



PNGRB

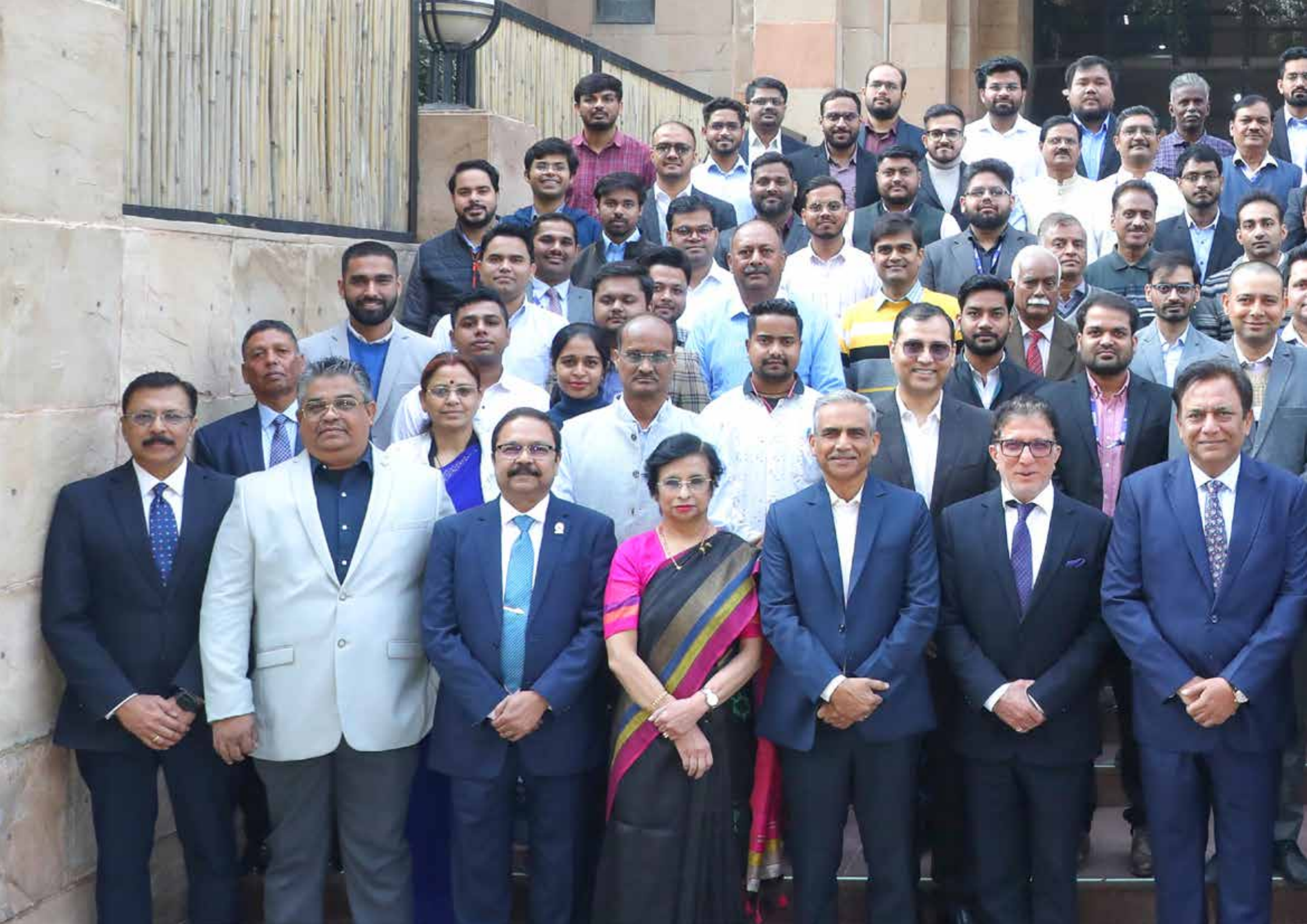
Bridging Energy Horizons





पी एन जी आर बी
PNGRB

Bridging Energy Horizons





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01

Messages & Forewords



**Hon'ble Prime Minister
Shri Narendra Modi
on
One Nation One Gas Grid**

*"Gas-based economic system is
India's need and 'One nation one gas
grid' is an important project to meet
this requirement"*



PNGRE



MESSAGE

FROM THE HON'BLE CHAIRPERSON, PNGRB

On behalf of the entire team at the Petroleum and Natural Gas Regulatory Board (PNGRB), it is my privilege to present this comprehensive account of our journey. This book is a celebration of eighteen years of dedicated nation-building, guided by a clear and unwavering philosophy: to act as an Enabler, a Facilitator, and a Regulator for India's downstream oil and gas sector. After the constitution of the Board in 2007, the team strength has grown to over 150 professionals. The Board has now extended its oversight across the areas listed in the PNGRB Act. Consumer protection, Sustainability, Hydrogen and CBG are new areas of focus.

The story of PNGRB is one of profound transformation. We have overseen the near-completion of the National Gas Grid, authorizing over 34,200 km of pipelines that now serve as the arteries of our nation's energy system. We have revolutionized urban energy access, expanding the CGD network from a handful of cities to the entire landmass of India, bringing the convenience and cleanliness of PNG and CNG to millions. The above success is now being replicated in petroleum sector, with LPG, ATF and other products, where the Board envisages safe, efficient, and shared infrastructure throughout the country.

But our mission extends far beyond infrastructure. PNGRB has become a staunch advocate for consumer rights, establishing a dedicated Consumer Protection Division, introducing path-breaking insurance schemes for PNG users, and standardizing billing practices for transparency. We have fortified the safety ecosystem through robust technical standards and diligent audits of over 91,000 installations. Our aim is to provide a world class regulatory regime in downstream oil & gas sector that attracts investment and addresses consumer interest.

Looking to the horizon, we are embracing the future. We have planned our next wave of infrastructure growth. We are pioneering digital transformation through projects like the National Hydrocarbon Infrastructure Monitoring System and paving the way for next-generation fuels like Hydrogen and CBG. The above projects are supportive of the Government's ambitions. This book is a tribute to the achievements and collective spirit of our dedicated team, our industry partners, and government stakeholders. Together, we continue our unwavering mission to secure India's energy future.

Dr. Anil Kumar Jain

वै प्राकृतिक गैस विनियामक बोर्ड
and Natural Gas Regulatory Board

Pre Review Meet : Tamil Nadu

by
Anil Kumar Jain
Chairperson, PNGRB
Annual | 2nd July 2025





Shri A. Ramana Kumar
Member, PNGRB

MESSAGE

FROM SHRI. A. RAMANA KUMAR, MEMBER, PNGRB

As PNGRB approaches two decades of service to the nation, this publication stands as a fitting tribute to its remarkable journey and enduring contributions. It reflects not only the milestones we have achieved but also the values of integrity, commitment, and foresight that have guided us throughout.

It gives me immense pride to add my message to this book of PNGRB, which chronicles the remarkable journey of this institution in shaping India's downstream oil and gas sector.

As I reflect on this journey, I am deeply grateful for the leadership provided by our Hon'ble Chairperson, Dr. Anil Kumar Jain, who has steered the Board with foresight, conviction, and dedication. His guidance, complemented by the wisdom and support of my esteemed colleagues on the Board, has been the cornerstone of PNGRB's transformation into a trusted and forward-looking regulator.

This book is also a testament to the tireless efforts of the Heads of Divisions (HoDs) and their teams. Their professional excellence, domain knowledge, and unwavering commitment have not only enabled PNGRB to deliver on its mandate but also ensured that this publication could capture the true breadth and depth of our accomplishments. I extend my sincere appreciation to each of them for their contributions to this book and beyond.

Beyond being a record of achievements, I believe this book carries an inspiration for all those who serve today and those who will join PNGRB in the years to come. By capturing our learnings, milestones, and aspirations, it will guide future generations to build on this strong foundation and take forward the mission of ensuring energy security, transparency, and consumer-centric growth.

I am confident that readers will find in these pages not only a story of institutional progress but also a reflection of the spirit of collaboration and nation-building that defines PNGRB.

IN A NUTSHELL

"PNGRB : Bridging Energy Horizons" is a visually **engaging coffee table book** celebrating eighteen years of the **PNGRB journey and achievements**. Drafted for broad accessibility and impact, this book captures PNGRB's vision, pioneering reforms, and milestones that have shaped India's downstream oil and gas sector. Its primary purpose is to provide a comprehensive, inspiring account of PNGRB's evolution as an **enabler, facilitator, and regulator**, while highlighting its strategic priorities and forward-looking agenda.

The twelve richly illustrated chapters in this book convey the **overall message** -

With leadership and transformative legislation, PNGRB transformed India's energy landscape and truly fostering a gas-based economy and petroleum infrastructure by revolutionizing commercial frameworks and market development initiatives, establishing consumer-first technical and legal protection mechanisms, forging collaborations and sustainable innovation —touching millions of lives while charting the path toward a 15% gas share by 2030.

The narrative effectively chronicles PNGRB's historical genesis, institutional growth, expansion of the National Gas Grid, Petroleum Product Pipeline infrastructure, CGD network, revolutionary commercial reforms like the Unified Tariff, consumer empowerment measures, regulatory and technical excellence, and safety innovation. Key segments also detail collaborations, sustainability advances, hydrogen and CBG initiatives, PNGRB's national and global engagements, as well as compelling human stories reflecting sectoral impact.

Inputs and **contributions to this volume come directly from the Heads of Departments (HODs) of PNGRB**, ensuring a diverse, ground-up perspective rooted in practical governance and operational experience. The book is crafted to appeal to policymakers, industry, and the broader public alike—serving as both a **collection of achievements and a blueprint for the path ahead**.

In summary, **this publication stands as a tribute to the collective vision, expertise, and resolve of the PNGRB team** and its partners. It celebrates the significant scale-up of India's gas-based economy and petroleum product infrastructure while capturing the downstream oil & gas sector's continuing transformation, policy leadership, and commitment to a cleaner, safer, technology driven, and inclusive energy future.



Vision

"To establish world class regulatory regime that provides affordable and sustainable oil and gas energy to consumers through a vibrant and competitive energy market, and collaborate towards creation of a reliable infrastructure to deliver the same to consumers while ensuring highest standards of safety."





FIPI

FIPI



पेट्रोलियम नीति आयोग
PNGRB

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MEGA CONFERENCE
PIONEERING TECHNICAL
INNOVATIONS FOR
A SAFER TOMORROW

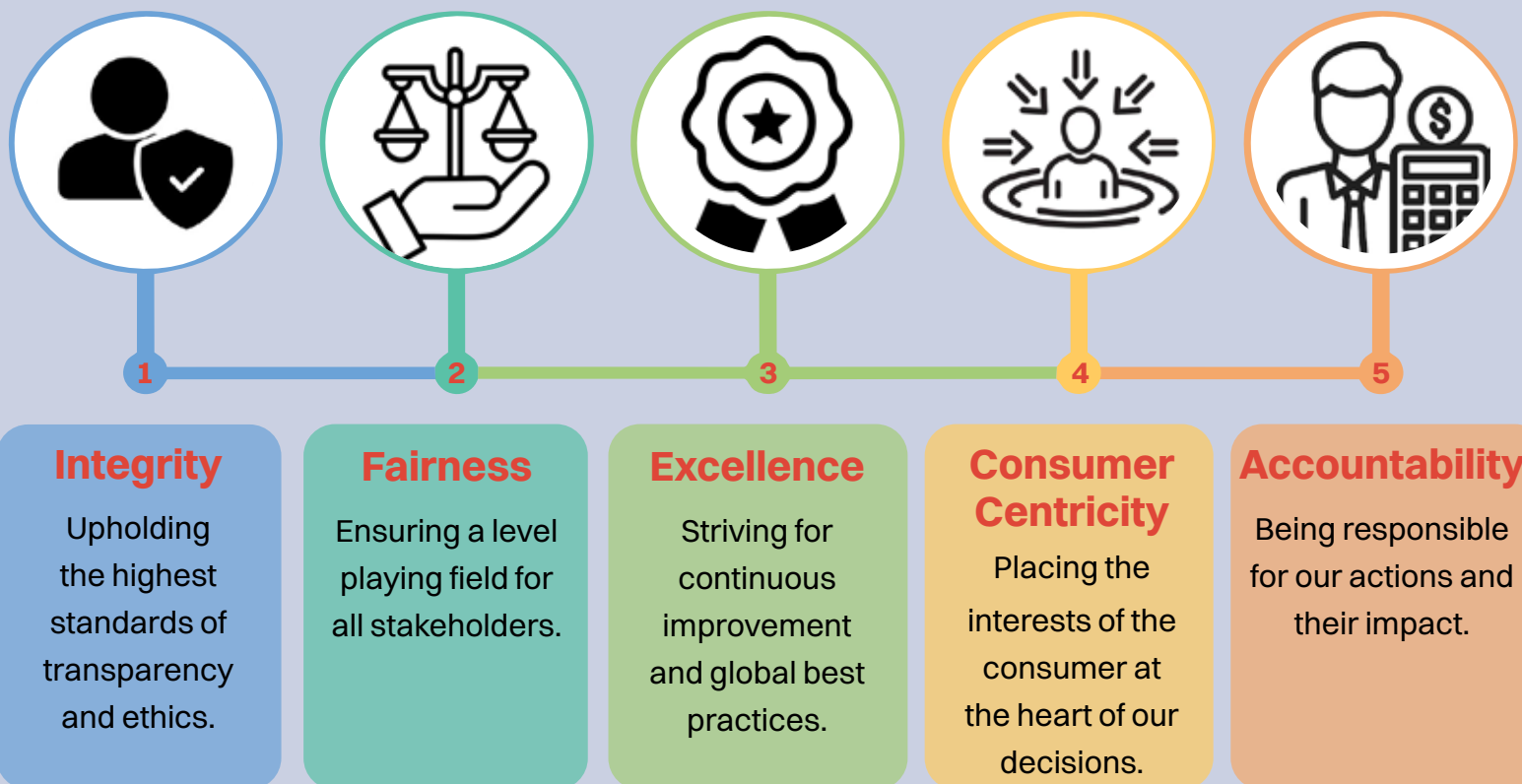
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INNOVATIONS FOR
A SAFER TOMORROW

MEGA CONFERENCE

16-17 December 2018

in

Values





A Journey of Transformation: Key Milestones

2006

The PNGRB Act is enacted by the Parliament, laying the legislative foundation for a new regulatory era.



2008

First regulations for City or Local Natural Gas Distribution (T4S) are notified, beginning the systematic, regulated expansion of CGD in India.



2020

PNGRB achieves complete financial independence, a major milestone in its journey as an autonomous regulator.

2007

The Petroleum and Natural Gas Regulatory Board is formally established.



2010

The landmark Emergency Response and Disaster Management Plan (ERDMP) Regulations are introduced, creating a one-of-a-kind safety framework for the sector.





2023
The revolutionary Unified Tariff regime for natural gas pipelines is implemented, realizing the vision of “One Nation, One Grid, One Tariff” and making gas more affordable nationwide.



2024
After the conclusion of the 12A CGD Bidding Round, the entire mainland of India is covered for CGD network development, a historic achievement in energy access.



2020
The Indian Gas Exchange (IGX) is authorized by PNGRB, heralding a new age of market-based price discovery.



2024
A dedicated Consumer Protection Division is established within PNGRB, institutionalizing its consumer-first mandate.



2025
The High-Level Expert Committee on Consumer Protection submits its report, paving the way for an Ombudsman framework and other transformative consumer-centric reforms.



पी एन जी आर बी
PNGRB

02

The PNGRB Story: From Genesis to National Leadership



Pre-PNGRB Era : A Call for Regulation

In the early 2000s, India's energy sector was at a pivotal juncture. While the demand for cleaner fuels was growing, the downstream petroleum and natural gas landscape was characterized by fragmented infrastructure, limited competition, and significant regional disparities in energy access. Development was often ad-hoc, guided by state-level approvals or MoUs rather than a cohesive national strategy for

energy access and energy security. The absence of an independent, overarching regulatory body created uncertainties for investors and left consumer interests inadequately protected. It was in this context that the need for a comprehensive regulatory framework became overwhelmingly clear—a framework that could balance the interests of industry, consumers, and the nation's energy security objectives.

Genesis : The PNGRB Act of 2006

The Government of India responded to this need with a transformative piece of legislation. Enacted on March 31, 2006, the Petroleum and Natural Gas Regulatory Board Act, 2006 provided the statutory foundation for establishing India's first dedicated downstream regulator.

The Act's mandate was deliberately broad and powerful: *"..... to regulate the refining, processing, storage, transportation, distribution, marketing and sale of petroleum, petroleum products and natural gas excluding production of crude oil and natural gas so as to protect the interests of consumers and entities engaged*

in specified activities relating to petroleum, petroleum products and natural gas and to ensure uninterrupted and adequate supply of petroleum, petroleum products and natural gas in all parts of the country and to promote competitive markets and for matters connected therewith or incidental thereto. Be it enacted by Parliament in the Fifty-seventh Year of the Republic of India....."

Following the Act's passage, the Central Government formally established PNGRB on October 1, 2007, heralding the dawn of a new era of transparent, competitive, and consumer-centric energy governance.




