PNGRB

CONSUMER PROTECTION

Outline

Sr. no.	Tasks
1	Monthly Complaints Analysis
2	Billing Compliance & Progress
3	TPA's Empanelment for CSS
4	Progress on Insurance in CGD Sector
5	Pilot Study on PNG Stove
6	Prices of PNG & CNG
7	Industry Committee for Complaints Standardization and Redressal

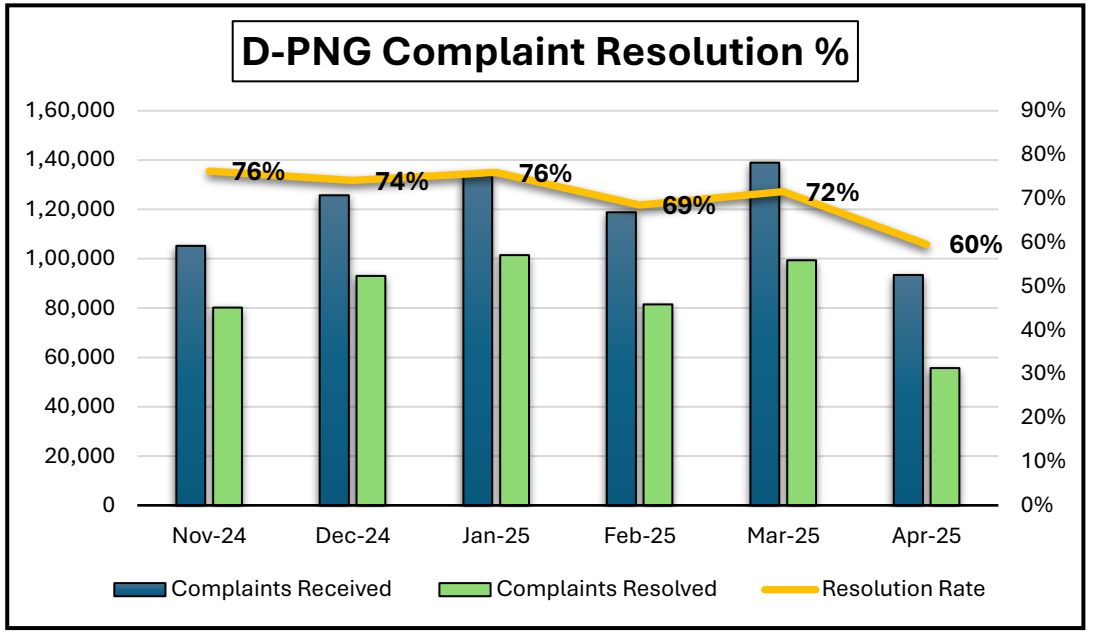
Monthly Consumer Complaints by Entities

- Entities are mandated to submit monthly complaint data on the e-portal
- Monthly Complaint MIS formulated and analyzed from November 2024
- Created Complaint databank for past 06 months (November 2024 to April 2025)

Complaint Data Summary

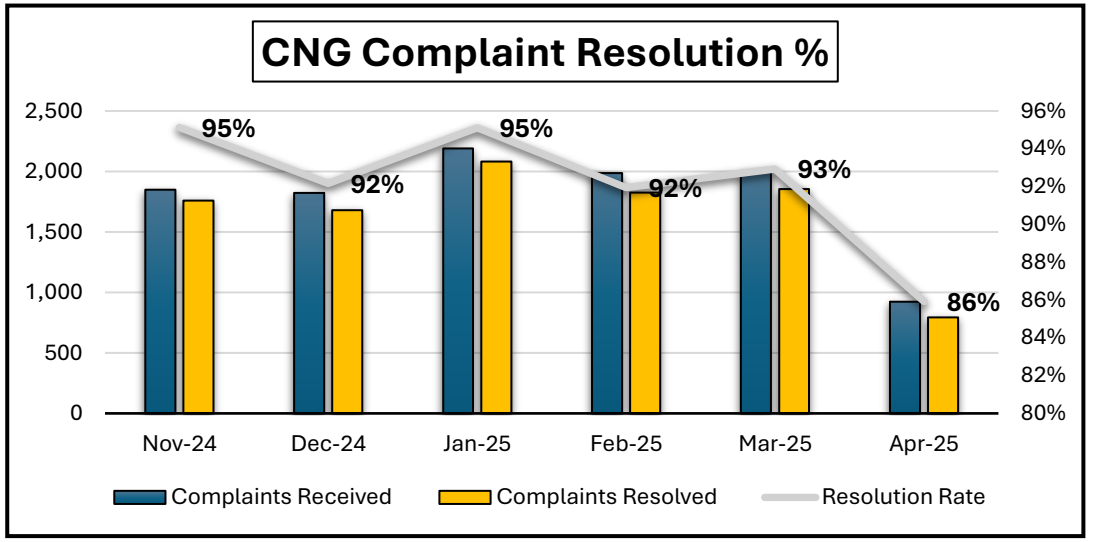
Domestic PNG (D-PNG) Segment

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	1,33,519	101,391	76%	13
February, 25	1,18,852	81,425	69%	12
March, 25	1,38,970	99,440	72%	13
April, 25	93,422	55,628	60%	13



