

PETROLEUM AND NATURAL GAS REGULATORY BOARD

SCHEME FOR REGISTRATION OF VCOs/NGOs

This scheme shall be called the PNGRB scheme for Voluntary Consumer Organizations (VCOs) and Non-Government Organizations (NGOs). It shall come into force with effect from the date of its publication on the PNGRB website.

As per the provisions of the Petroleum and Natural Gas Regulatory Board Act, 2006, the Petroleum and Natural Gas Regulatory Board (PNGRB) is entrusted with the mandate of safeguarding consumer interests, enhancing consumer education, and ensuring effective grievance redressal in the Oil and Gas sector.

In pursuance of this mandate, PNGRB had introduced a scheme in the Year 2010 for Consumer Groups as an institutional mechanism to serve as a bridge between the consumers and the Board. The aim of this scheme was to promote inclusivity by enabling wider consumer participation, building trust, facilitating the feedback mechanism, and ensuring that consumer grievances are addressed effectively at the grassroots level. Consumer Groups (NGOs/ VCOs) can therefore play a pivotal role in acting as the bridge between Consumers and PNGRB, ensuring that the concerns, rights, and feedback of consumers are adequately represented.

Further to the recommendations of the report by the *High-Level Expert Committee (HLEC): Consumer Protection Framework for Petroleum and Natural Gas Sector - A way forward* submitted in March 2025 the scheme has been redrafted with the objective of engaging with the extensive consumer base across the country.

The detailed guidelines for the Registration of Non-Government Organizations (NGOs) and Voluntary Consumer Organizations (VCOs) will be providing an opportunity for Consumer Groups to empanel with the Board and actively contribute to the protection of consumer interests in the Oil and Gas sector.

Interested consumer organizations can apply for registration under the scheme. The prescribed *Application Form* (along with annexures) and *Guidelines* are provided in the following scheme document.

Application form duly filled along with requisite supporting documents as specified in the Guidelines, shall be submitted to:

Head of Department (HOD)
Consumer Affairs Division
Petroleum and Natural Gas Regulatory Board (PNGRB)
E-400, 4th Floor, Tower-E, World Trade Center
Nauroji Nagar, New Delhi – 110029

The last date for **submission is 17.11.2025 till 05:00 PM**. Organisations should submit the documents through **physical mode** in a sealed envelope only at the specified address.

Guidelines for the Registration of VCOs/ NGOs for Consumer Centric Activities

1. Objective

The scheme is being notified as per the provisions of the PNGRB Act, 2006, Section 11 (a) which states that the Board shall Protect the interests of consumers by ensuring fair trade and competition.

Eligibility Criteria for Registration

Consumer VCOs / NGOs interested in the empanelment under this scheme must fulfil the below outlined criteria:

- a) The consumer organization shall be duly registered as a Non-Governmental Organization (NGO) or a Voluntary Consumer Organization (VCO) under the Societies Registration Act, 1860 or the relevant State legislation / Indian Trusts Act, 1882.
- b) The consumer organization shall comply with all applicable statutory obligations including filings under the Income-tax Act, 1961, Foreign Contribution (Regulation) Act, 2010 (if applicable), and labour laws.
- c) The consumer organization working in the field of consumer protection and welfare shall be eligible if it meets the following conditions: -
 - i) Involved in consumer education and protection of the interest of the consumers.
 - ii) Dealing with consumer complaints and redressal of consumer grievances regarding deficiency in services.
 - iii) Advocating the cause of the consumers.
 - iv) Capable of interacting with the Board through electronic media.
- d) The consumer organization registered with Monopolies and Restrictive Trade Practices Commission (MRTPC), Bureau of Indian Standards (BIS) or Department of Consumer Affairs shall also be eligible for consideration for registration with the Board subject to the condition that these fulfil the minimum eligibility criteria as per the guidelines.

