliance with Statutory & Legal requirements	5	5	Non-compliance/ Un-adherence Full compliance/ Adherence Not applicable	0 5 NA
2	Closure of recommendation from previous month CPAR to the satisfaction of GGL	5	5	<80% closeout 80% - 90% closeout >90% closeout Not applicable	0 3 5 NA
NOTE : N/A (not applicable) should be used if the ratings are not going to be applied to a particular area for evaluation					
Total Actual Marks (A+B+C+D+E+F)		200			
Total Maximum Marks = All Applicable line items of (B*2 + C*2 + D*4 + F*5) + 10 + 140		200			
CPAR Score = Total Actual Marks / Total Maximum Marks x 100		100%			
Performance Category (as per Table-1 of HSE-P-08)		Exceptional <input type="checkbox"/>	Satisfactory <input type="checkbox"/>	Below Satisfactory <input type="checkbox"/>	Poor <input type="checkbox"/>
Recommendations for Improvements (to be reviewed next month):					
1					
2					
3					
Evaluator (GGL)		Contractor Representative			
Reviewed by GA / Function Team	Designation & Name	Signature & Date		Signature & Date	
	Work in charge				
	Technical / Function Manager				
	HSE Representative				
Approved by	GA Head / Function Head				

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Annexure - 2 CPAR – Administration Contracts

		Contractor Performance Assessment Report (CPAR) - Security Services		Doc. No. : HSE-F-60 Rev. No. : 03 Eff Date : 01.11.2021	
Operations (1/2/3) / Corporate:		Month of Evaluation:			
Locations:		Department:			
Name of the Service Provider:		Work order number:			
Contractor Work In-charge:		GGL Work In-charge:			
		Point Gained	Max. points	CATEGORY	Total Score
A. Quality Controls (Weightage 20%)					
1	Quality of Workmanship / Delivery of Services	5	5	Non-compliance/ Un-adherence	0
2	Quality of Supervision and Inspection	5	5	Partial Compliance/Adherence	3
3	Quality of trainers provided for On Job Training (OJT)	5	5	Full compliance/ Adherence	5
4	Professional conduct	5	5	Not applicable	NA
B. HSE Compliance (Weightage 20%)					
1	Basic Knowledge and understanding of HSE requirement of GGL	4	4	Non-compliance/ Un-adherence	0
2	Adherence to the requirement of use of PPE's	4	4	Partial compliance	2
3	Regular Health check up of people deployed at GGL sites	4	4	Full compliance / Adherence	4
4	Ensured participation of workmen in the training arranged by GGL	4	4	Not applicable	NA
5	Reporting of minimum 1 number of job related Hazard or Near-miss per month per GA	4	4		
C. Contract Management (Weightage 45%)					
1	Management and maintaining minimum deployment of qualified, competent and trained Security Personnel (Ex-service men)	3	3	Non-compliance/ Un-adherence Partial compliance Full compliance/ Adherence Not applicable	0 2 3 NA
2	Management and maintaining minimum deployment of qualified, competent and trained Security Personnel (Civilian)	3	3		
3	Management and maintaining minimum Man power bench strength	3	3		
4	Management and maintaining turn out of security personnel	3	3		
5	Timely deployment of additional resources as required	3	3		
6	Timely replacement of resources as required	3	3		
7	Timely replacement of non competent / unsuitable staff on instruction of GGL	3	3		
8	Adherence to rotation schedule	3	3		
9	Expedite & cooperate in the settlement of all site issues / disputes	3	3		
10	Notification to GGL in case of site specific deviation / security problems / threats	3	3		
11	Provide information promptly as required by GGL	3	3		
12	Maintain complete records of the site / location / station and regularly updating	3	3		
13	Submission of reports, bills, returns in time and promptly closing of queries	3	3		
14	100% attendance at meetings organized with GGL management	3	3		
15	Disbursement of Salary in time	3	3		
D. Other Key Performance (Weightage 15%)					
1	Compliance with Statutory & Legal requirements	5	5	Non-compliance/ Un-adherence Partial compliance Full compliance/ Adherence Not applicable	0 3 5 NA
2	Timely response and resolution of Complaints	5	5	<80% closeout 80% - 90% closeout >90% closeout Not applicable	0 3 5 NA
3	Closure of recommendation from previous CPAR to the satisfaction of GGL	5	5		
NOTE : N/A (not applicable) should be used if the ratings are not going to be applied to a particular area for evaluation					
Total Points Gain (A+B+C+D)		100			
Maximum Points = All Applicable line items of (Ax5 + Bx4 + Cx3 + Dx5)		100			
CPAR Score = Total Points Gain / Maximum Points x 100		100%			
Performance Category (as per Table-1 of HSE-P-08)		Exceptional <input type="checkbox"/>	Satisfactory <input type="checkbox"/>	Below Satisfactory <input type="checkbox"/>	Poor <input type="checkbox"/>
Recommendations for Improvements (to be reviewed next month):					
1					
2					
3					
4					
Evaluator (GGL)			Service Provider Representative		
	Designation & Name	Signature & Date		Designation & Name	Signature & Date
Prepared by	Ops/Corp. Admin SPOC				
Reviewed by	DM - Corporate HSE & AI				
Approved by	AVP - Admin				

