



PUNJAB INDUSTRIAL ESTATES

DEVELOPMENT & MANAGEMENT COMPANY



COMPLAINT RESOLUTION PROCEDURE (GAS)

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COMPLAINT RESOLUTION PROCEDURE (GAS)

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COMPLAINT RESOLUTION PROCEDURE (GAS)

1. INTRODUCTION:

The Board of Directors (BOD) of Punjab Industrial Estates Development & Management Company (PIEDMC) has decided to supply gas to its industrial consumers through own arrangements by laying the internal gas infrastructure within different Special Economic Zones (SEZ's) operated under the umbrella of PIEDMC for the facilitation of its consumers and for effective implementation of One Window Service Center (OWSC) concept. Subsequently, in 157th Board meeting held on 16.09.2022, BoD-PIEDMC has approved "Gas Distribution & Sales Policy for its consumers". Subsequently, OGRA has granted "Gas Distribution and Sales License" for Quaid-e-Azam Business Park (QABP-SEZ), Sheikhpura & Bhalwal Industrial Estate (BIE-SEZ), Sargodha to ensure the smooth and effective supply of gas to its customers. This policy will be applicable to all active SEZ projects. To conform with OGRA guidelines issued along with license certificates, PIEDMC must establish a Complaint Cell and Complaint Resolution Policy to address the concerns of its industrial consumers and shippers.

2. PURPOSE:

The purposes of this policy are to:

- a) Promptly entertain the gas-related complaints as per OGRA (Authority) directions.
- b) Respond to fairly, efficiently and effectively.
- c) Guide staff and complainant about complaint lodging procedure and step by step resolution.
- d) Boost consumer's confidence in our complaint resolution mechanism.
- e) Provide information to our staff regarding quality improvement in services and complaint handling.

3. SCOPE:

This policy is intended to ensure that Gas Department handles complaints fairly, efficiently and effectively and addresses the complaints promptly regarding gas emergencies and other related activities.

4. OBJECTIVE:

To resolve all complaints / issues raised by customers with integrity and in an equitable, timely and unbiased manner.

5. COMMITMENT

The Commitment of the company towards the Complaint Resolution Policy can be witnessed by going through nature of commitments that are being followed:

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Who	Commitment	How
CEO	Promote culture of complaint handling and their effective resolution	<p>Approve recommendations / proposals received from GM(Tech)/CE(Tech).</p> <p>Review complaint trends of reports and take responsible action on the issues arising from complaints.</p> <p>Recruit competent staff for effective complaint handling in accordance with PIEDMC policies.</p> <p>Provide directions to all staff to be alert to complaints and advise others to assist them for prompt resolution.</p> <p>Encourage staff to make recommendations for system improvement.</p> <p>Encourage staff by giving rewards for effective complaint handling.</p>
GM (Tech)	Manage complaint management system and necessary requirements for the establishment and operations of the complaint center	<p>Make arrangements for the necessary budgetary approvals from CEO.</p> <p>Present the broad vision and mission of complaint resolution/ handling system to CEO.</p> <p>Encourage the whole team for the implementation of this initiative.</p>
CE (Tech)	Manage the complaint management and complaint resolution system	<p>Discuss/ share Reports to GM (Tech) on the raised issues from complaint handling work.</p> <p>Propose appropriate training of complaint management staff for resolution of complaints professionally.</p> <p>Ensure the recommendations in complaint data system by staff are conveyed to GM (Tech).</p>
SE (Gas)	Put up strategies for the betterment of complaint resolution procedures and process and demonstrate exemplary practices of complaint handling	<p>Analysis of individual complaint data.</p> <p>Keep informed about best practices of complaint handling and complaint management.</p> <p>Conduct weekly session with the staff for the improvements in the defined procedures and processes that could be done for the efficient complaint handling.</p> <p>Provide suggestions to management for improvement in complaint management system with passage of time.</p>

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JE (Gas)	Compliance of establishment of complaint resolution and complaint handling procedure strategies	<p>Treat all people with respect and provide guidance to subordinate staff on arising or faced issues.</p> <p>Must be aware of Gas department complaint handling policies and procedures.</p> <p>Resolve the hindrances or issues faced by staff regarding complaint handling activities.</p> <p>Make strategic actions/ plans for prompt resolution of consumer complaints.</p>
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6. DEFINITIONS:

