

PNG Domestic Connection – FAQ's

1. Who will provide the PNG connection to the consumer?

PNGRB authorized entity for the said GA (geographical area) will provide PNG connection.

The list of GAs (state and district wise) and the authorized entity is given in the link below.

2. How is a connection categorized as a Domestic PNG connection?

PNG connection is categorized as Domestic PNG connection when it is provided by the company under the individual's name for the purpose limited to cooking or for consumer's other domestic use and not for commercial use. These types of connections are only given to households (apartment, row house, independent house, flats, bungalow, Govt. housing scheme and company owned residential colony).

3. How can I avail PNG Gas supply?

- The process to avail PNG connection is as follows:-
 - i. Filling the Registration Form.
 - ii. KYC Documentation – Identity and Ownership Proof /NOC from owner.
 - iii. Making Payment.
- On scrutiny and acceptance of the documents, BP (Business Partner) number is generated. BP Number is a unique system generated identifier assigned to an individual customer after they have paid the security deposit and any other applicable charges. This number helps in tracking and managing the customer's account within the company's system.
- A pipeline along with a meter, valves and regulator will be installed in the house. Once this process is over, you will have an uninterrupted supply of safe fuel gas available for your requirements.

4. How to get the gas connection if I live in a rented house?

Even if you live in a rented house, you can have a connection. The lawful owner of the house will have to make an application; in case of you (tenant) making the application which will be accompanied by a No Objection Certificate from the lawful owner of the premises (or the rent agreement between lawful owner of the premises and the tenant).

5. What is the minimum time to obtain gas connection?

The consumer shall be provided connection within three months of registration.

6. My PNG connection request has been declined. Why?

On receipt of an application, the techno-commercial feasibility of providing the connection shall be done. If in the assessment, it is not prima facie feasible for supply due to any reason, the company shall convey its rejection of application with reasons thereof along with the refundable deposit to the applicant within thirty days of receipt of the application form.

7. Is the supply of PNG uninterrupted?

The PNG supply is 24 x 7 and uninterrupted. The pipeline distribution network consists of safety valves and regulators that control and monitor the gas supply and pressure and assist in identifying system faults and ensures uninterrupted supply at requisite pressure.

8. Is there any Storage Space required for Gas inside the Society premises/ near the House?

No, there isn't any storage space required; the Gas is supplied by the Pipeline laid by the company.

9. Do I need to make any changes to my gas stove for using PNG gas?

Yes, very basic changes need to be made to your stove which shall be carried out by the authorized technician of the company at the time of the connection. Alternatively, one can purchase energy efficient PNG stove also.

10. Do I have to pay any cost for conversion of my LPG stove?

As specified by PNGRB service regulation 14(4), the company shall convert the existing LPG burner stove of the prospective domestic PNG consumer into Natural gas burner stove free of charge.

11. Do I have to surrender subsidized LPG connection after getting the PNG connection?

The LPG connections may be surrendered so that the same can be used by the more needy section of society where PNG is unavailable.

12. What is the cost of getting a PNG connection?

The total cost includes a refundable security deposit (interest free) to be deposited by the consumer towards equipment and facilities, including the labor cost of installation towards last mile connectivity, not exceeding Rs. 6000/- for a single connection. In case the company installs a smart meter

instead of the regular meter at the premises of the domestic PNG Consumer, amount of Rs. 6000/- shall be substituted by Rs. 9000/-.

It shall be the choice of the domestic PNG consumer to choose either the smart meter or the normal meter. The existing domestic PNG consumer shall have the option to seek replacement of existing normal meter by a smart meter on payment of rupees three thousand to the company.

The refundable security deposit submitted during registration includes up to 15 meters of GI/Copper Pipeline (excludes rubber pipe) as per PNGRB regulations. In case GI/ Copper Pipeline exceeds 15 meters, charges for the extra pipe length, as applicable need to be paid by the consumer.

Moreover the total cost may also include other charges such as gas security charges, application charges, alteration charges, name transfer charges, etc. as applicable.

13. Where will the Meter be installed?

Gas Meters are normally located inside the property on a suitable wall. A conspicuous place in the kitchen is the preferred location for the meter as this minimizes the length of the outlet pipe. It should be installed in a well-ventilated and accessible area to facilitate meter reading and periodic maintenance.

14. What is the Billing Cycle?

As specified by PNGRB in service regulations 7 (1) (a), the bills for a domestic PNG consumer shall be raised no longer than bimonthly.

15. What is the estimated time to replace a faulty meter?

The company shall conduct periodic inspection or testing and calibration of the meters as applicable and replace the defective meters within seven days.

16. What is the process of surrendering my connection and getting the refund?

- a. In case of temporary disconnection requested by a domestic consumer, the company may charge maintenance costs for the connection but the security deposit shall not be refunded.
- b. In case of permanent disconnection (consumer-initiated), the consumer shall apply for refund of security deposit in the prescribed pro-forma and
 - i. The final bill for such consumer shall be raised by the entity as per

procedure indicated in PNGRB regulations.

- ii. The disconnection shall take place within fifteen days from the date of receipt of consumer request.

17. What should I do with the gas connection if I am traveling away from home for a few days?

It is advised to close the main control valve if you are not going to be at home for a day or more. It is also advised to keep the doors and windows open when you turn on your gas connection again after a long duration.

18. Do I need to close the gas tap after cooking?

Yes, it is always safer to close your burner knob and gas tap once you have finished cooking.

19. Can the meter provided to me turn out to be faulty or prone to be tampered? If yes, what is the estimated time to replace a faulty meter?

Connections are ideally provided with dully certified gas metering equipments which comply with the prescribed technical as well as accuracy standards. The metering equipment is sealed and has appropriate protective devices to prevent or detect interference or tampering.

According to PNGRB Service regulation 6(k), the entity shall conduct periodic inspection or testing and calibration of the meters as applicable and replace defective meters within seven days.

20. In case I notice any leakage in the line, what should I do?

In case of any leakage, you should close the valve in the kitchen and immediately inform the company on the emergency contact number.

Authorized person will come and check the connection and pipeline, and rectify any leakage or issues with the connection.

21. How are customer queries and complaints attended to?

Please contact the company's Customer Care Help-desk for any emergency or Customer Care Service.

You may also use the link below to get the required customer care and emergency numbers.

<https://pngrb.gov.in/eng-web/consumer-awareness.html>