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		Contractor Performance Assessment Report (CPAR) - Vehicle Hiring Services		Doc. No. : HSE-F-61	
				Rev. No. : 03	
				Eff Date : 01.11.2021	
Operations (1/2/3) / Corporate:		Month of Evaluation:			
Locations:		Department:			
Name of the Service Provider:		Work order number:			
Contractor Work In-charge:		GGL Work In-charge:			
		Point Gained	Max. points	CATEGORY	Total Score
A. Quality Controls (Weightage 20%)					
1	Quality of Operating fleet / vehicles	5	5	Non-compliance/ Un-adherence	0
2	Quality of driving	5	5	Partial Compliance/Adherence	3
3	Quality of supervision and vehicle management	5	5	Full compliance/ Adherence	5
4	Professional conduct & behavior of drivers	5	5	Not applicable	NA
B. HSE Compliance (Weightage 20%)					
1	Basic Knowledge and understanding of HSE & Safe driving requirement of GGL	4	4	Non-compliance/ Un-adherence	0
2	Adherence to GGL Lifesaver rules on Driving	4	4	Partial compliance	2
3	Regular Health check up of drivers	4	4	Full compliance / Adherence	4
4	Ensured participation of drivers in the defensive driving training arranged by GGL	4	4	Not applicable	NA
5	Availability of First aid kit with valid contents in vehicles	4	4		
C. Contract Management (Weightage 45%)					
1	Management and maintaining minimum deployment of vehicles	3	3	Non-compliance/ Un-adherence Partial compliance Full compliance/ Adherence Not applicable	0 2 3 NA
2	Management and maintaining minimum deployment of drivers	3	3		
3	Management and maintaining minimum vehicle bench strength	3	3		
4	Management and maintaining minimum driver bench strength	3	3		
5	Timely deployment of additional resources as required	3	3		
6	Timely replacement of resources as required	3	3		
7	Timely replacement of non competent drivers / unsuitable vehicles on instruction of GGL	3	3		
8	Timely & proper maintenance of vehicle with availability of Tools/Tackles and spare tyre	3	3		
9	Expedite & cooperate in the settlement of all issues / disputes	3	3		
10	Notification to GGL in case of any deviation/incident	3	3		
11	Provide information promptly as required by GGL	3	3		
12	Maintain complete records and regularly updating status/remarks	3	3		
13	Submission of reports, bills, returns in time and promptly closing of queries	3	3		
14	100% attendance at meetings organized with GGL management	3	3		
15	Disbursement of Salary in time	3	3		
D. Other Key Performance (Weightage 15%)					
1	Compliance with Statutory & Legal requirements related to vehicles and drivers	5	5	Non-compliance/ Un-adherence Partial compliance Full compliance/ Adherence Not applicable	0 3 5 NA
2	Timely response and resolution of Complaints	5	5	<80% closeout 80% - 90% closeout >90% closeout Not applicable	0 3 5 NA
3	Closure of recommendation from previous CPAR to the satisfaction of GGL	5	5		
NOTE : N/A (not applicable) should be used if the ratings are not going to be applied to a particular area for evaluation					
Total Points Gain (A+B+C+D)		100			
Maximum Points = All Applicable line items of (Ax5 + Bx4 + Cx3 + Dx5)		100			
CPAR Score = Total Points Gain / Maximum Points x 100		100%			
Performance Category (as per Table-1 of HSE-P-08)		Exceptional <input type="checkbox"/>	Satisfactory <input type="checkbox"/>	Below Satisfactory <input type="checkbox"/>	Poor <input type="checkbox"/>
Recommendations for Improvements (to be reviewed next month):					
1					
2					
3					
4					
Evaluator (GGL)			Service Provider Representative		
	Designation & Name	Signature & Date	Designation & Name	Signature & Date	
Prepared by	Ops/Corp. Admin SPOC				
Reviewed by	DM - Corporate HSE & AI				
Approved by	AVP - Admin				