- i. Policy** A statement of instructions that sets out how we should fulfil the vision, mission and goals.
- ii. Procedure** A statement or instructions that sets out how our policies will be implemented and by whom.
- iii. Complaint** Expression of dissatisfaction made to or about us, our quality, services, staff or the handling of a complaint where a response or resolution is explicitly or implicitly expected or legally required.
- iv. The Company** Punjab Industrial Estates Development & Management Company (PIEDMC).
- v. Gas Department** The department entrusted by PIEDMC for supply of gas to industrial consumers located at Industrial estates operated under its umbrella. The department is headed by General Manager (Technical).
- vi. Authority** Oil & Gas Regulatory Authority (OGRA)
- vii. PIEDMC's Authority** PIEDMC's Chief Executive Officer (CEO)
- viii. Consumer** A person/industry which is being provided the gas or who buys the gas and whose name appears on the billing database.
- ix. CMS** Consumer Meter Station
- x. Emergency** An emergency due to the actual imminent occurrence of events which in any way endanger or threatens to safety or health of any person or which destroys or damage or threatens to destroy or damage any property.
- xi. Meter** An instrument to measure the quantity of gas passing through it within the designed capacity.
- xii. Gas** RLNG/Natural Gas.
- xiii. SMS** Sales Meter Station which is an installation that reduces high pressure gas from transmission system to the distribution system at permissible

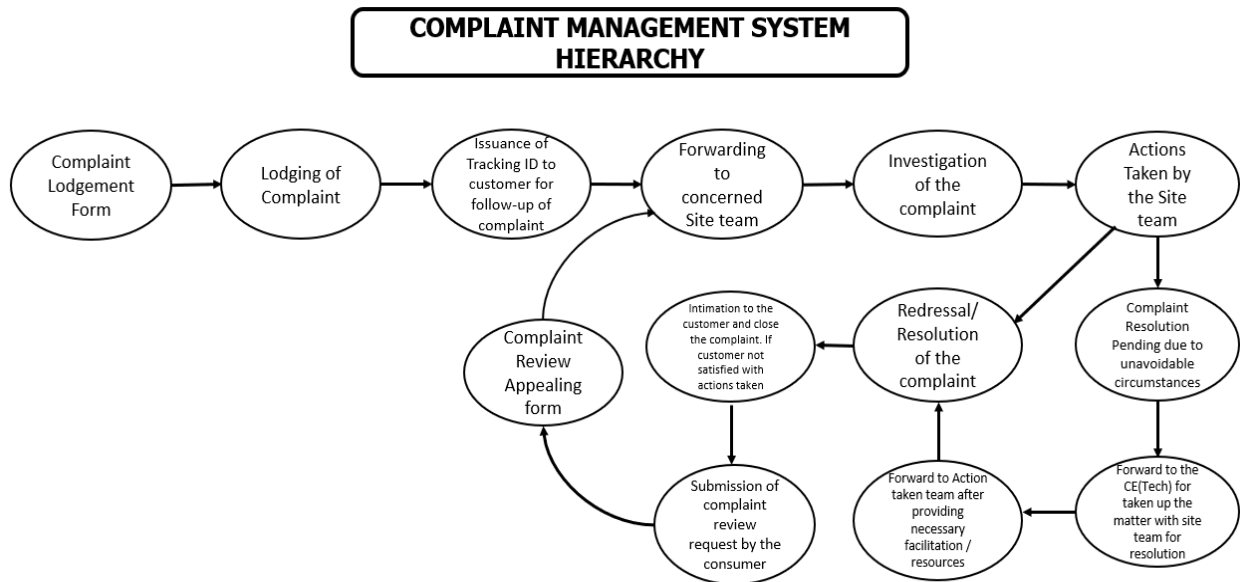
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limits of distribution pressure. It also measures the volume of gas being injected into the distribution system and contains equipment's / arrangements for odorization of Natural Gas passed through it.

xiv. UAN No. 042-111-743-743 landline number which remains operational for 24/7 throughout the year for assistance / facilitation of industrial consumers and private shippers.

7. COMPLAINT MANAGEMENT SYSTEM

When responding to complaints, complaints handling staff should act in accordance with our complaint management system as well as any other internal documents providing guidance on the management of complaints. Complaints handling staff should also consider any relevant legislation and regulations when responding to complaints and feedback.



