



पी एन जी आर बी  
PNGRB

## पेट्रोलियम एवं प्राकृतिक गैस विनियामक बोर्ड

### Petroleum and Natural Gas Regulatory Board

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## Press Release

### PNGRB Drives Consumer Protection and Sustainable Energy Transition

Petroleum and Natural Gas Regulatory Board (PNGRB) the Oil & Gas Regulator, has taken significant steps toward ensuring a cleaner and more sustainable energy future for India. Augmenting Government's vision to expand the adoption of Piped Natural Gas (PNG) across the country, Board has been actively working to safeguard consumer interests while fostering a transparent, fair, and efficient market. It has been authorising petroleum product pipelines to provide safe and energy secure supplies of products throughout the country. PNGRB is also responsible for laying down technical standards and overseeing safety in downstream petroleum installations.

It aims to bring natural gas closer to millions of Indian households, commercial establishments, and industries, to making natural gas a key component of India's energy landscape. Presently over **1.44 crore** households are using Domestic PNG connections, **7,594** Compressed Natural Gas (CNG) stations are fuelling approx. **81.1 lakh** CNG Vehicles pan India, **45,119** Commercial establishments and **20,287** Industries are using this clean fuel.

Having set an ambitious target to reach **12.64 crore** household, PNGRB has authorized CGD entity for the development of the City Gas Distribution (CGD) network in **748** districts across 34 states and Union Territories covering nearly 100% of India's geographical area (except Islands).

PNGRB is committed to ensure that this expansion is underpinned by a robust consumer framework, guaranteeing inclusivity, accessibility and consumer friendly environment for both PNG & CNG users across the nation.



## **Strengthening Consumer Protection**

Placing consumers at its epicentre, PNGRB has introduced a series of initiatives aimed at enhancing consumer welfare and promoting transparency. Key measures include: -

- **High Level Expert Committee (HLEC)**. PNGRB has constituted a committee under the esteemed chairmanship of Shri Ratan P. Watal, former Finance Secretary and Chairman of the Central Vista Oversight Committee (CVOC), Government of India. The committee has been tasked with reviewing the existing consumer protection guidelines in the oil and gas sector and recommending a comprehensive consumer protection framework in alignment with the provisions of the PNGRB Act, 2006. The committee comprising of Seven (7) industry veterans and leaders has engaged in extensive deliberations, stakeholder consultations, and comparative studies with consumer protection mechanisms from other sectors. The Committee is expected to submit the final report by end of March 2025.
- **Complaints Redressal Mechanism**. In a move to monitor consumer complaint redressal mechanism as well as redressal time period, CGD entities are now mandated to report monthly consumer complaint numbers on the PNGRB E-portal. This initiative enables monitoring of complaint volumes and resolution timeframe. Additionally, PNGRB has introduced a dedicated grievance escalation email, providing consumers with an additional platform to escalate their grievance, if not resolved by the entities. Regular analysis of complaint data helps identify trends and shall foster improvement in service delivery.
- **Yearly Consumer Satisfaction Surveys**. PNGRB emphasizes the importance of understanding consumer needs and feedback. To gain an insight on satisfaction level of consumers and effectiveness of entities grievance redressal mechanism, it has been decided to conduct Consumer Satisfaction Surveys (CSS) for matured Geographical Areas (GA's). The

Board through an Industry Committee has standardized the questions for survey and is in the process of empanelling reputed Third-Party Agency (TPA) to conduct CSS. This initiative reflects PNGRB's commitment to driving continuous improvements and enhancing the consumer experience through actionable insights derived from direct feedback.

- **Insurance for CGD Consumers.** A major milestone has been achieved with the decision to mandate insurance coverage tailored for CGD sector, signifying a significant step towards enhanced consumer protection and bolster consumer confidence. The scheme provides financial coverage in case of accidents or loss of life or limb. Once fully implemented, CGD consumers across India will benefit from comprehensive insurance coverage, including protection against third-party or collateral damage, akin to the provisions available for LPG consumers. The CGD entities have unanimously consented to implement the same. This initiative exemplifies PNGRBs commitment towards consumers for providing financial relief in case of any exigencies / untoward incidents.

### **Enhancing Consumer Awareness**

PNGRB website now features a dedicated consumer section with resources such as Customer care & emergency numbers of all the Geographical areas Pan India, FAQs section etc, empowering consumers with vital information. Entities have also been directed to display the same on their website which is being adhered by them too. Additionally, entities have been directed to periodically educate the consumers against fraudulent calls and messages, cyber based crimes etc through SMSs, emails, WhatsApp messages etc.

- **Standardized Billing.** To ensure transparency and simplify PNG bills, entities in the CGD sector are now mandated to adopt standardized billing practices. Consumers will now receive comprehensible bills that include detailed breakdowns of charges, making it easier for them to understand their

consumption and associated costs. This standardization promotes accountability among service providers and empowers consumers to make informed decisions regarding their gas usage.

- **Consumer Awareness Campaigns.** CGD entities are committed to enhancing consumer awareness through various educational campaigns. These campaigns aim to inform consumers about their rights, safety practices, and the proper use of PNG and CNG. By empowering consumers with knowledge, PNGRB is fostering a culture of safety and responsibility. Towards this direction National PNG Drive was also launched by PNGRB in collaboration with CGD entities, an initiative designed to provide clean, affordable, and convenient natural gas to Indian households.

Governments initiatives highlight its unwavering commitment to building a consumer centric CGD sector. By prioritizing transparency, efficiency, and fairness, PNGRB is not only transforming the way India consumes energy but also championing natural gas as a reliable, sustainable fuel for a brighter future. PNGRB along with the CGD entities remains committed for protecting the interests of consumers in the PNG and CNG sectors. The recent initiatives are designed to create a safer, more transparent, and accountable service environment. Consumers should come forward to take advantage of these measures to make the sector robust as well as ensure a higher standard of service and safety.