



GAIL Gas Limited

(A Wholly Owned Subsidiary of GAIL (India) Limited)

Corporate office: 13th & 14th Floor, Jubilee Tower, B -35 & 36, Sector -1, Noida, U.P. -201301.

Bengaluru office: 3rd floor, M.S. Complex, S-44, New BEL Road, Bengaluru – 560054. Ph: 080 – 2309 7700

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REGISTRATION FORM FOR DOMESTIC PIPED NATURAL GAS CONNECTION

I/We wish to register for a Domestic Piped Natural gas connection. Our particulars are given hereunder*:

1) Mr./Ms./Mrs.

2) Father's/Husband's Name:

3) Address: House No/Flat No: Society/Apartment
 Street/Area Name
 City State: Pin:

4) Mobile Nos (Residence No.)

Email:

5) Type of Ownership (Please Tick ()): Owner () Rented ()

6) Plan Opted (Please Tick):

a) Standard payment option ☐ b) Installment Option ☐ c) Flexi Payment Option ☐

Payment Details: Bangalore One: ☐ Bangalore One Receipt No.....Any other mode

Pay Order/DD/ChequeNo.....Date.....Drawn On.....Bank Name.....

Favoring "GAIL Gas Limited" Payable atAmount..... towards Refundable Security Deposit (wherever applicable) as per the terms and conditions stated overleaf. **(Payment in Cash is not accepted)**

Declaration:

1. I/We have read and understood all the terms and conditions as stated. I/ We accept and agree to the said terms and conditions, as may be amended from time to time.
2. I hereby authorize the Supplier to disconnect my PNG connection if subsidized LPG connection (if any) is not surrendered / kept in safe custody/converted to non-subsidized within 60 days of PNG supply commencement.

Date: Name: Signature:

List of Documents to Be Submitted:

- Proof of Identity (Any one of PAN Card/ Passport/Voter Id Card/ Driving License /Aadhar Card)
- Proof of ownership of the establishment (Copy of Sale Deed Agreement/Rent Agreement/Electricity bill/BSNL/Telephone Bill/Society Certificates etc.)

*All fields are required to be filled mandatory.

If rented, please submit NOC to be issued by the lawful owner of the property as specified below

NO OBJECTION CERTIFICATE (TO BE FILLED BY THE LAWFUL OWNER)

(Applicable only if the premise is rented)

This is to certify that I, Mr./Ms./Mrs. am the lawful owner of the above mentioned property. I have no objection, if the tenant of the property as mentioned above, avails domestic PNG connection from Gail Gas Limited.

Name: Permanent Address of the Owner:

..... Residence No: Mobile Nos:

Email: Proof of Ownership (as enclosed)

Date:

Signature

Application Fee waived off w.e.f. 02.10.2019*



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TERMS AND CONDITIONS FOR SUPPLY OF PIPED NATURAL GAS TO DOMESTIC CUSTOMERS

The terms and conditions between M/s GAIL Gas Limited, (hereinafter referred to as "Supplier") and the applicant (hereinafter referred to as "Customer") for the supply of piped natural gas, are stated below:

