



MAJOR INITIATIVES

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CONSUMER PROTECTION



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HIGH LEVEL EXPERT COMMITTEE



Formation of HLEC Committee

Formation of the High-Level Expert Committee and its members

HLEC members comprised of the following Seven (7) industry veterans and leaders, which was constituted in February 2024:

Sr No	Name	Designation and Organization	Position
1.	Shri Ratan P. Watal	Chairman, CVOC (Former Finance Secretary), GoI	Chairman
2.	Shri K. K. Gupta	Former Director (Marketing), BPCL	Member
3.	Shri SC Batra	Former Member (Legal) - PNGRB	Member
4.	Shri K. Rajeshwar Rao	Principal Adviser, CVOC, GoI	Member
5.	Shri Nitin Patil	Former CEO, Gujarat Gas Ltd.	Member
6.	Shri Ashok Pendse	Consumer Activist	Member
7.	Shri S.C. Gupta	Director I/C (Monitoring), PNGRB	Member Secretary



HLEC Key Recommendations



- **Uniform & Standardised Grievance Redressal Mechanism**
- **Consumer Protection Committee** at entities board (in line with other committees)
- **Consumer Rights Awareness Campaigns** at local & national level
- **Appointment of Ombudsman** to handle increased consumer base
- **Sharing Best Practices & documentation** of lessons learnt
- **Consumer Protection Cell at PNGRB**



CONSUMER REDRESSAL MECHANISM

Consumer
Protection



Complaint Redressal Mechanism

- CGD Entities mandated to report complaint data on monthly basis via PNGRB E-portal
- Categorization of Complaints in D-PNG and CNG

S.no	PNG Segment	CNG Segment
1.	Activation related	Availability of Gas
2.	Fault / Disruption in service	Pressure / Quality related
3.	Pressure / Quality related	Billing related
4.	Billing related	Payment related
5.	Payment related	Facility related
6.	Delay in restoration	Service related
7.	Alteration of connection	Others
8.	Temporary disconnection & Name change	-
9.	Others	-



Complaint Data Summary



Domestic PNG (D-PNG) Segment

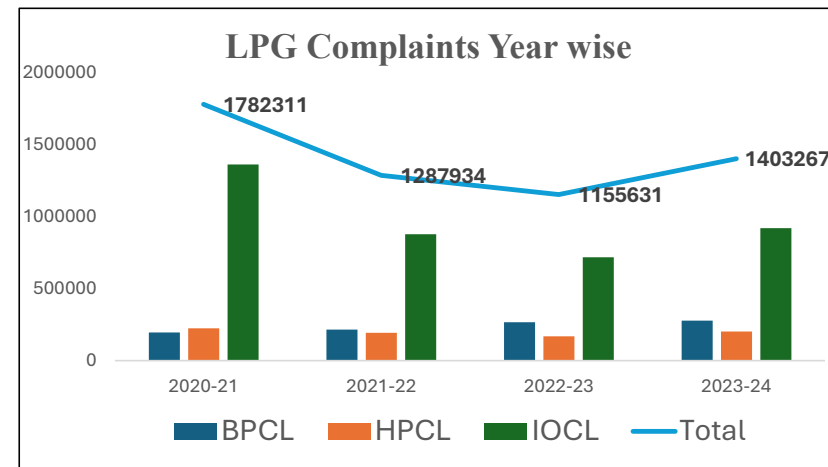
Month Year	Complaints Received	Complaints Resolved	Resolution Rate	Average Complaints per Thousand DPNG Connections
November' 24	105,202	80,158	76%	13
December' 24	125,673	93,084	74%	12
January' 25	153,530	101,391	66%	25

Compressed Natural Gas Segment

Month Year	Complaints Received	Complaints Resolved	Resolution Rate
November' 24	1,849	1,759	95%
December' 24	1,823	1,680	92%
January' 25	2,189	2,082	95%

LPG Segment

Year	Average Complaints per Thousand LPG Connections
FY 2023-24	4
FY 2022-23	4
FY 2021-22	4
FY 2020-21	6



Benchmarking with Other Regulators

The annual complaint data from various regulatory authorities in India is summarized below:

