



PNGRB ACTION PLAN 2026-27

Regulating Facilitating Enabling National Petroleum Ecosystem



Petroleum and Natural Gas Regulatory Board

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FOREWORD

The transformative energy journey of India targets sustainable, secure, and safe petroleum and natural gas supplies. The role of Petroleum and Natural Gas Regulatory Board (PNGRB) in this journey assumes importance to obtain a robust, enabling, and future-ready regulatory framework. Since its establishment under the PNGRB Act, 2006, the Board has remained committed to its mandate to protect consumer interests, foster fair trade and competition among Entities and promote the orderly growth of the industry.

2. It is in this spirit in 2025, PNGRB placed its Action Plan for the financial year 2025-26 on its website for the first time. The Action Plan was a comprehensive roadmap of strategic priorities, regulatory commitments, and institutional vision for the year ahead. The Plan disclosed our legislative mandate and statutory responsibilities translated into concrete, time-bound, and measurable actions across every domain of our regulatory responsibility. The achievements against this Plan have separately been placed on our website.

3. This year's Annual Action Plan is the second one in succession and builds on the achievements of the past year. The Plan encompasses four interlocking pillars: the rapid expansion of Petroleum and Natural Gas distribution infrastructure, including pipelines; strengthening of safety, technical standards, and regulatory oversight for high operational integrity; supplement India's energy transition by integration of green hydrogen, compressed biogas, and other clean energy streams into the regulatory architecture; and offer digital governance to deliver efficient, transparent, and citizen-centric regulation. The geo-political crisis faced by the country in the recent past has fashioned the Plan for the current year (2026-27).

4. As a responsible, independent, statutory organization, we believe that our work plan for the year must be disclosed to the stakeholders at the start of the financial year. And we must be accountable to the country. This will also make the PNGRB teams aware of their work plan.

5. I commend this Action Plan to all stakeholders and invite their continued engagement, and collaboration as we move forward collectively towards a stronger, cleaner, and more resilient energy future for India.


(Dr. Anil Kumar Jain)

1. Authorisation Division

(i) Brief about the Division

The Authorisation Division aims at strategic interventions across four key areas: expanding pipeline reach, promoting modal shift in petroleum product transport, ensuring transparency and competition in gas infrastructure, and improving the ease of doing business of Oil and Gas logistics.

(ii) Target / Action Plan for 2026-27

(a) Enhancing Reach of Natural Gas and Natural Gas Pipeline

Increase assessable gas by creation of Strategic Gas Storages, Registration of LNG Terminals, CBG tie-in to NGPL, connecting Isolated gas fields and initiating CGD to CGD connectivity. Prioritizing Pipeline connectivity through Fast Track approvals and shared infrastructure to high-demand clusters.

(b) Expediting Modal Shift from Road/Rail to Pipeline for Petroleum Products

Conceptualise National Product Pipeline Grid **for national energy logistics resilience**. Identify high-volume product movement corridors and encourage **OMCs, private sector, refineries**, to promote pipeline-based transportation of petroleum products on a common carrier model.

(c) Promoting Transparency and Competition in Petroleum & Gas Infrastructure

Enable competition and infusion of capex through third parties in the GA where pipeline and infrastructure exclusivity has expired. Improve visibility of infrastructure capacity, **Unbundling of Functions**, and creation of an **Independent Transmission System Operator (TSO)**.

(d) Ease of Doing Business

Review CGD Authorization Regulations-for enabling CGD to CGD connectivity rationalization of tariffs, sharing of infrastructure. Define TPA modalities. Review NGPL Authorization Regulation to assess Capex Based Bidding.

2. Monitoring Division

(i) Brief about the Division

The Division ensures oversight of three critical infrastructure domains through systematic tracking, compliance verification, and enforcement mechanisms under the PNGRB Act, 2006 and Regulations to ensure India's energy infrastructure development aligns with national objectives.

Data-driven and field-based monitoring is conducted of authorized entities to ensure Development, commissioning, and operationalization of Pipeline Infrastructure and CGD networks, Adherence to Minimum Work Programme (MWP) and committed timelines and Compliance of reporting obligations with regulatory provisions. The Division further strengthens compliance assurance mechanisms through inspections, analytics, and structured interventions, and initiates time-bound enforcement actions in cases of deviations.

