

Performance and Services Standard

Sr. No.	ACTION	REQUIRED PERFORMANCE	% TARGET
1	Gas Emergencies	In case of gas escapes, fires or other hazardous situations, attend as quickly as possible but within 1 hour for uncontrolled escapes, and 2 hours for controlled escapes.	100 %
2	Telephone Calls	All calls to centers to be answered within 60 seconds.	100%
3	Complaints	All complaints shall be recorded whether received by phone, letter, electronically or in person. The Licensee shall intimate the complaint number to the consumer. Complaints about gas smell, asphyxiation, fire, gas pipe breakage, explosion or building collapse, etc., shall be dealt with as per Sr. No.1. All other complaints, which are determined to be low risk, i.e., not involving loss of life or property, shall be responded to within 24 hours. Complaints about the other operational nature shall be dealt with on a planned basis as per other listed activities in these standards. For further explanation, see “Table, Response Time Examples”, given at the end of these standards.	100%
4	Investigation of Pressure Complaints	Visit within 36 hours.	100%
5	Making and Keeping Appointments	For planned work and when required, appointments will be made on a morning or afternoon basis. If an appointment cannot be honored, the company will give a 24- hours’ notice to the consumer.	90-100%
6	Notification of Planned work	Work for planned maintenance that requires interruption of the gas supply, and entry to the consumer’s premises will be subject to a notice of at least 10 working days for the service line, and at least 5 days for the meter alone.	90-100%
7	Connection to Distribution System	<p>a) The company shall promptly respond to all requests for service after the date of their receipt and issue proposal as soon as possible, or any other period approved by the Authority on the request of the company, if:</p> <ul style="list-style-type: none"> ▪ It is technically feasible to connect the premises to the gas main; ▪ Such a connection would not create any anomalous situation or discrimination with other prospective consumers in the same locality; ▪ An industrial premises is located perpendicularly within 150 meters of the existing gas main and where extension of gas main or reinforcement is not involved. <p>b) If a domestic, commercial or industrial premises is not located within the distance specified above, the company shall inform the applicant within 45 days of receipt of request as follows:</p>	90-100%

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		<ul style="list-style-type: none"> ▪ The company's inability to provide the service; or ▪ The time frame within which the service can be provided to the applicant. <p>c) The company shall be obligated to provide gas connection to an owner or occupier of a premises subject to payment of gas connection charges, gas supply deposit and availability of road cutting permission if applicable:</p>	
8	Energy/Safety advice	Energy and safety advice will be given to consumers visited with problems. Energy /safety advice provided by gas bills / print / electronic media.	90-100%
9	Replies to Correspondence	Consumer to receive a reply, in writing, within 5 working days of receipt of correspondence. Attend earlier if necessary. Interim replies will indicate when a full reply may be expected.	90-100%
10	Visits	Except in emergency, meter reading, suspected pilferage or consumer complaint, if a visit to consumer's premises is required, the company shall first attempt to make a phone contact with the consumer for an appointment, within 4 days.	90-100%
11	Estimating Procedures for billing	Procedure should favor neither the Company nor the consumer. Differences between actual and estimated gas usage will be settled / resolved as per contractual obligations between the Company and consumer.	90-100%
12	Meter Alteration and replacement at consumer's request	15 working days following acceptance and payment of relevant dues / charges.	90-100%
13	Responding to Meter Problems	The company shall respond within 2 days of receipt of the complaint and replace the blocked/not passing gas/burnt/badly damaged meters within 15 working days after the payment of relevant dues/charges, if any. The company shall replace the inaccurate meters i.e sticky/slow/ does not register gas meters within two months of the receipt of complaint/suspicion of inaccuracy	90-100 %