भारत का राजपत्र
The Gazette of India

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असाधारण
 EXTRAORDINARY
 भाग 1—खण्ड 1
 PART I—Section 1
 प्राधिकार से प्रकाशित
 PUBLISHED BY AUTHORITY

सं. 189]	नई दिल्ली, शुक्रवार, जुलाई 12, 2024/आषाढ 21, 1946
No. 189]	NEW DELHI, FRIDAY, JULY 12, 2024/ASHADHA 21, 1946

गृह मंत्रालय
 अधिसूचना

नई दिल्ली, 11 जुलाई, 2024

का. सं. 17015/53/2024-आईएस-1.—जबकि, 25 जून, 1975 को आपातकाल की घोषणा की गई थी, तत्पश्चात उस समय की सरकार द्वारा सत्ता का घोर दुरुपयोग किया गया और भारत के लोगों पर ज्यादतियां और अत्याचार किये गए।

और जबकि, भारत के लोगों को भारत के संविधान और भारत के मजबूत लोकतंत्र पर दृढ़ विश्वास है;

इसलिए, भारत सरकार ने आपातकाल की अवधि के दौरान सत्ता के घोर दुरुपयोग का सामना और संघर्ष करने वाले सभी लोगों को श्रद्धांजलि देने के लिए 25 जून को "संविधान हत्या दिवस" घोषित किया है और भारत के लोगों को, भविष्य में, किसी भी तरह से सत्ता के घोर दुरुपयोग का समर्थन नहीं करने के लिए पुनः प्रतिबद्ध किया है।

जी पार्षमारथी, संयुक्त सचिव

MINISTRY OF HOME AFFAIRS
 NOTIFICATION

New Delhi, the 11th July, 2024

F. No. 17015/53/2024-IS-1.—Whereas, a proclamation of Emergency was made on 25th June, 1975, following which there was gross abuse of power by the Government of the day and people of India were subjected to excesses and atrocities;

And whereas, people of India have abiding faith in the Constitution of India and the power of India's resilient democracy;

4182 GI/2024

(1)

The vision was ambitious yet necessary—to create a regulatory ecosystem that would balance the interests of industry players, consumers, and the nation's energy security objectives. Following the Act's passage, the Central Government formally established PNGRB on **October 1, 2007**, marking the birth of what would become one of India's most impactful regulatory institutions. The Board was first constituted on **July 25, 2007**, beginning its journey as an independent regulator with quasi-judicial powers.

The establishment of PNGRB represented more than just institutional creation—it symbolized India's commitment to building a transparent, competitive, and consumer-centric energy market. Unlike other regulatory bodies that focused on specific sectors, PNGRB was designed to oversee the entire value chain of petroleum products and natural gas, excluding upstream production, making it unique in its comprehensive scope.

Three Pillars: Enabler, Facilitator, Regulator

From its inception, PNGRB adopted a unique and multifaceted approach to its mandate, defining its role through three interconnected pillars



As an Enabler

PNGRB actively fosters an environment conducive to investment and innovation. Through transparent and competitive bidding rounds for pipelines and CGD networks, it enables both public and private sector entities to build the critical infrastructure required for a gas-based economy.



As a Facilitator

The Board goes beyond mere regulation by actively working to streamline processes and remove bureaucratic hurdles. It engages with state governments to expedite right-of-way permissions, coordinates between pipeline and CGD entities to ensure synchronized development, and launches national campaigns like the PNG Drive to facilitate market expansion.



As a Regulator

At its core, PNGRB ensures market integrity, safety, and fairness. It regulates tariffs to prevent monopolies, enforces the world's highest technical and safety standards to protect lives and assets, and serves as a quasi-judicial body to resolve disputes, ensuring a level playing field for all participants in the sector.





Organizational Evolution: The Three Phases of Growth

PNGRB's eighteen-year journey can be seen through three distinct phases of evolution, each marked by unique challenges and landmark achievements.



PNGRB focused on establishing its regulatory bedrock—issuing the first City Gas Distribution (CGD) regulations in 2008, developing tariff and safety frameworks, and authorizing the initial pipelines and CGD networks that laid the foundation for future expansion.

This phase was defined by rapid scale-up. Successive bidding rounds expanded CGD coverage nationwide, PNG household connections grew sharply, and the CNG ecosystem gained momentum. On June 1, 2020, PNGRB attained complete financial independence, cementing its institutional autonomy.

A period of bold reforms and modernization - PNGRB created new divisions for Consumer Protection, Statistics, and Strategic Planning, alongside Hydrogen, CBG, and Sustainability Cells. Milestones included the launch of India's first Gas Exchange (IGX), the Unified Tariff regime, and a shift to a green, digitally enabled headquarters, positioning PNGRB as a catalyst for a competitive and future-ready energy market.



Foundational Years (2007-2015)

PNGRB's early years were marked by the monumental task of creating a regulatory framework for a sector that had previously operated with limited oversight. The challenge was not merely technical but also institutional—building credibility, establishing relationships with industry stakeholders, and gaining the trust of consumers who had long been underserved by existing energy infrastructure.

The first major regulatory initiative came in **2008 with the notification of City Gas Distribution (CGD) authorization regulations**. This marked the beginning of PNGRB's systematic approach to expanding natural gas access to Indian households and vehicle owners. The early CGD authorizations, starting with just 33 Geographical Areas (GAs), laid the foundation for what would eventually become nationwide coverage.

During this foundational period, PNGRB also began authorizing natural gas pipelines, starting a process that would eventually create India's National Gas Grid. The early pipeline authorizations included both transmission pipelines and dedicated connections to industrial consumers, establishing the regulatory precedents that would guide future infrastructure development.

One of the significant early challenges was establishing the institutional capacity to handle complex technical, commercial, and legal issues. PNGRB had to develop expertise in areas ranging from tariff determination and capacity allocation to safety standards and environmental compliance. The Board also had to navigate the delicate balance between promoting competition and ensuring adequate returns for infrastructure investors.

The period also saw the development of key regulatory frameworks, including access codes for pipeline networks, safety standards for petroleum installations, and dispute resolution mechanisms. These foundational regulations established PNGRB's credibility as a technically competent and legally sound regulator.

Interview with L. Mansingh: "We are entering the natural gas era"

© August 12, 2008



The Petroleum and Natural Gas Regulatory Board (PNGRB) played a pivotal role in reforming and shaping the oil and gas regulatory landscape. Bringing in change was, of course, no mean task. As late L. Mansingh, the first chairman of PNGRB, said, "The first regulator always has a difficult time." In this interview published about a year after PNGRB's inception, Mansingh talked about the priorities and challenges for PNGRB...

How has the oil and gas sector progressed over the past 10 years?

Over the past decade, the sector was opened up as part of the reform process – the exploration and production (E&P) segment was opened to the private sector, foreign direct investment (FDI) was allowed and an independent regulator was established. To attract FDI, we needed to provide a level playing field through a regulator. This has been done. When the regulations begin to have their impact, more FDI will flow into the sector, as will improved technology and best practices, thereby improving the Indian energy

scenario.

In addition, natural gas has emerged as a major energy source. In the past, the Oil and Natural Gas Corporation was the only producer of natural gas, the administered pricing mechanism was in place, gas availability was low, and gas was mainly supplied to the fertiliser sector as feedstock. In recent years, there have been major gas finds; there is also the facility of importing liquefied natural gas (LNG). We are now entering the era of natural gas, which is an extremely convenient and clean source of energy.

What are the key reasons for the emergence of natural gas as a major source of energy?

It is the inevitable outcome of the reform process. After reforms, India started growing at a very rapid pace, and our aspirations grew along with our confidence. Then, suddenly, India's hunger for new energy sources intensified and we realised that we had a major energy deficit. That is when people started thinking about national energy security. When the dependence on imports is going up, what do you do? Two things: first, we use the natural gas available in the country, step up E&P activities and set up the necessary infrastructure; and second, find viable energy sources in other countries, considering that the facility to import is there. India has aspirations to become an economic superpower, and this will require higher energy supplies.

*Interview with First Chairperson, PNGRB.
Source : Indian Infrastructure Website*

The Expansion Phase: Accelerating Infrastructure Development (2015-2020)

The period from 2015 to 2020 marked PNGRB's transition from a foundational regulator to a dynamic force driving India's energy transformation. This phase was characterized by unprecedented growth in infrastructure authorizations, the expansion of regulatory scope, and the introduction of innovative mechanisms to promote competition and efficiency.

The CGD sector experienced explosive growth during this period, with the number of authorized GAs expanding dramatically through successive bidding rounds. From the initial 33 GAs, PNGRB systematically expanded coverage to almost the entire landmass of India including previously underserved regions, including challenging terrains in northeastern states and remote areas where commercial viability had been questionable.

Domestic PNG connections surged from 0.28 crore in 2015 to over 1.5 crore by 2025, representing a **five-fold increase** that brought clean cooking fuel to millions of Indian households. Similarly, the CNG station network expanded from hundreds to thousands, with the number growing **nine times since 2014** to over 8,000 stations nationwide.

This growth phase also witnessed PNGRB's proactive approach to addressing sector bottlenecks. The Board introduced innovative regulatory solutions such as allowing **Mobile Refueling CNG Stations** to count toward Minimum Work Program targets, enabling entities to accelerate network development even in areas where land acquisition for permanent stations was challenging. The flexibility to establish **City Gate**

Stations outside authorized Geographical Areas further demonstrated PNGRB's willingness to adapt regulatory frameworks to ground realities.

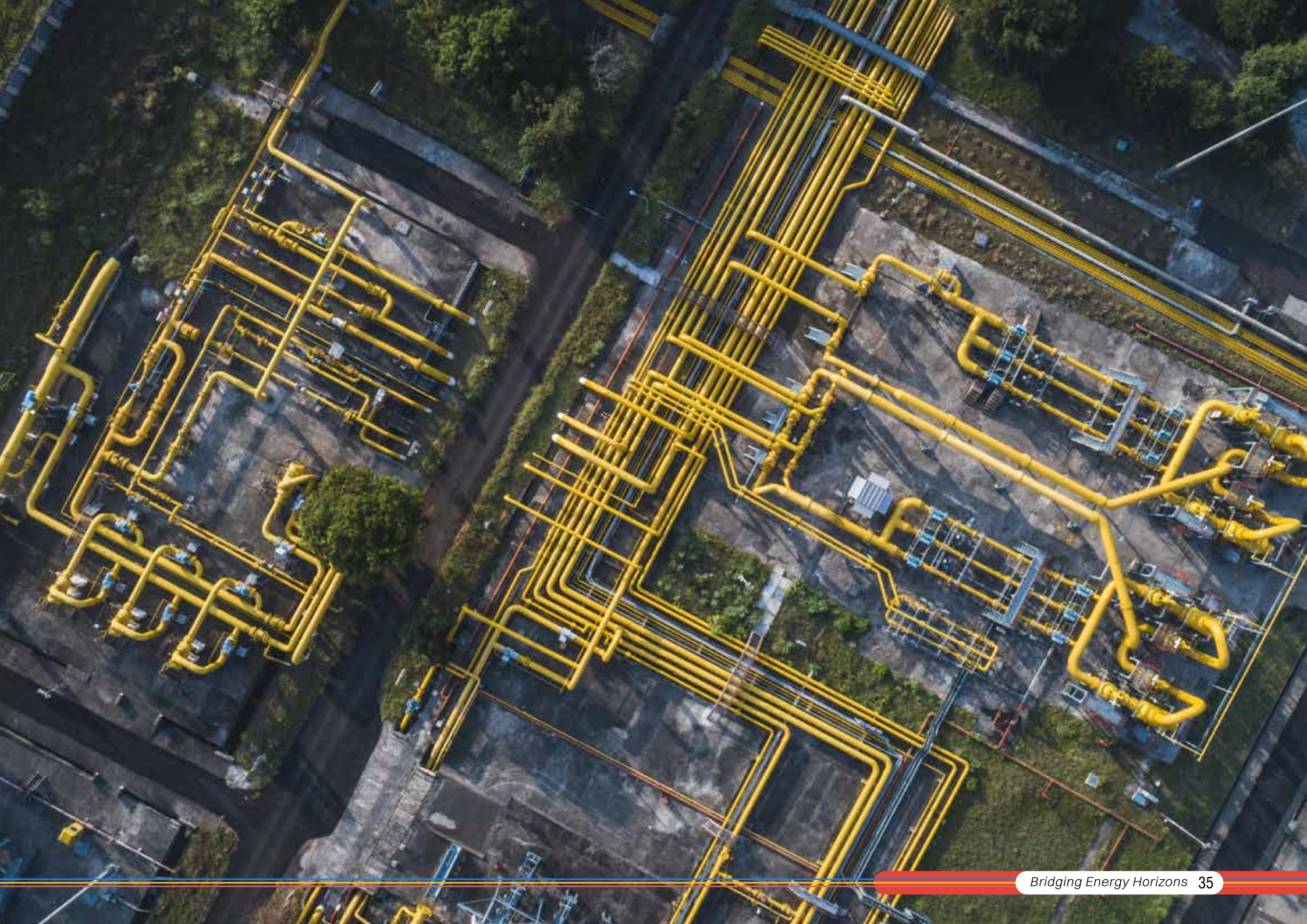
The period also saw significant expansion in natural gas pipeline infrastructure, with PNGRB authorizing numerous transmission pipelines that gradually connected different regions of the country. The vision of a National Gas Grid began taking concrete shape as interconnected pipeline networks started spanning from western import terminals to eastern consumption centers.

Transformational Phase - Financial Independence and Institutional Maturity (2020-2025)

- A. A defining moment in PNGRB's evolution came on **June 1, 2020, when the Board achieved financial independence** by stopping its dependence on government grants-in-aid. This transition marked PNGRB's maturity as an autonomous regulator capable of funding its operations through its own income sources, including interest earnings and regulatory fees.

Financial independence enhanced PNGRB's institutional credibility and enabled it to invest in modernizing its infrastructure and capabilities. The Board moved to a **modern, spacious, eco-friendly office of 30,045 square feet**, creating an environment conducive to carrying out its expanded regulatory responsibilities.

- B. By embedding effective **Stakeholder consultation into its core processes**, PNGRB demonstrates the maturity of an institution that is participatory, accountable, and future-ready. Through its web-based public consultation process, PNGRB has institutionalized transparency and inclusivity in regulatory decision-making. Draft regulations, authorizations, and tariff proposals are now hosted online, inviting comments from a wide spectrum of stakeholders—ranging from consumers and industry players to civil society. This digital-first approach not only broadens participation across the country but also deepens trust by ensuring every voice is heard before key decisions are finalized.
- C. This period also witnessed the establishment of **India's first Gas Exchange**, with the authorization of Indian Gas Exchange Limited (IGX) on December 2, 2020. The gas exchange created a transparent platform for spot and short-term natural gas trading, laying the foundation for mature, liquid gas markets that could support efficient price discovery and risk management.
- D. The creation of **new specialized divisions—Consumer Protection, Statistics, and Strategic Planning**—reflected PNGRB's evolution from a traditional regulator to a forward-looking institution capable of addressing emerging sector challenges. The establishment of specialized cells for **Hydrogen, Compressed Bio-gas (CBG), and Sustainability** demonstrated the Board's commitment to facilitating India's energy transition beyond conventional fossil fuels.



Current Scale (2025)



Complete Mainland Coverage and Vision 2040

By 2024, PNGRB achieved a historic milestone: A near **100% coverage of India's mainland population** through the authorization of 307 Geographical Areas for CGD development. This achievement, completed with the conclusion of the 12A CGD Bidding Round in April 2024, ensured that every citizen in mainland India has access to natural gas infrastructure, either directly or through adjacent networks.





PNGRB by the Numbers: Transforming India's Energy Infrastructure Landscape

The scale of this achievement becomes apparent in the numbers: PNGRB has authorized **over 34,200 km of natural gas pipelines** with approximately **25,400 km operational and 10,400 km under construction**. It has authorized **82 Natural Gas Pipeline licences** and **30 Petroleum Product Pipeline licences**, reflecting a focus on broadening infrastructure choices and encouraging competition. The existing petroleum product pipeline network has expanded to over **9,200 km**, creating a comprehensive energy

transportation grid that connects production centers, import terminals, and consumption hubs across the country.

Looking toward the future, PNGRB constituted a **High-Level Expert Committee on Vision 2040** to chart the course for natural gas infrastructure development through 2040. This forward-looking initiative recognizes that achieving India's energy transition goals requires strategic planning that anticipates future demand patterns, technological developments, and infrastructure requirements.

Organizational Journey: From Regulator to Enabler

PNGRB's organizational evolution reflects its expanding role in India's energy ecosystem. The Board has grown from a traditional regulatory body focused on compliance and oversight to a dynamic institution that actively facilitates sector development through innovative policy-making, stakeholder engagement, and strategic initiatives.

The establishment of specialized divisions and cells demonstrates this evolution. The **Consumer Protection Division** addresses the growing complexity of consumer issues in an expanding market, while the **Statistics Division** provides data-driven insights that inform policy decisions and market development strategies. The **Strategic Planning Division** conducts forward-looking studies and analyses that help position the sector for future challenges and opportunities.^[16]

PNGRB's commitment to knowledge sharing through conferences, workshops, and research publications has established it as a thought leader in energy policy. The Board's studies on **optimizing LNG infrastructure, petroleum product transportation, and natural gas demand projections** provide valuable insights that benefit the entire energy ecosystem.

The Board's engagement with international counterparts, including the organization of the first **"International Conference of Petroleum & Natural Gas Regulators"** in Goa, demonstrates its recognition as a respected voice in global energy governance. These interactions facilitate knowledge exchange and help India learn from global best practices while sharing its own experiences with other developing nations.



Petroleum and Natural

Launch of "Software Application Audit Process & Cor"



Gas Regulatory Board

“Proactive” for TPIA Empanelment, Compliance Monitoring

Innovation and Adaptation

Throughout its journey, PNGRB has demonstrated remarkable adaptability to changing sector dynamics. The Board’s willingness to introduce innovative regulatory solutions—from mobile CNG stations to cross-boundary infrastructure development—reflects its pragmatic approach to addressing ground-level challenges.

The conversion of captive pipelines to common carriers represents another example of PNGRB’s innovative approach to promoting competition and optimizing infrastructure utilization. By declaring approximately **10,319 km of captive petroleum product pipelines as common carriers**, PNGRB has enhanced market accessibility and reduced infrastructure duplication.

The Board’s proactive approach to emerging technologies, including hydrogen blending and compressed biogas integration, positions it at the forefront of India’s energy transition. The **Hydrogen Cell’s** work on exploring regulatory frameworks for hydrogen transmission through existing natural gas infrastructure demonstrates PNGRB’s commitment to facilitating next-generation energy solutions.

Challenges and Resilience

PNGRB's journey has not been without challenges. The Board has faced resistance from industry entities on several initiatives, including the declaration of pipelines as common carriers and the opening of CGD exclusivities to third-party access. These matters being sub-judice reflects the complex legal and commercial issues that regulatory bodies must navigate in promoting competitive markets.

The Board's persistence in pursuing these reforms, despite industry resistance, demonstrates its commitment to its statutory mandate of

protecting consumer interests and promoting competition. PNGRB's approach of engaging stakeholders, conducting extensive consultations, and developing evidence-based policies has helped it maintain credibility while pursuing sometimes controversial reforms.