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	Contractor Performance Assessment Report (CPAR) - Housekeeping Services		Doc. No. : HSE-F-62		
			Rev. No. : 03		
			Eff Date : 01.11.2021		
Operations (1/2/3) / Corporate:		Month of Evaluation:			
Locations:		Department:			
Name of the Service Provider:		Work order number:			
Contractor Work In-charge:		GGL Work In-charge:			
		Point Gained	Max. points	CATEGORY	Total Score
A. Quality Controls (Weightage 20%)					
1	Quality and timely delivery of Services	5	5	Non-compliance/ Un-adherence	0
2	Quality of Supervision and Inspection	5	5	Partial Compliance/Adherence	3
3	Proper storage and handling of material	5	5	Full compliance/ Adherence	5
4	Professional conduct & Behaviour	5	5	Not applicable	NA
B. HSE Compliance (Weightage 20%)					
1	Basic Knowledge and understanding of HSE requirement of GGL	4	4	Non-compliance/ Un-adherence	0
2	Adherence to the requirement of use of PPE's	4	4	Partial compliance	2
3	Regular Health check up of people deployed at GGL sites	4	4	Full compliance/ Adherence	4
4	Ensured participation of workmen in the training arranged by GGL	4	4	Not applicable	NA
5	Reporting of minimum 1 number of job related Hazard / Near-miss per month per GA	4	4		
C. Contract Management (Weightage 45%)					
1	Management and maintaining minimum deployment of Housekeeping staff	3	3	Non-compliance/ Un-adherence Partial compliance Full compliance/ Adherence Not applicable	0 2 3 NA
2	Management and maintaining minimum deployment of Supervisor	3	3		
3	Management and maintaining minimum supply of materials	3	3		
4	Management and maintaining minimum Man power bench strength	3	3		
5	Timely deployment of additional resources (staff & material) as required	3	3		
6	Timely replacement of non competent / unsuitable staff on instruction of GGL	3	3		
7	Maintaining cleanliness and hygienic conditions in office, canteen, washroom etc.	3	3		
8	Proper waste collection, disposal and overall waste management	3	3		
9	Expedite & cooperate in the settlement of all issues / disputes	3	3		
10	Notification to GGL in case of deviation / incident	3	3		
11	Provide information promptly as required by GGL	3	3		
12	Maintain complete records of the site / location / station and regularly updating status/remarks	3	3		
13	Submission of reports, bills, returns in time and promptly closing of queries	3	3		
14	100% attendance at meetings organized with GGL management	3	3		
15	Disbursement of Salary in time	3	3		
D. Other Key Performance (Weightage 15%)					
1	Compliance with Statutory & Legal requirements	5	5	Non-compliance/ Un-adherence Partial compliance Full compliance/ Adherence Not applicable	0 3 5 NA
2	Timely response and resolution of Complaints	5	5	<80% closeout 80% - 90% closeout >90% closeout Not applicable	0 3 5 NA
3	Closure of recommendation from previous CPAR to the satisfaction of GGL	5	5		
NOTE : N/A (not applicable) should be used if the ratings are not going to be applied to a particular area for evaluation					
Total Points Gain (A+B+C+D)		100			
Maximum Points = All Applicable line items of (Ax5 + Bx4 + Cx3 + Dx5)		100			
CPAR Score = Total Points Gain / Maximum Points x 100		100%			
Performance Category (as per Table-1 of HSE-P-08)		Exceptional <input type="checkbox"/>	Satisfactory <input type="checkbox"/>	Below Satisfactory <input type="checkbox"/>	Poor <input type="checkbox"/>
Recommendations for Improvements (to be reviewed next month):					
1					
2					
3					
4					
Evaluator (GGL)			Service Provider Representative		
	Designation & Name	Signature & Date	Designation & Name	Signature & Date	
Prepared by	Ops/Corp. Admin SPOC				
Reviewed by	DM - Corporate HSE & AI				
Approved by	AVP - Admin				