7.1 LODGEMENT OF COMPLAINTS

Gas Department will record the complaint and its supporting information. The telephone operator will assign a unique complaint number (that will be used for future correspondence) to the complaint file. The complaint can be filed by using **UAN No. 042-111-743-743** or by available **“Complaint Form”** on PIEDMC official website, that remains operational for 24/7 hours around the 365 days of the year or by visiting in person at the Customer Complaint Centers located at our industrial estates. The gas department has plan to adopt computer based / IT equipment's in future for implementation of complaint management system.

The complaints are noted in the complaint register that is maintained at the site and centrally based Complaint Cell situated at Head office.

The record of the complaint will include the following information:

- I. Personal and contact information of the person making a complaint along with time stamp.

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- II. Issues/concerns raised by the complainant and its resolution.
- III. Any additional information/ documents relevant to complaint.
- IV. Any other relevant information.

7.1.1 TRACKING OF COMPLAINT

A **Tracking ID** is a unique identifier assigned to a process for the facilitation of monitoring throughout its conclusion. In context of complaint management system, a tracking ID is assigned to each complaint to ensure that it can be accurately and efficiently tracked from receipt to resolution. Which will ensure transparency, accountability and effective communication. Each issued tracking ID against raised gas complaint is distinct to prevent confusion and ensure precise tracking, which enables the gas complaints to be monitored through all stages of handling and its resolution. Following information will incorporate for issuance of tracking ID to customer against gas complaint are as under:

1. **Logging:** Enter the complaint details in the complaint lodgment form available in Complaint Management System.
2. **Generate ID:** Integrated system generates a unique tracking ID for the complaint.
3. **Notify Complainant:** Provide the tracking ID to the complainant for follow up and reference.

7.2 ACKNOWLEDGEMENT & TAGGING OF COMPLAINTS

Gas Department will acknowledge receipt of each complaint promptly and will respond as per the guidelines/timelines issued by OGRA. However, the priority of complaints will be tag accordingly:

1. Critical Nature of Complaints (Gas leakage, Fire Hazards, Explosion Events etc) will be dealt within 01 – 02 hours depends upon the severity of nature.
2. Moderate Nature of Complaints (Minor leakage, low pressure, not involving life risk etc.) will be dealt within the range of (36 - 96 hours) as per the nature of complaints mentioned in Performance and Services Standards.
3. Normal Nature of Complaints (Modification of CMS, measurement errors, bill enquiry etc.) will be dealt within the range of (7 – 45 days) as per the nature of complaints mentioned in Performance and Services Standards.
4. All complaints (As per their nature) will be dealt according to the timelines in the Performance and Service Standards (**Annexure-A**).

7.3 ADDRESSING OF COMPLAINTS

The complaints are generally resolved on fast-track basis but those that could not be immediately resolved or resolvable are retained and customer is intimated about the proposed time of the resolution.

After assessing the complaints, Gas Department will consider how to manage / resolve it, which may include following steps:

- i. Gathering information and facts from site teams about the causes of registered complaint.
- ii. To do investigation about the claims made by the complainant.

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- iii. To propose solution of the complaint within the timeframe / guidelines issued by OGRA in Performance and Services Standards (**Annexure-A**) for internal tagged complaints. The timeframe about complaints arising due to involvement of outside agencies will be marked after consultation with outside agencies.
- iv. To intimate the complainant about tangible cause of the issue and giving explanation about how gas department's team will resolve the issue along with estimated timeframe required to resolve the issue.

Chief Engineer (Technical) shall monitor the quantum of complaints and their timely resolution and apprise about the status of complaints resolution to **Competent Authority (CEO)** on regularly basis through **General Manager (Technical)**.

7.4 CLOSING THE COMPLAINT, RECORD KEEPING AND REVIEW

After resolution of complaints, the file will be marked closed, and Gas Department will keep the comprehensive records about:

- i. How did the department managed the complaint?
- ii. The outcomes of the complaint including whether it or any aspect of it was substantiated, and recommendations made to address the problems / complaints.
- iii. Any outstanding actions that need to be followed up.
- iv. If the customer is not satisfied with action taken by the concerned staff then he/ she have right to appeal for review against the decision/-action, the department will be liable to resolve/decide the review application within fifteen (15) days of its lodging.

