



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 with Commercial Rates.
2	Meter testing charges will not be refundable in any case.
3	In any case The Lagat / Misc. Charges will not be refundable.
4	If Meter found faulty, units bill to be calculated on the basis of average consumption of last 6 cycles of PNG bills.
5	List of documents to be verified for name transfer as per the PNGRB regulations is listed in Annexure II . Further Differential security deposit shall be taken from the name transfer customers as per prevailing deposit of Rs. 6000 W.E.F - 16/01/2023, and it will be changed Without any prior notice.
6	For updating of records in billing ERP we may accept the application for change in number of family members along with ration card copy. In case if ration card is not made available, we may accept notarized stamp paper of Rs. 50.
7	Increase the charge for Name transfer to Rs. 500/- +Taxes and Difference of Deposit through Gazette or marriage certificate and Varsai name transfer w.e.f 01.09.2023.
8	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.
9	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.
10	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 after deducting administration charges of Rs.50 . Note: Other Terms and conditions are as per New Registration form.
11	<p>1. For ledger copy for past record charges from customers (for the period of 1 Financial year):</p> <p>a. For Domestic Rs. 100/- plus tax and</p> <p>b. For Commercial Rs. 250/- plus tax</p> <p>Along with application from connection holder with Xerox of gas bill and ID proof. The Certified copy will be given within 7 working days from the receipt.</p>

12	<p>For the Cheque returns charges taken from customers*.</p> <table><tr><th>Reason for return</th><th>Penalty applicable</th></tr><tr><td>1. Alteration in date/words/figure/ etc.</td><td>250/- for any kind of amount</td></tr><tr><td>1. Refer to drawer</td><td rowspan="10">5% of cheque amount</td></tr><tr><td>2. Non CTS Cheque</td></tr><tr><td>3. Exceeds arrangement</td></tr><tr><td>4. Drawers signature differ from the specimen in record</td></tr><tr><td>5. Payment stopped by drawer</td></tr><tr><td>6. Cheque is out dated/ post dated</td></tr><tr><td>7. Account closed</td></tr><tr><td>8. Fund insufficient</td></tr><tr><td>9. Amount in words & figure Account Frozen</td></tr><tr><td>10. No advise received</td></tr><tr><td>11. Ay other like payee name differ, thumb impression</td><td></td></tr></table> <p>*Note: for bill receipt Cheque Return Charges</p> <ul style="list-style-type: none">- If chq. Amt < Rs. 2500/- penalty applicable Rs. 250/-- If chq Amount >= Rs. 2500/- penalty applicable 5% of cheque amount-	Reason for return	Penalty applicable	1. Alteration in date/words/figure/ etc.	250/- for any kind of amount	1. Refer to drawer	5% of cheque amount	2. Non CTS Cheque	3. Exceeds arrangement	4. Drawers signature differ from the specimen in record	5. Payment stopped by drawer	6. Cheque is out dated/ post dated	7. Account closed	8. Fund insufficient	9. Amount in words & figure Account Frozen	10. No advise received	11. Ay other like payee name differ, thumb impression					
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13	<p>Penalty for Delay Payment (after Due Date):</p> <ul style="list-style-type: none">- For Domestic Connection:<table><tr><th>Min Bill amount in Rs.</th><th>Max Bill Amount in Rs.</th><th>Late Payment charges in Rs.</th></tr><tr><td>Up to</td><td>1000</td><td>50</td></tr><tr><td>1001</td><td>2000</td><td>100</td></tr><tr><td>2001</td><td>5000</td><td>200</td></tr><tr><td>5001</td><td>10000</td><td>400</td></tr><tr><td>10001</td><td>25000</td><td>1000</td></tr><tr><td>25001</td><td>Above</td><td>2000</td></tr></table>- For Commercial Connection:<p>After 7 days Due date and within Next bill Generation, then 200/- Rs.Above 15 days after bill date than 200+18% interest P.A.</p>	Min Bill amount in Rs.	Max Bill Amount in Rs.	Late Payment charges in Rs.	Up to	1000	50	1001	2000	100	2001	5000	200	5001	10000	400	10001	25000	1000	25001	Above	2000
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14	<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																					
15	<p>Penalty for illegal uses of Extra Point in PNG Commercial Connection = Rs. 18000/-</p>																					
16	<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/-																					