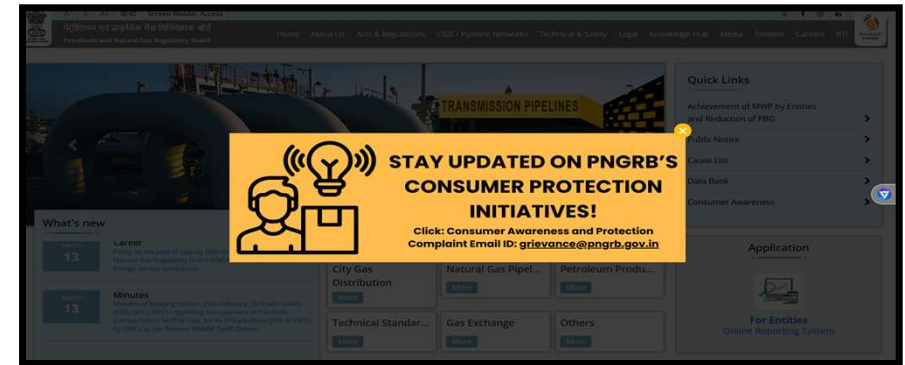
S.no.	Regulatory Body	Total no. of Complaints Received (Annually)	Fiscal Year
1.	Reserve Bank of India (RBI)	934355	2023-24
2.	Insurance Regulatory and Development Authority of India (IRDAI)	215569	2023-24
3.	Security Exchange Board of India (SEBI)	66450	2024-25
4.	Telecom Regulatory Authority of India (TRAI)	50063	2022-23

Source: Official websites of respective regulatory bodies

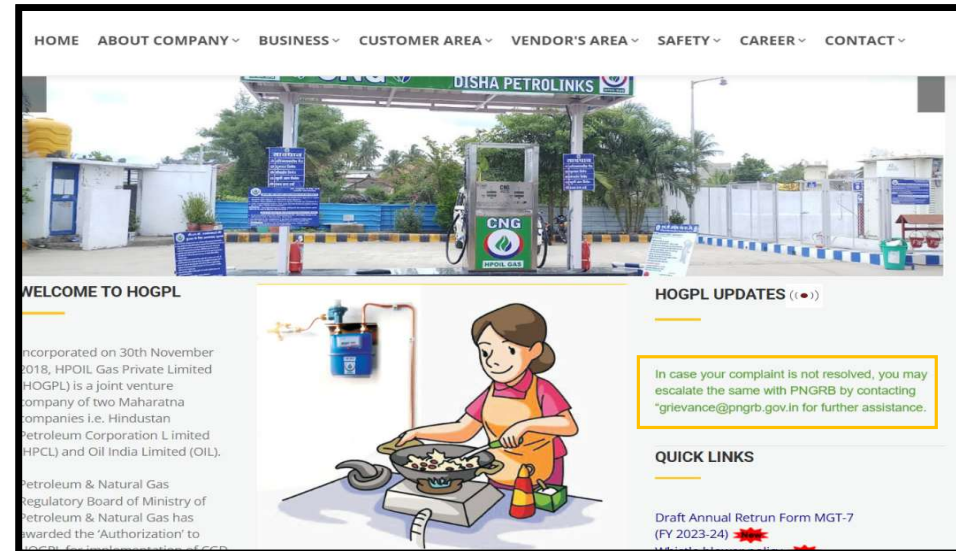
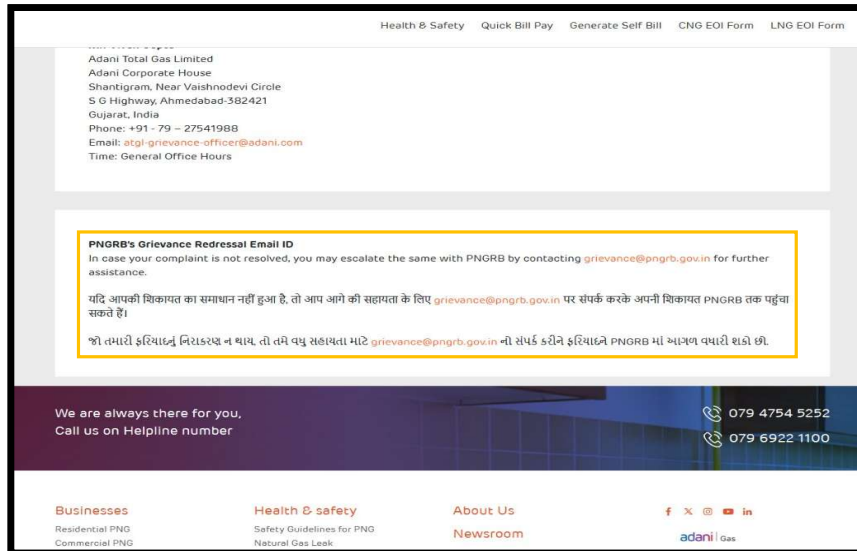


