

# Duties of Retail Outlet 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 Retail Outlet Consumers**

Every retail outlet consumer shall:

- a) Switch off the engine before taking delivery of fuel
- b) Not smoke within retail outlet premises
- c) Not light matches or use mobile phones within the dispensing area
- d) Verify payment details carefully before making transactions
- e) Report quality and quantity issues within 24 hours of purchase
- f) Use only verified payment portals and not share personal details with unknown sources.