

# INDRAPRASTHA GAS LIMITED

(Joint Venture of GAIL (India) Ltd., BPCL & Government of NCT of Delhi)

IGL Bhawan, Plot No. 4,

Community Centre, Sector-9, R.K. Puram, New Delhi-110022

FOR OFFICIAL USE ONLY
B.P. NO
DATE OF RECEIPT

# **PNG CONNECTION - OWNERSHIP TRANSFER FORM**

# (To be filled in Block/Capital Letters Only)

A. OLD OWNER DETAILS
Name:
Address where PNG connection is installed:
House No:Block:
Street/Society:
Area:
City:Pin Code:
B. NEW OWNER DETAILS
Name:
Mobile No :Landline :
E-Mail:
ID Proof (✓) any one: Aadhar Card Voter ID PAN Card Driving License Passport
OWNERSHIP PROOF ATTACHED $(\checkmark)$ ANY ONE :
Copy of Registered Sale deed Registered Conveyance Deed Registered GPA (First 6 Pages)
Copy of Electricity Bill Latest (Not more than 3 months old) from Authorized Electricity DISCOM (Bill issued by Society shall not be considered)
Registered Relinquishment Deed
REASON FOR TRANSFER OF PNG CONNECTION $(\checkmark)$ ANY ONE:
Purchase of Property Death of registered customer Inheritance of property Succession
Any other if any Please specify
LPG consumer number :LPG Company Name :
At any stage, if any of past dues or liabilities are detected against the above mentioned BP No. I/We have no objection to IGL transferring / adjusting these dues / liabilities against my consumption bill and I undertake to pay the same, within their respective due dates.  I/We hereby indemnify IGL against all proceedings, claims, demands, costs, damages, expenses the may be incurred by reason of the above mentioned.

account of any details / documents provided by me proves to be false / incorrect at any stage.

Customer Signature:	

#### TERMS AND CONDITIONS

#### FOR SUPPLY OF PIPED NATURAL GAS TO DOMESTIC CONSUMERS

The AGREED TERMS AND CONDITIONS BETWEEN THE Indraprastha Gas Ltd., (hereinafter referred to as "Supplier") and the applicant (hereinafter referred to as "Customer") for the supply of Piped Natural Gas (PNG) are stated below:

#### DEFINITIONS:

- Supplier" means Indraprastha Gas Limited (IGL).
- "Customer" means the applicant for a domestic Piped Natural Gas (PNG) connection.
- "PNGRB" means Petroleum and Natural Gas Regulatory Board.
  "Last Mile Connectivity (LMC)" means connectivity between the riser isolation valve before the metering unit and the suraksha hose pipe connecting the burner in the Customer's premises as mentioned in the Petroleum and Natural Gas Regulatory Board (Authorizing Entities to Lay, Build, Operate or Expand City or Local Natural Gas Distribution Networks) Regulations, 2008.
- "Payable Services & Charges" means a schedule of applicable charges payable to IGL by the Customer towards various services/requests, as updated on IGL website (www.iglonline.net) from time to time.
  "SCM" (Standard Cubic Meter) means a quantity of GAS required to fill 1 cubic meter of space when GAS is at an absolute
- pressure of seven hundred and sixty (760) mm of mercury and a temperature of fifteen (15) degree Celsiu-

#### SUPPLIER RIGHTS & OBLIGATIONS:

- PPLERRIGHTS & OBLIGATIONS:

  After receipt of duly completed registration form together with required upfront amount applicable, as per plan opted, the Supplier shall commence the steps to provide the PNG connection to the Customer. The gas will be made available into Customer's premise, within the technical and safety standards, subject to availability of all requisite permissions from concerned authorities and availability of access to Customer's premise. As a prudent City Gas Distribution Company, the Supplier shall endeavour to provide the Gas connection at the earliest convenient date from the date of receipt Application not exceeding 3 months after the realization of payment. However, Supplier shall not be responsible for any delay in providing Gas connection for the reasons and circumstances beyond its control & not attributable to the Supplier. deay in provining use confection for the reasons and creamstances beyond its control & not authorizable to the Supplier. The Supplier shall refund the interest free security deposit to the Customer in the event of non-feasibility of providing the PNG connection for reasons viz. area/premise not technically feasible, Customer asking for concealed connection, house under construction, Customer not interested, improper ventilation, neighbour dispute, non-availability of Customer even after multiple visits or any other technical constraint / unsafe condition which the Supplier may discover at the time of installation of PNG connection.
- Until and unless Supplier feels that there is a specific requirement, under normal course Supplier shall supply the gas at a pressure of around 21 mbar to all domestic Customers and maintain flow-rate max, up to 0.75 SCM/hour.