The COVID-19 pandemic presented unique challenges, but PNGRB's digital infrastructure and adaptive capabilities enabled it to continue its regulatory functions without significant disruption. The Board's financial independence proved crucial during this period, allowing it to maintain operations and continue supporting sector development.



Looking Forward: Building on Success

As PNGRB enters its third decade, the organization stands as a testament to the power of effective regulation in transforming entire sectors. From a starting point of fragmented infrastructure and limited access, PNGRB has facilitated the creation of a comprehensive energy network that serves nearly every corner of India.

The Board's evolution from a traditional regulator to an enabler of energy transformation reflects broader changes in regulatory philosophy and practice. PNGRB's success demonstrates that regulators can be catalysts for development while maintaining their core functions of protecting consumer interests and promoting fair competition.

The "One Nation, One Grid, One Tariff" vision, once an aspiration, has become a reality that continues to evolve. The recent reduction of unified tariff zones from three to two, with Zone 1 rates extended nationwide for CNG and domestic PNG, represents the continued refinement of this transformational policy.

As India works toward its ambitious targets of increasing natural gas share to 15% by 2030 and achieving net-zero emissions by 2070, PNGRB's role as an enabler, facilitator, and regulator becomes even more critical. The Board's commitment to innovation, stakeholder engagement, and consumer protection positions it to continue leading India's energy transformation in the decades ahead.

The PNGRB story is ultimately one of institutional excellence, strategic vision, and unwavering commitment to public service. From its genesis in 2006 to its current position as a recognized regulatory authority, PNGRB has demonstrated that effective regulation can indeed transform entire sectors and improve millions of lives. As the Board continues to evolve and adapt to new challenges, its foundational commitment to protecting consumer interests while enabling infrastructure development remains the cornerstone of its continued success.



9th CGD BIDDING ROUND

8 May 2018, Delhi



Shri Narendra Modi
Hon'ble Prime Minister

“My vision for
has four pillars. E
sustainabi



India's energy future
energy access, efficiency,
quality and security.”



Petroleum and N

9
BIDD

8 M





03

Building the Gas-Based Economy: A Nation Connected





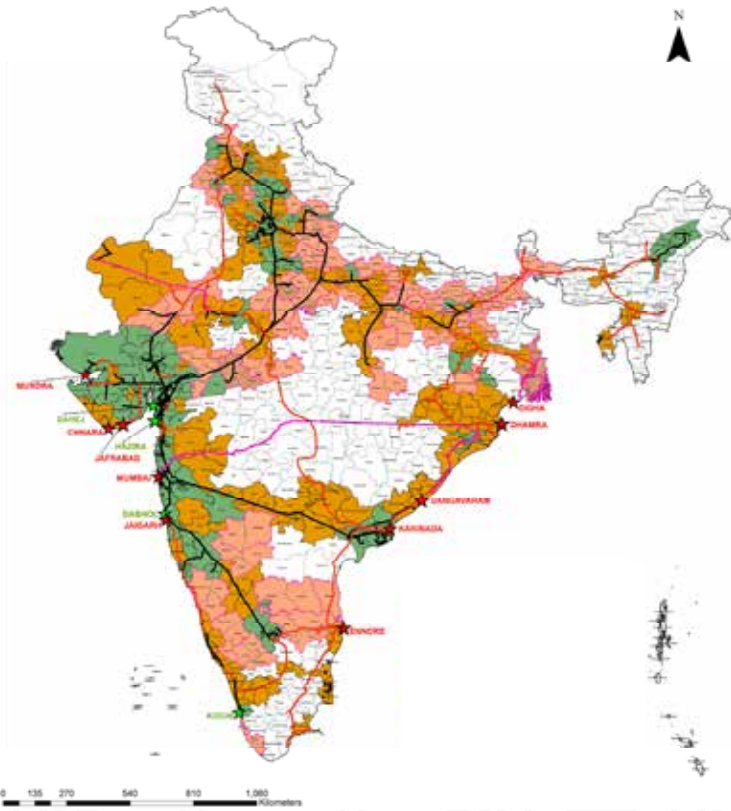
The National Gas Grid: Weaving India's Energy Arteries

Before PNGRB's inception, India's natural gas pipeline infrastructure was a fragmented patchwork, concentrated in specific regions with limited interconnectivity. A true National Gas Grid was a distant aspiration. Today, that aspiration is a formidable reality, forming the very backbone of India's transition to a gas-based economy.

PNGRB has been the driving force behind one of the world's most ambitious pipeline expansion programs. Through a systematic and transparent authorization process involving 82 Natural Gas Pipeline licenses, the Board has overseen the growth of the national pipeline network to a total authorized length of over 34,200 km. As of August 2025, more than 25,400 km of this network is already operational, with an additional ~10,460 km actively under construction. This represents a monumental leap from the 10,888 km operational in 2010-11.

This vast network of steel arteries now connects previously isolated markets, linking diverse gas sources—from the western LNG terminals to domestic fields in the east—to demand centers across the length and breadth of the country. Crucially, this expansion has prioritized regional equity, extending vital connectivity to the challenging terrains of the Northeast and the hills of Jammu & Kashmir. This is the physical manifestation of the "One Nation, One Gas Grid" vision, a testament to strategic planning and relentless execution.

**Mainland Coverage of Geographical Areas
until 10th Round**



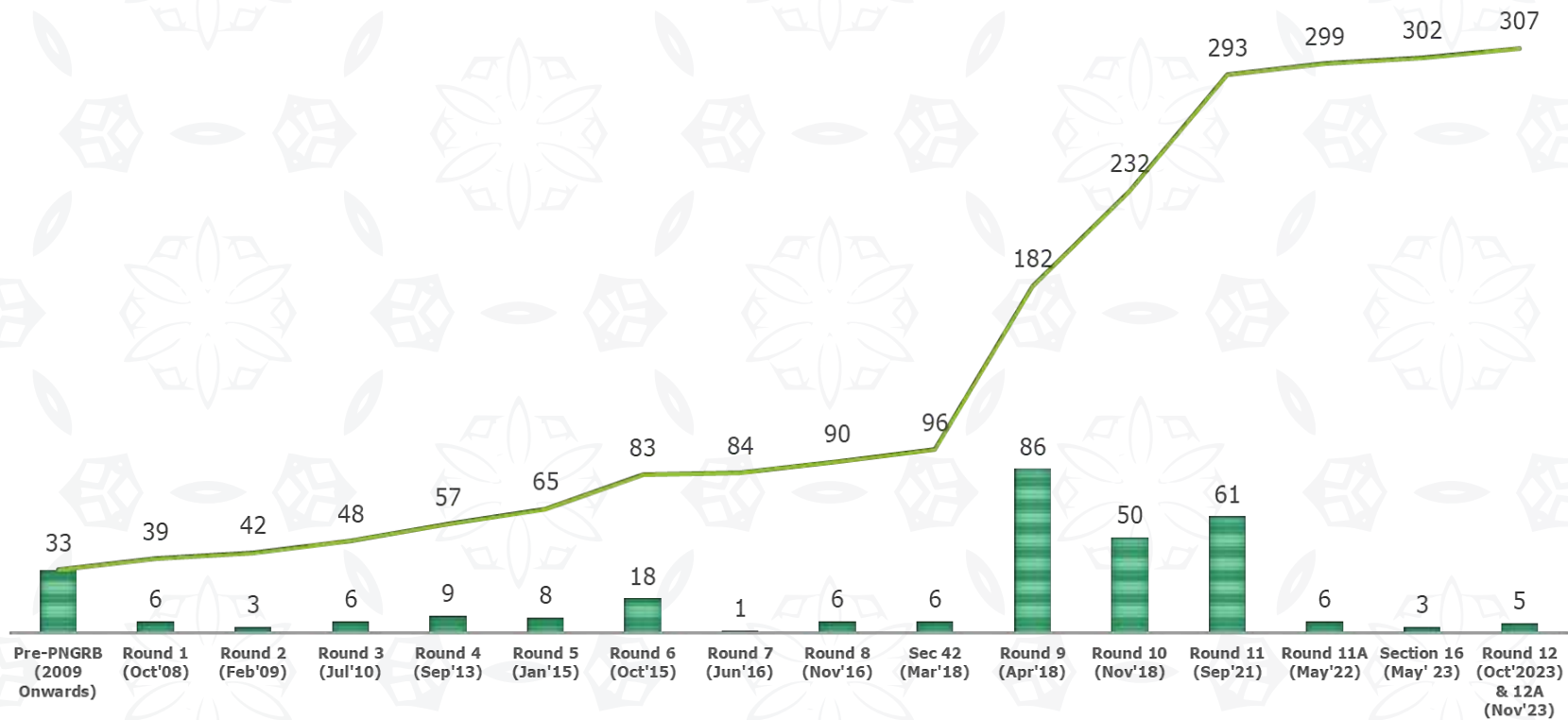
~100% Main Land Coverage of Geographical Areas

The CGD Revolution: From Niche Markets to Nationwide Coverage

The story of City Gas Distribution (CGD) in India is one of the most compelling narratives of energy access and transformation. In the pre-PNGRB era, Piped Natural Gas (PNG) and Compressed Natural Gas (CNG) were urban luxuries, available only in a handful of major cities like Delhi, Mumbai, and Vadodara.

Through a series of 12 competitive and transparent bidding rounds, PNGRB has systematically and democratically expanded CGD authorization across the nation. This meticulously planned rollout has been nothing short of a revolution. Today, 307 Geographical Areas (GAs) have been authorized, a nearly tenfold increase from the initial base. This vast network now covers an astonishing more than 99% of both India's mainland population and its area.

Growth of CGD GAs in India



This has unlocked unprecedented access to clean energy for households and transport. Domestic PNG connections have surged from a mere 28 lakhs in 2015 to over 1.5 crore by 2025.

PNG Drive - PNGRB along with CGD entities launched National PNG Drive in 2024 to promote the adoption of PNG among households and to expand PNG consumer base across a broader segment of the population. This was the first ever attempt to directly support entities in their normal business agenda and focused on facilitating the conversion of households to PNG.



Inauguration of PNG Drive of IGL

Some key achievements from the National PNG Drive are as under: -

- a) GAs Gasified - 24
- b) Districts Gasified - 56
- c) Charge Area/Areas Gasified - 152
- d) Households contacted - 30,79,376
- e) Registrations - 10,87,500
- f) Connections provided - 5,96,956
- g) Billed connections provided - 3,13,866
- h) Pipeline Infrastructure (inch-km) laid- 19,759

This “kitchen revolution” has not only brought convenience and safety to millions of homes but has also replaced traditional, more polluting cooking fuels, contributing to better public health and a cleaner environment.





Narendra Modi

@narendramodi

...

These are good numbers. I appreciate all those who worked hard over the years to make this coverage happen.



Hardeep Singh Puri @HardeepSPuri · Apr 3, 2023

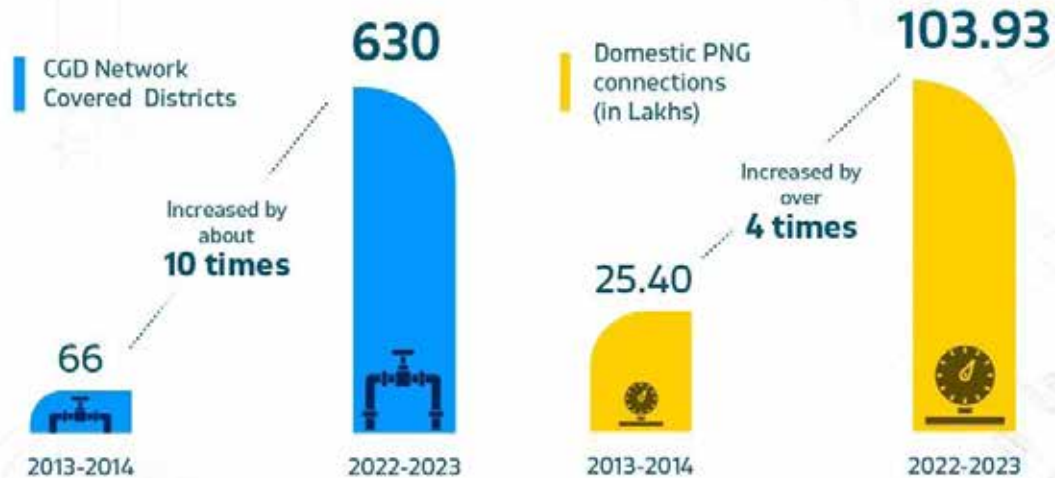
City Gas Distribution Network takes massive strides to offer convenient & affordable fuel.

From just 66 districts in 2014, CGD network covers 630 districts in 2023; taking the number of domestic PNG connections from merely 25.40 lakhs in 2014 to a whopping 103.93 lakhs now.

ENERGIZING HOUSEHOLDS

WITH BETTER CITY GAS DISTRIBUTION NETWORK

City Gas Distribution (CGD) network is covering about 98% of the population and 88% of total geographical area.



Post on X (2023)

Fuelling a Green Transition: The Rise of CNG and LNG Infrastructure

Parallel to the household PNG revolution, the expansion of the CNG network has fundamentally transformed urban mobility in India. As a cleaner and significantly more economical alternative to petrol and diesel, CNG has become the preferred fuel for public transport, commercial vehicles, and a rapidly growing segment of private cars.

PNGRB's authorization of CGD networks came with mandated Minimum Work Programme (MWP) targets for setting up CNG stations. This regulatory push has driven a massive, nine-fold increase in refueling infrastructure since 2014. The number of CNG stations across the

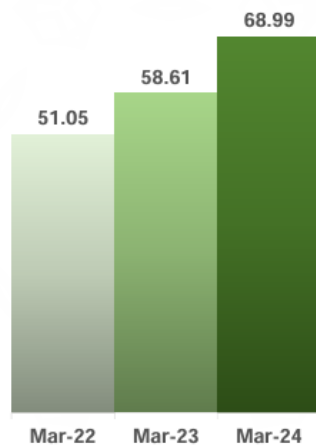
country has grown from a few hundred to over 8,134 by August 2025. This widespread availability has been the key enabler for the rapid adoption of CNG vehicles, which now number over 81 lakh, contributing significantly to the reduction of vehicular pollution in India's congested cities.

Looking ahead, PNGRB is also pioneering the development of infrastructure for Liquefied Natural Gas (LNG) as a fuel for long-haul heavy-duty vehicles. With a goal of setting up LNG stations across all major highways and industrial corridors, the Board is laying the groundwork to decarbonize the highly polluting trucking sector, a critical step in India's Net Zero ambitions.

Gas Revolution in India's Transportation Sector

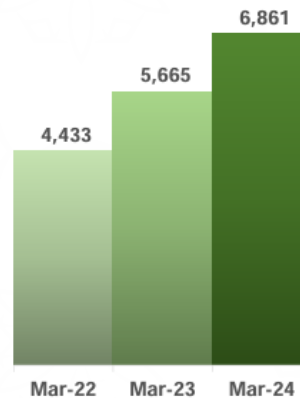
CNG Vehicles (in lakhs)

CAGR : 16.24%



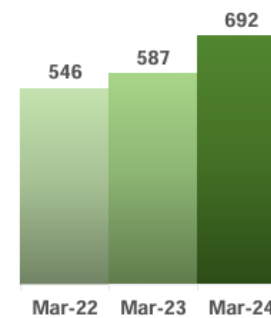
CNG Stations (in Nos.)

CAGR : 24.41 %



CNG Sales (MMSCM)

CAGR : 12.58 %







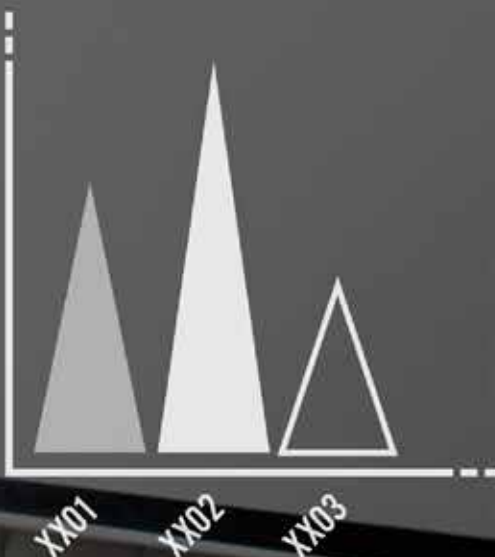
The construction and operation of thousands of kilometers of pipelines and the rollout of CGD networks in over 700 districts have created lakhs of direct and indirect employment opportunities, spurred the growth of ancillary industries, and contributed to overall economic development across the country. This is a testament to how effective regulation can translate policy vision into on-the-ground economic prosperity.

Catalyzing Investment: A \$67 Billion Transformation

True to its philosophy as an 'Enabler of growth', PNGRB has cultivated a regulatory environment built on certainty, transparency, and long-term vision. This has served as a powerful magnet for capital, attracting an astounding \$67 billion (over 5.5 lakh crore) in committed infrastructure investment. This massive infusion of capital has not only funded the creation of a world-class energy network but has also had a significant multiplier effect on the economy.







12%

04

Commercial Reforms & Market Development



*ERC Forum 2024 (Bangkok): Renewable & Sustainable Energy Transition
16th-17th May, 2024*

Transforming India's Energy Landscape Through Innovation and Strategic Policy

PNGRB's journey as a commercial regulator has been defined not just by oversight, but by bold, transformative reforms that have reshaped India's energy market dynamics. From implementing groundbreaking unified tariff

regimes to establishing India's first gas exchange, the Board has consistently pushed the boundaries of regulatory innovation, creating a more competitive, accessible, and efficient energy ecosystem.



Japan visit : To exchange insight into Japan's Regulatory Framework, Market Operations and innovative technologies.

8 Transformative Policy Reforms & Market Development Initiatives

1

The Unified Tariff Revolution:
Realizing "One Nation, One
Grid, One Tariff"

2

India's First Gas Exchange
(IGX): Building Market
Infrastructure

3

Petroleum Product Pipeline
Tariff Modernization

4

Investment Facilitation
Through Bank Guarantee
Reduction

5

Operational Efficiency through
Imbalance Management
Services

6

Competition promotion through
Common Carrier declarations

7

Suo-Moto Infrastructure
Proposals (LPG and ATF
Pipelines) : Proactive Market
Development

8

Digital Transformation and
Regulatory Innovation

1. The Unified Tariff Revolution: Realizing “One Nation, One Grid, One Tariff”

Implementation and Vision

On April 1, 2023, PNGRB achieved the implementation of India’s first **Unified Tariff Regime (UTF)** for natural gas pipelines. This revolutionary reform dismantled the complex “additive tariff” system that had historically affected consumers in far-flung regions, replacing it with a distance-agnostic, weighted-average mechanism that embodied the vision of “**One Nation, One Grid, One Tariff.**”



Narendra Modi ✓
@narendramodi

Noteworthy reform in the energy and natural gas sector.