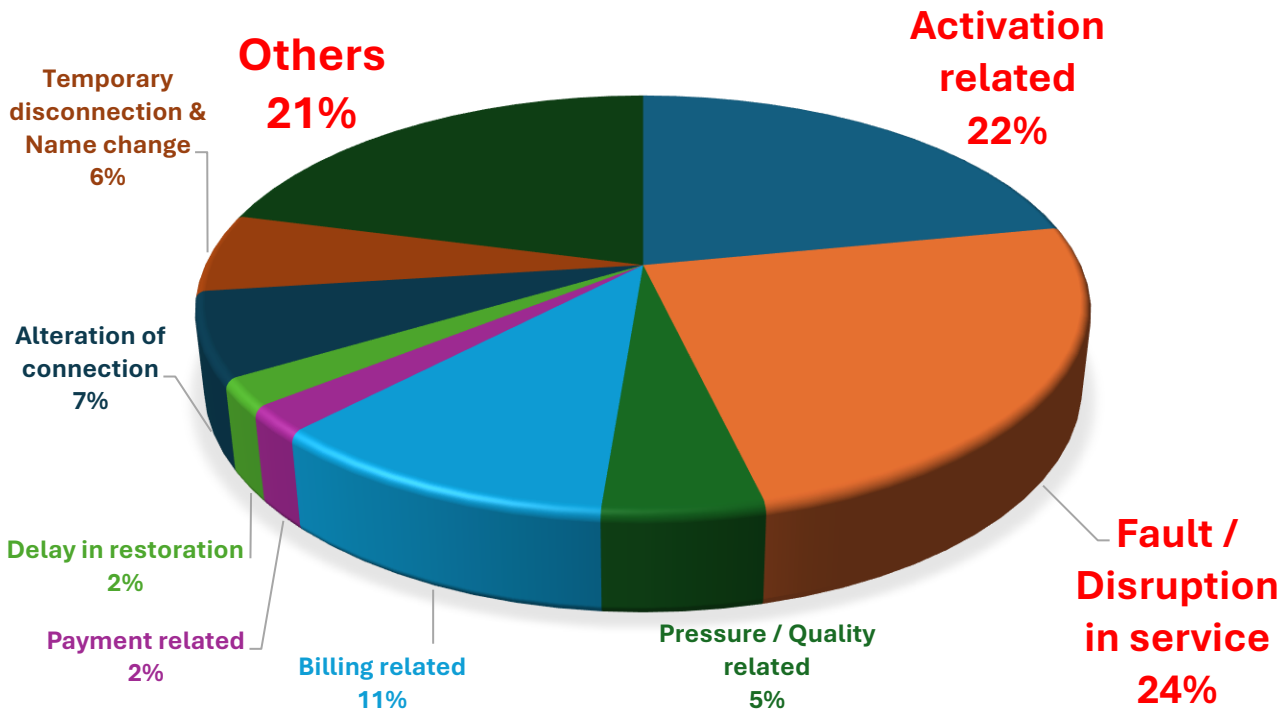
Compressed Natural Gas Segment

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%
February, 25	1986	1826	92%
March, 25	1995	1854	93%
April, 25	923	793	86%