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Procedure for Contractor Performance Assessment

Annexure - 3 Evaluation Report (ER)

CNG, PNG - Third Party Inspector (TPI), Construction Supervisor (CS)

		<h2>Evaluation Report</h2>		Doc. No. : HSE-F-65	
				Rev. No. : 00	
				Eff Date : 01.08.2018	
GA / Function:		Month of Evaluation:			
Location:		Department:			
Name of the Service Provider:		Name of Person Evaluated:			
The purpose of evaluation is primarily to provide feedback on job performance and related issues					
		Point Gained	Max. points	CATEGORY	Total Score
A. PERSONAL QUALITIES (Weightage 30%)					
1	Job knowledge & Technical Competence	5	5	Below Expectations Average Satisfactory Not applicable	0 3 5 NA
2	Proactive Approach	5	5		
3	Problem solving & Decision making capability	5	5		
4	Punctuality in assigned job / work	5	5		
5	Customer Orientation	5	5		
6	Verbal & Written communication	5	5		
B. HSE COMPLIANCE (Weightage 30%)					
1	Basic Knowledge and understanding of HSE requirement of GGL	6	6	Below Expectations Average Satisfactory Not applicable	0 3 6 NA
2	Over all HSE compliance in his area of work/field	6	6		
3	Participation in training/meeting arranged by GGL	6	6		
4	Life Saver compliance in his area of work	6	6		
5	Reporting of minimum 2 number of job related Hazard or Near-miss per month	6	6		
C. OVERALL CONTRIBUTION (Weightage 40%)					
1	Adherence to GGL policy, procedures & guideline	4	4	Below Expectations Average Satisfactory Not applicable	0 2 4 NA
2	Quality of Supervision and Inspection	4	4		
3	Target Orientation & Meeting deadlines	4	4		
4	Focus on field and engagement with contractor/customers	4	4		
5	Expedite & coordinate for settlement of site issues / disputes	4	4		
6	Notification to GGL in case of site specific / work specific deviation	4	4		
7	Provide information promptly as required by GGL	4	4		
8	Maintain complete records of work and regularly updating status/remarks	4	4		
9	Submission of reports and promptly closing of queries	4	4		
10	Closure of recommendation from previous evaluation report to the satisfaction of GGL	4	4		
NOTE : N/A (not applicable) should be used if the ratings are not going to be applied to a particular area for evaluation					
Total Points Gain (A+B+C)		100			
Maximum Points = All Applicable line items of (Ax5 + Bx6 + Cx4)		100			
ER Score = Total Points Gain / Maximum Points x 100		100%			
Recommendations for Improvements (to be reviewed next month):					
1					
2					
3					
Evaluator (GGL)		Person Evaluated			
	Designation & Name	Signature & Date	Designation & Name	Signature & Date	
Reviewed by GA / Function Team	Contract Holder				
Approved by	GA Head / Function Head				

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Annexure – 4 CPAR – CNG Transportation Contracts