  The Supplier reserves the right to select safe and best possible pipeline route to provide PNG connection to individual residential units having necessary sufety and statutory clearances.

- residential units having necessary safety and statutory clearances.
  The Supplier shall convert the existing LPG burners, free of cost, to make it compatible for use on PNG for the first stove/appliance within fifteen (15) days of the PNG connection. Any subsequent conversion(s) would be carried out on payment of applicable charges as mentioned in "payable services & charges" at the time of conversion. If desired, the Customer may approach the OEM/Dealer for his Stove conversion, so that the conversion is done as per customer's satisfaction. The Supplier will not be responsible for any breakage loss during such conversion activity.
  Supplier currently raises bi-monthly bill on the Customer. However, the frequency of billing cycle may be revised by the Supplier as and when required. In case, in spite of best efforts the meter reading is not available due to any reason, an estimated bill will be raised. The Customer is under obligation to make the payments against all invoices including estimated bills, on or before the due date as prescribed in the bill. In the event of failure of meter to record correct consumption, the quantity shall be determined on basis of average consumption. In such eases, IGL's decision with respect to quantity of gas supplied at the premises shall be final & binding upon the Customer.
- If the Customer has any query/concern related to meter reading(s) of bill(s), (s) he may call at our 24\*7 Customer Care Call Centre Number 1800 102 5109/1800 180 5109. However, in no event, Consumer shall withhold bills raised on him/her whether actual or estimated. Any correction in billing if needs to be carried out shall only be possible in the subsequent
- bills.
  6. IGL reserves the right to levy minimum charges in the bill towards recovery of administrative costs. Currently, if the consumption in a bi-monthly billing cycle is less than 4 SCM, the Consumer is liable to pay minimum charges equivalent to 4 SCM value. These minimum charges are subject to revision by IGL from time to time. Further, in case there is delay of more than 15 days at Customer's end in getting the PNG connection activated, after meter installation at the premises, then the charges shall be levied, as applicable, on account of said delay.
- Each Meter shall be treated as separate PNG connection. Extension from one floor to another shall be treated as new connection. Any extension of pipeline beyond a length as contained in Point No. 2 of Customer Rights and Obligations can be provided with extra cost as per applicable charges under "Payable Services & Charges" head, as updated on IGL website from time to time.
- The modification of existing PNG installation may be carried out on request of the Customer along with the payment of
- The modification of existing PNA instantation may be carried out on request of the Customer along with the payment of applicable charges (non-refundable) as prevailing at the time of attending such request. Acceptance of any such request for modification is subject to conformity of relevant technical and safety standards.

  If any banking instrument under Negotiable instrument Act, 1881 issued by Customer gets dishonoured for any reason attributable to customer, administrative charges of Rs. 100 may be levied on customer without prejudice to the rights of Supplier to initiate appropriate legal proceedings against Customer for said dishonour.
- 10. The Supplier shall not use or disclose Customer information without his/her written consent for any purpose, other than the purpose for which it was obtained. However, the Supplier shall be obligated to disclose the Customer's information under
- pulpose for wind was obtained. Towered, an earphicistant coordinate of the Customer Simoniana and the Express order of public authorities.

  11. Supplier shall take all reasonable steps to ensure a regular and consistent supply of PNG to the Customer. However, in the event of any interruption due to emergency / technical snag or due to force majeure like damage of pipeline, natural calamities, war and other unforeseen events etc. beyond the control of Supplier, the Customer shall have no claim whatsoever, for the interruption of the supply. However, the Supplier, as a prudent City gas Distribution Company shall make all efforts to restore the PNG supply at the earliest.