Monthly Average Complaints Analysis

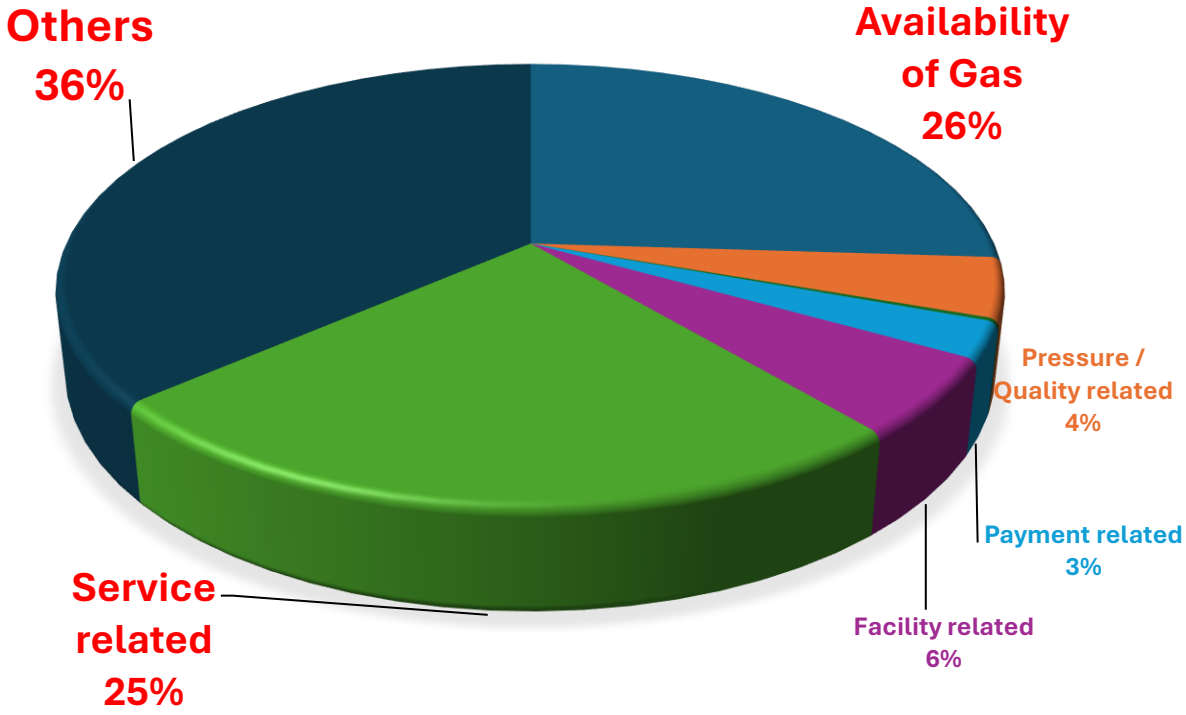
COMPLAINTS IN PNG SEGMENT



119273

Monthly Average Complaints

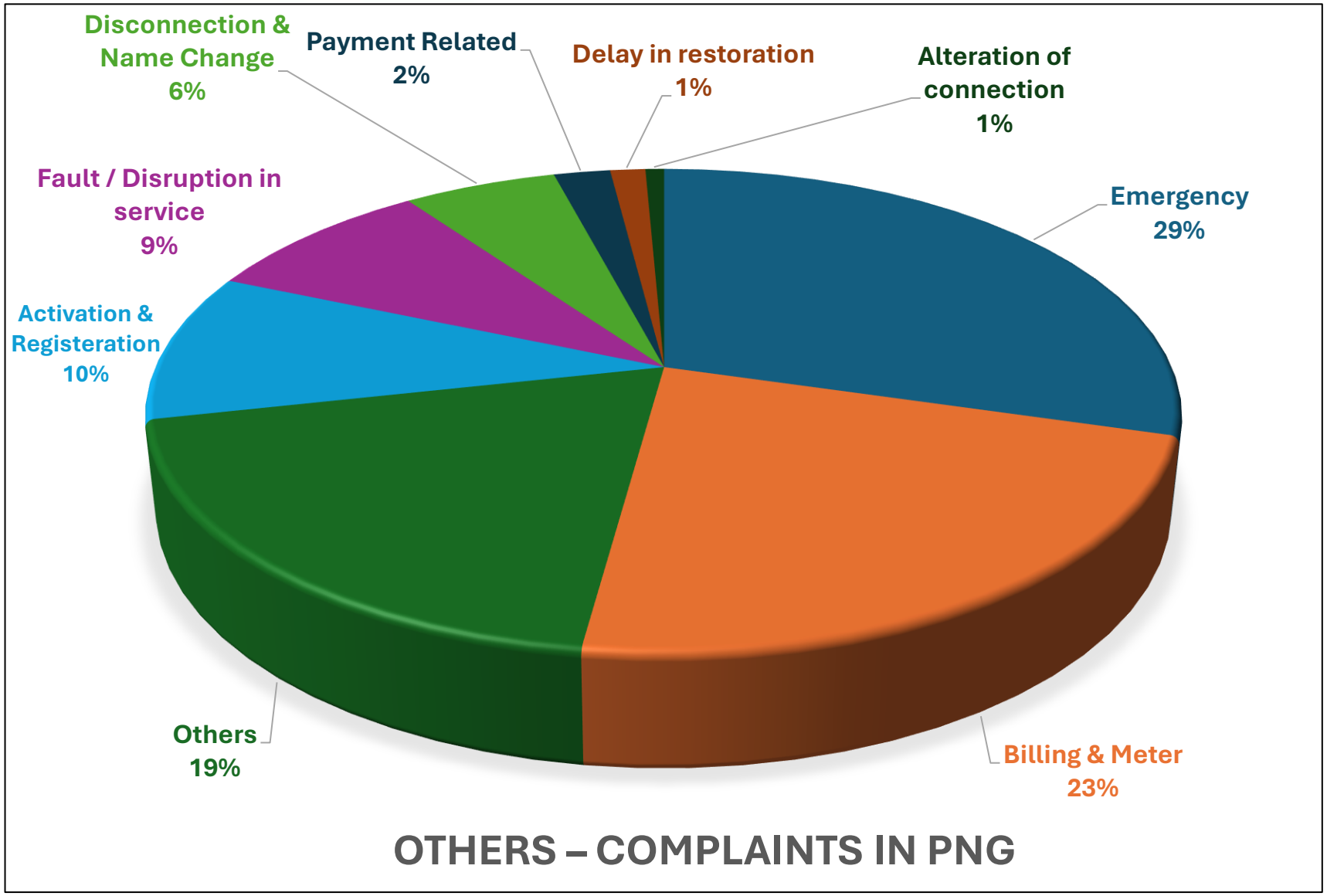
COMPLAINTS IN CNG SEGMENT



1794

Monthly Average Complaints

Analysis of Complaint in “Others” category



OTHERS – COMPLAINTS IN PNG

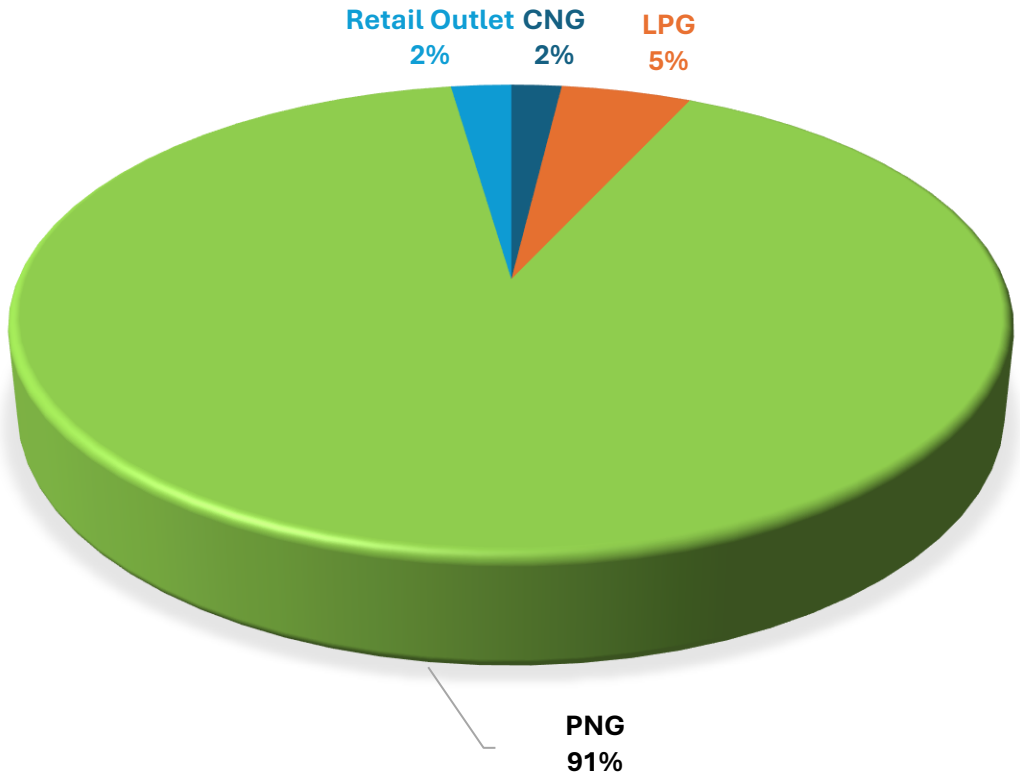
21% of Complaints falling under “OTHERS” in PNG

