

DUTIES OF LPG CONSUMERS

1. General duties of consumers

Every consumer shall:

- a) Provide accurate information while applying for new connection or services
- b) Use petroleum, petroleum products and natural gas in a safe manner in accordance with safety guidelines
- c) Pay bills and charges within the due date as specified by the entity
- d) Not indulge in theft, diversion or unauthorized use of petroleum, petroleum products or natural gas
- e) Not tamper with meters, pipelines, dispensing equipment or any other installation of the entity
- f) Allow authorized personnel of the entity for meter reading, inspection, maintenance and safety checks
- g) When identified, intimate the entity in case of any leak, damage or abnormality in the supply
- h) Comply with applicable laws, rules and regulations
- i) Use petroleum, petroleum products and natural gas judiciously and promote conservation
- j) Report complaints within reasonable time (within 24 hours for quality and quantity issues at retail outlets)
- k) Cooperate with entity personnel during complaint resolution process

2. Specific duties of LPG consumers

Every LPG consumer shall:

- (a) Abide by the terms and conditions under which the LPG connection has been released
- (b) Adopt safe practices while using LPG
- (c) Not accept LPG cylinders from sources other than the registered LPG distributor

- (d) Not exchange with others or loan to others the cylinders or Domestic Pressure Regulator (DPR)
- (e) Follow conservation tips while using LPG
- (f) Surrender LPG connection within 60 days from date of obtaining PNG connection
- (g) Keep mobile number and email updated with the entity for timely notifications