

PRESS NOTE

PNGRB issued Guidelines for PNG and LPG domestic consumers' protection

Petroleum and Natural Gas Regulatory Board (PNGRB) has issued separate guidelines for protection of PNG and LPG domestic consumers. PNGRB hosted these guidelines on its website: www.pngrb.gov.in

It has come to the notice of PNGRB that unscrupulous elements have been approaching PNG and LPG consumers claiming to have been authorized for checking gas stove, rubber tube, etc. In order to check this menace and protect consumers, various measures to be implemented by the PNG/LPG suppliers have been stipulated in these guidelines. One such measure is collection of charges for replacement of any of the accessories through the next supply/delivery invoice instead of consumers making on the spot payment. LPG & PNG consumers are hereby advised to go through these guidelines (available on PNGRB website: www.pngrb.gov.in) and abide by them.

All entities engaged in supply/service of LPG/PNG are advised to give wide publicity to these guidelines to create awareness for the sake of safety and protection of interest of consumers.