Sub- Categorization of PNG Segments

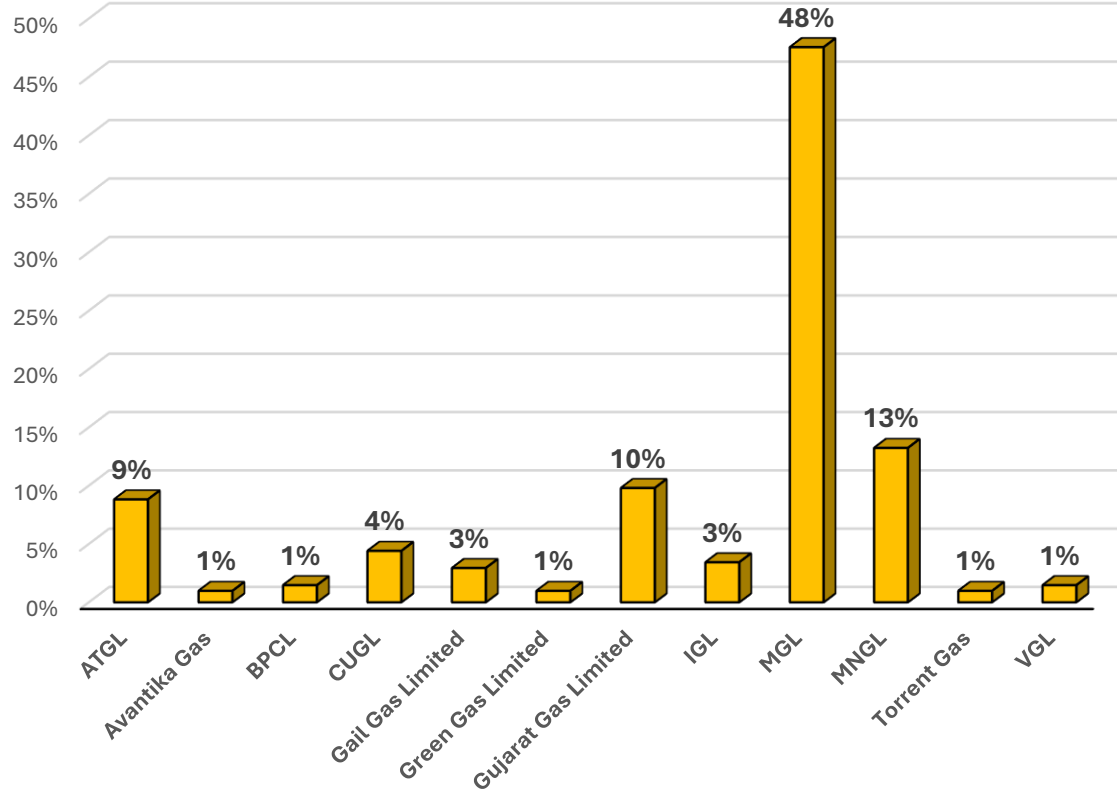
- Billing & Meter Related
- Emergency
- Activation of Connection & Registration

Consumer Complaints directly to PNGRB

PERCENTAGE SEGMENTS COMPLAINTS



ENTITY WISE – PERCENTAGE OF COMPLAINTS

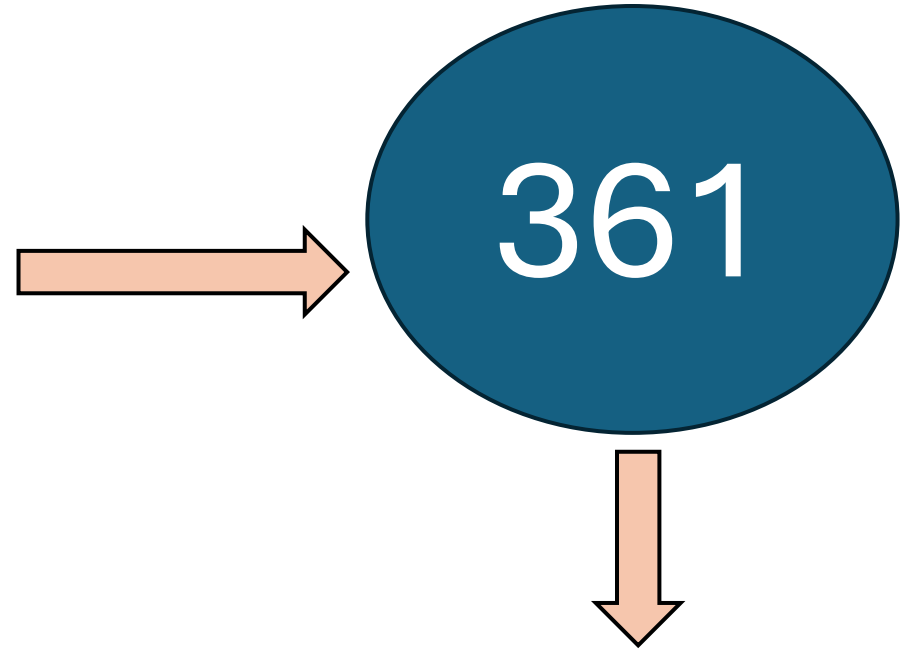


Consumer Complaints directly to PNGRB

PNG – Major Complaints Segments

Activation of Connection Related	29%
Billing Related	26%
Others	13%
Payment Related	9%
Name Change Requests	5%
Disconnection & Refund	4%
Meter Related	4%
Delay in restoration	2%
Service Related	1%
Fault Disruption in Service	1%