- e) Consumer organizations having experience of conducting research, studies, or surveys on consumer issues, particularly on matters relating to the protection of consumer interests in the Oil and Gas sector would have added advantage.
- f) The organization should have minimum of **3** years of proven experience in the field of consumer protection, education, or related developmental activities prior to applying for registration with PNGRB.
- g) The Organization must not be blacklisted or debarred by any Government Department or Regulator.
- h) Should have functional office infrastructure and local presence in the area of proposed activity or they should have tie up with the local organisations to conduct consumer centric activities in the given areas.
- i) Should have PAN India or Regional Presence in number of States/ Districts / Geographical Areas.
- j) The Organization shall submit the following valid documents along with the application:
 - i. Registration certificate
 - ii. PAN and bank details
 - iii. Copies of its Annual Report, Annual audited statement of accounts and a statement showing sources of funds for the previous three financial years duly authenticated by authorized representative of the consumer organisations
 - iv. List of its office bearers appointed, as per its Memorandum of Association and bye-laws, along with their names, designation, address, profession, the date from which the post is held in the consumer organization and the term of office
 - v. Copies of documents in support of work done by the consumer organisation to protect the interest of consumers during the previous three financial years along with newspaper reports, photographs of its activities and reports on research or survey, if any, conducted by the consumer organisation during the last three years

- vi. Supporting documents indicating the organization's national/regional presence, with details of the number of offices across India

3. Procedure for Registration

- a) Consumer organization desirous of registering or empanelling with the Board shall submit an application in a prescribed registration form (along with annexures), and requisite supporting documents.
- b) Incomplete applications may be liable to rejection without further notice.
- c) PNGRB shall maintain confidentiality of all documents submitted under this Scheme, which shall be used only for evaluation and record purposes.
- d) Mode of submission shall be through physical mode at the designated office address as mentioned below: -

Head of Department (HOD)
Consumer Affairs Division
Petroleum and Natural Gas Regulatory Board (PNGRB)
E-400, 4th Floor, Tower-E, World Trade Center
Nauroji Nagar, New Delhi – 110029

4. Scrutiny and Evaluation

- a) All applications received (including annexures and requisite documents) shall undergo a preliminary scrutiny to verify completeness, ensure that the documents are duly signed, and confirm that the submissions are in proper order.
- b) PNGRB may, at its discretion, ask the organisation for any clarification(s) of its form submission. The request for clarification and the response shall be in writing, and no substantial change in the proposal shall be sought, offered, or permitted.
- c) PNGRB shall evaluate the Applications submitted by the consumer organisation through its internal mechanism for fair and transparent process. The decision of PNGRB towards Registration/ Empanelment of eligible organisations will be final. No correspondence will be entertained in this regard.

5. Registration / Empanelment

- a) Empanelled consumer organisation shall be given a specific registration number.
- b) The name, address and contact details of the consumer organizations registered with the Board shall be webhosted on the PNGRB website.
- c) Registration of a Consumer Organization under this Scheme does not mean that the consumer organization gets any special rights, benefits, or claims. It only allows the organization to take part in activities under this Scheme. Empanelment under this Scheme shall not, by itself, create any contractual or financial obligation on PNGRB towards the empanelled organization. However, the empanelled organizations shall remain bound by the terms, conditions, and responsibilities specified in this Scheme and in any activity assigned to them by PNGRB.
- d) Activities and work programmes shall be determined by PNGRB. The registered organizations may be consulted or invited to provide inputs on the *planning and implementation* of such programmes, as deemed appropriate by the Board. PNGRB, however, reserves the right to modify, expand, curtail, or withdraw any planned activity at its discretion, based on administrative exigencies or resource considerations.

6. Roles & Responsibilities of Registered Consumer Organizations

The Registered Consumer Organizations/NGOs shall be entrusted with the following responsibilities:

- a) To function as the consumer interface of PNGRB at the local and State levels whenever required and as may be assigned by the Board.
- b) To assist consumers in filing complaints and facilitate their redressal through respective Entity and PNGRB's grievance redressal mechanism. However, the organization shall not directly intervene in dispute resolution or represent any consumer without PNGRB's written approval.
- c) To actively participate in Consumer Outreach Programs (COPs), workshops, and stakeholder consultations organized by PNGRB.