- 1 "Supplier" means GAIL Gas Limited.
 - 2 "Customer" means the applicant for a domestic Piped Natural Gas (PNG) connection.
 - 3 "PNGRB" means Petroleum and Natural Gas Regulatory Board.
 - 4 "Last Mile Connectivity (LMC)" means equipment's and installations used for providing PNG connection as defined in PNGRB Regulations 2008.
 - 5 "SCM" (Standard Cubic Meter of GAS) means a quantity of GAS required to fill One (1) cubic meter of space when the GAS is at an absolute pressure of seven hundred and sixty (760) millimeters of mercury and a temperature of fifteen (15) degrees Celsius.
 - 6 "Households" means a family consisting of husband, wife, unmarried children and dependent parents living together in a dwelling unit having common Kitchen"
- Supplier's Rights and Obligations**
- 1 After receipt of the duly completed registration form together with the required interest free refundable security deposit, the Supplier shall commence to take steps to provide the PNG connection to the Customer. The Supplier shall make all efforts, as a prudent City Gas Distribution Company to install the connection within reasonable time from the date of registration, subject to the availability of access to the Customer's premises.
 - In the event of any delay, due to non-availability of requisite permissions from land owning agencies of the area / society, the Customer may exercise the option to ask for the refund of their security deposit. The Supplier shall refund the interest free security deposit in the event of non-feasibility of providing the PNG connection to the Customer due to technical reasons, which the Supplier may discover at the time of execution of the work / installation of PNG connection.
 - 2 The Supplier shall supply the PNG at a pressure of 21 millibar to all the domestic customers and maintain the maximum flow-rate of 0.75 SCM per hour only for kitchen application only. However, the flow-rate may change for any additional application(s).
 - 3 The Supplier reserves the right to select safe and best possible pipeline route to provide PNG connection to individual residential units having necessary safety and statutory clearances.
 - 4 The Supplier shall convert the existing LPG burners to make it compatible for use on PNG for the first stove / appliance. Any subsequent conversions would be carried out on payment of applicable charges as prevailing at the time of receipt of the request.
 - 5 Meter reading shall be taken during the period commencing 10 days prior to the last date of respective billing cycle. Bi-Monthly bill shall be raised on the Customer on the basis of actual meter reading converted into Standard Cubic Meter (SCM) by applying correction factor. In case in spite of best efforts the meter reading is not recorded due to any reason at Customer's end, the entity will send a provisional bill based on average consumption of the last six billing cycles and the difference in the amount if any will be adjusted in the next bill on the basis of actual meter reading obtained. In such case if the customer desires the bill based on actual meter reading, he/she may inform the current meter reading to the Supplier within 5 days from the last date of respective billing cycle through email: gailgashelp@gail.co.in or through letter containing the complete details including the Meter Number and Business Partner Number.
 - 6 The PNG connection shall be issued only in name of any adult member of the household. Each Meter shall be treated as separate PNG Connection. Extension from one floor to another floor is permitted for the household. Extension of GI Pipe/ Copper tubing can be provided with extra charges as per prevailing rates. Extension in the kitchen on the same floor can be provided with extra charges as per prevailing rates.
 - 7 The modification of existing PNG installation may be carried out on request of the Customer along with the payment of applicable charges (Non-Refundable) as prevailing at the time of receipt of such request. Acceptance of any such request for modification is subject to conformity to relevant technical and safety standards.
 - 8 If the banking instrument issued by the Customer gets dishonored for any reason, administrative charges of Rs. 200/- (Plus applicable taxes) shall be levied and recovered from the Customer in addition to interest, if any, without prejudice to the right of the Supplier to initiate appropriate legal proceedings and banker's charges against the Customer for the said dishonor.
 - 9 The Supplier shall not use Customer information obtained for a purpose other than for which it was obtained. The Supplier shall not disclose the Customer's information to any person/entity other than the Petroleum and Natural Gas Regulatory Board (PNGRB), Central and State Governments and other statutory authorities without the consent of the Customer in writing except for the following purposes:
 - a) Billing or Market Operation
 - b) Law enforcement
 - c) When past due accounts of the customer have been transferred to a debt collection agency.
 - 10 Supplier shall take all reasonable steps to ensure a regular and consistent supply of PNG to the Customer. However, in the event of any interruption due to force majeure like natural calamities, war and other unforeseen events etc. beyond the control of Supplier, the Customer shall have no claim whatsoever, for the interruption of the supply. However, the supplier, as a prudent City Gas Distribution Company shall make all efforts to restore the PNG supply at the earliest
 - 11 The Supplier shall inform the PNG Customers through RWA / Managing committee of the affected society/area/colony of any planned shut down for undertaking maintenance activity in their respective areas.
- Customers' Rights and Obligations:**
- 1 Customers Opting for Upfront Payment

An interest free refundable security deposit of Rs. 4000/- per domestic connection shall be deposited through Bangalore One/ cheque /DD/PO payable at par in///// (name of the city) in favor of "GAIL Gas Limited" towards the security of the equipment's and facilities as defined in the PNGRB Regulations 2008.

OR

Customers Opting for Installment Scheme

The customer opting for Installment Scheme will be charged Rs. 5 per day for one thousand days (1000) towards interest free refundable security deposit towards the security of equipment's and facilities as defined in PNGRB regulations 2008. The same will be charged in PNG consumption bills on prorata basis.