No. of Complaints



The complaints received by PNGRB are resolved at 17 days at an average

Complaints on Grievance Email w.e.f. 15.04.2025

Total No. of Emails received - 16.06.2025

2722

Observations

- 50+ emails received daily
- Incomplete consumer complaint details filed with PNGRB
- Consumer directly filing complaints to PNGRB

Proposal

- Complaints Redressal Form

Progress on D-PNG Billing Compliance

Full compliance from Green Gas, Assam Gas, MGL - **31.45 Lakh; 20.76% consumer**

Compliances received from 18 entities

Dissemination of Price breakup to consumers – **81.75 Lakh; 53.97% consumers**

High Compliance Areas

- **Consumer Details:** Account number, name, address, etc
- **Consumption Details:** Consumer category, quantity, and billing cycle
- **Tariff & Charges:** Network tariff & connection charges
- **Average Consumption:** Six-month

Moderate Compliance Areas

- **Online Payment Options** 16 entities - UPI, QR, & digital payment details
- **Important Notices:** 14 entities - safety or regulatory notices
- **Security Deposit :** 11 entities
- **MoPNG Guideline : Price breakup - 10 entities**

Low Compliance Areas

- **Bill Contact Details :** 9 entities provide contact information of billing personnel
- **Meter Reading Photos:** 6 entities

DPNG - Billing Compliance

Entity Name	CGD QOS Billing Parameters					MoPNG Guideline	Best Practices			
	Consumer details: Account Number, Name, Address, Phone number	Consumption details: consumer category, consumption details, date of reading (old, new and next due on	Network Tariff, Charges for the last mile connectivity if applicable, taxes, levies, the sale price charged for supply of gas, penalty chargeable for payment after due date and total dues payable	Average consumption in the last six months, excess payments made by consumer, if any, other charges if any, collected by the entity from the consumer during the billing cycle etc	Name, Address and Telephone numbers of Bill Collection Centre, their timings, Incharge-Complaint Receiving Cell, Nodal Officer and Appellate Authority for dealing with consumer complaints	Price Break up as per MOPNG letter	Security Deposit against the connection	Online payment options covering details of UPI, Credit card, Auto payment, QR codes for payment etc. indicated on the bill.	Meter reading photos on the PNG bill	Important notice column/ box, highlighting relevant information
Green Gas	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
MGL	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Assam Gas	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
AGP	✓	✓	✓	✓	✓* (Timing missing)	✓	✓	✓	✗	✓
BPCL	✓	✓	✓	✓	✗ (* Only Name and address of Bill collection centre given)	✗	✓	✓	✗	✗
BGCL	✓	✓	✓	✓	✓	✗	✗	✓	✗	✓
GAIL India	✓	✓	✓	✓	✗ (*Only name, address and telephone number given)	✗	✗	✓	✗	✓
HPCL	✓	✓	✓	✓	✓	✗	✓	✓	✓	✗
HP Oil	✓	✓	✓	✓	✗ (*Only name, address and telephone no. & timing given)	✗	✗	✓	✗	✓
IGL	✓	✓	✓	✓	✓	✓	✗	✓	✓	✓
IOCL	✓	✓	✓	✓	✓* (Timing missing)	✓	✗ * Only Rental charges mentioned	✓	✗	✓
Megha City Gas	✓	✓	✓	✓	✓	✓	✓	✗	✗	✓
MNGL	✓	✓	✓	✓	✓	✗	✓	✓	✓	✓
RSGL	✓	✓	✓	✓	✗ (* Only office address given)	✓	✓	✓	✗	✓
Sabarmati Gas	✓	✓	✓	✓	✗ (Only name and address, Nodal oficer given)	✓	✓	✓	✗	✗
Think Gas	✓	✓	✓	✓	✓* (Timing missing)	✓	✓	✓	✗	✓
VGL	✓	✓	✓	✓	✗ (Only address and timings given)	✗	✗	✗	✗	✓
GGL	✓	✓	✓	✓	✓	✗	✗	✓	✗	✗

Tweet on Billing Compliance

Petroleum and Natural Gas Regulatory Boar... @PN... · May 6

@PNGRB_ Big Step for Consumer Protection & Transparency!

To ensure clarity in billing and empower domestic #PNG consumers, PNGRB has directed all entities to upgrade domestic PNG bills with the following: (1/4)

1 2 1 135

Petroleum and Natural Gas Regulatory Boar... @PN... · May 6

✅ Detailed Price Breakup – including supply & distribution charges, taxes, margin & security deposit

✅ Historical Consumption Data – for better tracking & awareness (2/4)

1 52

📈 **Highest organic impressions to date – 9,635!**

👥 **Reached 4,370 community members – 100% organic!**

⚡ **2,394 engagement clicks – a new milestone!**

CNG Bill Standardization

Meeting on CNG billing with IGL held on 02.06.2025

- ✓ **Rate breakup on bill**
- ✓ Move from manual bills to printed
- ✓ Accurate Filling time data
- ✓ Technology inclusion

Price breakup as per MoPNG letter

Cost of Gas	Supply & Distribution Cost	Entity's Margin	Excise Duty	Value Added Tax (If applicable)	Any Other Tax

Sr. No.	Component	Description
1	Invoice/Bill Number	Unique identifier for the transaction.
2	Date and Time	Fueling Start & End time with date
3	CNG Station Name & Address	CGD entity or dealer name, full location, and TIN No.
4	Vehicle Number	Registration number of the vehicle
5	Quantity (in Kg)	Kilograms of CNG dispensed.
6	Rate per Kg (₹)	Selling price per kilogram of CNG.
7	Total Amount (₹)	Final payable amount (Rate × Quantity).
8	Meter/Dispenser ID	Identifier of the dispenser used.
9	Bill print time	Print time depicting the end of fueling
10	Payment Method	Cash / Card / UPI / Wallet / Smart Card.