  12. The Supplier shall inform the PNG Customer through any channel of mass communication of the affected society/area/colony of any planned shutdown for undertaking maintenance activity in their respective areas.

### TERMINATION/SUSPENSION:

- e Supplier can suspend terminate the Gas supply of the Consumer if:

  Consumer fails to pay the Supplier any sum due to the Supplier under the Terms & Conditions; or

  Consumer fails to comply with any of its obligations or commits any breach of the covenants; or
- Consumer passes away & the successors do not submit to the Supplier necessary documents within reasonable time as required by the Supplier or

  The particulars as furnished by the Consumer in the application are found to be false or incorrect; or In case of any the Ut fraud or any act forbidden by the law time being in force.

  Gas connection is found under Temporarily Disconnection / Gas is not consumed for more than 2 years.

- In the event of termination of gas supply, without prejudice to other rights of Supplier, Consumer shall be liable to pay all amounts due and payable by Consumer to Supplier up to date of termination of Gas supply and costs due.
- IGL is unable to access the PNG installation / meter installed at the premises for a prolong period, even after repeated efforts/attempts.

#### LIABILITY/INDEMNITY:

- ABILITYIND. MINES THE CONSTRUCTION OF THE CONS

- Consumer shall be liable to pay all the bills with an additional penal rate as specified by IGL, with retrospective effect from date of connection.

  The Consumer shall be liable for payment of any loss or damage caused to pipes, equipment or installations whether caused on account of negligence by the Consumer or its employees or agents, theft, sabotage or otherwise, howsoever.

  The Consumer shall indemnify and keep IGL indemnified from and against any action, claim, proceeding, loss or damage that may be suffered or incurred by IGL on account of any dispute with the Landlord/Society or the Consumer failing to obtain the permission of the Landlord/Society and incase of any events as foresaid, the Consumer shall pay to IGL all costs for removal of the pipelines, equipment and other installations for the Gas supply.

  The PNG installation of the Consumer penalises shall be deemed to be under the possession of the Consumer. In case of any
- the pipelines, equipment and other installations for the Gas supply.

  The PNG installation at the Customer premises shall be deemed to be under the possession of the Customer. In case of any leakage of gas emergency, the same is to be immediately informed to the Supplier on Emergency Number 155216. The Consumer shall protect and indemnify and keep save harmless and defended the Supplier against all claims, demands actions, suits, proceedings, judgements and all liabilities, costs, expenses, damages or losses which may arise out of or result from or which the Supplier may incur or suffer as incidental to or in connection with the supply of Gas.
- The indemnity provisions will be enforceable notwithstanding termination of Gas supply.

#### CUSTOMER RIGHTS AND OBLIGATIONS:

- At the time of registration, the Customer is required to pay an amount of Rs 7000 through Cheque/DD/PO/E-Payment payable at par in New Delhi in favour of "Indraprastha Gas Limited" towards the following;
- at par in New Delhim flavour of "indraprastha Gas Limited" towards the following:

  (I) An interest free refundable security deposit of Rs 6,000 per domestic connection towards security of equipment's and facilities including the Labour cost of installation towards the Last Mile Connectivity (LMC).

  (ii) The Customer is also required to submit Rs 1000 towards consumption security deposit. Further, IGL shall have the rights to revise refundable Consumption Security Deposit (CSD). The Additional Consumption Security Deposit (ACSD) shall be charged/calculated based on individual past gas consumption pattern and gas prices at the time of raising ACSD.
- To promote PNG registrations, IGL may launclincentive / registration schemes which shall be applicable as per the T&& of the scheme, updated on IGL website (www.iglonlinc.net). IGL may review the applicable rates / tariff/T&Cs for all such promotional registration schemes, as and when required, and the same shall be binding upon the Customers.

  No cash payment, under any circumstances shall be done by the Customer, say it towards initial security deposit, bill
- enal/interest charges or against any other payable services. IGL shall not be responsible for any cash payment
- made by customer to any person.