7.4.1 REVIEW OF COMPLAINTS

Review of complaints is a systematic process of examining and evaluating customer complaints to identify underlying issues. Review of complaint is a crucial part in complaint management system, by reviewing of complaints, the gas department will ensure safety assurance, regulatory compliance through corrective actions, enhance operational efficiencies through preventive measurements and effective customer satisfaction by addressing recurring concerns promptly. Steps involved in reviewing of complaints are as following:

1. Data collection
2. Categorization
3. Trend Analysis
4. Evaluation of Handling process
5. Customers Feedback Incorporation
6. Action planning
7. Implementation and Monitoring
8. Reporting and Communication

The Gas Department will ensure that outcomes are properly implemented, monitored and reported to the senior management.

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8. CLASSIFICATION OF COMPLAINTS

This policy includes the resolution of all type of complaints related to gas regulated activities which are included but not limited to;

8.1 BILLING RELATED COMPLAINTS:

1. Incorrect Readings
2. Adjustment in the bills
3. Wrong Billing
4. Non-Delivery of Bills
5. Late Delivery of Bills
6. Late Payment Surcharge
7. Delay in issuance of First Bill

8.2 SALES RELATED COMPLAINTS:

1. Complaints regarding delay in gas connections
2. Gas Tariff related complaints
3. Complaints regarding Gas Sales Agreement
4. Complaints against contractors / private shippers
5. Load Enhancement
6. Security Deposits

8.3 MEASUREMENT RELATED COMPLAINTS:

1. Replacement of Defective Meters (Sticky, Jerky, Damage etc.)
2. Replacement of passing un-registered gas (PUG) meter.
3. Regulator Leak / damage
4. Undersize Meter
5. Oversize Meter
6. Meter reinstallation.
7. Replacement of Electronic Volume Corrector (EVC)
8. Index Glass Broken/ figure not clear (not readable)
9. Safety seal missing

8.4 DISTRIBUTION RELATED COMPLAINTS

1. Low Pressure
2. Un-authorized Extension of house line
3. Theft of Meter
4. Regulators leak / damage
5. High Pressure
6. CMS fittings leakage

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7. Filter Chocking
8. Underground leakage
9. Service line leakage
10. Mainline Rupture
11. Gas caught fire
12. Shifting of Service line
13. Meter Shifting
14. Removal of disconnected consumers service line
15. Quality of gas
16. Leakage of gas in CMS

Any other remedy not covered above.

9. RESPONSIVENESS

Gas Department will adopt prompt and responsive action on receipt of complaints. Gas Department will prioritise and assess the urgency or seriousness of raised complaint and if the matter concerns an immediate risk of safety then response will be immediate.

Gas Department will try its level best to meet customer expectations and inform them as soon as possible with the following:

- i. Process of complaints.
- ii. Expected time frame for our actions/remedy.
- iii. Progress of complaint and any reason of the delay.
- iv. Complainant's involvement in the process.
- v. Possible outcome/ result of complaint.

10. CONFIDENTIALITY

Gas Department will surely protect the identity of people making or lodging complaints and will not breach the confidentiality of any personal information of the individual. This information will only be used by PIEDMC Gas complaint management staff under the relevant privacy law and obligation.

11. ACCOUNTABILITY

11.1 ANALYSIS AND EVALUATION OF COMPLAINTS

PIEDMC's Gas Department will ensure that all complaints are recorded in an appropriate systematic way, so that it can be retrieved for analysis and reporting purposes.

Regular reports will be made on following steps:

- i. Number of complaints received.
- ii. Outcome of the complaints, including matter resolved at the spot.
- iii. Issues arising from complaints.
- iv. Number of requests received for review of complaint handling.

Regular analysis of the reports will be undertaken to monitor the trends and measure the quality of our customer service.

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Reports and their analysis will be provided to higher management to review and take suggestions for future improvements in the reports.

11.2 MONITORING OF COMPLAINT MANAGEMENT SYSTEM

Gas Department will continually monitor complaint management system to:

- i. Ensure its effectiveness in responding to resolving of complaints.
- ii. Identify and correct deficiencies in operation strategies.
- iii. Audit purposes.

12. CONTINUOUS IMPROVEMENT:

Gas Department is committed to improving the effectiveness and efficiency of its Complaint Center and Complaint Management System. To achieve these, the department will do the following:

- i. Support the concerned staff to find best / appropriate ways to resolve the complaints.
- ii. Will implement the best practices in Complaint Management System.
- iii. Recognize and reward the exemplary complaint handling by concerned staff.
- iv. Review complaint data and consumer's feedback.
- v. Continuous monitoring of the Complaint Management System.

13. UAN No. 042-111-743-743

This UAN No. 042-111-743-743 has been dedicated for Gas Emergency Complaints / Complaint Cell, that will be printed on PIEDMC's website and copy of consumers Bill.