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14	Meter Accounts (Meter reading / billing)	The Company shall deliver / serve gas bills based on actual meter readings on 30 days basis, or a longer period not extending 45 days. Adjustments for price / tariff should be made proportionate to the number of days. Due date of payment shall be 15 days from date of issuance of bill. However, the company shall make arrangements for delivery of bills such that each consumer gets a minimum period of 7 days to make payment.	90-100%
15	Meter Reading Frequency	Read meter on weekly basis after the previous reading, at least 4 times in each calendar month.	90-100%
16	Special Meter Readings	Visit within 3 working days of receiving a request.	90-100%
17	Appointment for final meter reading	Morning or afternoon appointments (at two-day's notice) for final meter reading.	90-100%
18	Providing additional Meter	An additional meter may be treated as a new connection and such a request may be processed on its turn/merit in line with fresh applications.	90-100%
19	Notifying Consumer for Non-payment	Notices of non-payment to be printed on forthcoming gas bills in case of default by the consumer.	90-100%
20	Termination of Service for Default	Termination of service for default shall be at company's discretion after expiry of notice (s) and period allowed for clearance of dues but no more than 45 days of default of non-clearance subsequent to period allowed in the notice.	90-100%
21	Reconnection after payment of dues	Within one week after full payment and access available.	90-100%
22	Refunds to the Consumers	Refunds to consumers to be dispatched within 30 days.	90-100%
23	Backfill, Restoration	Trench to be backfilled and site restored to its original or better condition within 15 working days of commissioning of gas supply.	90-100%
24	Removal of service line after disconnection	The company shall remove service line of the disconnected premises if the consumer does not procure reconnection: <ul style="list-style-type: none"> • Within 30 days for industrial consumer 	
25	Contractual pressure	The company shall maintain adequate pressure in transmission pipelines and distribution networks and upgrade system where necessary to ensure supply of contractual volume to its consumers at pressures agreed with them in their relevant agreements.	
26	Compensation	Payment of compensation to consumer adversely affected by non-compliance of service standards as per the compensation procedure approved by the Authority.	

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27	Issuance of 1 st bill after commissioning of gas supply	The company shall issue first gas bill based on actual meter readings within (90) days of commissioning of gas supply of the consumer.	
28	Issuance of Provisional Bills	In case for any reason, meter is not read during any billing cycle, the Licensee shall send a provisional bill, in accordance with the provisions of Gas Supply Contract / Gas Sales Agreement. Such provisional billing shall not continue for more than three billing cycles at a stretch. The amount so paid shall be adjusted against the bill raised on the basis of actual meter reading during subsequent billing cycles.	
29	Identity of Company's Officials	All officials of the Company dealing in consumer handling, visiting the site / complainant's premises and attending the complaint of any nature shall carry Company's Identity Cards for ease of communication and identification.	
30	Accuracy Test of Meters / On Site Flow Proving of Industrial Meters	Within 15 days of receiving the request for testing the accuracy of gas meter, the company shall test/inspect the meter and if needed, the meter shall be replaced within 2 Two months of the receipt of initial request. The Company may however, charge the consumer in accordance with fixed and variable charges approved by the Authority.	
31	Visit of Customer Meter Station (CMS)	<p>The service valve, service regulator, inlet pipe of meter and the meter will be kept in good repair by the company. Additionally, the company shall ensure that customer meter station shall be visited, by its technical team, as per the schedule given below:</p> <ul style="list-style-type: none"> • At least once in the 03 months for industrial consumers <p>The Company's Authorized representative shall check the meter in the presence of the consumer for his authorized representative and will record after inspection of the meter, it's apparent condition, index number, meter reading and the apparent condition of seals.</p>	
32	Complaints on billing	The Company shall acknowledge and register the complaint immediately, if received in person, or within 5 working days from the date of receipt if received by post. If no additional information is required, the company shall resolve the complaint and intimate the result to the consumer within 15 days of receipt of the complaint. In case any additional information is required for, the same shall be obtained, the issue resolved and result intimated to the consumer within 30 days of receipt of the complaint.	
33	Change of Name	Any change of name of the consumer shall be affected in two billing cycles after the receipt of complete application/documents by the consumer.	
34	Delivery of bills through E-mail	The Licensee shall give an option to the consumer to register himself for gas bills through email.	
35	Transparency in provision of Gas Connections	The Company shall provide a link on its website to the applicants enabling them to find out the status as well as merit No. of their applications.	
36	Leak Detection and Control	The Company shall carry out leak detection and rectification of Distribution Networks, Service lines along with main cock, service regulators inlet pipe and the meter up to outlet meter coupling as per criteria provided in ANSI / ASME B 31.8.	
37	Meter Reading Verification	The company shall prepare and follow a monthly program involving meter reading verification and site checking of industrial /bulk sale consumers by its Executives.	