- d) To disseminate and create awareness regarding PNGRB's regulations, consumer rights, and obligations.
- e) To furnish annual activity reports to PNGRB highlighting consumer issues, grievances handled, and awareness initiatives undertaken.
- f) To represent consumer interests before PNGRB through consultations, research activities, and by providing policy inputs.
- g) To propose and submit an annual budget plan for consumer awareness programmes and outreach activities.
- h) To organize and conduct consumer awareness campaigns, training programmes, and advocacy initiatives with the support and guidance of PNGRB.
- i) To undertake studies, surveys, and research on consumer issues in the oil and gas sector for evidence-based representation.
- j) To collaborate with PNGRB in strengthening the overall consumer redressal framework and promoting best practices for consumer protection.
- k) Any other assignments or tasks entrusted by the Board, not specifically covered above, shall also be carried out by the consumer groups in overall interest of the Consumers.

7. Financial Assistance and Support

- a) PNGRB may extend financial assistance to Registered Consumer Organizations/NGOs under this scheme, in proportion to the consumer-centric activities undertaken by them under this Scheme in accordance with mutually agreed activities, as may be assigned, modified, or withdrawn by PNGRB based on administrative or resource considerations.
- b) Funds may be disbursed only for specific activities or programmes, duly approved by PNGRB, on the basis of evaluation of the proposal submitted by the Consumer Organization.
- c) The concerned NGO/Consumer Organization shall submit Utilization Certificates (UCs) along with audited statements of expenditure for claiming reimbursement.

- d) In certain cases, subject to the discretion of PNGRB, advance funding or milestone-based funding may be permitted for approved activities.
- e) The financial assistance shall be utilized solely for the purpose for which it has been sanctioned, and any deviation shall require prior approval of PNGRB.

8. Monitoring and Performance Review

To ensure accountability and transparency, the performance of Registered Consumer Organizations/NGOs shall be monitored and reviewed by PNGRB through the following mechanisms:

- a) Field inspections undertaken by PNGRB or its authorized representatives.
- b) Submission of quarterly progress reports detailing activities conducted, grievances addressed, and awareness programmes undertaken.
- c) Beneficiary/consumer feedback collected through surveys, outreach programmes, and feedback mechanisms.
- d) Any other review process as may be prescribed by PNGRB from time to time.

9. Validity and Renewal of Registration

- a) The registration granted under this Scheme shall remain valid for a period of three (3) years from the date of approval, and each registered organization shall be assigned a unique registration number.
- b) Organizations seeking renewal shall apply at least three months prior to the expiry of the existing registration.
- c) Renewal of registration shall be subject to:
 - i) Satisfactory performance review conducted by PNGRB.
 - ii) Compliance with the provisions of this Scheme and the “Terms of Reference” of empanelment.
 - iii) Timely submission of activity reports, financial statements, and any other documents as may be required by PNGRB.

- d) PNGRB reserves the right to decline renewal in cases of non-performance, non-compliance, or any adverse findings during review.

10. Delisting of the Consumer Group

The Board reserves the right to cancel or revoke the registration of a Consumer Organization/NGO under the following circumstances:

- a) Failure to discharge the roles and responsibilities as prescribed under this Scheme.
- b) The organization ceases to meet the eligibility criteria for registration.
- c) Engagement in activities or conduct deemed prejudicial to the interests of consumers or inconsistent with the objectives of PNGRB.
- d) Misuse of the name, emblem, or association of PNGRB in any manner without prior authorization.
- e) Submission of false information, misrepresentation of facts, or misuse of financial assistance provided under this Scheme.
- f) Any other grounds as may be determined by PNGRB in the larger interest of consumer protection.

In such cases, PNGRB may, after providing an opportunity of being heard, proceed with delisting/cancellation of registration and take further action as deemed appropriate.

11. PNGRB reserves the right to fix the number of NGO's/VCO's to be registered under the given scheme and may refuse registration without assigning any reason.

* Note - The existing empanelment process is intended to undertake the empanelment of NGO's/VCO's for the first time. Upon completion, the process shall continue as a *Rolling Scheme*.

The empanelment process shall remain open until the notified closing date for the respective year. Applications received thereafter may also be considered; however, such applications shall be processed and empanelled only during the subsequent registration window period, as may be notified by PNGRB. Clause 11 of the scheme shall continue to apply.

REGISTRATION FORM

Application for Registration of Consumer Organisation

Format for Application for registration of NGO/Consumer Organization with the Board

1.Name and address of the consumer organisation:

2. Fax and Telephone No.: _____

3. Email Id: _____

4. Website: _____

5. Registration No. of consumer organisation.: _____

6. Date of Registration.: _____

7. Validity of registration.: _____

8. State in which the consumer organisation is registered.:

9. Details/designation of the registering Authority.:

10. Name of Act under which registered.:

(Note: Attach a copy of the registration certificate as consumer organisation.)