13.1 OBJECTIVES:

To receive consumer's complaints/ queries on phone in a polite and courteous manner and to give response/reply to consumers queries, round the clock. To ensure complaints are resolved within the prescribed time frame as instructed by OGRA.

13.2 WORKING PROCEDURE:

- 13.2.1 The telephone operator will receive incoming calls within 60 seconds and register consumer's/ shippers complaints / concerns in the Complaint Cell Register with courtesy and smile.
- 13.2.2 Obtain consumers Account ID and personal information of any shipper for mentioning in the complaint register maintained by the operator.
- 13.2.3 Every complaint shall be recorded manually into the complaint register for making the system more transparent and effective.
- 13.2.4 Operator will confirm the address and contact details of the consumer.
- 13.2.5 Note down / register the complaint / query of the complainant into the register.
- 13.2.6 Queries regarding provision of new Gas Connection, applicable Tariff, Billing Cycle etc will be attended by duty operator at its own as operators will be equipped with basic knowledge of gas operations, quality and necessary documentation.

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- 13.2.7 Intimate the unique identifier Number / Complaint Number to the consumer for future correspondence and tracking of complaint's status.
- 13.2.8 Operator will Tag the priority of complaint after analyzing the basic information provided by the complainant.
- 13.2.9 Operator will intimate the concerns of complainant to concerned Emergency Response Team deputed at site telephonically within 15 minutes after the receipt of any complaint.
- 13.2.10 Complaint Cell will ensure that complaint is attended at the earliest / within timelines defined in the Performance & Services Standards (**Annexure-A**).
- 13.2.11 In case of query from consumer regarding already lodged complaint with our Complaint Cell, Operator will get the Unique Identifier Number / Complaint Number from consumer and will intimate the consumer about status / actions taken to resolve his / her complaint.
- 13.2.12 If consumer is not satisfied with the actions taken to resolve his/her complaint, then operator will connect the call to officials of Gas Department for resolution and consumer's satisfaction.

13.3 DIRECT CONTACT WITH GAS OFFICIALS:

The Gas Department has also shared the personal contact details of its Gas Officials for Facilitation/ assistance of our Industrial consumers/ shippers. These details will be displayed /printed on company's website and copy of consumer's gas bill. The details are as follows:

1. Mr. Muhammad Nouman Rafique (**CE-Tech**) – 0320-0840622
2. Mr. Muhammad Azhar Farooq (**SE - Gas**) – 0319-7618554

Performance and Services Standard

Sr. No.	ACTION	REQUIRED PERFORMANCE
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.
2	Telephone Calls	All calls to centers to be answered within 60 seconds.
3	Complaints	<p>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, gaspipe breakage, explosion or building collapse, etc., shall be dealt with as per Sr. No.1.</p> <p>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.</p>
4	Investigation of Pressure Complaints	Visit within 36 hours.
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.
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.
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>

Sr. No.	ACTION	REQUIRED PERFORMANCE
		<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 gasconnection 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.
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.
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.
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.
12	Meter Alteration and replacement at consumer's request	15 working days following acceptance and payment of relevant dues / charges.
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

Sr. No.	ACTION	REQUIRED PERFORMANCE
14	Meter Accounts(Meter reading /billing)	The Company shall deliver / serve gas bills based on actual meter readings on weekly basis 07 to 08 days or shorter period depending on the prevailing policy of the Company, or a longer period not extending 30 days. Adjustments for price / tariff should be made proportionate to the number of days. Due date of payment shall be 03 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 03 days to make payment.
15	Meter Reading Frequency	Read meter on weekly basis after the previous reading, at least 4 times in each calendar month.
16	Special Meter Readings	Visit within 3 working days of receiving a request.
17	Appointment for final meter reading	Morning or afternoon appointments (at two-day's notice) for final meter reading.
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.
19	Notifying Consumer for Non-payment	Notices of non-payment to be printed on forthcoming gas bills in case of default by the consumer.
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.
21	Reconnection after payment of dues	Within one week after full payment and access available.
22	Refunds to the Consumers	Refunds to consumers to be dispatched within 30 days.
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.
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.

Sr. No.	ACTION	REQUIRED PERFORMANCE
27	Issuance of 1 st bill after commissioning of gas supply	The company shall issue first gas bill based on actual meter readings within (07) days or next billing cycle after commissioning of gas supply to 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.