  The Customer shall bear the cost as per "Payable Charges and Services" of material and labour charge for GI/Cu pipe in excess of 15 meters after metering unit, excluding the rubber tube. Supplier shall finalize the meter location and any charges towards extra pipeline shall be charged in bill, as applicable.
- Supplier shall finalize the meter location and any charges lowards extra pipeline shall be charged in bill, as applicable. It shall be the responsibility of the Customer to provide access to the route as decided by the Supplier, at his her own cost, for laying of pipeline inside the boundary wall of the premises of his her residence. However, in case of flats located in multi storey housing societies, the Customer shall arrange the necessary permiss/NOC, if required for laying of pipelines, through the common portions/areas/walls inside of such housing complex, from the person/society concerned. In the event of non-receipt of such clearance in a reasonable time frame, Supplier shall cancel the registration and refund the security deposit.
- receptor is such clearance in a reasonator time traine, supporerstant cancer the registration and return the security deposite. The Customer is under obligation to provide the proof of ownership/tenancy of the premises to the satisfaction of the Supplier at the time of submission of the registration form. If any dispute arises between the Customer & the landlord/society, the Supplier reserves its right to recall the Customer to prove his/her ownership/tenancy, if he/she fails to do the same, IGL may suspend/discontinue the gas supply forthwith, It will be the sole responsibility of the Customer to ensure that the documents submitted are genuine and correct. IGL shall not be responsible for any claim by Third Party at a later stage including any legal oceedings

- proceedings.

  The Customer shall make use of PNG supply for the registered premises only and shall not re-supply to any other person or property under any circumstances. The gas shall be used exclusively for domestic purposes.

  All fittings & equipments as provided by the Supplier for the purpose of supply of PNG shall remain the property of the Supplier. The Customer shall remain the custodian of such properties and shall ensure the safety of these equipments. Customer is under obligation to follow necessary safety instructions (as shared & signed by Customer at the time of providing PNG Connection) and to immediately intimate to the Supplier any observation which he/she may feel is related to the safety of the installed Meter Pipel Installation PNG equipments. All above ground pipelines shall be exposed and painted with yellow colour by the Supplier. In no case, the Customer shall tamper with or change the colour of the pipeline.

  The Customer will not permit interference with PNG equipment and supply line by any person not authorized by IGL. Only the Supplier's authorized representative will have access to rectify any problem and maintain the equipments. Any unauthorized concealing / extension / tampering / relocation of PNG installation is not permitted and shall be solely at the risk and cost of Customer. In such cases, the Supplier shall levy penalty on the Customer as applicable and may even first the security deposit. The Supplier also reserves the right to discontinue/suspend PNG supply of Customer in case the PNG equipment has been found interfered tampered with, or on account of any other safety reason. Besides this, IGL reserves the right to initiate appropriate legal proceedings, as deemed fit.
- nas eten found interfectual amplet within of maccount of any other safety reason. Besides this, foll reserves the right to initiate appropriate legal proceedings, as deemed fit. The Customer shall permit the authorized representative of IGL to enter inside the premises for periodic meter reading, inspection, and maintenance related work/check-ups and for other routine PNG activities. Customer shall verify the identification of such persons before allowing them into the premises. The IGL shall not be liable/responsible for any entry by unidentified personnel claiming to represent or act on behalf of IGL.
- unicentined personnel claiming to represent or act on benair of IGL.

  The Customer shall ensure proper & timely payment of the gas consumption bills, including any other sum due to the Supplier.

  Customer shall make full payment, against the bill raised by the Supplier, within due date as mentioned in the invoice. Any default in the payment of bill will alteract a penal interest of 2% per month.

  In case Customer has not received bi-monthly / any bill, it shall be the responsibility of the Customer to obtain a duplicate copy of bill from the Supplier. Customer shall notify IGL in case of non-receipt of first gas bill if the gas supply had commenced at penalogs of the propried person bytes to a penalog.
  - premises for a period more than two months.
- premises for a period more than two months.

  Non-recepting PNG consumption bill(s) shall not be the sufficient ground for non-payment of bill(s).