Sample Bill Copy

INDRAPRASTHA GAS

L ROHINI MEGA,SEC23
New Delhi 110086
TIN No- 07200216284

TXST: 02-06-25 09:47:53
TXEND: 02-06-25 09:50:04
PUMP SIDE NO: 13
PRODUCT: CNG
PAYMODE: Smart Card
TXNID: 5060253117
RATE/Kg.: 77.09
QUANTITY(Kg.): 16.211
AMOUNT(Rs.): 1249.71
VECH NO: DL1LAD7278
MOB NO:
PRNTDT:02-06-25 09:51:42

THANKING YOU
HW:1493474301 V:25.03.17

Progress on TPA Empanelment - CSS

Expression of Interest Web hosted on PNGRB website dtd. 02.05.2025

⇩

Pre-Empanelment Conference dtd. 16.05.2025 on EOI

⇩

06 Agencies submitted the Technical Proposal & Empanelment Fees by the closing date 30.05.2025

⇩

Technical Evaluation Committee Opened the sealed EOI on 02.06.2025

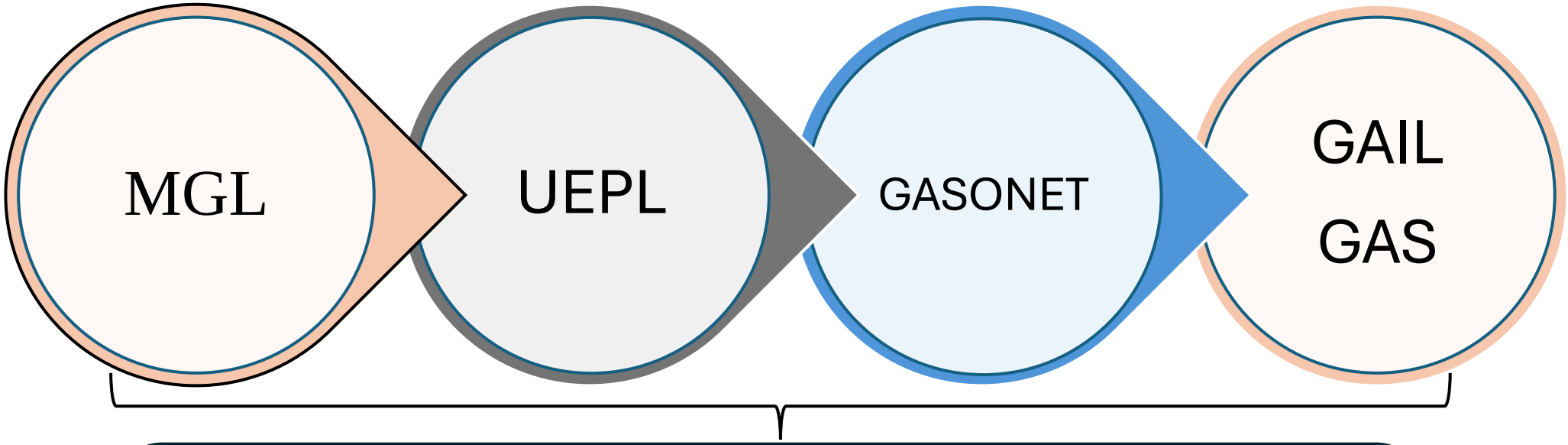
Preliminary Evaluation of the Technical Proposal by the Committee

Insurance Overview

Progress on Insurance in CGD Sector

✓ Inputs from 22 entities : 16 entities have shared the coverage amount, 6 deliberating

✓ 26 GA's – 34.40 lakh consumers (22.71%) – covered at par with LPG insurance

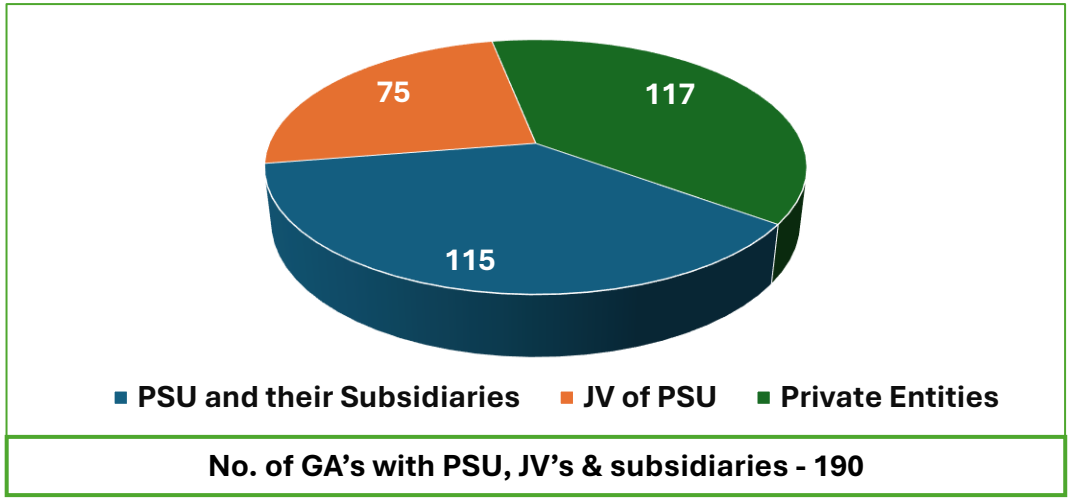


Initiated the Insurance Coverage for the D-PNG Consumers at par with insurance in LPG sector

- MGL Coverage – IFFCO TOKIO
- UEPL – IFFCO TOKIO
- GASONET Coverage – IFFCO TOKIO & UNITED INDIA INSURANCE
- GAIL Gas – RELIANCE GENERAL INSURANCE