(ii) Target / Action Plan for 2026-27

- (a) Pipeline infrastructure to un-connected Geographic Areas: Concave Scheme** to achieve 100% GA/District connectivity except hilly / Far-flung GAs. Constitute mechanism for field inspection of GAs through Third Party inspection agency. Dashboard Analysis for pipeline utilization / capex etc.
- (b) Promotion of Ease of Doing Business:** Automation of calling procedure for PBG Readiness, automation of Force Majeure Claim and digitise Automate the PNG Registration Process.
- (c) Outreach Initiatives:** Canvass to issue CGD Policy in all States, to stimulate demand for Piped Natural Gas (PNG) by enhancing awareness, Creation of LPG free zones, colonies/ wards. Outreach initiatives for Statutory bodies i.e. PESO, NHAI, State agencies to seek their support.
- (d) Knowledge Building:** Create a centralized knowledge repository and best practices framework, best practices study for Monitoring of Natural gas and petroleum and petroleum products Pipelines.

3. Commercial Division

(i) Brief about the Division

The Commercial Division assists the Board in discharging its statutory functions under the *Petroleum and Natural Gas Regulatory Board Act, 2006* (the Act), particularly in respect of tariff determination, commercial oversight, and financial governance.

The regulatory oversight is exercised through two key frameworks, namely, PNGRB (Determination of Natural Gas Pipeline Tariff) Regulations, 2008 and PNGRB (Determination of Petroleum and Petroleum Products Pipeline Transportation Tariff) Regulations, 2024.

Other major activities include- levy of fee and other charges on CGD, PPPL, NGPL entities and IGX. Investment(s) of funds from Imbalance fund and APTEL Fund, Finalization of PNGRB's annual account along with CAG and internal audit, Analysis of financial closure of entities, preparation of PNGRB's annual budget.

(ii) Target / Action Plan for 2026-27

(a) Gas Exchange Reforms:

Introduction of new products including CBG trading, New Contracts including Long Duration Contracts (LDCs). Enabling RLNG regasification capacity booking on IGX platform and provide for a Platform for LNG trading including
Exploring the trading of Petroleum and Petroleum products on IGX platform

(b) Tariff Reforms:

Inclusion of isolated pipelines within the ambit of the Unified Tariff framework. Evaluation of Entry-Exit Tariff methodology and Review of Regulations to include treatment of replacement costs upon completion of economic life of assets.

(c) Unified Tariff Regime:

Progressive transition towards "One Nation, One Tariff" with the objective of ensuring uniformity in tariffs and eliminating regional disparities for consumers across the country.

(d) Digitalisation of Tariff Determination

Introduction of **Automated tariff determination**, to enhancing transparency, accuracy, and efficiency in regulatory processes.

4. Consumer Affairs Division

(i) Brief about the Division

The Consumer Protection Division works towards the compliance, oversight, and adherence of Quality-of-service regulations (Code of Practice for Quality of Service for City or Local Natural Gas Distribution Networks Regulations, 2010) for protecting the consumer interests.

The Division has undertaken several strategic initiatives, in areas of Grievance Redressal, LPG Consumer Rights, CNG Consumer Rights, thereby strengthening consumer rights, enhancing transparency, and ensuring accountability.

Division also provides a digital platform for consumer awareness and provides PNG/CNG FAQs, PNG and CNG rates across authorized GAs, and consumer care & emergency contact numbers.

(ii) Target / Action Plan for 2026-27

(a) Development of a Customer Protection Regulation

Induction of **Customer Protection Regulation**, mandating service obligations, billing standards, metering guidelines, and complaint redressal timelines applicable to all authorized entities. Introduce third-party customer satisfaction surveys, mystery audits and **Customer Forums**/ Public Consultations to assess the service quality.

(b) Creation of an Online Consumer Complaint Portal

Launch of integrated digital **PNGRB Consumer Portal** that allows registration, tracking, and resolution of grievances. The portal shall feature Multilingual support, Auto-escalation for delayed responses and Dashboards for performance monitoring.

