



RULES AND REGULATIONS*

Annexure – I

Point No.	Particulars
1	In case of illegal usage of Domestic connection penalty of Rs. 15000/- to be taken & average bill of unit consumed to be charged.
2	Meter testing charges w.e.f 01.07.2021 is Rs. 100/- and if meter found OK as per meter testing report, then the charges to be refunded by adjusting in the gas bill.
3	If Meter found faulty, units bill to be calculated on the basis of average consumption of last 6 cycles of PNG bills.
4	List of documents to be verified for name transfer as per the PNGRB regulations is listed in Annexure II . Further Differential security deposit shall not be taken from the customer.
5	For updating of records in billing ERP we may accept the application for change in no of family members along with ration card copy. In case if ration card is not made available we may accept notarized stamp paper.
6	Increase the charge for Name transfer to Rs. 200/- +Taxes through Gazette or marriage certificate and Varsai name transfer w.e.f 01.07.2021.
7	For rechecking of estimate of new connection Rs. 100 +Taxes from customers and refund the same by adjusting in the gas bill, if the measurements are found wrong.
8	For new connection, we charge Rs. 1250 for extra point and Rs. 3500 for geyser point. Old customers are charged Rs. 100 per month for extra point for which if the customer pays as above then the monthly Rs. 100 should not be charged.
9	If the new customer has paid Rs. 1250 for extra point and Rs. 3500 for geyser point but does not take any or both while taking connection and apply for refund, we give credit in the customer bill.
10	1. For ledger copy for past record charges from customers (for the period of 1 Financial year): a. For Domestic Rs. 100/- plus tax and b. For Commercial Rs. 250/- plus tax Along with application from connection holder with zerox of gas bill and ID proof. The Certified copy will be given within 7 working days from the receipt.

11	<p>For the Cheque returns charges taken from customers*.</p> <table border="1" data-bbox="316 165 1445 768"> <thead> <tr> <th data-bbox="316 165 1083 230">Reason for return</th> <th data-bbox="1083 165 1445 230">Penalty applicable</th> </tr> </thead> <tbody> <tr> <td data-bbox="316 230 1083 333">1. Alteration in date/words/figure/ etc.</td> <td data-bbox="1083 230 1445 333">100/- for any kind of amount</td> </tr> <tr> <td data-bbox="316 333 1083 768"> 1. Refer to drawer 2. Exceeds arrangement 3. Drawers signature differ from the specimen in record 4. Payment stopped by drawer 5. Cheque is out dated/ post dated 6. Account closed 7. Fund insufficient 8. Amount in words & figure Account Frozen 9. No advise received 10. Any other like payee name differ, thumb impression not allowed etc. </td> <td data-bbox="1083 333 1445 768">10% of cheque amount</td> </tr> </tbody> </table> <p>*Note: for bill receipt Cheque Return Charges</p> <ul style="list-style-type: none"> - If chq. Amt < Rs. 2500/- penalty applicable Rs. 100/- - If chq Amt >= Rs. 2500/- penalty applicable 10% of cheque amount 	Reason for return	Penalty applicable	1. Alteration in date/words/figure/ etc.	100/- for any kind of amount	1. Refer to drawer 2. Exceeds arrangement 3. Drawers signature differ from the specimen in record 4. Payment stopped by drawer 5. Cheque is out dated/ post dated 6. Account closed 7. Fund insufficient 8. Amount in words & figure Account Frozen 9. No advise received 10. Any other like payee name differ, thumb impression not allowed etc.	10% of cheque amount
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12	<p>Penalty for Delay Payment (after Due Date):</p> <ul style="list-style-type: none"> - For Domestic Connection: Per bill amount <=1000 than 50/- rs. Per bill amount >1000 than 100/- rs. - For Commercial Connection: After date within 30 days than 200/- rs. Above 30days after bill date than 200+18% interest p.a - For A.C Plant Connection 750+18% interest p.a 						
13	<p>Penalty for Non- metered Connection (BY PASS) and Faulty Meter (FR) connection per month</p> <ul style="list-style-type: none"> - For Domestic = Rs. 200/- - For Commercial = 5000 & average bill 						
14	<p>Penalty for illegal uses of Extra Point in PNG Commercial Connection = Rs. 18000/-</p>						
15	<p>Penalty for Directly Disconnect the Gas Line by customer owned</p> <ul style="list-style-type: none"> - For Domestic Connection than Rs. 2000/- - For Commercial Connection than Rs. 7500/- 						
16	<p>At the time of gas connection not disconnected and regular gas bill amount raised. For those PNG connection demand is reducing as per produce of below certificate-</p> <p>A. For meter connection as per meter reading / meter testing report</p> <p>B. For BYPASS connection / FR-</p> <ol style="list-style-type: none"> a. Provide VMC certificate for vacant House or Building permission certificate. b. MGVCCL certificate of consumption up to 20 units of uses. c. As per condition /situation of House. 						
17	<p>At any reason Gas connection disconnected at VGL record(except permanent disconnection) charges are as under:</p> <ul style="list-style-type: none"> - For Domestic connection : per month Rs.50/- up to maximum Rs. 3000/- (whichever is lower) - For Commercial connection : per month Rs. 200/- upto maximum Rs. 5000/- 						