Insurance Coverage – Status of OGMCs

- ✓ **Draft Insurance Policy coverage**
- ✓ Meeting of OGMCs (IOCL, HPCL, BPCL, GAIL India) on 02.05.2025
- ✓ CGD entities will be taking Individual policies
- ✓ Discussion with shortlisted insurance companies in progress – **IFFCO Tokyo insurance**
- ✓ Policy finalization and issuance of notifications – By the end of Q2 of FY 2025



No. of GA's with PSU, JV's & subsidiaries - 190

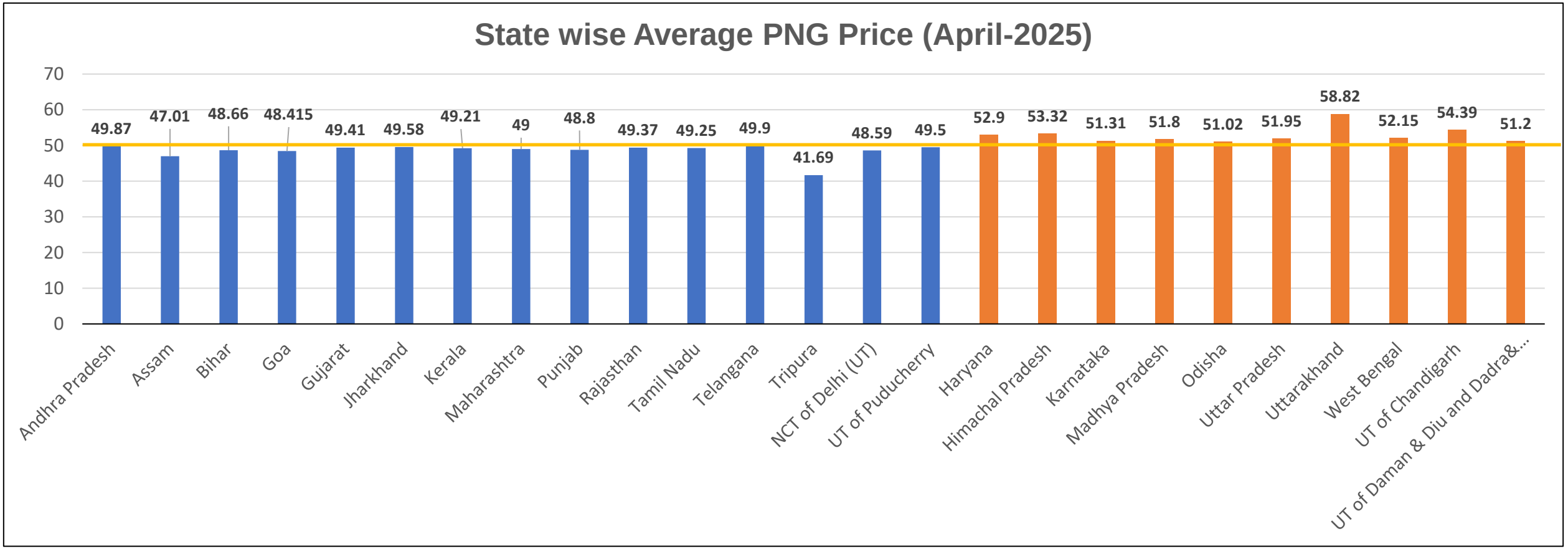
Section	Coverage Details
Section I- Legal Liability	• Covers legal liability from NG-related **death, injury, property damage** at consumer premises. • **Per Event Limit**: ₹15 lakhs • **Annual Limit**: ₹2 crores • **Deductible**: ₹10,000 per claim • **Immediate Relief**: ₹25,000/person
Claims Timeline	• **Reporting**: Within 90 days of accident- • **Surveyor Visit**: Within 7 days- • **Settlement**: Within 15 days of complete documents
Section II- Personal Accident & Property Damage	• **Death**: ₹6 lakhs/person • **Medical Expenses**: ₹10 lakhs/event (max ₹2 lakhs/person; ₹25,000 immediate relief) • **Property Damage**: ₹2 lakhs/event • **Annual Limit**: ₹2 crores
Disability Benefit	Percentage of sum insured based on severity (e.g., Both ears: 50%, Thumb + 4 fingers: 40%, Index finger: 10%)
General Info	Applies to **Domestic, Commercial, and Industrial Natural Gas consumers**
Key Exclusions	Natural disasters, self-injury, intoxication, criminal acts, pollution (unless specifically covered)

Pilot Study on PNG Stoves

Sl. No.	Entity Name	Consumer Identified	Procurement Status	Date of initiating the Pilot Study
1	Assam Gas	Yes	PO placed; 500 stoves to be received by 30th June	By 31 July
2	ATGL	Yes	Completed	Installation Started in end April, Sample report by 30 June
3	GAIL Gas Limited	Yes	Completed; 1000 Stoves delivered	by 30th June
4	IGL	Yes	PO placed; 400 stoves to be received by 30th June	by 1st July
5	MGL	Yes	PO by 20th June	by 30th June
6	BPCL	No	PO to be placed	To inform PNGRB once PO placed