(c) Customer Education & Outreach

Undertake awareness campaigns on safe gas usage, meter reading, bill understanding, and rights through TV, radio, social media, and local community outreach.

(d) Ombudsman Mechanism

Explore the feasibility of establishing an independent **Ombudsman Office** to handle escalated complaints and ensure impartial resolution.

5. Technical Division

(i) Brief about the Division

Technical Division, through T4S, IMS and ERDMP Regulations that cover Petroleum Refineries & Gas processing units, LNG Facilities, Natural Gas Pipelines, Petroleum and Petroleum Product Pipelines, City or Local Natural Gas Distributions (CGD), Petroleum installations, LPG Storage, handling and Bottling facilities, and Retail outlets for dispensing of Automotive fuels etc. oversees and ensures the safety and integrity of downstream Oil and Gas Sector

Technical Division oversees conformity assessments, technical audits, incident Investigations, emergency preparedness across the sector and undertakes incident investigation for major incidents and issue guidelines/advisories to ensure safe practices.

(ii) Target / Action Plan for 2026-27

- (a) Strengthening Auditing System by incorporating Auditor Certifications mechanism, TPIA Rating System and doing major amendments in TPCA Regulations.
- (b) Formulation of Regulations on Supply Security by incorporating Supply Security provisions in existing Regulatory Framework.
- (c) Conducting Skill Development Courses across India and preparing Annual Training Calendar, including safety awareness for contract workers.
- (d) Raising the T4S standards by undertaking a Gap Analysis across developed countries that have more efficient standards and safety record.

6. Legal Division

(i) Brief about the Division

The Legal Division advises the Board on a wide spectrum of legal matters, including statutory interpretation, regulatory drafting, enforcement actions, contractual issues, and dispute resolution. It actively contributes to the formulation and vetting of regulations and guidelines under the PNGRB Act, 2006. The Division also plays an important role in handling litigation, representing the Board before various judicial and quasi-judicial bodies such as the Supreme Court of India, High Courts, the Appellate Tribunal for Electricity (APTEL), and other forums.

(ii) Target / Action Plan for 2026-27

- (a) Review of PNGRB Conduct of Business (COB) Regulations, 2007 & PNGRB Levy of Fee Regulations pertaining to judicial proceedings of PNGRB. Impact assessment of outcomes of PNGRB's judicial function. Knowledge sharing on legal/sectoral developments relevant to PNGRB
- (b) To assist the concerned divisions in identifying and determining the documents proposed to be sought, or required to be obtained, from regulated entities under Section 52 of the PNGRB Act, 2006, to ensure the effective discharge of regulatory functions.
- (c) Introduction of Regulations to regulate Road Movement of LPG to ensure safety and Regulations for investigating officer as envisaged under Section 26 of the PNGRB Act, 2006.
- (d) Advising the Divisions on suitable measures to balance consumer interest with compliance burden on entities.

7. Compressed Bio-Gas Division

(i) Brief about the Division

PNGRB has the mandate to connect the CBG market through pipeline connectivity from CBG production plants. CBG Division is ensuring synchronisation amongst CBG producers, Pipeline operators and City Gas Distribution Entities to maximise the CBG production and consumption within country and is also promoting pipeline connectivity to CBG plants from its CGD network within operative geographical areas.

(ii) Target / Action Plan for 2026-27

- (a) **Renewable Gas Certificates for CBG:** Development of digital platform and institutional framework for issuance, trading, tracking, redemption, and compliance monitoring of Renewable Gas Certificates (RGCs).
- (b) **Accelerate CBG evacuation and market access through pipeline-based connectivity:** Facilitate pipeline connectivity monitor progress of pipeline connectivity and Coordination among CGD entities, CBG developers, OMCs and State authorities for expeditious connectivity.
- (c) **GIS-Based Mapping of CBG Infrastructure and Integration with National Hydrocarbon Management Information System (NHMIS) :** Create a unified geospatial platform for planning and public dissemination of CBG infrastructure information.
- (d) **Stakeholder Outreach, Capacity Building and Knowledge Dissemination:** Publication of periodic reports, best practices and guidance documents relating to CBG connectivity and market development. Establish a comprehensive database and place the same in public domain.