Hardeep Singh Puri ✓ @HardeepSPuri · Mar 30, 2023

Another step towards Gas Based Economy under the visionary leadership of PM Sh @narendramodi Ji!

In line with objective of economic development of all regions of the country, PNGRB introduces implementation of Unified Tariff - a much awaited reform in natural gas sector.



8:21 AM · Mar 31, 2023 · 1M Views

348

4.1K

28K

15



Prior to this reform, consumers faced additive “pancaking” charges where they paid cumulative tariffs for multiple pipeline segments. A consumer in Bihar, for instance, would pay separate charges for KG Basin pipelines (~16/MMBTU), EWPL (~71/MMBTU), HVJ (~41/MMBTU), and JHBDPL (~210/MMBTU), totaling approximately 338/MMBTU. Under the unified system, they now pay just 106/MMBTU - a remarkable savings of 232 per MMBTU.

**Progressive Zone Reduction:
Advancing Toward True
Unification**

PNGRB’s commitment to the unified tariff vision reached a new milestone in 2025 with the reduction of tariff zones from three to two, moving closer to the

ultimate goal of a single national tariff. More significantly, the Board introduced preferential Zone 1 rates for CNG and domestic PNG consumers nationwide, regardless of their geographical distance from gas sources.

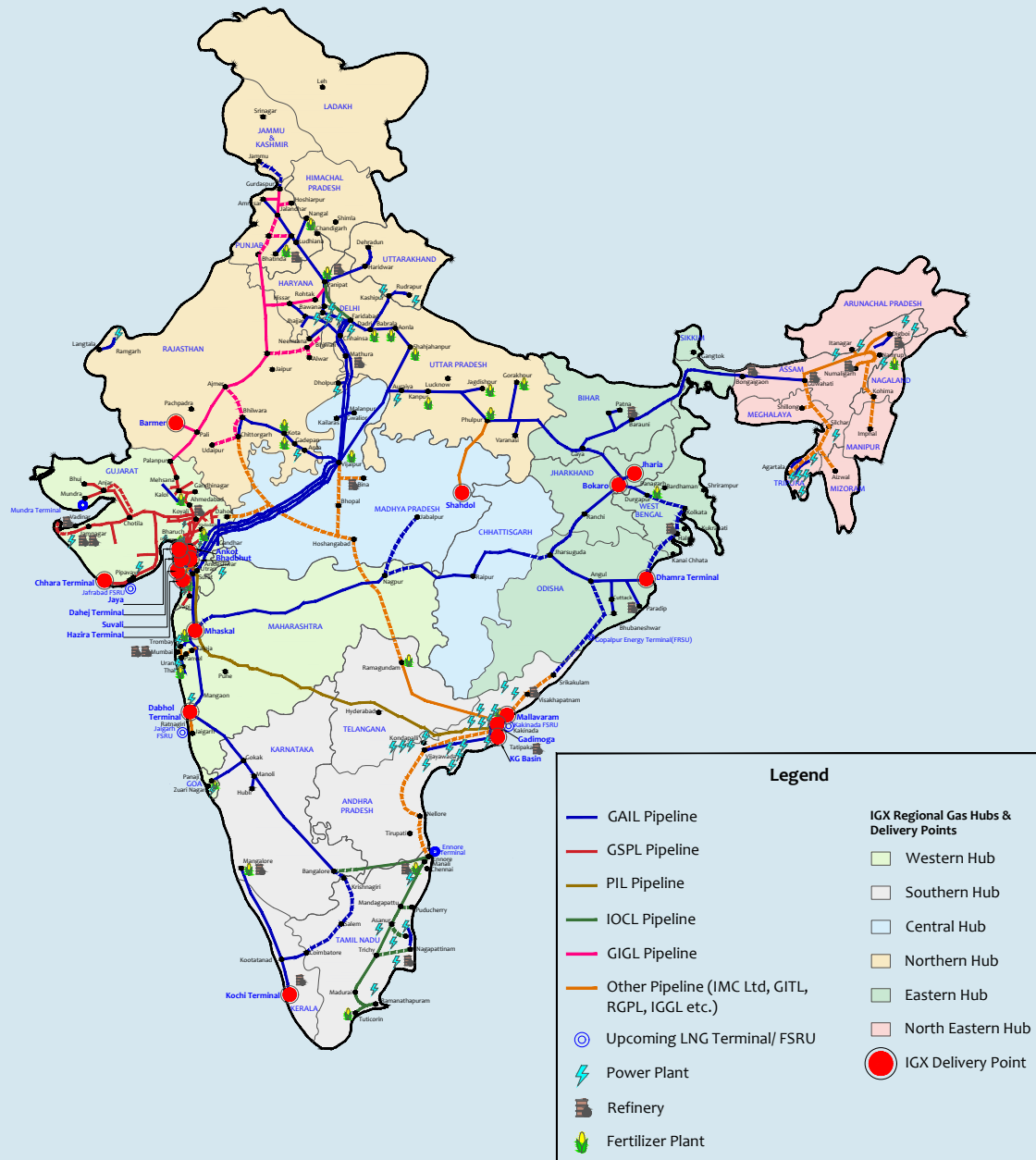
This reform particularly benefits northern India, Himalayan regions, and areas previously disadvantaged by distance-based pricing. The move demonstrates PNGRB’s strategic prioritization of the CGD sector, recognizing it as the primary driver of India’s gas consumption growth with projections of reaching 87 MMSCMD by 2030.

Industry and Consumer Impact

The unified tariff’s impact has been transformational. Media reports highlight record CNG adoption with headlines such as “CNG car sales

have surpassed diesel car sales for the first time” and “the share of CNG models in total passenger vehicle sales more than tripled in five years to 19.5%”. This growth is directly attributable to the cost competitiveness enabled by unified tariffs.

Revenue neutrality for pipeline operators remains a cornerstone of the system through sophisticated settlement mechanisms. Pipeline entities whose approved tariffs are lower than unified rates contribute to a compensation pool, while those with higher costs receive payments, ensuring no operator is disadvantaged.



2 India's First Gas Exchange: Building Market Infrastructure

Authorization and Establishment

On December 2, 2020, PNGRB authorized the Indian Gas Exchange Limited (IGX) as India's first regulated gas trading platform, marking a watershed moment in the country's energy market development. This authorization followed the September 2020 notification of comprehensive Gas Exchange Regulations, demonstrating PNGRB's proactive approach to market infrastructure development.

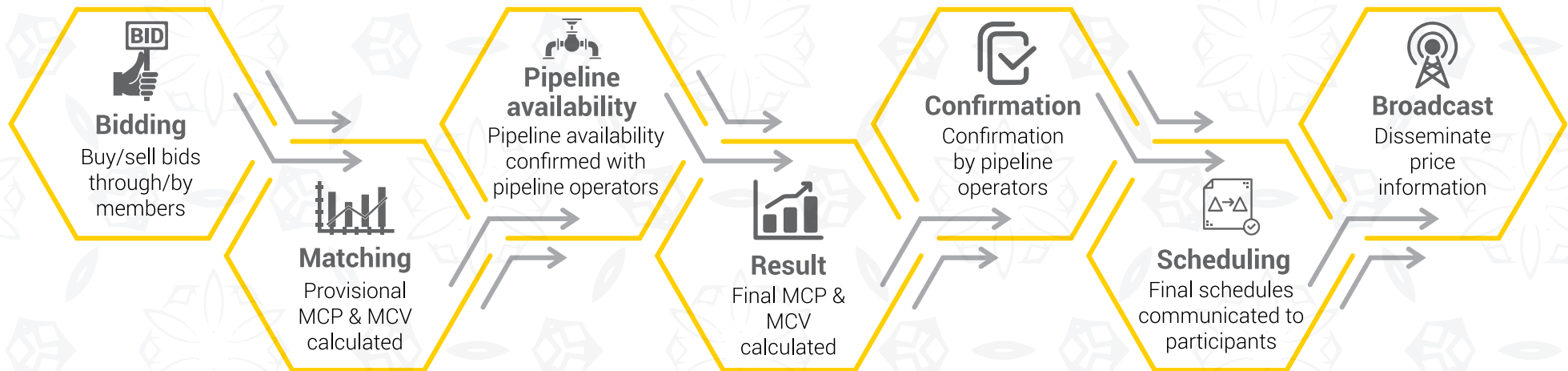
IGX, established as a wholly-owned subsidiary of the Indian Energy Exchange, brought India into the league of countries with sophisticated spot gas markets. The 25-year authorization provided long-term certainty for market development while establishing robust regulatory oversight.

Operational Framework and Market Rules

PNGRB's regulatory framework for IGX encompasses comprehensive market rules covering trading mechanisms, clearing and settlement procedures, and participant eligibility criteria. The exchange operates on delivery-based contracts, ensuring physical market underpinning rather than purely financial speculation.

The Board's regulations mandate transparent price discovery, with all trades executed through the exchange platform subject to regulatory reporting requirements. This transparency has been crucial in building market confidence and encouraging participation from both producers and consumers.

Trade Flow



Note

- **MCP** : Market Clearing Price (Unconstrained)
- **MCV** : Market Cleared Volume (Unconstrained)

Market Development Impact

IGX has facilitated ₹10,000 crores+ in cumulative trading value since its inception, establishing itself as a credible price discovery mechanism for Indian gas markets. The exchange has attracted participation from major gas producers, LNG importers, and distribution companies, creating competitive price signals that benefit end consumers.

The regulatory framework has enabled short-term and spot trading, providing much-needed flexibility to market participants managing portfolio imbalances and seasonal demand variations. This has been particularly valuable during the post-COVID recovery period when demand patterns became more volatile.

3 Petroleum Product Pipeline Tariff Modernization

Transition from Transitional to Permanent Regulations

After more than a decade of transitional arrangements, PNGRB achieved a major regulatory milestone in August 2024 with the implementation of permanent Petroleum Product Pipeline Tariff Regulations. This reform replaced the previous system that benchmarked pipeline tariffs to railway freight rates with an independent, structured methodology.

The new framework addresses three distinct categories of pipelines:

- **Pre-2010 pipelines:** Transitional tariff system with 17% one-time escalation and subsequent 3.4% annual escalation based on WPI
- **Post-2010 pipelines:** Discounted Cash Flow (DCF) methodology with 12% post-tax return on capital employed

- **Bid-out pipelines:** Continuation of bid tariffs for first 10 years, then DCF methodology

Strategic Benefits and Market Impact

Dr. Anil Kumar Jain, PNGRB Chairperson, emphasized that these reforms are designed to bolster financial stability and attractiveness to enhance pipeline infrastructure growth in India.

The new tariff structure provides predictable returns to investors while reducing transportation costs compared to road alternatives.

The reform addresses several market inefficiencies:

- **Investor certainty:** Clear return mechanisms encourage new pipeline investments
- **Environmental benefits:** Reduced road transport decreases accidents and emissions
- **Consumer benefits:** More economical transport alternative reduces end-user costs

4 Investment Facilitation Through PBG Reduction

Unlocking Capital for Infrastructure Growth

PNGRB's Performance Bank Guarantee (PBG) reduction initiative has unlocked substantial capital for CGD expansion. The Board clarified that PBG values could be reduced to 40% of initial amounts after 100% achievement of Minimum Work Programme targets, applicable to all authorized entities regardless of authorization year.

This reform has had immediate impact with entities like GAIL Gas Ltd and IOC Adani Gas receiving PBG reductions worth hundreds of crores. With total PBG values across 307 GAs amounting to 28,641 crores (ranging from 3 crore to 4,248 crores per GA), even partial reductions represent significant capital unlocking for infrastructure development.

Balancing Risk and Growth

The reform demonstrates PNGRB's sophisticated approach to regulatory risk management. While maintaining sufficient guarantees to ensure compliance, the reduction recognizes that entities having completed their committed infrastructure pose lower performance risk and deserve capital relief for further expansion.

5 Operational Efficiency Through Imbalance Management Services

Global Best Practices Adaptation

PNGRB's introduction of enhanced Imbalance Management Services in 2020 brought Indian gas markets in line with global best practices. The regulatory framework enables pipeline operators to provide four critical services:



1. Parking Services: Short-term storage using pipeline line-pack
2. Lending Services: Temporary gas loans to manage supply-demand mismatches
3. Netting Services: Offsetting positive and negative imbalances
4. Trading Services: Facilitating imbalance exchanges between shippers

Commercial Innovation and Win-Win Outcomes

These services create win-win scenarios where shippers reduce imbalance charges while pipeline operators generate revenue from underutilized assets. The regulations allow operators to retain income from these services, providing incentives for service development while maintaining system integrity.

An industry committee comprising major pipeline operators contributed to the regulatory framework, ensuring practical applicability and stakeholder buy-in. The services are provided on a non-discriminatory basis, promoting fair market access.

6 Competition Promotion Through Common Carrier Declarations

Captive Pipeline Transformation

PNGRB has initiated an ambitious program to convert captive petroleum product pipelines into common carriers, dramatically expanding market access. Of the total 14,920 km of captive pipelines, approximately 69% (~10,319 km) is currently under the declaration process.

The Board has already declared two ATF pipelines in Mumbai as common carriers, enabling multiple fuel suppliers to access airport infrastructure. This move has immediate benefits for airline operators and airport fuel markets by introducing competition and reducing dependency on single suppliers.

CGD Network Common Carrier Initiative

In a parallel initiative, PNGRB has begun declaring 74 CGD networks as common carriers, opening previously exclusive distribution territories to competition. This regulatory action follows the completion of exclusivity periods and aims to enhance consumer choice while maintaining infrastructure investment incentives.

The CGD common carrier framework includes:

- **Transparent tariff determination** based on cost-of-service methodology
- **12% post-tax return** guarantee for authorized entities

- **Non-discriminatory third-party access** to existing infrastructure

Legal and Commercial Challenges

These initiatives face resistance from some state-owned enterprises concerned about market share impacts. However, PNGRB's regulatory authority under Section 20 of the PNGRB Act provides clear legal mandate for such declarations in consumer interest.

The matter is currently sub-judice, but PNGRB continues advancing the regulatory framework through guiding principles and access codes that will govern third-party access once legal challenges are resolved.

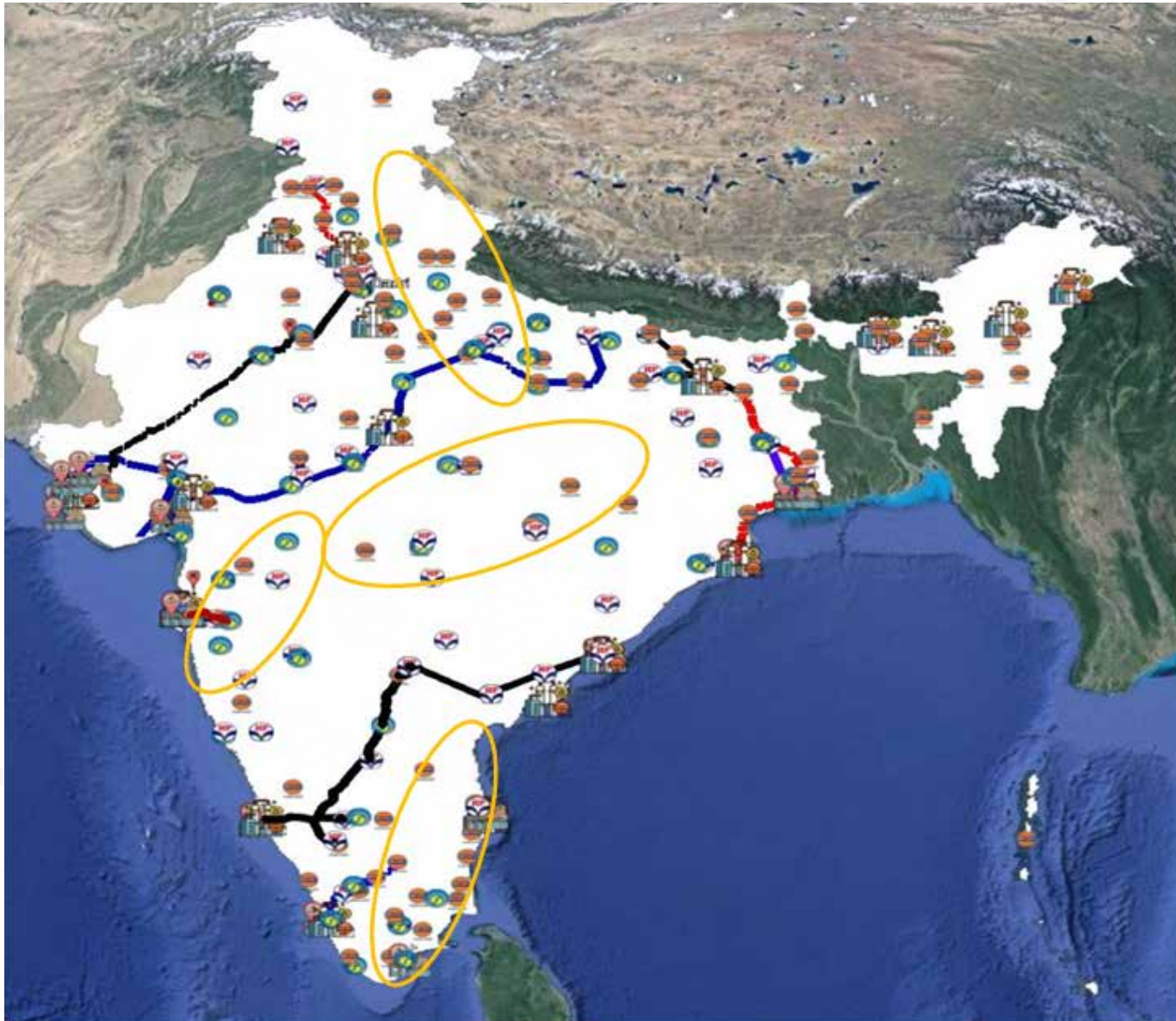
7 Suo-Moto Infrastructure Proposals: Proactive Market Development

LPG Pipeline Network Expansion

PNGRB has undertaken comprehensive market analysis leading to suo-moto proposals for 9 new LPG pipelines totaling 3,470 km and connecting 50 additional bottling plants. This initiative would increase LPG pipeline connectivity from the current 25.7% (54 out of 210 bottling plants) to 68% (134 connected plants).