PNG & CNG Prices

State Wise – PNG Average Price



States with PNG Price below National Average

15

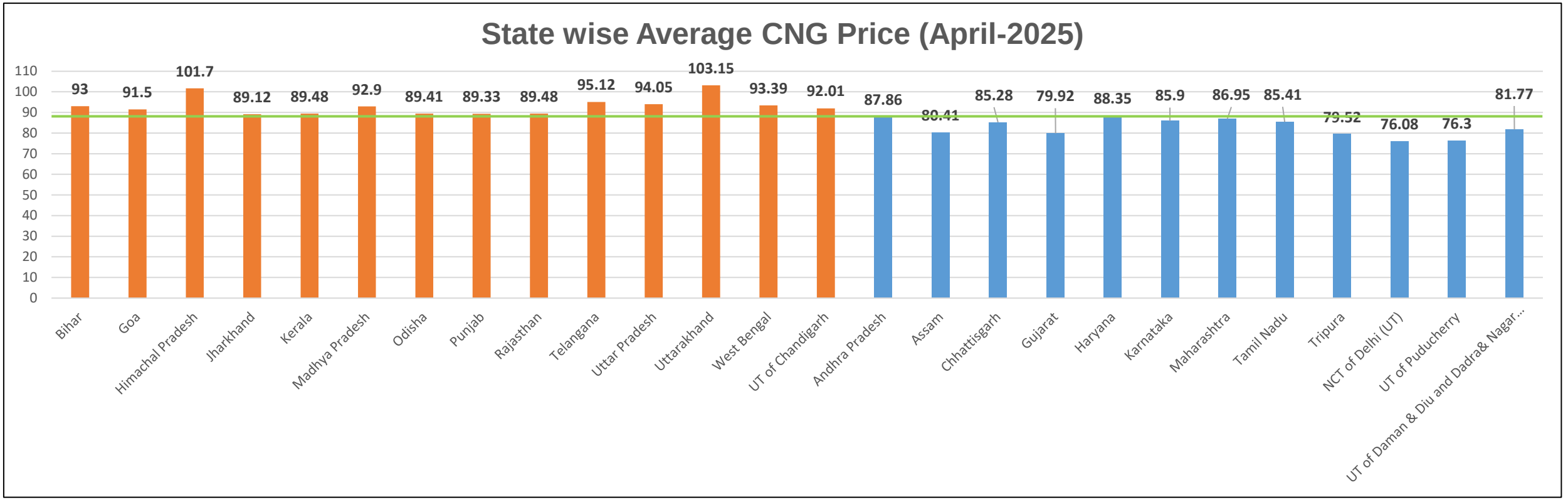
National PNG Average Price in SCM

50.28/-

States with PNG Price above National Average

10

State Wise – CNG Average Price



States with CNG Price above National Average

14

National CNG Average Price in Rs./KG

88.36/-

States with CNG Price below National Average

12

Industry Committee for Complaints Standardization & Redressal Mechanisms (CSRM)

Office Order
dtd. 04th June 2025

First meeting of the Committee held on 10th June, 2025

Terms of Reference of the committee: -

- Service Level Agreements (SLAs) for PNG, LPG, CNG & Retail Outlets (RO) segments.
- Complaints Uniformity across the segments and standardize the complaints classification system
- Formulate Uniform grievance redressal mechanism along with escalation mechanism
- Recommend compensation mechanisms for consumers affected by service disruptions.
- Establish a structured feedback mechanism to identify gaps and drive continuous improvement
- Study feasibility of common IT platform for Complaint Submission, Resolution & Escalation

पेट्रोलियम एवं प्राकृतिक गैस विनियामक बोर्ड
Petroleum and Natural Gas Regulatory Board
ई-400, चतुर्थ तल, एनबीसीसी डब्ल्यूटीसी, नौरोजी नगर, नई दिल्ली – 110029
E-400, 4th floor, NBCC WTC, Nauroji Nagar, New Delhi – 110029
फोन नं./Phone No. 011-23457700, ई-मेल /E-mail: contact@pngrb.gov.in

PNGRB/Monitoring/7/Misc-ConsumerProtection/(4)/2024-Part(2) 04th June, 2025

ORDER

Subject: Constitution of an Industry Committee for Complaint Standardization & Redressal Mechanisms in the Oil and Gas sector.

Refer:

a) Service Regulations (Code of Practice for Quality of Service for City or Local Natural Gas Distribution Networks) Regulations, 2010, section 11.
b) High Level Expert committee (HLEC) on Consumer Protection Framework for Petroleum and Natural Gas Sector - A way forward report.
c) PNGRB letter no. PNGRB/Monitoring/7/Misc – ConsumerProtection/(4)/2024-Part(2) dtd 9th May 2024.

2. Pursuant to approval of the Competent Authority and recommendations of the High-Level Expert Committee (HLEC) report on Consumer Protection Framework for Petroleum & Natural Gas Sector, an Industry committee has been constituted for Complaints Standardization, Handling, Reporting & Redressal Mechanisms in order to strengthening the Consumer Protection Framework in the Oil and Gas sector. The composition of the committee is as below: -

Sr. No.	Name	Entity name	Designation
i	Shri. Prasun Kumar Mishra	IOCL	Executive Director (CGD)
ii	Shri. Kapil Kumar Jain	GAIL (India) Ltd.	Executive Director - (Marketing Retail LNG)
iii	Shri. Rajeev Kumar	BPCL	Chief General Manager (Marketing - O&M & HSSE)
iv	Shri. Parveen Verma	Nayara Energy Pvt. Ltd.	Chief Retail Officer (CRO)
v	Shri. Rahul Bhatia	ATGL	Sr. Vice President (SVP)
vi	Shri. Ketan Pradhan	Torrent Gas Limited	Vice President (VP-Marketing)
vii	Shri. Mayank Wahie	IGL	Chief General Manager (CGM)
viii	Shri. Paresh Chanpur	MGL	Chief Manager - CRM
ix	Shri Rahul Tyagi	Gujarat Gas Ltd.	Manager (Commercial and Marketing)

Key Objectives – CSRM Committee

- Defining Complaints and its categories
- Standardized Complaint Classification & Exclusions
- Robust Grievance Redressal Mechanism
- Structured Escalation Matrix
- Feedback Mechanism
- Unified IT Platform Feasibility
- Consumer Compensation Framework & limitations

Deliberation of CSRM Meeting

- Formation of Two Sub-committees
- Sub-committees within the entities
- Segmentation of Petroleum products for Complaints and subsequent redressals

Thank You