8. Strategic Planning

(i) Brief about the Division

The Division is taking up initiatives that user in competition, efficient infrastructure development and bringing in logistic efficiencies. It suggests interventions mainly to Authorisation and Monitoring Divisions for a more durable and impactful regulatory governance. It responds to emerging trends in transportation and marketing of hydrocarbons.

(ii) Target / Action Plan for 2026-27

(a) Review / Amendment / Formulation of Regulations and Market Framework

Review, modification and introduction of regulatory frameworks including amendment of Affiliate Code of Conduct Regulations, 2008; Advisory on confidentiality obligations and prohibition on misuse of insider / price sensitive information. Review of regulations of NGPL, PPPL and CGD sector related to Section 22 of the Act; Review of CGD Common Carrier Guiding Principles Regulations, CGD Capacity Determination Regulations, CGD Access Code Regulations and CGD Exclusivity Regulations; Draft regulations for pipeline connectivity of LPG Bottling Plants with nearest available LPG source; Regulation amendments for ensuring capacity booking in PPPL; Analysis of non-separation of transportation and marketing activities in PNG sector.

(b) Gas Evacuation, Connectivity and Storage Infrastructure

Locked-up gas evacuation plan through pipelines; Development of connectivity framework for LPG Bottling Plants with nearest available LPG source; Conceptualization and enabling establishment of Natural Gas and LNG storage.

(c) Sectoral Studies, Policy Inputs and Cost Benchmarking

Benchmarking of project cost; analysis of regasification charges; Study economy on account of non-separation of transportation and marketing activities in PNG sector; Study Institutional Restructuring for Efficient Hydrocarbon Transportation Infrastructure.

(d) Capability Enhancement of Petroleum & Gas Sector

Draft regulations for deployment of skilled manpower in the Petroleum and Natural Gas Sector, including enabling regulatory provisions for upskilling and benchmarking of new skills / National Occupational Standards (NOS).

9. Statistics Division

(i) Brief about the Division

Statistics Division of PNGRB has been entrusted primarily with the following works:

- Collection and Publication of data for NGPL, PPPL and CGD
- Maintaining Data Repository
- Analysis of Demand and Supply
- Preparation of replies to Parliament Questions/ Assurances /RTI & other miscellaneous issues relating to the division

(ii) Target / Action Plan for 2026-27

(a) Data Intelligence Initiative

Data Bank and Information System Regulations to be notified. Analysis of Pipeline Network (PPPL & NGPL), CGD Network and webhosting of Monthly/Quarterly/Annual Data. Introduce Sector-Wise Natural Gas Demand Forecasting in India.

(b) PNGRB Excellence Recognition Program

Continue PNGRB award for Overall Performance Excellence, Safety, Minimum Work Programme Implementation, Infrastructure Development Acceleration Award, Consumer Redressal, etc.

(c) Cross-Functional Analytics Support

"Integrated Analytics Support: Data-Driven Decision Making Across PNGRB". Preparation of Meta- Data manual of Statistical information received in PNGRB under existing regulations

10. Sustainability Division

(i) Brief about the Division

The Sustainability Cell has been established as a strategic initiative to drive operational efficiency and environmental stewardship in India's natural gas sector. With a mandate to monitor and reduce greenhouse gas (GHG) emissions, the Cell aims to lead the transition toward a more sustainable energy ecosystem.

(ii) Target / Action Plan for 2026-27

(a) Outreach Initiatives

Develop a mechanism to monitor GHG emissions in the City Gas Distribution (CGD) and Natural Gas Pipeline (NGPL) segments.

Evaluate the feasibility and impact of using electricity-based compressors in place of gas-based compressors. The Division is also driving the first – ever Regulatory Impact Assessment Study.

(b) Knowledge Development

Conduct a comprehensive study of national and international sustainability initiatives in the Oil & Gas sector, with a focus on the role of regulators.

(c) Ease of Doing Business

Develop an online system for entities to submit data, enabling effective tracking and monitoring of GHG emissions.

(d) Enhance energy efficiency in Logistics.

Undertake analysis of energy consumed by different OMCs in delivering petroleum products to consumers in the same region to reduce energy consumption and reduce cost of delivery.