	(whichever is lower) - If gas connection disconnected due to non-payment of gas bill than they have to pay due bill amount with above charges. Note: for faulty meter procedure are as per non meter connection
18	Facility of Safe Custody for maximum 5 years only. After completion of safe custody period, (if not renewed) charged are as follow: - For Domestic connection: per month Rs.50/- up to maximum Rs. 3000/- (whichever is lower) - For Commercial connection: per month Rs. 200/- upto maximum Rs. 5000/- (whichever is lower)
19	Other PNG terms & condition as per Reverse(back side) of PNG bill

Annexure – II: DOCUMENTS REQUIRED FOR NAME TRANSFER

Type of Transfer	Documents Required	Type of Documents	Remark
By Sale	Purchase Agreement	Agreement - Sales / Purchase deed with present registered customer	Any ONE document is Mandatory
		OR	
		Share Certificate of registered housing society endorsed to the applicant	
		OR	
		NOC from society	
		OR	
		Property tax receipt in the applicants name (in case of bungalow's)	
		OR	
		Court Sales Document / Deed	
		NOC from the registered PNG customer / joint owners in case the property is in the	
	NOC	joint name	Any ONE document is Mandatory
		OR	
Affidavit cum Indemnity.			
Transfer charges	Transfer charges as per applicable rates	Mandatory	
Transfer Form	Transfer Form Duly filled up	Mandatory	
By Mortgaged	Purchase Agreement	Agreement / Purchase / Sale Deed with/respective Bank	Any ONE document is Mandatory
		OR	
		Letter of allotment	
	NOC	NOC from Registered Customer	Any ONE document is Mandatory
		OR Affidavit cum Indemnity.	
	Transfer Charges	Transfer charges as per applicable rates	Mandatory
Letter from M ortgager	Letter from Mortgager	Mandatory	
Transfer Form	Transfer Form Duly filled up	Mandatory	

By Rental / Leased /Pagadi	Rent Receipt	Lease agreement – Original needed for verification OR Latest Rent Receipt – Original needed for verification	Any ONE document is Mandatory
	NOC from Landlord	NOC from the landlord in original	Mandatory
	NOC	NOC from Registered Customer OR Affidavit cum Indemnity.	Any ONE document is Mandatory
	Transfer charges	Transfer charges as per applicable rates	Mandatory
	Transfer Form	Transfer Form Duly filled up	Mandatory
By Death of Registered Consumer	Death Certificate	Attested Photo copy of Death certificate of Registered Consumer	Mandatory
	NOC of Legal Heirs	NOC from sole / all / joint Natural Legal Heirs (if any) OR Affidavit cum Indemnity OR Photo copy of Succession Certificate / Will – If there is Natural legal heir OR Probate	Any ONE document is Mandatory
	NOC from Society	Share certificate of Society OR NOC from Society (in original) OR Rent Receipt	
	Transfer Form	Transfer Form Duly filled up	Mandatory
Gift Transfer	Gift Deed	Gift Deed with the present registered customer	Mandatory
	NOC	NOC from registered customer in Original OR Affidavit cum Indemnity	Any ONE document is Mandatory
	Transfer charges	Transfer charges as per applicable rates	Mandatory
	Transfer Form	Transfer Form Duly filled up	Mandatory

Builder Transfer	NOC	Copy of Flat Agreement with Builder OR NOC letter from Builder OR Allotment Letter of Flat	Any ONE document is Mandatory
	Registration Form	Registration Form by new consumer	Any ONE document is Mandatory
	Transfer Form	Transfer Form Duly filled up	
Institutional Transfer	NOC	Letter from employer to the applicant	Mandatory
	Transfer Form	Transfer Form Duly filled up	Mandatory
	Transfer charges	Transfer charges as per applicable rates	Mandatory