



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

*For office use only*  
 Form No .....  
 Business partner no.: .....  
 Date of Receipt of Registration: .....

Sonepat office: Star House, 2<sup>nd</sup> Floor, Opposite Civil Hospital, Bahalgarh Road, Sonepat, Haryana-131001 Phone: 0130-2235900, 0130-2235910  
 Corporate Office: A-1, Sector-2, NOIDA, UP-201301 Phone: 0120-2532246

**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/Flat No:   
 Society /Apartment   
 Street/Area Name:   
 City:   
 State:  Pin:
- 4) Telephone Nos. : Landline (Office)   
 (Residence)  Mobile No:
- 5) Email:

6) Type of Ownership (Please Tick): Owner  Rented   
 If rented, please submit NOC to be issued by the lawful owner of the property as specified below  
**PAYMENT DETAILS:**  
 Pay Order/DD/Cheque No.....Date.....Drawn On.....Bank Name..... Favoring  
 "GAIL Gas Limited" Payable at..... Amount.....towards Refundable Security Deposit  
 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/We agree that GAIL Gas Limited reserves the right to accept or reject this application for registration without assigning any reason whatsoever.  
 Date:.....  
 Name:.....Signature:.....

**List of Documents To Be Submitted:**

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

**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:.....  
 Telephone Nos. : Landline (Office)..... (Residence).....  
 Mobile Nos:..... Email:.....  
 Proof of Ownership (as enclosed).....

Date:..... Signature:.....



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(A Wholly Owned Subsidiary of GAIL (India) Limited)  
A1, Sector – 2, Noida – 201301, Ph. :+91-120-2532266

**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:

- "Supplier" means GAIL Gas Limited.
- "Customer" means the applicant for a domestic Piped Natural Gas (PNG) connection.
- "PNGRB" means Petroleum and Natural Gas Regulatory Board.
- "Last Mile Connectivity (LMC)" means equipments and installations used for providing PNG connection as defined in PNGRB Regulations 2008.
- "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.
- "Households" mean a family consisting of husband, wife, unmarried children and dependent parent living together in a dwelling unit having common kitchen"

**Supplier's Rights and Obligations**

- 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 availability of installation of the connection.
- The Supplier shall supply the gas 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).
- 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.
- 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.
- 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 inspite 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 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 : ailgas@gail.co.in or through letter containing the complete details including the Meter Number and Business Partner Number.
- 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.
- 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.
- If the banking instrument issued by the Customer gets dishonored for any reason, administrative charges of Rs. 200/- 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 bankers charges against the Customer for the said dishonour.
- 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:
  - Billing or Market Operation
  - Law enforcement
  - When past due accounts of the customer have been transferred to a debt collection agency.
- 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
- 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:**

- Customer shall submit a Cheque/Demand Draft/Pay order of Rs 300 as application fee along with the application form for PNG Domestic Connection
- An interest free refundable security deposit of Rs. 5000/- per domestic connection shall be deposited through cheque/DD/PO payable at par in.....(name of the city) in favour of "GAIL Gas Limited" towards the security of the equipments and facilities as defined in the PNGRB Regulations 2008. The payment shall be collected in following phases:
  - Registration Chares @ Rs. 500/- at the time of Registration for a domestic PNG connection and non-refundable application charges @ 300/-.
  - Installation Charges @ Rs. 4500/- before regulator & meter installation work. within 15 days from date of demand letter issued by GAIL Gas Ltd
- The customer is required to deposit Rs. 500/- towards bill payment security deposit (refundable) towards bill for gas consumption, at the time of starting the gas supply.
- The domestic PNG Customer shall bear the cost of material and labour 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.
- 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.
- 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.
- 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.
- All fittings & equipments 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 equipments.

- 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. In such cases, the Supplier would forfeit the security deposit of Rs. 5,000/-. The Supplier reserves the right to discontinue PNG supply in case PNG equipments has been interfered with.
- The Customer shall ensure access to the meter reader, authorized by GAIL Gas Ltd., for periodical meter readings and maintenance checks.
- The Customer shall ensure the proper & timely payment of gas 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 a penal interest of 2% per month. 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.
- In case the Customer fails to pay two consecutive bills, gas 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.
- 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:
  - Cheques
  - Demand Draft
  - Electronic Fund Transfer
  - RTGS, etc.
- The customer in addition to the per unit cost of gas has to bear & pay, taxes levied as applicable from time to time.
- Supplier may install a Smart-Card enabled gas meter as part of PNG installation and the same shall be acceptable the customer without any objections.
- 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.
- 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 would be released after deducting the final bill amount and other dues, if any, after taking the meter and other fittings in the safe custody of the Supplier.
- 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.

**General:**

- Supplier reserves the right to reject any application for registration by intimating the basis for rejection of the application to the applicant.
- 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.
- Prices of domestic PNG are subject to change and Supplier reserves the right to revise the prices at any time.
- 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.
- 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.

**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 braded flexible hose replacement  |
| 13   | Additional burner conversion in case of already converted stove has been replaced by customer-charges for 2 Burner stove |
| 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)   |
- Supplier reserves the right to amend/modify any or all of the terms and conditions with intimation to the Customer.
  - 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 without affecting the customer's PNG supply.
  - Any dispute arising out of/in relation to this agreement shall be decided by the arbitrator who shall be CEO of GAIL Gas Ltd. or his/her nominee. Arbitration & Conciliation Act 1996 and any other modifications thereof shall be applicable to the proceedings. Venue of arbitration shall be Delhi/Noida only.
  - Notwithstanding any other court(s) having jurisdiction to try these suits arising out of this agreement, only court of Delhi/Noida shall have exclusive jurisdiction to try such suits to the exclusion of all other courts in the Country.

**ACKNOWLEDGEMENT FOR DOMESTIC PIPED NATURAL GAS CONNECTION**



**GAIL Gas Limited**

Form No .....
Date of Receipt of Registration: .....

Received from ..... Address:.....  
 ..... On:.....completed Registration Form and payment of  
 Rs:..... By P.O./DD/Cheque No:..... Dated..... Drawn on.....  
 Date:..... (Authorised Signatory).....