LPG - current Bottling Plants and Pipelines



The proposed pipelines include:

- Cherlapally-Nagpur: 453 km connecting 6 bottling plants (510 TMT capacity)
- Shikrapur-Hubli-Goa: 508 km connecting 7 plants (630 TMT capacity)
- Mumbai-Aurangabad-Jalgaon: 521 km connecting 6 plants (510 TMT capacity)
- Paradip-Raipur: 555 km connecting 6 plants (540 TMT capacity)

ATF Pipeline Strategic Development

The Board has initiated suo-moto proposals for ATF pipelines connecting major airports, recognizing that 10-13% of ATF costs comprise freight charges. Proposed developments include pipelines to Srinagar, Goa, Pune, Ahmedabad, and Visakhapatnam airports.

These initiatives address the aviation sector's 47.1% surge in ATF consumption post-COVID and the sector's 8.9% CAGR growth in domestic passenger traffic between 2012-23. Pipeline supply offers cost advantages over road transport while ensuring supply security for critical aviation infrastructure.

Natural Gas Pipeline Extensions

PNGRB has proposed natural gas pipeline extensions including:

- Ennore-Suryapet NGPL: Connecting eastern coastal regions
- Kochi-Thoothukudi NGPL: Southern coastal connectivity via Kanyakumari
- Mallavaram-Srikakulam NGPL: Eastern coastal grid completion

These proposals demonstrate PNGRB's systematic approach to completing India's National Gas Grid while addressing regional supply-demand imbalances.

8 Digital Transformation and Regulatory Innovation

Technology-Enabled Regulation

PNGRB has embraced digital transformation to enhance regulatory efficiency and transparency. The Board has implemented:

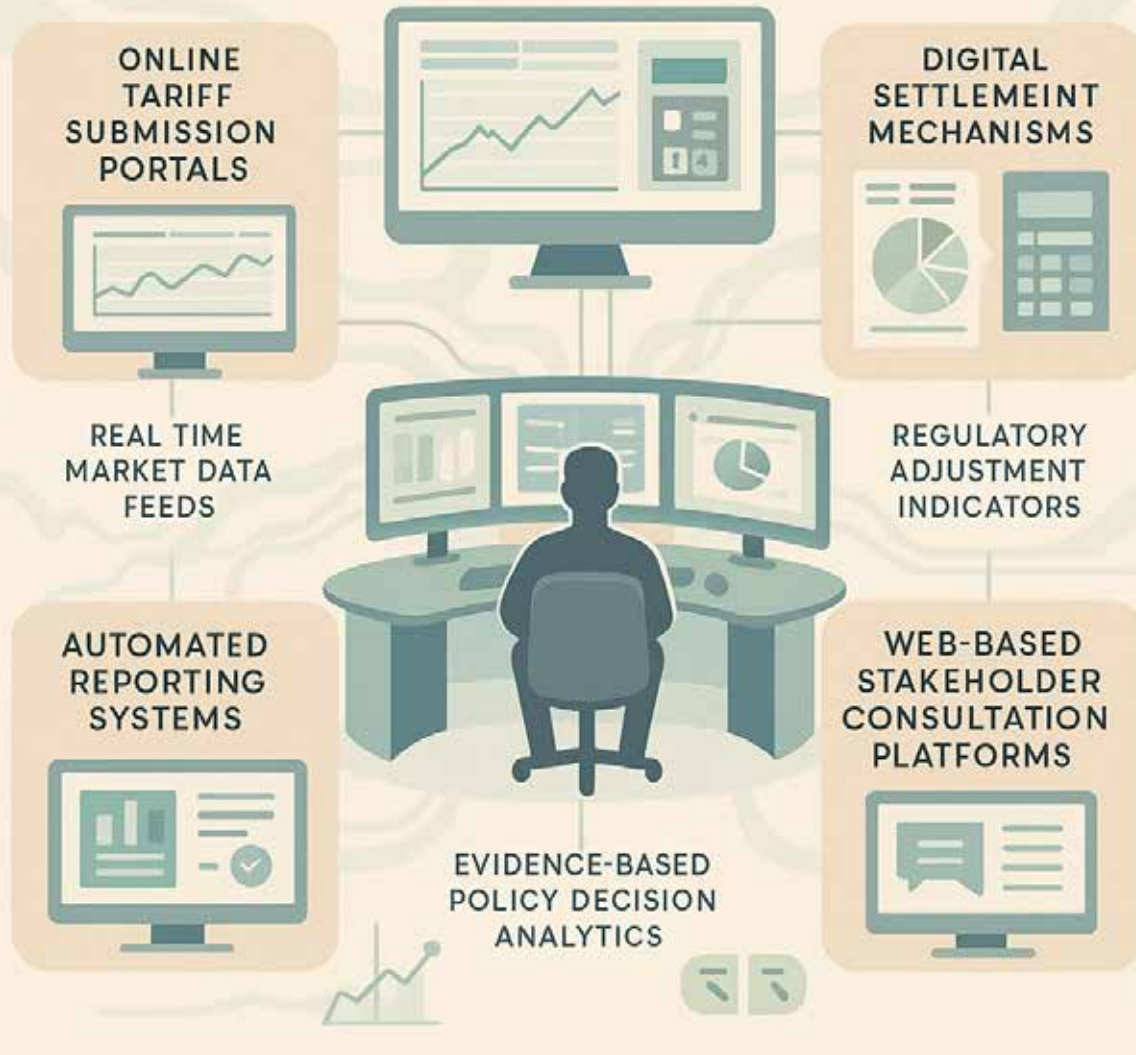
- **Online tariff submission portals** for real-time price monitoring
- **Digital settlement mechanisms** for unified tariff calculations
- **Automated reporting systems** for compliance monitoring
- **Web-based stakeholder consultation** platforms

Data-Driven Decision Making

The implementation of comprehensive data regulations enables PNGRB to make evidence-based policy decisions. Real-time market data feeds inform regulatory adjustments, ensuring policies remain responsive to market dynamics.

PNGRB

DIGITAL REGULATORY ECOSYSTEM



Market Development Outcomes and Future Vision

Quantifiable Market Transformation

The cumulative impact of PNGRB's commercial reforms is evident in market metrics:

- \$67 billion in infrastructure investment catalyzed through regulatory certainty
- 34,233 km of authorized natural gas pipelines creating a national grid
- 307 CGD geographical areas covering 100% of mainland population
- First functioning gas exchange with 10,000+ crores trading value
- Unified tariff benefiting remote consumers with 200+ per MMBTU savings in many cases

Conclusion: A New Paradigm of Energy Regulation

PNGRB's commercial reforms represent more than regulatory updates - they constitute a fundamental reimagining of how energy markets can be structured to serve national development goals while maintaining commercial viability. From the technical complexity of unified tariff calculations to the market sophistication of gas exchange operations, each reform

demonstrates the Board's commitment to global best practices adapted for Indian conditions.

The success of these initiatives lies not just in their individual impact but in their synergistic effects. Unified tariffs make distant markets viable, gas exchanges provide price signals for investment decisions, common carrier access promotes competition, and suo-moto infrastructure proposals address market gaps proactively.



Shri Anjani Kumar Tiwari (Member) along with IGX team visited Central European Gas Hub AG, Austria



05

A New Paradigm for Consumer Empowerment

Empowering Consumers, Strengthening Trust - PNGRB's Commitment to Fair and Safe Energy Access

The journey from regulating a sector to serving its people marks the evolution of a mature institution. Recognizing that consumers are not just end-users but the very purpose of the energy ecosystem, PNGRB initiated a paradigm

shift. This strategic move from passive protection to active empowerment was institutionalized in April 2024 with the establishment of a **dedicated Consumer Protection Division**. The creation of this division marked

a paradigm shift, creating a focused, institutional mechanism to champion consumer rights, address grievances efficiently, and ensure that the consumer's voice is integral to the regulatory process.





Harnessing Expertise: The High-Level Expert Committee on Consumer Protection

To build a truly world-class consumer protection framework, PNGRB sought guidance from the nation's finest minds. It constituted a High-Level Expert Committee (HLEC) under the distinguished chairmanship of Shri Ratan P. Watal, Former Finance Secretary to the Government of India.

The HLEC was tasked with conducting a comprehensive review of the existing consumer protection mechanisms and recommending a path forward. After extensive deliberations and stakeholder consultations, the committee submitted its seminal report in March 2025.

It identified the need for a more structured, accessible, and responsive system and made several transformative recommendations, including:

- The creation of an Ombudsman mechanism for independent, impartial, and speedy dispute resolution.
- The framing of comprehensive Consumer Protection Regulations covering service level agreements, complaint handling, and consumer obligations.
- The establishment of independent Consumer Advocacy Bodies to represent consumer interests.

PNGRB has embraced these recommendations and has already initiated the process of implementing them in a phased manner, laying the foundation for a regulatory framework that is truly by the people and for the people.

A Multi-Pronged Approach to Grievance Redressal

PNGRB has implemented a robust, multi-layered system to ensure that consumer complaints are heard and resolved effectively.

1. **Mandatory Reporting & Analysis:** All City Gas Distribution (CGD) entities are now required to submit monthly reports of consumer complaints and their resolution status via the PNGRB E-Portal. This

data is systematically analyzed, and monthly reports are hosted on the PNGRB website, providing unprecedented transparency into complaint trends and resolution timelines.

2. **Dedicated Escalation Mechanism:** A dedicated grievance escalation email facility has been created for consumers whose complaints remain unresolved at the entity level, ensuring that no consumer concern goes unaddressed.
3. **Standardization and SLAs:** An Industry Committee has been constituted to develop a uniform classification for complaints and to propose stringent Service Level Agreements (SLAs) for their resolution, complete with compensation mechanisms for delays.
4. **Consumer Satisfaction Surveys (CSS):** To continuously gauge the pulse of the consumer, PNGRB has empanelled five reputed third-party agencies (TPAs) to conduct large-scale Consumer Satisfaction Surveys across 92 Geographical Areas, providing measurable feedback on service quality, safety, and grievance handling.

Building a Safety Net: Nationwide Insurance for PNG Consumers

In a landmark initiative for consumer safety, PNGRB has spearheaded the introduction of comprehensive insurance coverage for domestic PNG consumers. This path-breaking move brings the safety net for PNG users

on par with that available for LPG consumers, providing a crucial layer of financial protection against unforeseen accidents.

The insurance schemes provide extensive coverage for:

- Public and Third-Party Liability
- Medical Expenses
- Immediate Financial Relief in case of mishaps

As of mid-2025, nine progressive CGD entities, covering over 70 lakh consumers across 105 geographical areas, have already rolled out these insurance schemes. This proactive measure significantly enhances the safety ecosystem for millions of Indian families, providing them with invaluable peace of mind.

Driving Adoption and Awareness

PNGRB's consumer-centric approach extends to proactively driving the adoption of clean fuels and empowering consumers with knowledge.


- The National PNG Drive: This first-of-its-kind campaign, launched in early 2024, saw the regulator collaborating directly with CGD entities to accelerate customer acquisition. The drive was a resounding success, resulting in nearly 6 lakh new PNG connections and over 10 lakh new registrations in just over two months.
- Billing & Price Transparency: The Board has mandated standardized billing practices for domestic PNG, ensuring that over 77 lakh consumers now receive clear, comprehensible bills with a proper breakup of all charges.

BILLING & PRICE TRANSPARENCY: Empowering 77+ Lakh Consumers


**Standardized
Consumer Details
& Tariff Breakup**

**QR Code-Based
Billing &
Online Payments**

IGL's standardized invoice format



Inclusion of meter reading photo on HPCL invoice



**Price Display
in Rs./SCM**

**Meter Reading
Photos for
Transparency**

**Average
Consumption
History**

**Security
Deposit
Details**

**SMS/Email
Notifications**

Furthermore, PNGRB has also brought price transparency to the forefront by webhosting Domestic PNG and CNG prices across every district and GA (Geographical Area). Consumers can now see a clear break-up of what they pay—right from gas cost to taxes—making pricing simple, open, and trustworthy. More than numbers on a page, this initiative reflects PNGRB's vision of an energy ecosystem that is fair, accountable, and truly consumer-centric.

- Energy Efficiency: A pilot study on high-efficiency PNG stoves covering 6,000 households has been initiated to promote energy conservation at the end-user level.
- National Consumer Conclave: The successful organization of the 1st National Consumer Conclave in July 2025 brought together all stakeholders on a single platform to foster open dialogue and collaborative action on consumer empowerment.



1st National Consumer Conclave held at Manekshaw Centre Auditorium in July 2025

Future Roadmap - Towards a Consumer-Centric Ecosystem

PNGRB envisions a future where the interests of consumers are placed at the very heart of the energy value chain. Guided by this vision, the Board is formulating comprehensive regulations that go beyond compliance to foster trust, transparency, and accountability. These will encompass robust complaint management frameworks, clearly defined service level agreements (SLAs), the appointment of an ombudsman, and well-articulated consumer obligations.

A next-generation Centralized Digital Grievance Redressal System (CDGRS)—equipped with auto-routing, real-time tracking, and intelligent analytics dashboards—is under development to provide seamless resolution and empower consumers with greater visibility and control. Complementing this, forward-looking initiatives such as Independent Consumer Advocacy Panels, registration of voluntary consumer organizations/NGOs, a National Consumer Helpline, a Consumer Welfare Fund for vulnerable sections, and structured compensation mechanisms for service delays are under active consideration.

Together, these initiatives represent PNGRB's commitment to building an inclusive, transparent, and responsive ecosystem that not only protects consumer rights but also elevates the overall service experience in India's energy sector.

COMPLIANCE



REGULATIONS



STANDARDS



06

The Legal & Regulatory Backbone

The Foundation: The PNGRB Act, 2006

The entire regulatory architecture of the downstream oil and gas sector rests on the robust foundation of the Petroleum and Natural Gas Regulatory Board Act, 2006. This comprehensive legislation empowers PNGRB with a wide-ranging mandate, giving it the necessary authority to foster orderly growth, ensure fair competition, and protect consumer interests.

Key sections of the Act grant the Board specific powers. For instance, Section 11(h) empowers PNGRB to maintain a comprehensive data bank, which is the backbone of effective, data-driven regulation. Section 11(i) gives it the authority to lay down technical and safety standards, a crucial function in a high-risk sector. The Act deliberately confers these powers with the “widest possible amplitude,” recognizing the need for a strong, independent regulator to oversee a sector critical to the nation’s economy and security.

Functions of
the Board.

CHAPTER III

FUNCTIONS AND POWERS OF THE BOARD

11. The Board shall—

- (a) protect the interest of consumers by fostering fair trade and competition amongst the entities;
- (b) register entities to—
 - (i) market notified petroleum and petroleum products and, subject to the contractual obligations of the Central Government, natural gas;
 - (ii) establish and operate liquefied natural gas terminals;
 - (iii) establish storage facilities for petroleum, petroleum products or natural gas exceeding such capacity as may be specified by regulations;
- (c) authorise entities to—
 - (i) lay, build, operate or expand a common carrier or contract carrier;
 - (ii) lay, build, operate or expand city or local natural gas distribution network;
- (d) declare pipelines as common carrier or contract carrier;
- (e) regulate, by regulations,—
 - (i) access to common carrier or contract carrier so as to ensure fair trade and competition amongst entities and for that purpose specify pipeline access code;
 - (ii) transportation rates for common carrier or contract carrier;
 - (iii) access to city or local natural gas distribution network so as to ensure fair trade and competition amongst entities as per pipeline access code;

SEC. 1]

THE GAZETTE OF INDIA EXTRAORDINARY

9

- (f) in respect of notified petroleum, petroleum products and natural gas—
 - (i) ensure adequate availability;
 - (ii) ensure display of information about the maximum retail prices fixed by the entity for consumers at retail outlets;
 - (iii) monitor prices and take corrective measures to prevent restrictive trade practice by the entities;
 - (iv) secure equitable distribution for petroleum and petroleum products;
 - (v) provide, by regulations, and enforce, retail service obligations for retail outlets and marketing service obligations for entities;
 - (vi) monitor transportation rates and take corrective action to prevent restrictive trade practice by the entities;
- (g) levy fees and other charges as determined by regulations;
- (h) maintain a data bank of information on activities relating to petroleum, petroleum products and natural gas;
 - (i) lay down, by regulations, the technical standards and specifications including safety standards in activities relating to petroleum, petroleum products and natural gas, including the construction and operation of pipeline and infrastructure projects related to downstream petroleum and natural gas sector;
- (j) perform such other functions as may be entrusted to it by the Central Government to carry out the provisions of this Act.

Building a Robust Framework: Crafting Key Regulations

The Legal Division at PNGRB shoulders multifaceted responsibilities — from assisting the Board in decision-making and rendering nuanced legal opinions on complex legal issues referred by various divisions, to ensure the seamless, consistent, and harmonious implementation of PNGRB's Regulations.

A significant dimension of its mandate lies in protecting the interests of PNGRB before diverse judicial forums, including the Appellate Tribunal for Electricity (APTEL), the Hon'ble High Courts, and the Hon'ble Supreme Court of India.

Guided by the Act, PNGRB's Legal Division has been instrumental in conceptualizing and framing a suite of regulations that govern every facet of the downstream sector. These regulations translate the broad legislative mandate into clear, enforceable rules for the industry. Some of the landmark regulatory initiatives include:

- **Drafting of Data Regulations:** The PNGRB Act, 2006 empowers the Board with wide-ranging authority to frame regulations for maintaining a comprehensive data bank covering the petroleum and natural gas sector. Recognizing data as the backbone of effective regulation, these provisions enable PNGRB to gather information from all stakeholders across the value

chain, not just authorized entities. A robust data repository supports evidence-based policymaking, enhances transparency, and strengthens consumer protection through better assessment of supply-demand dynamics and infrastructure needs. In line with this mandate, the Legal Division, in coordination with the Statistics Division, has spearheaded the drafting of the Data and Information Regulations. Once implemented, these regulations will establish a centralized repository within PNGRB, significantly strengthening regulatory oversight and enabling sustainable sectoral growth.