  10. In case the Customer fails to pay the gas consumption bills, including any other sum due to the Supplier, the gas supply will be suspended / disconnected. The supply shall only be resumed by 10 ft. after clearance of all outstanding bills with applicable interest. Additionally, a minimum amount of Rs 3,000 is charged from Customer as re-connection charges to cover the expenses involved in disconnecting & recommenting the supply. The re-connection charges shall be applicable as decided by the Supplier from time to time. In such cases, Supplier reserves the right to resume the PNG supply with Smart-Card enabled metering system. However, the reconnection will be at the sole discretion of the Supplier. Further, in case the customer fails to pay the outstanding dues within 15 days from the date of disconnection, IGL reserves the right to initiate appropriate legal proceeding (as deemed fit) to recover the outstanding dues.

  18 Sumplier may install meters with Automated Meter Reading facility. Alternatively, the Sumplier may introduce Smart-Card enabled.
- [], Supplier may install meters with Automated Meter Reading facility. Alternatively, the Supplier may introduce Smart-Card enabled
- Is Supplier may install meters with Automated Meter Reading facility. Alternatively, the Supplier may introduce Smart-Card enabled gas meters as part of PNG installation and under such a scenario, the prepaid rates and corresponding T&Cs (as mentioned on IGL website) will be binding on the customer. The Customer will buy/recharge prepaid smart cards for supply of PNG from various authorized channels made available by the Supplier from time to time. The Customer has to pay charges towards such technological upgradation of metering system, whenever gets applicable in future and the same shall be separately communicated by the Supplier.

  12. In case the customer is desirous to surrender the PNG connection, the Customer would be required to lodge a request for permanent disconnection. The charges towards such permanent disconnection shall be as per the "Payable Services & Charges" as stated on IGL website. Necessary supporting documents may be asked by the Supplier at the time of receiving such request. The security deposit (LMC, CSD & ACSD) would be released after deducting the final bill amount and other dues, if any, after taking the meter and other fittings in the safe custody of the supplier. After the final bill amount and other dues, if any, after taking the meter and other fittings in the safe custody of the supplier. After the final bill the customer is liable by any due amount to IGL. Further, if any, amount is available with IGL the same shall be refunded back to customer. In case the customer is not in a position to use PNG connection on temporary basis "or" going out of station for a longer duration, considering the safety sepect & to avoid estimated bills, the Customer should get his/her PNG connection temporarily disconnected. The Temporary disconnection request may be lodged at out 24\*F Customer case no. call center 1800 102 5109/1800 180 5109 and charges for the same shall be applicable as per "Payable Services & Charges" as stated on IGL website.

  13. Customer understands that the rubber rube is a

- Supplier reserves the right to reject any application for registration by intimating the basis for rejection of the application to the
- Supplier may conduct KYC (know your customer) activities as and when required. The Customer is required to co-the same.
- Domestic PNG prices and "Payable Services & Charges" are subject to change and the Supplier reserves the right to revise the same from time to time
- All tesses, taxes, duties, assessments and any other levies imposed or to be imposed in future by any Government, Statutory and/or local bodies in relation to the supply of Gas shall be passed on to and paid by the Consumer.

  Supplier reserves the right to amend / modify any or all of the terms and conditions with intimation to the Customer through
- website or any other medium.

- website or any other medium.

  The Supplier reserves the right to supply PNG to other Customers through the same pipeline at any point therein up to the meter outlet: isolation valve without affecting the Customer's PNG supply.

  Notwithstanding any other court or courts having jurisdiction to try any suit or suits arising out of or in connection with the Terms & Conditions (including execution), only the court of Delhi/New Delhi of competent jurisdiction shall have exclusive jurisdiction to try such suits to the exclusion of all other courts which may have concurrent jurisdiction.

  E-billing is the practice by which invoices or bills are electronically delivered to the customers, rather than being sent by post to save trees & environment.

  Disclaimer:

  PNG invoice is sued by IGL at customer's projectered address is only limited for hilling marroes and the same cannot be treated as

PNG invoice issued by IGL at customer's registered address is only limited for billing purpose and the same cannot be treated as a valid ownership proof towards the residence / premise

#### DECLARATION

I do hereby declare that I have read and understood the above mentioned terms and conditions of IGL for PNG supply at my premises and I hereby accept the same in its entirety. I acknowledge the receipt of the copy of the above terms and conditions and further Lagree to abide by the terms and conditions of IGL and accordingly put and subscribe my hand to these terms and conditions.