		Contractor Performance Assessment Report (CPAR) - CNG Transportation		Doc. No. : HSE-F-66 Rev. No. : 01 Eff Date : 01.11.2021	
GA / Function:		Month of Evaluation:			
Location:		Department:			
Type of Work/Services:		Work order number:			
Name of the Contractor / Firm:		Contractor Name:			
Contractor Work In-charge:		GGL Work In-charge:			
		Actual Marks	Maximum Marks	CATEGORY	Total Score
A. Business Performance (Weightage 40%)					
1	Management and maintaining availability of adequate numbers of MCV for operation as per GGL requirement	20	20	Availability of each vehicle/driver <85% hrs	0
2	Management and maintaining availability of adequate number of trained MCV drivers for all shifts with valid license as per GGL requirement	20	20	85-95% hrs >95% hrs	10 20
B. Contract Management (Weightage 15%)					
1	Timely deployment of additional resources or replacement of drivers/supervisors as required	3	3	Non-compliance/ Un-adherence Partial Compliance Full compliance/ Adherence Not applicable	0 2 3 NA
2	Timely & proper servicing of MCV and availability of Tools/Tackles, spare wheel, lifting jack, towing rope, torque wrench, flameproof torch etc.	3	3		
3	Timely response and resolution of Complaints	3	3		
4	Notify GGL promptly in case of any deviation/incident or any information as required by GGL	3	3		
5	Maintain complete records and Submission of reports, bills, returns in time	3	3		
C. Quality Controls (Weightage 15%)					
1	Condition of MCVs (including functioning of VTS, reverse camera, reverse horn, wiper, lights, brakes, tyre, etc.)	5	5	Non-compliance/ Un-adherence Partial Compliance/Adherence Full compliance/ Adherence Not applicable	0 3 5 NA
2	Quality of driving & professional conduct, behaviour of drivers	5	5		
3	Availability of competent supervisors	5	5		
D. HSE Compliance (Weightage 20%)					
1	Adherence to GGL Lifesaver rules on Driving	2	2	Non-compliance/ Un-adherence Partial Compliance Full compliance/ Adherence Not applicable	0 1 2 NA
2	Reporting of Hazard / near miss min 2 nos. by staff & Lifesaver monitoring (WPI) min 2 nos. by supervisor/manager	2	2		
3	Regular Health check up of drivers	2	2		
4	Completion of required safety trainings organised by GGL and/or provided by authorised training agency before deployment of driver / supervisor at GGL	2	2		
5	Availability of basic safety requirements like First aid kit with valid contents, TREM card, fire-extinguisher, caution board, warning triangle/reflective cone, PPEs etc.	2	2		
6	Compliance to safe CNG filling operation like MCV earthing, safety interlocks to avoid CNG filling hose pull out etc.	2	2		
7	Compliance to safe parking requirements of MCV like use of wedge lock, hand brake, gear mode, etc.	2	2		
8	Compliance to safe movement including reversing of the MCV within CNG station	2	2		
9	Briefing to drivers by supervisor/manager about incident lesson learnt & risk along the MCV route	2	2		
10	Monitoring of driving behaviour by supervisor through VTS & other means	2	2		
E. Other Key Performance (Weightage 10%)					
1	Compliance with Statutory & Legal requirements related to MCV and drivers	5	5	Non-compliance/ Un-adherence Full compliance/ Adherence Not applicable	0 5 NA
2	Closure of recommendation from previous CPAR to the satisfaction of GGL	5	5	<80% closeout 80% - 90% closeout >90% closeout Not applicable	0 3 5 NA
NOTE : N/A (not applicable) should be used if the ratings are not going to be applied to a particular area for evaluation					
Total Points Gain (A+B+C+D+E)		100			
Maximum Points = All Applicable line items of (Ax20 + Bx3 + Cx5 + Dx4 + Ex5)		100			
CPAR Score = Total Points Gain / Maximum Points x 100		100%			
Performance Category (as per Table-1 of HSE-P-08)		Exceptional <input type="checkbox"/>	Satisfactory <input type="checkbox"/>	Below Satisfactory <input type="checkbox"/>	Poor <input type="checkbox"/>
Recommendations for Improvements (to be reviewed next month):					
1					
2					
3					
Evaluator (GGL)			Contractor Representative		
Reviewed by GA	Designation & Name	Signature & Date		Designation & Name	Signature & Date
	CNG Eng. in charge				
	Technical Manager				
	HSE Representative				
Approved by	GA Head				

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Annexure – 5

 GUJARAT GAS		CPAR Summary Report														Doc. No.		HSE-F-49					
																Rev. No.		1					
																Effective Date		01.08.2018					
SN	Contractor Name	GA	Location	Dept.	PO No.	CPAR Score (%)																	
						Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Jan	Feb	Mar	AVG CPAR Score		
1																							
2																							
3																							
4																							
5																							
6																							
7																							
8																							
9																							
10																							
11																							
12																							
		Prepared by:				Reviewed by:				Approved by:													
		HSE representative				Technical manager / Function Manager				GA Head / Function lead													
Name																							
Signature																							
Date																							

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Annexure – 6

	MEMO	Doc. No.	HSE-F-50
		Rev. No.	0
		Effective Date	01/08/2018

Memo No:	Date:	Time:
GA/Location		
Name of the site		
Name of the activity		
Name of the contractor / Service Provider		
Memo Issued to		
Memo Issued by		
Observation		
SN	Non Compliance Observed	Close-out timeline
1		
2		
3		
4		

Remarks:

	GGL	Contractor/Service Provider
Name		
Designation		
Signature		

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