- **Strengthening Technical Standards and Safety (T4S) Regulations:** The Legal Division played a key role in making the Technical Standards and Safety (T4S) regulations more potent. By introducing a detailed procedure and linking non-compliance to specific penalties under Section 28 of the Act, the amendments transformed the regulations from a general prescription into a transparent and enforceable mechanism, thereby strengthening the credibility of PNGRB's oversight to ensure safer and more accountable practices across the downstream Sector.

- Advancing Consumer Protection through the Ombudsman Framework:** PNGRB constituted a High-Level Expert Committee (HLEC) to review the consumer protection framework and recommend measures to strengthen grievance redressal and regulatory oversight. Supported by the Legal and Consumer Protection Divisions, the Committee identified gaps such as fragmentation, delays, and lack of uniformity. In response, the Legal Division has drafted a framework for an Ombudsman mechanism to provide an independent, structured forum for consumers. This initiative will enable faster dispute resolution, enhance transparency, and build greater consumer trust in the regulatory system.
- LNG Terminal Regulations, 2025:** To curb speculative infrastructure creation and ensure orderly market development, PNGRB enacted regulations for establishing and operating LNG terminals. These rules mandate pre-investment approval and are designed to improve capacity utilization and enhance transparency through public disclosure of charges.

The Adjudicatory Journey: Evolution of a Quasi-Judicial Authority

Beyond its legislative function, PNGRB acts as a credible quasi-judicial authority, adjudicating disputes within the sector. This journey from a nascent authority to a respected quasi-judicial body is best reflected in the orders it has passed over time.

In its early years, the Board tackled fundamental questions of jurisdiction, firmly establishing its mandate. As its jurisprudence matured, it began addressing complex disputes related to marketing exclusivity, infrastructure access, and regulatory compliance.

Key orders have balanced the rights of authorized entities with the consumer's right

to an uninterrupted supply, emphasized procedural fairness, and clarified the limited scope of its review jurisdiction. The Board has also demonstrated a pragmatic enforcement approach, imposing penalties for unauthorized construction while allowing for regularisation to ensure infrastructure is utilized.

Throughout this journey, the Legal Division has been central, ensuring that the Board's decisions are procedurally robust, well-reasoned, and aligned with principles of natural justice. This has helped build a mature body of regulatory case law, making PNGRB a respected arbiter in India's energy sector.





07

Engineering Safety: A Commitment to Technical Excellence

The Gold Standard: Technical Standards & Specifications including Safety Standards (T4S)

In a sector where the stakes are measured in lives and national assets, safety cannot be an afterthought; it must be engineered into the very DNA of the system. This philosophy is the driving force behind PNGRB's Technical Division, a specialized arm tasked with creating and enforcing a world-class safety framework for over 91,000 installations. At the core of this framework is the comprehensive suite of Technical Standards & Specifications including Safety Standards (T4S), notably across the Oil & Gas value chain.

- City Gas Distribution (CGD) Networks
- Natural Gas and Petroleum Product Pipelines
- LNG Facilities and LPG Storage
- Retail Outlets (Petrol Pumps)
- Petroleum Installations, Refineries, and Gas Processing Plants

This extensive regulatory coverage ensures that from the refinery/pipeline/LNG terminal gate to the consumer's home, every piece of infrastructure adheres to the highest safety benchmarks.

PETROLEUM AND NATURAL GAS REGULATORY BOARD

NOTIFICATION

New Delhi, the 27th August, 2008

G.S.R. 612(E). --- In exercise of the powers conferred by Section 61 of the Petroleum and Natural Gas Regulatory Act, 2006 (19 of 2006), the Petroleum and Natural Gas Regulatory Board hereby makes the following regulations, namely: -

1. Short title and commencement.

- (1) These regulations may be called the Petroleum and Natural Gas Regulatory Board (Technical Standards and Specifications including Safety Standards for City or Local Natural Gas Distribution Networks) Regulations, 2008.
- (2) They shall come into force on the date of their publication in the Official Gazette.

PETROLEUM AND NATURAL GAS REGULATORY BOARD

NOTIFICATION

New Delhi, the 18th January 2018

G.S.R. No.: INFRA/T4S/LNG/05 - In exercise of the powers conferred by section 61 of the Petroleum and Natural Gas Regulatory Act, 2006 (19 of 2006), the Petroleum and Natural Gas Regulatory Board hereby makes the following Regulations, namely:-

1. Short title and commencement.

- (1) These regulations may be called the Petroleum and Natural Gas Regulatory Board (Technical Standards and Specifications including Safety Standards for Liquefied Natural Gas Facilities) Regulations, 2017.
- (2) They shall come into force on the date of their publication in the Official Gazette.

PETROLEUM AND NATURAL GAS REGULATORY BOARD

NOTIFICATION

New Delhi, 15th February, 2019

F. No. PNGRB/Tech/6-T4SLPG/(1)/2019. In exercise of the powers conferred by section 61 of the Petroleum and Natural Gas Regulatory Act, 2006 (19 of 2006), the Petroleum and Natural Gas Regulatory Board hereby makes the following Regulations, namely: -

1. Short title and commencement: -

- (1) These regulations may be called the Petroleum and Natural Gas Regulatory Board (Technical Standards and Specifications including Safety Standards for LPG Storage, Handling and Bottling Facilities) Regulations, 2019.
- (2) They shall come into force on the date of their publication in the Official Gazette.

PETROLEUM AND NATURAL GAS REGULATORY BOARD

NOTIFICATION

New Delhi, the 11th November, 2009

G.S.R. 808(E).---In exercise of the powers conferred by section 61 of the Petroleum and Natural Gas Regulatory Act, 2006 (19 of 2006), the Petroleum and Natural Gas Regulatory Board hereby makes the following regulations, namely:-

1. Short title and commencement.

- (1) These regulations may be called the Petroleum and Natural Gas Regulatory Board (Technical Standards and Specifications including Safety Standards for Natural Gas Pipelines) Regulations, 2009.
- (2) They shall come into force on the date of their publication in the Official Gazette.

PETROLEUM AND NATURAL GAS REGULATORY BOARD

NOTIFICATION

New Delhi, the 12th February 2016

G.S.R. Infra/T4S/P&PPPL/01/2014 - In exercise of the powers conferred by section 61 of the Petroleum and Natural Gas Regulatory Act, 2006 (19 of 2006), the Petroleum and Natural Gas Regulatory Board hereby makes the following regulations, namely:-

1. Short title and commencement.

- (1) These regulations may be called the Petroleum and Natural Gas Regulatory Board (Technical Standards and Specifications including Safety Standards for Petroleum and Petroleum Products Pipelines) Regulations, 2016.
- (2) They shall come into force on the date of their publication in the Official Gazette.

PETROLEUM AND NATURAL GAS REGULATORY BOARD

NOTIFICATION

New Delhi, the 11th November, 2020

F. No PNGRB/Tech/7-T4SPI (1)/2020.-In exercise of the powers conferred by section 61 of the Petroleum and Natural Gas Regulatory Act, 2006 (19 of 2006), the Petroleum and Natural Gas Regulatory Board hereby makes the following Regulations, namely: -

1. Short title and commencement:

- (1) These Regulations may be called the Petroleum and Natural Gas Regulatory Board (Technical Standards and Specifications including Safety Standards for Petroleum Installations) Regulations, 2020.
- (2) They shall come into force on the date of their publication in the Official Gazette.

PETROLEUM AND NATURAL GAS REGULATORY BOARD

NOTIFICATION

New Delhi, 16th November 2018

F. No. INFRA/T4S/SC-6/4/18 - In exercise of the powers conferred by section 61 of the Petroleum and Natural Gas Regulatory Board Act, 2006 (19 of 2006), the Petroleum and Natural Gas Regulatory Board hereby makes the following Regulations, namely: -

1. Short title and commencement:

- (1) These Regulations may be called the Petroleum and Natural Gas Regulatory Board (Technical Standards and Specifications including Safety Standards for [dispensing of Automotive Fuels]) Regulations, 2018.
- (2) They shall come into force on the date of their publication in the Official Gazette.

Resilience by Design: The Emergency Response and Disaster Management Plan (ERDMP)

A cornerstone of PNGRB's safety framework is the Emergency Response and Disaster Management Plan (ERDMP) Regulations, 2010. This one-of-a-kind regulatory framework is designed to ensure that every operator is prepared to handle contingencies, from minor leaks to large-scale emergencies.

The ERDMP regulations mandate that all entities establish and periodically update a comprehensive plan that includes:

- Hazard identification and risk assessments.
- Protocols for resource mobilization and multi-agency coordination with district authorities.
- Mandatory mock drills to test preparedness.
- Timely reporting of incidents, near-misses, and major accidents.

By embedding state-of-the-art disaster management practices into regulatory compliance, the ERDMP framework fosters a culture of preparedness and resilience across the entire sector.







Proactive Protection: The Integrity Management System (IMS)

To ensure the long-term safety and reliability of critical energy assets, PNGRB has also notified Integrity Management System (IMS) Regulations for natural gas pipelines, CGD networks, and petroleum product pipelines.

The IMS framework requires operators to implement systematic processes for proactively identifying and mitigating risks to their infrastructure throughout its lifecycle. This includes regular inspections, maintenance schedules, and risk assessments to prevent failures, enhance safety, and ensure the continuous, reliable operation of the nation's energy lifelines.

The Guardians of Quality: Third-Party Conformity Assessment (TPCA)

To ensure objectivity and transparency in compliance verification, PNGRB has mandated that all audits and conformity assessments be conducted by empaneled Third-Party Inspection Agencies (TPIAs). This independent evaluation mechanism is crucial for maintaining accountability and adherence to the highest safety standards.

Currently, 33 TPIAs are empaneled by PNGRB to conduct these critical audits. To further strengthen the quality of these audits, PNGRB has developed a selection criteria matrix for lead auditors and engaged 18 expert consultants to oversee the audit reports submitted by the TPIAs. This multi-layered oversight ensures that the safety and integrity of India's energy infrastructure are never compromised.

Future Readiness: Building Tomorrow's Energy Infrastructure

The Technical Division's vision extends far beyond current regulatory frameworks, embracing a future-ready ecosystem that anticipates and addresses emerging challenges in India's evolving energy landscape. Through strategic initiatives spanning digital transformation, supply security, and sustainability, the Division is positioning itself as a proactive guardian of safety and innovation.

Digital-First Safety Architecture

At the heart of the Division's modernization efforts lies comprehensive digital transformation. The introduction of smart domestic PNG meters leveraging IoT technology represents a paradigm shift from reactive to predictive safety management. These systems enable real-time leak detection and enhance billing accuracy, while the concurrent push for BIS-compliant energy-efficient PNG stoves demonstrates the Division's commitment to end-to-end consumer safety.

The digitalization of compliance monitoring through dedicated portals streamlines audit processes across over 91,000 oil and gas installations, ensuring greater transparency and robust data management in regulatory oversight.

Building a Safety Culture

Beyond regulations, PNGRB recognized that true safety lies in values and culture. Through mega conferences, panel discussions, and direct engagement with CMDs and CEOs, the Board championed leadership's role in embedding safety at all levels. Workshops emphasized open reporting of near-misses, leadership-driven accountability, and the creation of a 'just culture'—where mistakes are acknowledged and transformed into opportunities for systemic learning.



Inaugural Session of 1st Mega Conference: Chairman, IOCL; CEO, HEMEL and other dignitaries with Chairperson PNGRB



Panel Discussion on creating a Safety Culture

Road Safety and Compensation Reforms

Road safety remains a critical challenge in the petroleum sector, with tanker transportation posing high risks. In response, PNGRB issued guidelines on journey management, driver fatigue, speed governors, and no-night driving rules for LPG tankers. The upcoming 2025 Road Safety Conference will convene national stakeholders to institutionalize these measures into a comprehensive regulation.

Parallel to this, PNGRB addressed compensation disparities by advocating for uniform compensation packages in cases of injury or fatality. Entities have since enhanced their compensation frameworks, reflecting a collective commitment to accountability and consumer protection.

Competency and Capacity Building

A safety culture is sustained by skilled professionals. PNGRB invested in training its officers through industry visits, case study assignments, and long-duration certification programs. Collaborations with IITs, ASME, API, IGEM, and national institutions like NSC and GIDM have created a strong foundation for continuous learning and global best practice adoption.

Looking Ahead

PNGRB's safety journey is still evolving. With digital audits, IoT-enabled smart meters, energy efficiency mandates, and sustainability integration, the Board is engineering a future-ready safety ecosystem. What began as regulations has transformed into culture—proving that true excellence lies not just in compliance, but in values that safeguard people, infrastructure, and the environment.



08

**Special
Assignments,
Collaborations
& New Horizons**

From its inception, the Petroleum and Natural Gas Regulatory Board (PNGRB) has believed that regulatory excellence cannot exist in isolation. It must be informed by global best practices, grounded in industry dialogue, aligned with state and federal priorities, and open to new frontiers of sustainability and innovation.

This philosophy has guided PNGRB's journey into special assignments, strategic collaborations, and bold explorations of new horizons. Whether convening international regulators in Goa, engaging state governments across India, or pioneering cells for hydrogen, compressed biogas, and sustainability, PNGRB has consistently shown that a regulator can also be a visionary catalyst of transformation.

Key outcomes included

- Exchange of global regulatory best practices on tariff design, market liberalization, and consumer protection.
- Deliberations on energy transition pathways with natural gas as a bridge fuel.
- Building consensus on cross-border cooperation, knowledge-sharing platforms, and regulatory harmonization.

The event positioned PNGRB as a thought leader among global regulators, enhancing India's credibility as it balances growth with decarbonization goals.

Global Leadership: International Conference of Petroleum & Natural Gas Regulators (Goa 2024)

In February 2024, PNGRB hosted the inaugural International Conference of Petroleum & Natural Gas Regulators in Goa - a landmark first in India. Themed "Navigating Pathways for Natural Gas Development", the conference convened more than 30 international regulators, policy experts, and multilateral institutions.



Visual from International Conference of Petroleum & Natural Gas Regulators (Goa 2024)

Industry Engagement: Natural Gas Infrastructure Conclave (Vizag 2024)

April 2024 saw PNGRB host the Natural Gas and Petroleum Infrastructure Conclave at Visakhapatnam – the first dedicated platform for infrastructure stakeholders in India’s hydrocarbon value chain. Highlights of the Conclave included:

- Participation of NGPL, PPPL, and CGD entities, PSUs, and private sector operators.
- Dialogues on accelerating pipeline completion, removing bottlenecks, and investment attraction.
- Forward-looking sessions on digital monitoring, sustainability integration, and unified tariff benefits

The conclave reaffirmed PNGRB’s role as a bridge between government, industry, and consumers, ensuring infrastructure grows in pace with India’s energy aspirations.



Federal Cooperation: State Government Collaborations & Chief Minister Meetings

The success of a national energy grid is deeply intertwined with the support of state administrations. PNGRB has institutionalized a framework of continuous and high-level engagement with state governments to overcome ground-level challenges. The PNGRB leadership has held a series of strategic meetings with Chief Ministers, Chief Secretaries, and senior officials across numerous states, including Assam, Maharashtra, Andhra Pradesh, Uttar Pradesh, Madhya Pradesh, and Tamil Nadu.

PNGRB intensified federal engagement in 2024-25:

- Chief Minister-level dialogues in Assam, Madhya Pradesh, and union territories.
- Meetings with Chief Secretaries to harmonize regulatory implementation and expedite project approvals.
- Advocacy that led to state CGD policies being formulated in 5 states and drafted in 4 more.
- Successful persuasion of several states - including Karnataka, Assam, Rajasthan, Bihar, Chhattisgarh, and Andhra Pradesh - to rationalize VAT on natural gas, boosting demand
- Appointment of State-Level Coordinators (SLCs) for seamless coordination between PNGRB, state authorities, and CGD entities.

PNGRB also engaged with strategic institutions like the Indian Navy, exploring natural gas adoption in defense facilities - a pioneering extension of regulatory cooperation beyond civil domains.





Strategic Guidance: Four High-Level Expert Committees

PNGRB recognizes that robust regulation must be informed by expert perspectives. In 2024, four High-Level Expert Committees were established:

- 1. Safety Committee** - Chaired by Shri M B Lal (Ex-CMD, HPCL), to recommend a unified and comprehensive safety framework.
- 2. Consumer Protection Committee** - Led by Mr. Ratan P. Watal (Chairman, CVOC), to enhance service quality and strengthen grievance redressal mechanisms.
- 3. Vision 2040 Committee** - Tasked with developing a long-term infrastructure roadmap to help India achieve a 15% share of natural gas in its energy mix.
- 4. Competition Committee** - Chaired by Shri Ajay Tyagi (former SEBI Chairman), to recommend measures for promoting a level playing field and addressing challenges in unbundling marketing and transportation activities.

These committees provide strategic foresight to PNGRB, ensuring regulatory reforms are technically sound, consumer-centric, and future-ready.



Visuals from one of the HLEECs

Knowledge Creation: Research Studies & Publications

PNGRB has evolved into a vital knowledge hub, commissioning in-depth studies that provide critical insights for policymakers and industry stakeholders. These comprehensive analyses move beyond regulation to address core strategic challenges, including:

- Optimizing LNG supplies and terminal utilization in India.
- Assessing the adequacy of LPG pipeline infrastructure to reduce dependence on road transport.
- A case study on optimizing the primary transport of petroleum products to terminals in North India to eliminate inefficiencies.

By publishing these findings on its website, PNGRB fosters transparency and empowers stakeholders with the data needed to make informed investment and operational decisions, contributing to a more efficient and logically planned national energy network.



Visuals from Knowledge sharing sessions

Future Planning: Strategic Planning Division Initiatives

The Strategic Planning Division was formed within PNGRB to proactively address complex, evolving challenges in India's natural gas and petroleum sector, ensuring long-term sectoral sustainability and infrastructure optimization in response to rapid market changes.

