



PNG Domestic Consumers

- PNG Domestic connection is issued to the consumers against an application form and remission of security deposits.
- The information regarding procedure for taking new connection, application form, amount of security deposit and the requirement of the documents to be submitted is required to be displayed in the office as well as on the website of the entity in downloadable format.
- The connection is required to be issued within 3 months of the receipt of completed application form provided the consumer is located within the charge area indicated in the approved network plan. Security deposit is to be refunded to the consumer in case the connection is not feasible to be issued on technical ground or there is any delay in obtaining the necessary permission.
- In case of non-feasibility of providing the connection and non-refund of security deposit within 3 months, the entity shall pay interest on the security deposit at the prevailing PLR notified by the State Bank of India from the date of submission till the date of refund.
- The tenant can also apply for issue of PNG connection after submitting "No Objection certificate" from the owner of the property.
- The entity shall issue "No dues certificate" within 7 days of the application in case the property is being transferred/sold to new owner with the PNG connection.

Alteration in the existing domestic connection in the premises

- The consumer is required to be intimated the cost of carrying out the alteration within 15 days of request.
- The cost estimates shall not exceed the actual cost of such alteration.
- The entity is required to complete the alteration within 30 days of acceptance/approval of the cost estimates by the consumer.
- In case the alteration is not feasible technically or on safety consideration, the consumer is to be intimated within 15 days of the receipt of the request for alteration.

Change of ownership/ shifting the connection within same network/ Reconnection

- The necessary changes in the name of the ownership is required to be effected within 7 days of the receipt of the request and is intimated to both the existing as well as new owner within 30 days about the change in the ownership.
- In case of death of an existing domestic consumer, the connection may be transferred to his legal successor subject to such requirement as may be specified.
- The connection in the new premises within the same network shall be provided within 30 days of receiving the request in case it is feasible technically and charge the consumer an amount not exceeding the actual cost of such shifting. The consumer is informed within 15 days of the receipt of the request if it is not technically feasible to shift.
- The meter and other equipment's are to be removed from the premises within a period of 30 days of receiving the request for disconnection. If the consumer so desires, the same is required to be reconnected at the cost of consumer.

Obligation of Consumers

- Make use of the PNG supply for the registered premises only and not re-supply to any other person under any circumstances.
- Inform the entity before any change of ownership and clear all pending arrears and apply for "No-dues Certificate" and obtain refundable and obtain refundable security deposit from the entity.
- Inform the entity before any change of ownership and clear all pending arrears and apply for "No-dues Certificate" and obtain refundable security deposit from the entity.
- Shall not alter the PNG connection that has been provided within the premises without the consent of the entity.
- Shall promptly inform the entity about any damage to or leakage from any of the equipment.

STATE CONSUMER HELPLINE

KNOWLEDGE RESOURCE MANAGEMENT PORTAL

Centre for Consumer Studies, Indian Institute of Public Administration, New Delhi

Phone - (011) 23705055 , TELEFAX - (011) 23705054

Email - schkrmp.iipa@gmail.com

Website - www.consumeradvice.in, www.consumereducation.in

- Surrender the LPG connection as it is unlawful to keep both connections

Metering and Billing

- The entity is required to maintain and keep meters in running conditions at all times to ensure that the billing is to be done as per actual meter reading.
- The entity shall indicate in the monthly invoices the schedule window for reading of meter area wise.
- In case the meter reading has not been taken due to reasons attributed to the entity, it may seek information on current reading of the meter from the consumer and bill accordingly.
- In case the meter reading is not taken due to reasons attributable to the consumers, the entity shall send a provisional bill based on average consumption of last six billing cycles. The amount paid by the consumers against provisional bills or bills raised on consumer feedback on meter readings shall be adjusted against actual meter readings as and when such readings take place.
- If the meter is rendered inaccessible on three consecutive billing cycle by a domestic consumer, the entity shall serve a 7 days notice to the consumer under proper receipt to keep open the premises for taking meter reading on dates and time indicated in the notice.
- If the consumer fails to comply with such notice, the entity may disconnect the gas supply.
- for the purpose of meter reading, repairing, replacing or testing of the equipment. The authorised agents are required to carry proper identification and authorisation documents failing which the consumer shall be at liberty to deny access.
- The entity is required to test meter within 15 days of receiving such request from the consumers for any complaint of meter accuracy.
- The test report is to be provided to the consumer within 10 days. In case the meter is found to be defective, the testing fee paid by the consumer is to be refunded along with the dues if any arrived due to correction.
- The defective or damaged meter is to be replaced within 10 days. The consumer is required to bear the consequent liabilities if the meter is burnt or damaged due to reasons attributable to the consumers.
- The bills are required to be raised with a billing cycle not longer than bimonthly.
- The bills are required to be raised at least 15 days prior to the due date of payment. The duplicate bill is required to be supplied free of cost if requested by the consumer.
- The complaint of meter reading is required to be resolved within 10 days. The adjustment of excess payment made by the consumer is to be reflected in the subsequent bill failing which interest on the excess payment shall be payable by the entity at the prevailing PLR as notified by the State Bank of India
- In case of a domestic consumer defaulting on payments, the entity may disconnect the connection after issue of 15 days notice and if no payment is received during the notice period.
- The invoice shall carry details of customer grievance cell. The unresolved complaint can be escalated to the Nodal Officer.

STATE CONSUMER HELPLINES

Andhra Pradesh	1800-425-0082, 1800-425-2977	Odisha	1800-345-6724, 1800-3456760
Bihar	1800-345-6188	Puducherry	1800-425-1082, 1800-425-1083, 1800-425-1084, 1800-425-1085
Gujarat	1800-233-0222, 079-27489945, 079-27489946	Rajasthan	1800-180-6030
Haryana	1800-180-2087	Tamil Nadu	044-28592828
Himachal Pradesh	1800-180-8026	Telangana	1800-425-00333
Jharkhand	1800-3456-598	Tripura	1800-345-3665
Madhya Pradesh	155343, 0755-2559778, 0755-2559993	Uttar Pradesh	1800-1800-300
Maharashtra	1800-22-2262	Uttarakhand	1800-180-4188
Mizoram	1800-345-3891	West Bengal	1800-345-2808