11. Primary objective of establishment of the consumer organisation as per its constitution / Memorandum of Association: _____

(Note: Attach a legible copy of the Memorandum of Association and bye-laws)

12. Whether the consumer organisation is a non-profit and non-political organisation?

(Note: Attach an affidavit in the format give at Annexure-II, duly authenticated by a Notary Public certifying that the organisation is non-profit making and non-political organisation.)

13. Please indicate the total income during the previous three financial years, separately for each year.:

Financial Year	Amount (Rs. In Crore)	Remarks, if any
2022-23		
2023-24		
2024-25		

(Attached separate sheet if space provided is insufficient)

(Note: Attach copies of annual report, annual audited statement of accounts and a statement showing sources of funds during the previous three financial years duly certified by the Chartered Accountant and authenticated by your authorized representative.)

14. List of States and cities where the organisation has the Head office/branch offices and local offices with core manpower (regular in-house staff directly engaged by the organisation, excluding outsourced or temporary personnel) during last 3 years (attach documentary proof).:

Financial Year	Location of Offices	Core Manpower
2022-23		
2023-24		
2024-25		

15. Whether the consumer organisation was earlier registered with the Board? If yes, indicate registration number and date of registration.:

16. Whether the organisation is capable of interacting with the Board through electronic media? (Please give details in this regard.):

17. Organisational activities undertaken during the previous three years. Please tick on the items applicable to you:

- (a) Consumer education and protection of the interest of the consumers **Yes/ No**
- (b) Dealing with consumer complaints and redressal of consumer grievance regarding deficiency in services **Yes/ No**
- (c) Advocating cause of the consumers **Yes/ No**
- (d) Research/surveys/study conducted on consumer issues **Yes/ No**
- (e) Study and research conducted on matters relating to protection of interest of the consumers of Oil and Gas Sector **Yes/ No**
- (f) Handling of issues related to Consumers of Oil and Gas sector **Yes/No**

(Note: Furnish details of the activities undertaken by the organisation on separate sheets. Enclose documents in support of work done to protect the interest of consumers which can include newspaper reports, photographs and reports on research or survey done for each State or Union Territory, as the case may be, separately.)

18. Whether documents against items at S. No. 10, 11, 12, 13 & 14 are enclosed?

19. Districts in which the organisation has their office set up. (Provide complete details of all such offices)

20. Districts in which the organisation has tie up with local organisations (Provide complete details of such tie ups)

**Signature and office seal of
the Authorized Office Bearer of the
consumer organisation**

Date: _____

Name.:

Place: _____

Designation.:

Annexure - II

Affidavit of non-profit and non-political organisation

I, _____ Son/Daughter of _____, presently working as _____ (designation) in the _____ (name of the consumer organisation having its office at _____ (address of organisation), do hereby solemnly affirm and state as under:

1. That I am the Authorized Signatory/ head of the consumer organisation.
2. That the applicant consumer organisation _____ (Name of consumer organisation) is a non-profit and non-political organisation. The applicant organisations or its members do not have any political affiliation.
3. That I understand and aware of the fact that any failure by me to abide by the undertaking given hereunder will result in cancellation of registration as consumer organisation with the Board.

Deponent

Verification

Verified at New Delhi on this ___ day of _____, 202_ that the contents of the above affidavit are true and correct to my knowledge and belief. No part of it is false and nothing material has been concealed therefrom.

Deponent

Evaluation Parameters

The following parameters shall be considered for evaluating the eligibility and performance potential of the applicant organisations: -

- i. Institutional Profile & Governance
- ii. Capacity & Human Resources
- iii. Past Experience (Awareness & Grievance Felicitation)
- iv. Sectoral Knowledge
- v. Quality & Reliability Systems
- vi. Outreach & Impact
- vii. Consumer Feedback & Connect
- viii. Coordination & Reporting
- ix. Financial Strength
- x. Innovation & Technology Use