Among its key achievements, two special initiatives stand out:

- **Optimization of LNG Terminals:** The division led a comprehensive study evaluating and resolving bottlenecks in the utilization of LNG terminals across India. By aligning terminal and pipeline infrastructure, optimizing supply chains, and recommending regulatory reforms, this initiative has potential to significantly improve LNG Terminal efficiency and resource allocation, ensuring that new investments are well-coordinated and cost-effective.
- **Boil-Off Gas (BOG) Guidelines at LNG Stations:** LNG has tremendous potential to decarbonize India's transport sector, with plans underway to establish a nationwide network of LNG fuelling stations along major highways and the Golden Quadrilateral. However, one key challenge is managing boil-off gas (BOG), which is the evaporated portion of LNG caused by unavoidable heat transfer despite insulation. BOG needs to be removed from storage tanks to maintain safe pressure. To tackle this, PNGRB's Strategic Planning Division collaborated with industry stakeholders to develop practical guidelines for handling BOG. These guidelines encourage the use of BOG for captive power generation at LNG stations and allow structured commercial sales to city gas distribution entities. Importantly, the guidelines prohibit venting or flaring of BOG, reducing wastage and supporting cleaner LNG operations and sustainability in the transport sector.

Such focus on forward looking strategic planning ensures that regulatory actions are not merely reactive but are part of a cohesive, long-term vision for the sector.

Innovation Focus: Hydrogen & CBG

PNGRB has proactively created specialized cells to support India's clean energy ambitions:

- **Hydrogen Cell:**
 - Ensuring infrastructure readiness for hydrogen blending and transmission.
 - Aligning with the National Green Hydrogen Mission (₹ 19,744 crore)
 - Drafting technical standards for safe transport of hydrogen in pipelines.
- **CBG Cell:**
 - Facilitating integration of CBG with CGD networks.
 - Supporting waste-to-energy programs aligned with SATAT.
 - Encouraging investment in decentralized bio-energy projects.

These cells symbolize PNGRB's role as an innovation enabler, ensuring downstream infrastructure keeps pace with frontier fuels.

PNGRB's Hydrogen Cell hosted two landmark events at India Habitat Centre In August 2025: Stakeholder Consultation on Hydrogen Transportation & Blending, and Inaugural Hydrogen Pilot Project Forum



LNG



Energising Green Mobility

First Made in India LNG Powered Truck

Designed and developed indigenously by Ashok Leyland

Go Better Mileage & Lower Emissions



A COMPRESSED N. GAS
B UN No. 1971
C HAZOPHA CODE: 2SE
D EMERGENCY CALL
E HAZAR
F SPECIAL IN
G

Sustainability: Environmental Initiatives & Clean Energy Transition

The Sustainability Cell represents PNGRB's leap into environmental leadership. PNGRB Sustainability Cell is focused on:

- Developing frameworks for methane monitoring and carbon intensity metrics.
- Designing green hydrogen integration protocols with CGD pipelines.
- Establishing a Carbon Capture Innovation Hub for CCUS research.
- Launching a Biogas-Natural Gas Synergy Program, creating circular economy opportunities.
- Building partnerships with PSUs and global players for aligned Net-Zero targets (BPCL 2040, IOCL 2046).

By providing regulatory guidance on emissions reporting and sustainability metrics, the Cell ensures India's gas-based economy is also a green economy.

Conclusion

Through its special assignments, collaborations, and new horizons, PNGRB has demonstrated that a regulator can be visionary, progressive, and global in outlook. Its international conferences, industry conclaves, state engagements, expert committees, and knowledge cells collectively form a blueprint for modern regulation—balancing economic growth, consumer protection, and environmental sustainability.

As PNGRB continues to lead on hydrogen, CBG, and sustainability, it stands not just as a regulator of today, but as a custodian of India's energy future.

Academic Partnerships: Research & Knowledge Sharing

PNGRB has nurtured partnerships with leading IITs, IIMs, and global think tanks. These collaborations have:

- Informed studies on pipeline optimization, market design, and consumer behavior.
- Enabled joint workshops on regulatory reforms and sustainability.
- Fostered a pipeline of young researchers contributing to PNGRB's data-driven policymaking.

This academic engagement ensures that PNGRB's work is backed by evidence, enriched by scholarship, and future-oriented.



09

PNGRB in Numbers: A Story of Scale and Impact

Visualizing the Infrastructure

Boom



National Gas Grid
34,200+ km Authorized
25,400+ km Operational



Petroleum Product Pipelines
24,130 km Operational



CGD Areas Authorized
307



Maine Land Population Coverage
~100%



पी एन जी आर बी
PNGRB



Total PNG Connections
1.5 crore+



CNG Stations
8,258



LNG Regas Capacity
52.7 MTPA



Investment Envisaged
\$67 billion

Metric	Before PNGRB (2007)	PNGRB (2025)	Growth
CGD GAs Authorized	33 GAs	307 GAs	~9.3x
Mainland Population Coverage	Limited Urban Centers	~100%	Nationwide
NG Pipeline Network	Fragmented	~33,500 km (Integrated Grid)	Significant
Domestic PNG Connections	Minimal	1.5 crore+	Exponential
Regulatory Framework	Ad-hoc approvals	Comprehensive & Uniform	Systematic

Meeting the Mandate: Progress Against Ambitious Targets

PNGRB's authorization of CGD networks comes with a Minimum Work Programme (MWP) that entities are committed to achieving. This ensures accountability and drives infrastructure rollout.

Domestic PNG Connections:

- Current (FY25): 1.5 crore connections
- Cumulative MWP Target: 12.6 crore connections

CNG Stations:

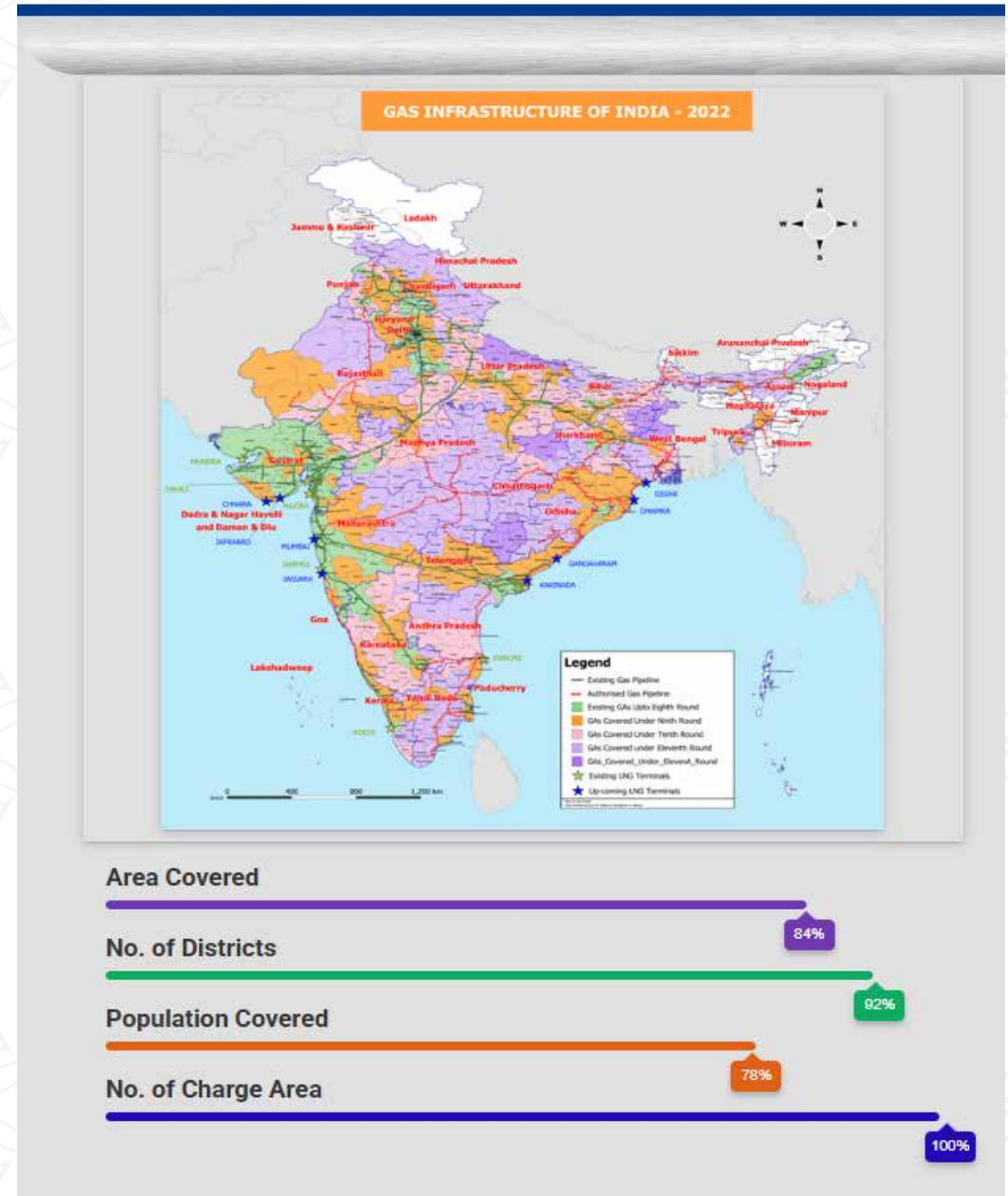
- Current (FY25): 8,258 stations
- Cumulative MWP Target: 18,336 stations

These ambitious targets underscore the massive scale of infrastructure development underway, all aimed at making clean fuel accessible to every Indian.



Simplifying Compliance, Strengthening Governance

PNGRB's E-Portal brings ease of business and transparency to the CGD sector by digitising data submission against MWP commitments and progress monitoring for all authorised entities. From monthly CNG, PNG connections and CNG stations to Pipeline (inch-km) infrastructure build up, pricing, and financials, the portal captures detailed reports that power effective analysis and informed decision-making. More than a compliance tool, it is a dynamic interface for knowledge sharing, regulatory oversight, and building accountability across India's petroleum and natural gas ecosystem.



As On: All 2024

Piped Natural Gas : State-wise >

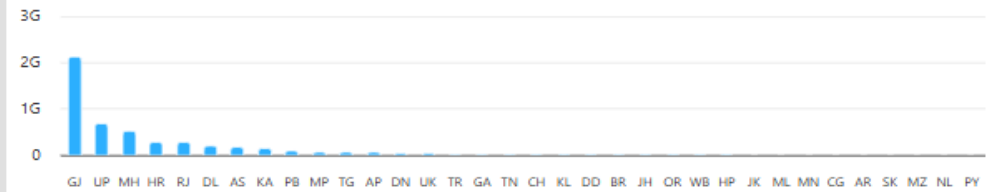
PNG Connections (Domestic Connections No.)

Month: All
Year: 2024



PNG Sales (Total PNG Sales)

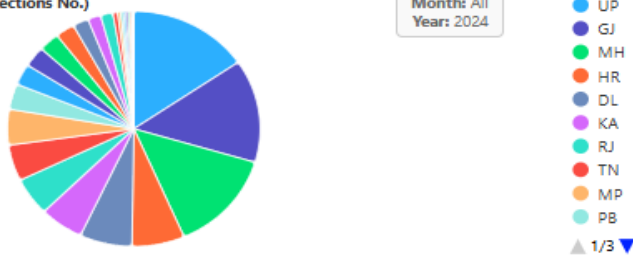
Month: All
Year: 2024



Compressed Natural Gas : State-wise >

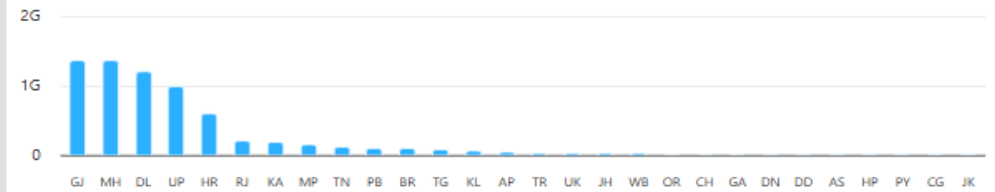
CNG Stations (Domestic Connections No.)

Month: All
Year: 2024



CNG Sales (Total CNG Sales (KG))

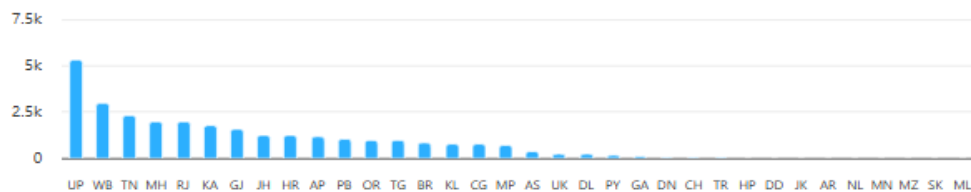
Month: All
Year: 2024



Infrastructure Laid : State-wise >

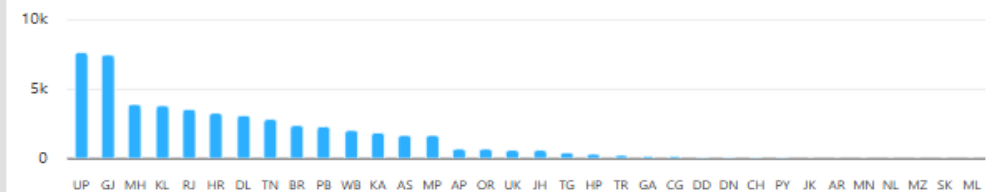
Steel Pipeline (Inch-KM)

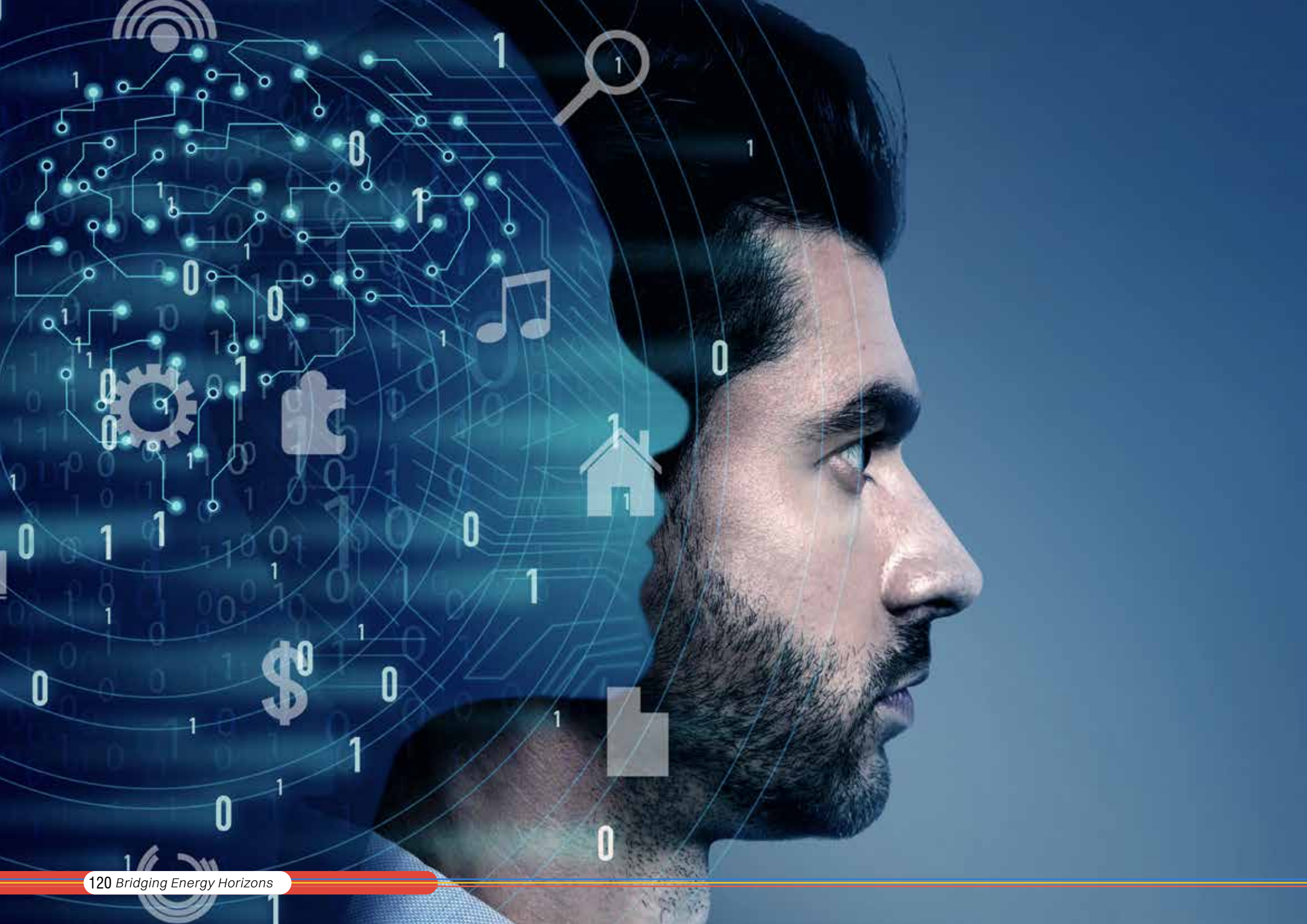
Month: All
Year: 2024



MDPE Pipeline (Inch-KM)

Month: All
Year: 2024





10

Human Stories: The Faces of Transformation



The Kitchen Revolution: A Family's Switch to PNG

In a newly developed colony in Jaipur, Rajasthan, the Sharma family recently made the switch to Piped Natural Gas (PNG). For years, **Mrs. Sharma** worried about booking LPG cylinder refills on time and the hassle of replacing them.

“ *There was always a fear of the gas running out in the middle of cooking for guests.*
- she recalls. **”**

Their lives changed after their area was connected to the CGD network, a direct result of PNGRB's nationwide expansion drive.

“ *Now, the gas is always available, just like tap water. It's so convenient and feels much safer.*
- she says with a smile. **”**

The standardized, transparent monthly bills, an initiative pushed by PNGRB's Consumer Protection Division, also give them clarity on their consumption and charges. The Sharma family is one of over 1.5 crore Indian households whose daily lives have been transformed by the quiet, reliable flow of PNG.

The Green Mile: A Transporter's Journey with CNG

Punit Kumar runs a small fleet of commercial vehicles in Pune, Maharashtra. A few years ago, rising diesel prices were eating into his profits. He decided to convert his fleet to CNG, a move made possible by the rapid proliferation of CNG stations across the city's highways.