Consumer Grievance Escalation Mechanism

- Dedicated grievance escalation email “grievance@pngrb.gov.in” web hosted on PNGRB website
- Consumers with an additional channel to escalate unresolved grievances after approaching the respective entities



Entities prominently displaying PNRBG grievance email

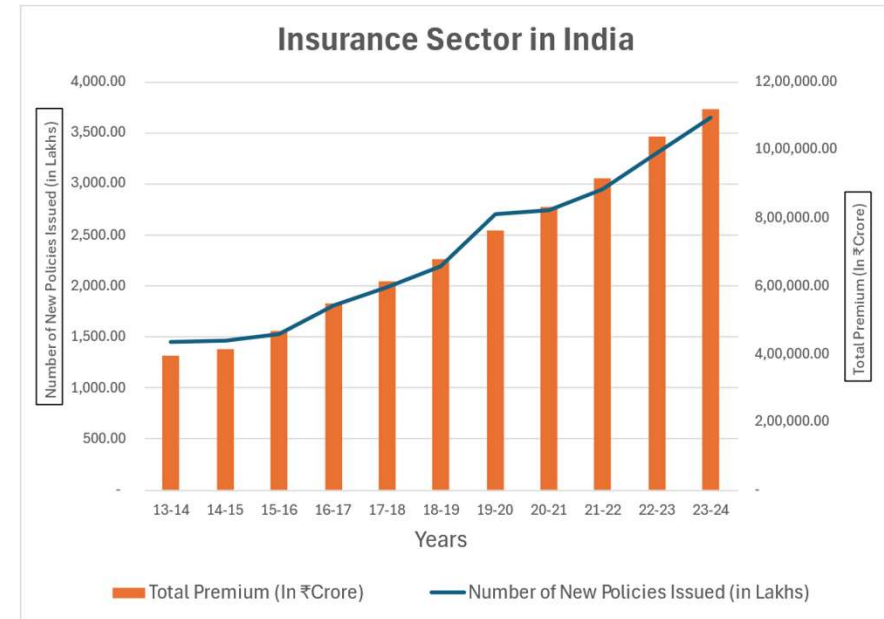


INSURANCE FOR CGD SECTOR



Insurance Sector of India

Insurance is a financial safeguard against risks and uncertainties, offering protection to individuals, businesses, and organizations by mitigating financial losses from events like accidents, illnesses, natural disasters, and property damage.



Growth of Insurance Sector

Source: IRDAI 2024 Report



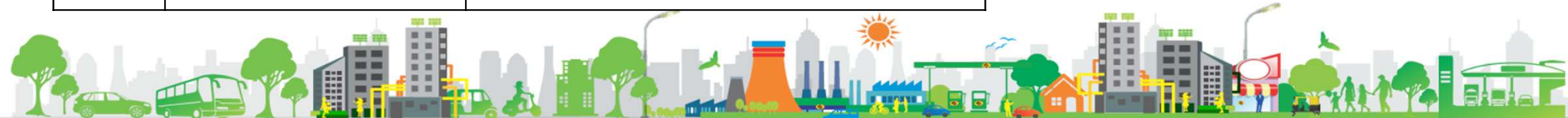
Structured Insurance Framework in LPG sector

- Insurance framework offering liability and personal accidental coverage
- Structured primarily by OMCs covering public liability, personal accident, and property damage