Suggested Minimum Qualifying Criteria

- **Minimum Eligibility:** ≥ 70 Points

Supporting Documents Required

- i. Certificate of Registration and PAN.
- ii. Audited Financial Statements for the last three (3) financial years.
- iii. Annual Report / Activity Report for the last three (3) years.
- iv. Statement showing sources of funds during the last three (3) financial years, duly certified by a Chartered Accountant and authenticated by the authorized representative.
- v. Work completion / appreciation certificates from government departments, regulatory bodies, or utilities.
- vi. Details of manpower, key personnel, and volunteers engaged in relevant activities.
- vii. Copy of Quality Policy / Standard Operating Procedures (if applicable).
- viii. Self-declaration regarding ethical conduct and non-blacklisting.
- ix. Documentary evidence of consumer-protection-related activities undertaken — such as newspaper clippings, photographs, research reports, or survey findings, State/UT-wise wherever applicable.

Strategic Rollout Plan.

The aim is to achieve balanced national coverage, ensuring operational ease, resource optimization, and uniform visibility across regions.

Sequence: West → North → Central → East → South → North-East

- ✓ **West:** Represents operational maturity; showcases best practices and service benchmarks.
- ✓ **North:** Provides national visibility and sets the tone for PNGRB's consumer outreach.
- ✓ **Central:** Key for expanding PNG coverage and digital adoption.
- ✓ **East:** High-potential but relatively low-awareness region; crucial for building consumer trust, safety culture, and grievance literacy.
- ✓ **South:** Fast-growing, tech-enabled market; ideal for promoting digital tools and safety awareness.
- ✓ **North-East:** Emerging frontier; focus on inclusion, first-mile consumer education, and accessibility in new CGD zones.

Each year reconnects to prior learnings, creating a feedback-based improvement loop.

Monitoring & Evaluation (Continuous Cycle).

- Monthly: GA-wise feedback, photo documentation, and attendance tracking.
- Quarterly: NGO/VCO performance review and fund utilization check.
- Annual:
 - Region wise Impact Assessment Report and awareness survey results.
 - Compilation of feedback, learnings and improvement incorporating viable suggestions in subsequent years accordingly.

Performance will be assessed on KPIs such as:

- % increase in consumer awareness on safety, billing, consumer rights and obligations.
- % increase in consumer turnout to join the event.
- Adoption rate of digital initiatives.
- Feedback on grievance redressal satisfaction.

Expected Outcomes.

- Enhanced literacy on consumer rights, obligations, billing, safety, other initiatives by PNGRB, entity.
- Improved coordination among PNGRB, CGD entities, SLCs, local state authorities and NGOs/VCOs.
- Strengthened trust and consumer engagement in gas sector services.
- Media visibility for PNGRB's consumer-centric initiatives.
- A replicable, scalable awareness framework for future rollouts for LPG/RO sector consumers.

Form- Utilisation Certificate

(For use by NGOs/VCOs registered under this Scheme)

Utilization Certificate for the year _____

1. Name of the Organization: _____

2. Address: _____

3. Name of the Scheme/Project: _____

4. Letter No. & Date of Sanction: _____

5. Amount Sanctioned (₹): _____

6. Amount Released (₹): _____

7. Total Expenditure incurred during the year (₹): _____

8. Unspent Balance, if any (₹): _____

Certified that:

- i. Out of the total grant of ₹ _____ (Rupees _____ only) sanctioned by PNGRB for the purpose of _____, a sum of ₹ _____ has been utilized for the purpose for which it was sanctioned.
- ii. The balance amount of ₹ _____ remains unutilized at the end of the year _____, which will be adjusted/refunded in the next claim or as directed by PNGRB.
- iii. The organization has maintained separate accounts of the scheme funds.
- iv. The expenditure has been incurred in accordance with the terms and conditions laid down by PNGRB under the Scheme.

Certified by Chartered Accountant
(Signature with Seal)

Name: _____

Membership No.: _____

Date: _____

Head of Organization / Authorized Signatory
(Signature with Office Seal)

Name: _____

Designation: _____

Date: _____

Countersigned by:
Head of Department / Competent Authority, PNGRB

(Signature with Seal and Date)

Notes:

- The Utilization Certificate must be accompanied by audited statements of expenditure and supporting documents.
- All figures should be in Indian Rupees, rounded to the nearest hundred.
- The CA certification should explicitly mention that the accounts have been audited in accordance with applicable accounting standards.