The cost advantage is significant, as the Total Cost of Ownership (TCO) for a CNG vehicle remains highly competitive against petrol and diesel. His story is a reflection of the success of PNGRB's mandate to create robust CNG infrastructure, which now includes over 8,000 stations nationwide, supporting millions of vehicle owners like him and contributing to cleaner air in our cities.

“
Switching to CNG was the best business decision I ever made.
”
- says Punit Kumar

“
My fuel costs have dropped, and my vehicles are now compliant with the latest emission standards. I can find a CNG pump every few kilometers.
”



Empowering Industry: A Small Business Thrives on Natural Gas

In an industrial cluster in Morbi, Gujarat, a small ceramics unit struggled with unreliable and expensive fuel oil for its kilns. The arrival of the natural gas pipeline in their region, as part of the National Gas Grid expansion, was a game-changer.

The unit connected to the gas network and switched its kilns to natural gas, which is a preferred fuel for industries due to its cleaner properties and competitiveness against liquid fuels.

We now have an uninterrupted, clean, and cost-effective fuel source. Our operational efficiency has improved, and we no longer worry about emissions. It has allowed us to compete better.
- the owner notes

This is a testament to how PNGRB's work in building the national gas grid is not just about connecting pipelines, but about powering the engines of India's industrial growth.



INSTITUTIONAL PRIDE

From Operations to Regulation: Gagan Aggarwal's Journey

Deputy Director I/C (Technical), PNGRB



Shri Gagan Aggarwal

"From Rule-Follower to Rule-Maker"

When Gagan joined PNGRB in 2021, he brought a unique perspective—having worked across Private company, PSUs, and Government Dept. "I was very excited to be part of a Regulatory Board," he recalls. "In IOCL, I implemented rules. In PESO, I administered them. In PNGRB, I draft the Regulations, implement them, and monitor compliance."

A Diverse Integrated Family

What struck Gagan most was PNGRB's remarkable diversity. "People from all ages, domains, organization types—from 21-year-old consultants to very senior retired people, all from across India. This diversity makes the journey very exciting, enriching, and fruitful."

Moments of Pride

Several milestones define Gagan's PNGRB experience:

The 11th CGD Round: Participating in various activities of this major infrastructure authorization milestone

Safety Innovation: "Finding root causes of incidents and recommending prevention measures—I am contributing towards the country's safety and progress"

Knowledge Sharing: Disseminating the key aspects of PNGRB Regulations with stakeholders in order to bridge the knowledge gap and encourage compliance.

The responsibility and opportunity to contribute to the Nation's progress—that's what keeps me going.

Audit process improvement: *“Took many new initiatives to improve the quality of audits undertaken by PNGRB empanelled Third Party Inspection Agencies”.*

Humanitarian Impact: Advocating for increased compensation for incident victims make Gagan feel proud of the impact of PNGRB & its true leadership.

Inspirational Source and Leading by Example

He is inspired by the Chairperson, PNGRB for his contributions to the Energy Sector and visionary leadership.

Gagan believes in leading by example - to encourage colleagues/stakeholders to enhance technical knowledge, dedicatedly perform their duties and work towards the greater good of the Nation.

He highlighted that PNGRB's significant contributions includes *“pioneering third-party audits/inspections in the downstream Oil & Gas sector, following international best practices and enforcing robust Emergency Response regulations, etc. to ensure safety and integrity of all types of installations”.*

Motivation & Message

“As a citizen of this country, my commitment to my Nation always keeps me motivated,” Gagan shares. *“Whatever I recommend as Regulation, I know its ultimate impact on safety of people, assets, and environment.”*

His message to future PNGRB employees: *“Have a long-term vision, keep a multi-dimensional approach to finding solutions and work with utmost honesty and dedication. That's what transforms individual work into a collective achievement.”*

Through professionals like Gagan, PNGRB continues transforming India's energy landscape and redefining public service excellence.

INSTITUTIONAL PRIDE

From Commercial Law to Regulatory Excellence: Nishant Parashar's Journey

Deputy Director (Legal), PNGRB



Shri Nishant Parashar

The best thing about PNGRB is that the Board interacts with everyone—they're not level conscious.

A World Beyond Contracts

When Nishant Parashar transitioned from GAIL India Ltd. to PNGRB in April 2023, he discovered a regulatory universe far beyond his commercial law experience. *"In commercial organizations, law officers deal with contractual disputes—a limited sphere,"* he reflects. *"At PNGRB, I found multiple dimensions: we operate as quasi-judicial court with adjudicating authorities, we draft laws with legislative authority, and we defend broader constitutional challenges."*

The Learning Curve

The shift from corporate law to regulatory practice required significant adaptation. *"I had to refresh my memory on court procedures—not just academic knowledge, but practical experience of assisting a quasi-judicial body,"* Nishant explains. *"You brief the Board on complex cases, analyze regulatory frameworks, study precedents, and provide recommendations. The Board expects you to be crisp, to-the-point—you hit the nail, don't beat around the bush."*

What impressed Nishant most was PNGRB's inclusive culture: *"Whether you're a Deputy Director or consultant, everyone gets a platform to showcase their abilities."*

A Defining Moment

Nishant's most challenging and proud moment came during a critical period when PNGRB faced a leadership gap. *"There was a period from September 2023 when I found myself as the only legal officer directly reporting to the Chairman and the Board on all legal matters,"* he recalls with evident pride.

"During that entire period, not a single stay was granted by any court against PNGRB's regulations. Not one. I consider this a major achievement because you're accountable as the sole legal professional guiding the Board on all legal matters—whether they like your advice or not, you must stay within the boundaries of law."

Pride in Diversity and Impact

Nishant highlights PNGRB's unique strength: *"We have a pool of talent—officers from government services, army backgrounds, different PSUs. It's a beautiful mix where you get diverse perspectives and experiences."*

He's particularly proud of PNGRB's recent consumer protection initiatives and regulatory amendments that create *"a favorable environment for industry development while adequately protecting petroleum sector consumers' rights."*

Vision for Future Generations

"PNGRB is a platform everyone should fully utilize," Nishant advises future employees. *"Grab on to the possibilities at PNGRB" Our Chairperson encourages everyone to do research—how often in life do you get direct guidance from a leader?"*

His message is clear: *"Use this as a learning platform. The exposure you get here, the respect you earn in the industry—it's invaluable for your career and personal growth."*

Looking Ahead

Nishant sees potential for PNGRB to strengthen its role as India's premier safety regulator: *"Our Act gives us a wide mandate for safety regulation, but we need to ensure PNGRB is recognized as the number one safety authority. Everyone should look to one regulator for safety—and that should be us."*

Through dedicated professionals like Nishant, PNGRB continues building a robust legal and regulatory framework that balances industry development with consumer protection and national interest.

INSTITUTIONAL PRIDE

From Defence to Development: Lt. Col. Kumar Abhishek's Journey

Director (Monitoring), PNGRB



Lt. Col. Mr. Kumar Abhishek

"From Protective to Developmental Role"

When Lt. Col. Kumar Abhishek transitioned from the Indian Army to PNGRB in early 2023, he brought with him a unique perspective shaped by military service. *"I came from a defence background where my role was totally protective in nature—maintaining peace and tranquillity,"* he reflects. *"At PNGRB, I discovered a completely developmental role where we're providing energy and essentials to the populace."*

The transition wasn't without challenges. *"When I read PNGRB's website, I saw 50+ regulations—they were like Bibles in themselves. Which one to study?"* But his military training proved invaluable: *"Army prepares you to fit into any type of shoes. We do procurement, trials, testing—technical, commercial, and operational aspects. That really helped me."*

Finding His Footing

Initially assigned to the Monitoring Division, Abhishek was struck by the organization's supportive culture. *"I found myself surrounded mostly by engineers, obviously with different background and capabilities as mine. Thanks to the Chairperson and Board members who provided me the headroom needed to absorb and understand things—that brought comfort,"* he recalls with a smile.

"The Board gave me time to settle properly. Instead of me explaining things, they would guide me, ensuring I understood everything and slowly became part of the system. Colleagues would walk me through technical aspects—that collaborative spirit was remarkable."

Meaningful Milestones

Several achievements define Abhishek's PNGRB journey:

State Advocacy Initiative: Leading a team visiting 14-15 states to meet Chief Ministers and Chief Secretaries,

"In the Army, we protected the nation. At PNGRB, we're developing it—providing clean, affordable energy to millions."

advocating for natural gas adoption. *"This gave me confidence and helped me understand how state governments think. After our efforts, VAT on natural gas was reduced in eight states, and eleven states now have dedicated natural gas policies."*

Defense Connections Resolution: Resolving a long-pending issue where 4,500 military cantonment PNG connections in Meerut had been delayed since 2018 despite full payment. *"Within three months of our intervention, all connections were completed. That was deeply satisfying—serving those who serve the nation."*

Consumer Protection Innovations:

- **Insurance Initiative:** *"We ensured PNG consumers get insurance coverage similar to LPG users. MGL was the first to implement this with just 60 paise premium per consumer."*
- **Billing Transparency:** *"We standardized PNG bills to show complete cost breakups—gas price, taxes, margins. Consumers now know exactly where their money goes. I've never seen such transparency in any utility bill."*

Growth and Leadership

"Initially, I was dependent on my staff for guidance. Now, I'm in a lead role where I can guide my team and extract valuable output from them," Abhishek explains. *"Field visits to households in smaller towns, interactions with refineries and CNG stations—this ground exposure made me comfortable and confident within a year."*

Pride in Impact

What makes Abhishek proudest is PNGRB's direct impact on citizens' lives. *"When we visit households and see people switching from LPG to PNG, when we see CNG adoption growing, when we resolve issues for our defense personnel—you realize you're doing something truly important for the country."*

His message to future PNGRB employees: *"This organization gives you incredible exposure and confidence. The support system here ensures that with hard work, you can contribute meaningfully to nation-building while growing professionally."*

A Soldier's Perspective on Service

Both Army and PNGRB are forms of national service, but here I see the developmental impact daily. That's what keeps me motivated."

Through dedicated professionals like Lt. Col. Abhishek, PNGRB continues bridging the gap between policy and people, ensuring India's energy transformation reaches every citizen.



11

The Road Ahead: Charting India's Energy Future

The National Imperative: A 15% Gas Share by 2030

As India charts its course to become a global economic powerhouse, its energy choices will define its sustainable development trajectory. The national imperative to increase the share of natural gas in the primary energy mix from the current 6-7% to 15% by 2030 is therefore not just

a target, but a strategic cornerstone for ensuring energy security, mitigating climate impact, and powering inclusive growth. PNGRB is at the forefront of this transition, tasked with strategizing and authorizing the massive infrastructure build-out required to achieve this goal.

Decoding Future Demand: Projections for 2030 & 2040

To plan this infrastructure build-out, PNGRB has undertaken a detailed exercise to project future natural gas demand under two distinct scenarios.

- Good to Go (GtG) Scenario: This assumes moderate growth based on current trends and commitments.
 - 2030 Demand: 297 MMSCMD (a 7.9% CAGR from FY24).
 - 2040 Demand: 495 MMSCMD.
- Good to Best (GtB) Scenario: This considers accelerated progress with favorable policies and enhanced investments.
 - 2030 Demand: 365 MMSCMD.
 - 2040 Demand: 630 MMSCMD.

The CGD sector is set to be the single largest driver of this growth, projected to account for 44% of total consumption by 2040. Another game-changer will be LNG as a long-haul transportation fuel, which has the potential to emulate China's success in reducing diesel dependency.



Policy Advocacy for a Cleaner Transport Sector

Achieving the projected growth, especially in the transport sector, requires a supportive policy environment. The price advantage of CNG over petrol has been a key driver of its adoption. However, declining domestic gas allocation to this sector poses a challenge.

To maintain the momentum, PNGRB has identified and proposed crucial policy interventions to the government:

- Waive the excise duty on the compression of CNG: This duty currently accounts for over 12% of the retail price in Delhi. Waiving it could free up domestic gas for other priority sectors like power, potentially reviving ~3.6 GW of stranded gas-based capacity.
- Lower GST on CNG/LNG vehicles: Bringing the GST on CNG/LNG vehicles at par with Electric Vehicles (5%) would create a level playing field for clean mobility solutions.
- Waive excise duty on CBG and LCNG: These measures would promote the adoption of sustainable biofuels and innovative refueling technologies.

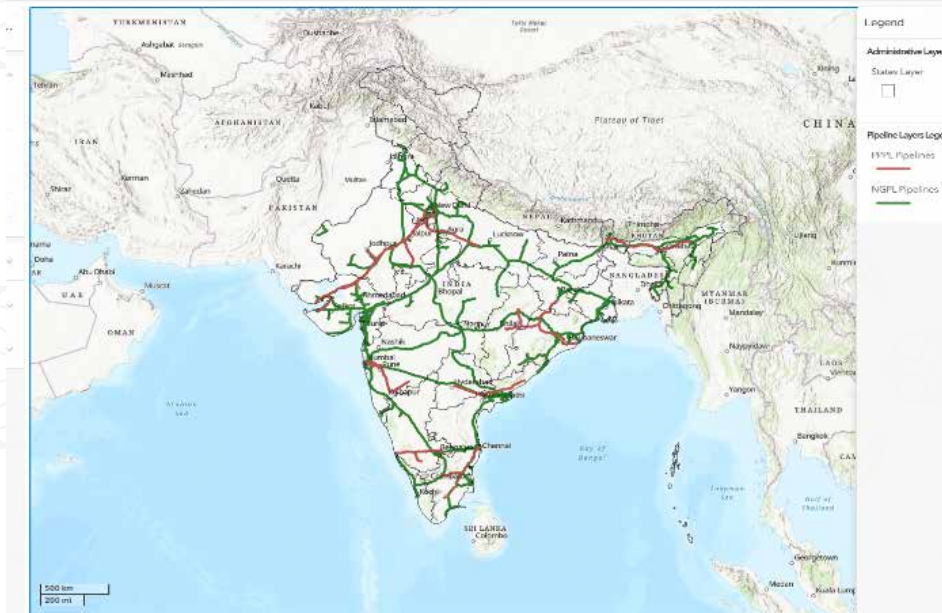
The Twin Pillars of Sustainability: Hydrogen & CBG

PNGRB is actively preparing for the future of energy. Through its dedicated Hydrogen and CBG cells, the Board is creating the regulatory pathways for integrating these sustainable fuels into the national energy system.

- Hydrogen Roadmap: The Hydrogen Cell is developing standards for blending green hydrogen in existing pipelines, supporting India's National Green Hydrogen Mission.
- CBG Integration: The CBG Cell is facilitating connectivity between CBG plants and CGD networks to achieve the national target of 5% CBG blending by FY 2028-29, promoting a circular economy and reducing emissions.

A Digital Regulator: The Vision for NHIMS

To enhance regulatory oversight and bring data-driven efficiency to the sector, PNGRB is developing a flagship digital platform: the National Hydrocarbon Infrastructure Monitoring System (NHIMS). Hosted on the National Government Cloud, this platform will revolutionize monitoring, planning, and decision-making for regulators and stakeholders. It will serve as the digital backbone for energy infrastructure regulation, strengthening safety, transparency, and efficiency across the sector.



A Consumer-First Future: The Ombudsman and Beyond

The road ahead for PNGRB is paved with an unwavering commitment to the consumer. The board is actively translating the visionary recommendations of the HLEC into a tangible reality. This includes drafting comprehensive consumer protection regulations and establishing an independent Ombudsman. A Centralized Digital Grievance Redressal System is already under development, envisioned as a one-stop digital platform for seamless complaint resolution. By exploring concepts like a National Consumer Helpline and a Consumer Welfare Fund, PNGRB is not just building regulations but architecting an integrated ecosystem of trust, transparency, and proactive support for every energy consumer in India.





12

Legacy & Acknowledgment



Reflection on a Transformative Journey

The journey of the Petroleum and Natural Gas Regulatory Board over the past eighteen years is a story of national transformation. From a nascent regulator, it has matured into the principal architect of India's gas-based economy. Its legacy is etched across the nation in the form of thousands of kilometers of pipelines, millions of clean kitchens, cleaner urban air, and a competitive, modern, and safer energy market.

PNGRB has successfully balanced the complex objectives of fostering industry growth, protecting consumer welfare, and ensuring national energy security. As India stands at a crucial juncture in its energy transition journey, the strong institutional framework and forward-looking vision of PNGRB will continue to be a pivotal force, guiding the nation towards a sustainable and prosperous energy future.



Gratitude: Acknowledgments to Stakeholders, Industry, and Team Members

PNGRB's remarkable journey from its inception in 2007 to becoming a world-class energy regulator has been possible only through the unwavering support, collaboration, and dedication of countless individuals and organizations who shared our vision of transforming India's energy landscape.

Our deepest gratitude extends to the **Ministry of Petroleum and Natural Gas** for their steadfast guidance and policy support that enabled PNGRB to evolve into an independent, financially autonomous institution. We acknowledge the Parliament of India for enacting the visionary PNGRB Act, 2006, which provided the legal foundation for our regulatory mandate.

We express heartfelt appreciation to our **industry partners** - the pipeline companies, city gas distribution entities, LNG terminal operators, and Oil Marketing Companies - whose collaborative spirit and constructive feedback have shaped progressive regulatory frameworks. Their commitment to safety standards, consumer welfare, and infrastructure development has been instrumental in achieving our sectoral transformation goals.

Special recognition goes to the dedicated **PNGRB team members** across all divisions - Authorization, Commercial, Technical, Legal, Monitoring, IT, Statistics, and Strategic Planning and also our Advisors - whose expertise, innovation, and tireless efforts have translated regulatory vision into ground-breaking achievements. From engineers ensuring pipeline safety to economists crafting unified tariff mechanisms, every team member has contributed to our collective success.

We thank our **consumers** - from households in remote villages accessing PNG connections to industries adopting cleaner fuels - whose trust in our regulatory framework motivates our continued pursuit of excellence, transparency, and consumer protection in India's energy sector transformation.

PNGRB LEADERSHIP



Dr. Anil Kumar Jain
Chairperson



Shri A.K. Tiwari
Member



Shri A. Ramana Kumar
Member



Ms. Sudha Rani Relangi
Member (Legal)



Shri Jayanta Narayan Das
Member



Shri Anjan Kumar Mishra
Secretary



पी एन जी आर बी
PNGRB

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Petroleum and Natural Gas Regulatory Board

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