OR

Customers Opting for Flexi payment Option

Nonrefundable charges of Rs.1 +applicable Taxes shall be charged in PNG consumption bills on prorata basis.
 - Notwithstanding the payment option chosen from the 3 option given above, the customer is also required to deposit Rs. 500/- towards bill payment security (interest free refundable) as deposit towards bill for PNG consumption, at the time of starting the PNG supply.
 2. The domestic PNG Customer shall bear the cost of material and labor charges for GI pipe in excess of 10 meters before metering unit & tube/pipe in excess of 5 meters after metering unit including rubber tube, as per rates applicable at the time of execution and as declared by the Supplier.
 - I. In case additional piping is within 10 meters then GAIL Gas Ltd., will bill the same in the first invoice of consumer.
 - II. In case additional piping requirement is more than 10 meters then the additional applicable payment shall be payable along with the SD amount.
 3. It shall be the responsibility of the customer to provide access to the route as decided by the Supplier for laying of pipeline inside the boundary wall of the premises of his/her residence. However, in case of flats located in multi storey housing societies, the Customer shall arrange NOC, if required for laying of pipelines, through the common portions/areas/walls inside of such housing complex, from the person/society concerned. In the event of non-receipt of such clearance in a reasonable time frame Supplier shall cancel the registration and refund the security deposit.
 4. The Customer undertakes to provide the Supplier with the proof of requisite safety and statutory clearances from the competent authority at the time of registration. The Customer is under obligation to provide the proof of ownership/tenancy of the premises to the satisfaction of the Supplier at the time of submission of the registration form.
 5. The Customer shall make use of the PNG supply for domestic purpose only and that too in the registered premises only and shall not re-supply to any other person or property under any circumstances.
 6. All fittings & equipment as provided by the Supplier for the purpose of supply of PNG shall remain the property of the Supplier. The Customer shall remain the custodian of such properties and shall ensure the safety of these equipment.

7. The Customer will not permit interference with PNG equipment and supply line by any person not authorized by GAIL Gas Ltd. Only the Supplier's authorized representative will have access to rectify any problem and maintain the equipment. Any unauthorized concealing / tampering / relocation of PNG installation is not permitted and shall be solely at the risk and cost of Customer.
8. The Customer shall ensure access to the meter reader, authorized by GAIL Gas Ltd., for periodical meter readings and maintenance checks.
9. The Customer shall ensure the proper & timely payment of PNG consumption bills, which shall also include the LMC charges, and/or Network Tariffs decided from time to time in accordance with the PNGRB Regulations 2008. Customer shall make full payment, against the bill raised by the Supplier within 21 days from the date of billing. Any default in the payment of bill will attract delayed payment charges @ 2% on total outstanding amount. Non receipt of PNG consumption bill shall not be sufficient ground for non-payment of bills. In case Customer has not received Bi-Monthly bill he/she is under obligation to obtain a duplicate copy of same from the Supplier or at Bangalore One centers after payment of applicable charges.
10. In case the Customer fails to pay two consecutive bills, PNG supply will be discontinued without any notice. The supply shall only be resumed by GAIL Gas Ltd. after clearance of all the outstanding bills with applicable interest. A minimum amount of Rs.1000/- shall be charged as re-connection charges to cover the expenses involved in disconnecting & reconnecting the supply. In such cases, Supplier reserves the right to resume PNG supply with Smart-Card enabled metering system.
11. All the payments shall be made by as per the modes evolved by the Supplier from time-to-time. Following modes of payment shall be acceptable by the Supplier:
 - a) Cheque
 - b) Demand Draft
 - c) Electronic Fund Transfer
 - d) RTGS, etc.
 - e) Bangalore One/ Karnataka One Portal
12. The customer in addition to the per unit cost of gas has to bear & pay, taxes levied as applicable from time to time.
13. Supplier may install a Smart-Card enabled gas meter as part of PNG installation and the same shall be accepted by the customer without any objections.
14. Wherever applicable Customer can buy / recharge prepaid smart cards for supply of PNG from various authorized channels made available by the Supplier from time to time. For Customers provided with smart card enabled gas metering system, Clause No.09 & 10 under Customers' rights & obligations shall not be applicable.
15. In case the Customer desires to surrender the PNG connection, the Customer would be required to submit a written request along with the original receipts of payment made towards the payment of refundable security deposit. The security deposit and Payment Security would be released after deducting the final bill amount and other dues, if any, after taking the meter and other fittings into safe custody by the Supplier.
16. Customer understands that rubber tube is a consumable component of PNG installation. Customer is under obligation to get it replaced annually with payment of applicable charges. Customer shall also ensure that if at any time during the usage/non-usage of PNG connection, any damage is detected in the rubber tube, PNG supply should be stopped immediately and a request for replacement of damaged rubber tube with applicable charges should be placed with the Supplier. No request for compensation/adjustment in the PNG consumption bill on account of leakage of gas caused due to damage of rubber tube shall be entertained.
17. In terms of notification NO. P-17011/3/2010-Mkt issued by Ministry of Petroleum & Natural Gas, PNG Connection holders can keep only one LPG connection in their household and Public Sector Oil Marketing Companies(OMCs) can supply LPG at non-subsidized rate only to such LPG connection. The consumer hereby undertakes to surrender the Liquefied Petroleum Gas(LPG) (subsidized) connection, obtained from Government Oil Company within sixty days of obtaining PNG connection from the Supplier failing which, the Supplier shall have absolute right to disconnect the PNG connection provided to the consumer.