Insurance Coverage Available for LPG Consumers

Sr. No	Cover required	Limit
01.	Personal accident (Death)	Rs.6 lakhs per person per event
02.	Medical Expenses	Rs.30 lakhs per event (Maximum Rs.2 lakhs per person, Immediate relief up to Rs.25,000/- per person)
03.	Property Damage	Maximum Rs.2 lakhs per event at authorized customer's registered premises



Why Insurance for CGD Sector

- Acceptance of PNG as a safe alternative for cooking
- Protect the consumer against any potential loss
- Present consumer base of 1.44 crore
- Target to reach 12.6 crore household by 2034, makes it imperative to adopt a similar structured approach



PNGRB Steps towards Insurance in CGD

Entities directed to bring the insurance coverage with the following guidelines:

- I. Insurance coverage equal to or better than the LPG insurance offered by OMCs
- II. Simplified claim procedures to minimize judicial involvement in claim disbursements

Entities may jointly implement a collective insurance policy in line with OMC's



Insurance Coverage in Other Sectors

Sectors	Scheme	Maximum Coverage
Railway	Optional Travel Insurance Scheme	IRCTC - 10,00,000/- (@ 0.45/- paisa premium)
Aviation	Travel insurance as an add-on during the ticket booking process	Air India – 7,50,000/- (@ 149/-Rs. premium) Indigo – 7,50,000/- (@ 159/-Rs. premium) SpiceJet – 1,00,000/- (@ 169/-Rs. premium)
Electricity	Coverage policy varies state wise	DERC – 7,50,000/-



Source: Official Website



BILLING COMPLIANCE



Adoption of Best Practices



- IGL standardized bill contains consumer details, tariffs, price breakup and taxes
- Security deposit details on the bills by MGL
- Bills now display prices in Rs./SCM
- HPCL and IGL introduced QR code-based billing and online payment systems
- Advance billing notifications via SMS and email to consumers
- Inclusion of average consumption of last 06 months

IGL's standardized invoice format

Inclusion of meter reading photo on HPCL invoice



PRICE TRANSPARENCY IN PNG & CNG



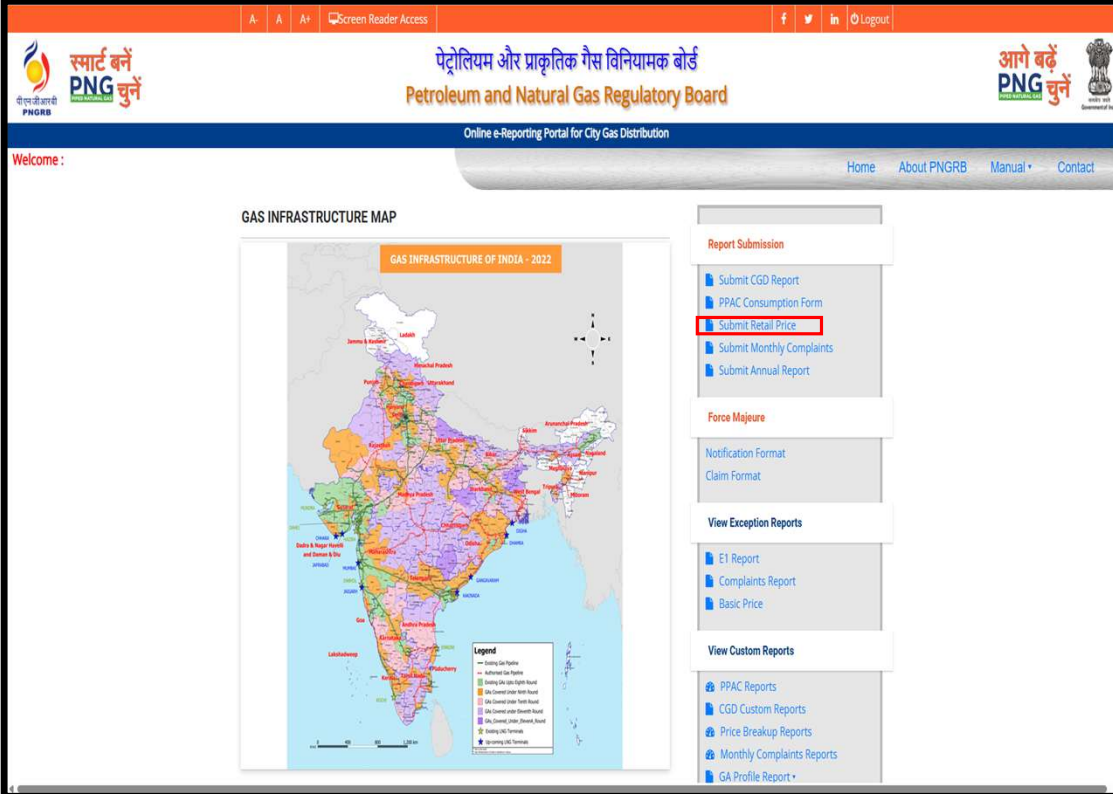
Initiative for Price Transparency in PNG & CNG