11. Coordination Division & Hydrogen Cell

(i) Brief about Division

The Coordination Division plays an important role in ensuring effective coordination and interface among the various operating Divisions and Cells of PNGRB. The Division is also entrusted with assigning matters to the appropriate Division wherever issues involve overlapping or inter-disciplinary functions. It also coordinates and liaises with statutory bodies, Ministries, and other stakeholders for ensuring effective communication, consultation, and alignment on matters concerning the Board.

Further, **the Hydrogen Cell** functions under the overall purview of the Coordination Division for matters relating to hydrogen transportation through pipelines and blending of hydrogen with natural gas.

(ii) Target/Action Plan for 2026-27

(a) Coordination Division

- (i)** Organize flagship events of PNGRB, for Knowledge decimation, with publications of knowledge papers, study papers, technical papers and white papers.
- (ii)** Ensure timely and quality responses to parliamentary queries and operationalize a Parliamentary Question Management System and Repository.
- (iii)** Assessment of Automation, Digitalization and IoT Adoption in City Gas Distribution Operations, Safety Management & Project Execution Methodology

(b) Hydrogen Cell

- (i)** Establish preparedness for transportation of hydrogen through pipelines and blending with natural gas; undertake capacity building on hydrogen safety, standards, operations, and regulatory preparedness. Advance engagement with MNRE, NGHM, and other stakeholders, including representation of PNGRB in the National Hydrogen Safety Panel for incorporation of safety-related inputs and learnings.
- (ii)** Finalize and monitor hydrogen pilot projects, consolidate learnings for regulatory and technical guidance. Operationalize the National Hydrogen Portal and Data Repository for incident reporting, pipeline readiness assessment, and knowledge management.

12. Administration Division

(i) Brief about the Division

Administration Division looks after the organisation's function of PNGRB, including that of staffing, welfare, logistics, skill enhancement, compensation & benefits, Information Management & Technology, office management etc. The division is orienting the organisation towards people centric HR with special emphasis on e-governance and enhance capacity building on regular basis to keep the employees productivity in alignment with the organizational objectives.

(ii) Target / Action Plan for 2026-27

- (a) Creation of PNGRB Cadre of Regulatory Officers and Commercial Officers
- (b) Institutionalisation of Capacity Building Calendar for Technical, Administrative, Commercial & Legal Competence.
- (c) Establishment for Regional Offices at Kolkata, Chandigarh and Chennai.
- (d) Online recruitment and E-Board induction
- (e) Introduction of smart office concept by introduction of paperless office, reduce plastic footprints and green HR concepts.

13. IT Division

(i) Brief about the Division

The IT Division manages four pillars of the organisation— infrastructure, web applications, cybersecurity, and the NHIMS. It supports effective regulatory oversight of national petroleum and natural gas sector. The Division has been instrumental in migrating the e-Office system to the cloud for paperless, round-the-clock file management, commissioning of modern datacentre and high-speed network at PNGRB's, implementing SAP Business, deployment of Next-Generation Firewalls and Endpoint Detection and Response (EDR) solutions.

The division steers PNGRB's flagship initiative, the National Hydrocarbon Infrastructure Monitoring System (NHIMS), hosted on the National Government Cloud. NHIMS integrates GIS, remote sensing, mobile applications, and advanced analytics to provide a 360-degree view of India's hydrocarbon infrastructure.

(ii) Target / Action Plan for 2026-27

- (a) Develop a unified portal that integrates various PNGRB applications into a centralized digital platform for improved data integrity and ease of access & use by stakeholders.
- (b) Develop a Tariff Computation System for accurate and transparent calculation of tariffs for natural gas pipelines as per PNGRB regulations.
- (c) Establish guidelines for baseline cybersecurity framework for regulated entities.
- (d) Enhance datacentre infrastructure for improved stakeholder experience and cybersecurity.
- (e) National Hydrocarbon Infrastructure Monitoring System (NHIMS) for monitoring the hydrocarbon infrastructure in India starting with Natural Gas (NG) followed by Petroleum & Petroleum Products (PPP) and City Gas Distribution (CGD).