General:

- 1 Supplier reserves the right to reject any application for registration by intimating the basis for rejection of the application to the applicant.
- 2 Supplier reserves the right to provide an additional PNG connection for use in heating & cooling application (i.e. domestic Geyser & Air Conditioner) on request of the Customer along with the payment of applicable charges (Non-Refundable) as prevailing at the time of receipt of such request & additional connection for Gas based gensets for domestic supply purposes.
- 3 Prices of domestic PNG are subject to change and Supplier reserves the right to revise the prices at any time.
- 4 The Supplier reserves the right to revise LMC charges and Network Tariff for the Last Mile Connectivity (LMC) at any time. Such charges and tariffs would be in accordance with the PNGRB Regulations 2008.
- 5 After Sales Service (list placed below) shall be provided by the Supplier on payment of applicable charges (Non-Refundable) as prevailing at the time of receipt of such request for the following services.

After Sales Services	
S.No	Particulars
1	Bathroom Point
2	Kitchen or Bathroom Pipeline Modification
3	Removing & Refitting inside house GI/Cu Pipeline
4	PE Route modification inside Customer premises
5	Removal, Refitment, Modification with PE & GI/Cu Re-Routing
6	Full Connection Removal & Refitting
7	Additional Pipeline laying/Pipefitting
8	PE pipeline laying through Boring
9	GI Riser Shifting
10	SR Shifting
11	RCC Guard Replacement
12	Wire braided flexible hose replacement
13	For each additional burner conversion and /or in case if already converted stove has been replaced by customer
14	Conversion of Additional Burner (per burner charges)
15	Gas Tap Replacement
16	Isolation Valve Replacement
17	Riser Isolation Valve
18	Disconnection
19	Reconnection
20	Name Transfer Charges (Except Death)

- 6 Supplier reserves the right to amend/modify any or all of the terms and conditions under intimation to the Customer.
- 7 The Supplier reserves the right to supply PNG to other Customers through the same pipeline at any point therein up-to the meter outlet/isolation valve.
- 8 All disputes or differences whatsoever, arising out of this agreement, which are not settled by mutual consultation, shall be settled by Arbitration under the Indian Arbitration & Conciliation Act, 1996. For the purpose of appointing the Sole Arbitrator, the Supplier shall send to the Customer a names of 3 (three) independent persons and the customer shall select any one of them to be appointed as "Sole Arbitrator" and communicate his/ her name to the Supplier who within thirty (30) days shall appoint the selected person as the Sole Arbitrator
- 9 Not with standing any other court(s) having jurisdiction to try the suits arising out of this agreement, only court of Delhi shall have exclusive jurisdiction to try such suits to the exclusion of all other courts in the Country.

Name:

(Signature)

Email Us: gailgashelp@gail.co.in

Important Numbers

GAIL Gas Helpline Nos.: 1800 102 9282

24x7 Emergency Nos.: 8904085010 (HSR)/ 8904085017 (Whitefield) / 080- 23611217 (New BEL Road Office)