- Dedicated tab created on e-portal for monthly retail price submission
- Entities directed to display prices on the website

Way Forward

- Development of API mechanism for real time prices
- Web hosting of prices on the PNGRB website

Dedicated Tab – Retail Price Submission



The screenshot displays the official website of the Petroleum and Natural Gas Regulatory Board (PNGRB). The page features a navigation bar with the board's name in Hindi and English, along with social media icons and a 'Logout' button. Below the navigation bar, there is a 'Welcome' message and a 'GAS INFRASTRUCTURE MAP' section showing a map of India with various gas infrastructure points. On the right side, there is a 'Report Submission' menu with several options: 'Submit CGD Report', 'PPAC Consumption Form', 'Submit Retail Price' (highlighted with a red box), 'Submit Monthly Complaints', and 'Submit Annual Report'. Other sections include 'Force Majeure', 'View Exception Reports', and 'View Custom Reports'.

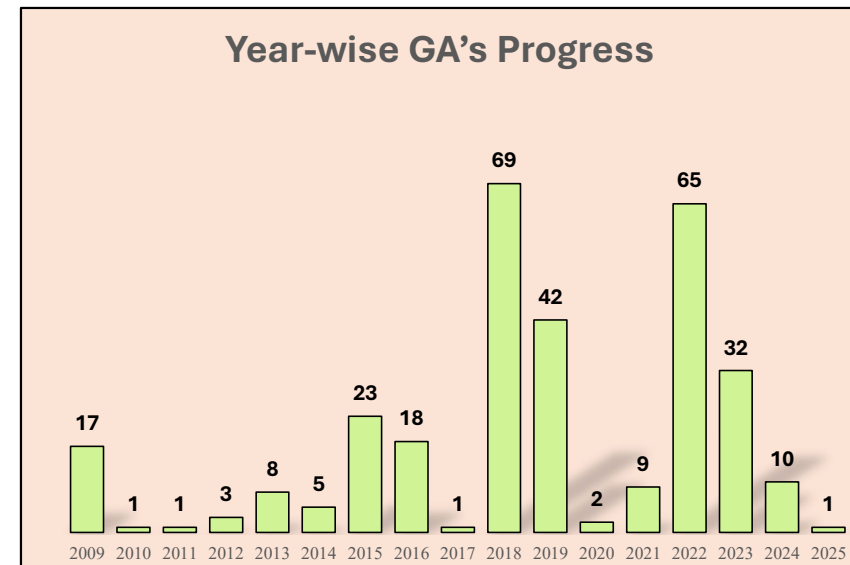


CONSUMER SATISFACTION SURVEY



Key Objectives

- To gain an insight of satisfaction level of D-PNG and CNG consumers
- Effectiveness of entities grievance redressal mechanism
- Identify areas for improvement and ensuring higher level of service quality
- Enhance Consumer trust



Overview of Consumer Satisfaction Survey

- PNGRB formed an Industry Committee consisting representatives from Major CGD Entities Adani Total Gas Ltd, BPCL, GAIL Gas, Gujarat Gas, IOCL, IGL, MGL, and Torrent Gas
- Industry Committee submitted its report covering below mentioned major aspects
 - i. Selection criteria for GAs for CSS
 - ii. Survey sample size for CSS
 - iii. CNG Questionnaire
 - iv. Commercial PNG Questionnaire
 - v. Domestic PNG Questionnaire
 - vi. Industrial PNG Questionnaire
 - vii. Qualifying Criteria and Suggested TPA's
- Agencies recommended by the Industry Committee have been called upon to participate in the empanelment process to assess their capabilities
- Final empanelment will be based on the outcome of the qualification process