Date:	(Signature of the Applicant)	

### **OWNERSHIP TRANSFER:**

The procedure to be followed for name address correction/ownership transfer request: --

- 1. For **minor spelling error in name** or **address landmark correction** customer is required to send email at **updatekyc@igl.co.in** from registered email-id mentioning the desired correction. The same will be updated within 5 working days.
- 2. For **Ownership Change** customer is required to fill the following documents and documents shall be sent through courier or by hand on given address:
- \*\* Note: **PNG Ownership Transfer Form** and **NOC** is to be submitted/sent in **original** on below mentioned address.

To

Manager (Marketing) (Name & Address Correction Section) Indraprastha Gas Limited, Piccadilly Building, Plot No. C 3, Sector 3, Noida – 201301.Uttar Pradesh.

### DOCUMENTS REQUIRED FOR OWNERSHIP TRANSFER

OWNERSHIP TRANSFER	OWNERSHIP TRANSFER	
REASON	DOCUMENTS REQUIRED	
Purchase of Property	<ol> <li>IGL Form (PNG Ownership Transfer Form), duly filled &amp; signed (on front &amp; back)</li> <li>ID proof (anyone) Aadhar Card, Voter ID, PAN Card, Driving License, Passport,</li> <li>NOC (TYPE-A) on Rs. 100/- Stamp paper duly Notarized,</li> <li>Ownership Proof (Any one) Copy of Registered Sale deed/ Registered Conveyance Deed/Registered GPA (First 6 Pages) or Copy of Electricity Bill Latest (Not more than 3 months old) from Authorized Electricity DISCOM i.e.</li> <li>BSES/TPDDL/NPCL etc. (Bill issued by Society shall not be accepted)</li> </ol>	
Property acquired by way of court order/auction	<ol> <li>IGL Form (PNG Ownership Transfer Form), duly filled &amp; signed (on front &amp; back)</li> <li>ID proof (anyone) Aadhar Card, Voter ID, PAN Card, Driving License, Passport,</li> <li>NOC (TYPE-B) on Rs. 100/- Stamp paper duly Notarized,         Ownership Proof: - Court order copy (Clear title mentioned in order), Auction letter from authorized authority.</li> </ol>	
Death of existing PNG Connection holder/ Inheritance of property / Succession	<ol> <li>IGL Form (PNG Ownership Transfer Form), duly filled &amp; signed (on front &amp; back)</li> <li>ID proof (anyone) Aadhar Card, Voter ID, PAN Card, Driving License, Passport,</li> <li>NOC (Type-C) on Rs. 100 Stamp paper duly Notarized,</li> <li>Death certificate of existing PNG connection holder,</li> <li>Copy "Registered Will", (Non-Registered Will shall not be accepted) OR Copy of Registered Relinquishment Deed.</li> <li>** Multiple legal heirs in Registered Will, NOC is required from other legal heirs on Rs. 100 stamp paper duly notarized</li> </ol>	
Builder Connection Case: - (Email all the scan documents to pngbuilders@igl.co.in processing)	<ol> <li>IGL Registration Form along with copy of any ID proof and copy of Ownership proof anyone i.e. Possession Letter, Allotment Letter, Registered Sale Deed, Registered Conveyance Deed.</li> <li>Co-owner consent on Rs. 10 stamp paper duly notarized is required in case of joint property.</li> </ol>	

## \*\* Note: -

- 1. All dues pertaining to PNG connection shall be clear.
- 2. Unapproved area where registered documents of ownership are not available shall not be considered for ownership transfer. A new application shall be submitted for PNG new connection and surrender his/her existing connection.
- 3. NOC/Declaration/Undertaking on Rs. 100/- Stamp Paper Duly Notarized in Original (Format Attached) whichever applicable (Joint ownership / Co-legal heirs detailing is covered under below formats itself)
  - (i) Type A Jointly signed NOC/affidavit from Current & Previous owner, OR
  - (ii) Type B Declaration by New Owner in absence of NOC from previous owner, OR
  - (iii) **Type C** Undertaking by next to kin of property owner in case of death of existing PNG connection holder.