17	<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> <p>a) Provide VMC certificate for vacant House or Building permission certificate.</p> <p>b) MGVCL certificate of consumption up to 20 units of uses.</p> <p>c) As per condition /situation of House.</p>
18	<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.125/- up to maximum Rs. 5000/-(whichever is lower) <p>For Commercial connection : per month Rs. 200/- up to maximum Rs. 10000/- (whichever is lower)</p> <ul style="list-style-type: none"> - If gas connection disconnected due to non-payment of gas bill than they have to pay due bill amount with above charges.
19	<p>Facility of Safe Custody for maximum 5 years only. After completion of safe custodyperiod, (if not renewed) charged are as follow:</p> <ul style="list-style-type: none"> - For Domestic connection: per month Rs.125/- up to maximum Rs. 5000/-(whichever is lower) <p>For Commercial connection: per month Rs. 200/- up to maximum Rs. 10000/- (whichever is lower)</p>
20	<ul style="list-style-type: none"> - Other PNG terms & condition as per Reverse(back side) of PNG bill
21	All commercial and Special Commercial Consumer s to be billed on Fortnightly basis.
22	Minimum charges will be of 5 Units fortnightly for All commercial and Special Commercial Consumers.
23	<p>1. In case of AC/Industrial customers, due date for payment is 7 days from the date of issue ofbill.</p> <p>2. In case of Commercial customers, due date for payment is 7 days from the date of issue ofbill.</p> <p>3. In case of Domestic customers, due date for payment is 15 days from the date of issue of bill.</p> <p>After that Penalty for Delay Payment (after Due Date) mentioned in point 12 will be applicable.</p>
24	For all Domestic Piped Natural gas (DPNG) customers who have taken Gas connection but are not consuming gas or whose house is closed or whose gas consumption is 5 units or lessin the bi monthly billing cycle, VGL shall charge for minimum 5 units effective from 16th January 2023. In Case of House close (H C), Minimum charges can be adjusted current bill for the last previous cycle only, In case of gas use more than the minimum charges.

Annexure – II: DOCUMENTS REQUIRED FOR NAME TRANSFER

Note: Currently Interest free Security deposit is Rs.6000.

So, same will be considered in Deposit difference at the time of name transfer along with other name transfer charges.

Type of Transfer	Documents Required	Type of Documents	Remark
By Sale	Purchase Agreement		Any ONE document is Mandatory
		Agreement - Sales / Purchase deed with present registered customer	
		OR	
		Share Certificate of registered housing society endorsed to the applicant	
		OR	
		NOC from society	
		OR	
		Property tax receipt in the applicant's 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	
		joint name	
		OR	
	NOC	Affidavit cum Indemnity.	Any ONE document is Mandatory
		OR	
	Transfer charges	Transfer charges as per applicable rates	Mandatory
	Transfer Form	Transfer Form Duly filled up	Mandatory
By Mortgaged	Purchase Agreement	Agreement / Purchase / Sale Deedwith/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 Mortgager	Letter from Mortgager	Mandatory
	Transfer Form	Transfer Form Duly filled up	Mandatory

By 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	House Tax and 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	House Tax Name transfer Copy 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	House Tax name transfer Copy 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
		Copy of Flat Agreement with Builder OR NOC letter from Builder	Any ONE document is

Builder Transfer	NOC	OR	Mandatory
		Allotment Letter of Flat	
	Registr ation Form	Registration Form by new consumer	Any ONE document is Mandatory
	Transfer Form	Transfer Form Duly filled up	
Instituti onal 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