Implementation Plan and Way Forward

- As the standardization process advances seamlessly, the following steps are outlined for the effective implementation of the CSS:
 - i. Finalization of TPA Empanelment
 - ii. Execution of First Standardized Survey
 - iii. Insights and Outcomes of survey analyzed for policy improvement
 - iv. Annual Review & Continuous Improvement

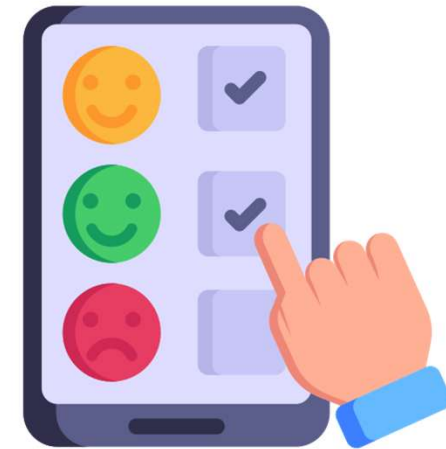
Key Outcomes

- PNGRB's initiative to standardize the Consumer Satisfaction Survey is a pivotal step toward enhancing customer experience in the CGD sector
- PNGRB Aims to drive service improvements, build trust, and boost the sector's efficiency.
- Periodic surveys establishes a customer-centric ecosystem aligned with industry best practices and regulatory compliances



Sectors - Consumer Survey

Sectors	Regulatory Body	Feedback Collection Approach
Telecommunication	Telecom Regulatory Authority of India (TRAI)	Released Consumer Satisfaction Survey conducted by Independent agency
Insurance	Insurance Regulatory and Development Authority of India (IRDAI)	Policyholder Awareness survey
Banking	Reserve Bank of India (RBI)	Releases Bi-monthly Consumer Confidence Survey



Thank You



Key Terms of Reference for HLEC

- I. To examine & suggest measures for effective implementation of Section 11(f) (i) to (vi) of PNGRB Act, 2006
- II. To examine scope of powers of Board under section 12 (1) of PNGRB Act, 2006
- III. To examine existing Regulations of PNGRB and suggest mechanism to ensure effective implementation of Section 11(a) r/w Preamble to PNGRB Act, 2006
- IV. To clarify avoidance of conflict with existing provisions relating to consumer protection in other statutes
- V. To examine existing provisions for appointment of Ombudsman with regard to protection of consumer interest in other regulatory bodies and suggest institution of a suitable mechanism in oil & gas sector



Awareness tab on PNGRB Website

The screenshot shows the PNGRB website homepage. At the top, there is a navigation bar with the PNGRB logo, language options (A-, A, A+, हिन्दी), and a Screen Reader Access button. The main header contains the text 'पेट्रोलियम एवं प्राकृतिक गैस विनियामक बोर्ड' and 'Petroleum and Natural Gas Regulatory Board'. The navigation menu includes: Home, About Us, Acts & Regulations, CGD / Pipeline Networks, Technical & Safety, Legal, Media, Tenders, Career, and RTI. The main banner features a couple cooking with a gas stove, with the text 'आगे बढ़ें PNG चुनें' and 'PIPED NATURAL GAS'. A green arrow points to the 'Consumer Awareness' link in the Quick Links menu, which is highlighted with a red border. Other links in the menu include: Achievement of MWP by Entities and Reduction of PBG, Public Notice, Cause List, and DataBank. A footer bar contains icons for 'पाइपड नैचुरल गैस के फायदे', '24x7 उपलब्ध', 'सुविधाजनक', 'किफायती', 'सुरक्षित', and 'पर्यावरण के अनुकूल'.

Entity Weblinks for PNG & CNG prices

FAQs for PNG & CNG

CGD Emergency & Customer care Numbers

