

# PUBLIC NOTICE

## **VOLUNTARY SURRENDER OF LPG CONNECTIONS FOR PNG DOMESTIC CONSUMERS**

The Petroleum and Natural Gas Regulatory Board (PNGRB) appeals to all citizens who have migrated to Piped Natural Gas (PNG) Domestic connections but have not surrendered their LPG connections to participate in this important National Initiative for a safer and more efficient energy ecosystem.

### **APPEAL TO CITIZENS**

If you have switched to PNG but still retain your LPG connection, we urge you to voluntarily surrender your LPG connection to your respective LPG distributor at the earliest.

### **BENEFITS OF SURRENDERING YOUR LPG CONNECTION**

<b>FINANCIAL BENEFITS</b>	<b>SAFETY BENEFITS</b>	<b>NATIONAL BENEFITS</b>
<ul style="list-style-type: none"> <li>✓ Refund of security deposit for cylinders</li> <li>✓ Save space for your unused cylinders</li> <li>✓ No risk of deterioration charges for non-returned cylinders</li> <li>✓ Contribute to national savings of thousands of crores annually</li> </ul>	<ul style="list-style-type: none"> <li>✓ Eliminate fire hazards from storing unused LPG cylinders at home</li> <li>✓ Reduce risk of gas leakage and related accidents</li> <li>✓ Ensure safer living environment for your family</li> <li>✓ Prevent misuse of inactive connections</li> </ul>	<ul style="list-style-type: none"> <li>✓ Reduce wasteful expenditure ultimately borne by consumers</li> <li>✓ Enable better resource utilization by Oil Marketing Companies</li> <li>✓ Support India's urban energy transition</li> <li>✓ Contribute to national energy efficiency</li> </ul>

### **PROCESS MATRIX**

<b>SURRENDERING YOUR LPG CONNECTION</b>	<b>ESCALATION MECHANISM</b>	<b>ESCALATION TO PNGRB</b>
<p>STEP 1: Contact your local LPG distributor</p> <p>STEP 2: Submit a voluntary surrender request with your LPG connection details</p> <p>STEP 3: Return any LPG cylinders and regulator in your possession (if applicable) and terminate the connection</p> <p>Alternatively, place the connection in safe custody</p> <p>STEP 4: Collect your security deposit refund as per the surrender process. This is also applicable in the case of safe custody</p>	<p>In case of any issue or grievance:</p> <p>Level 1: Contact your Local LPG Distributor and provide a written request reminder for action</p> <p>Level 2: Escalate to respective Oil Marketing Company</p> <ul style="list-style-type: none"> <li>• BPCL</li> <li>• HPCL</li> <li>• IOCL</li> </ul>	<p>Email: <a href="mailto:grievance@pngrb.gov.in">grievance@pngrb.gov.in</a></p> <p>Website: <a href="http://www.pngrb.gov.in">www.pngrb.gov.in</a></p>

### **IMPORTANT INFORMATION**

<b>IN CASE OF EMERGENCY</b>	<b>ASSURANCE</b>
<ul style="list-style-type: none"> <li>• Emergency LPG connections are available during emergencies</li> <li>• Off-the-shelf LPG supply available at designated places</li> <li>• You can always reconnect if needed in future at the same Security deposit, if the connection is placed under safe custody</li> </ul>	<p>This is a voluntary, consumer-centric initiative aimed at:</p> <ul style="list-style-type: none"> <li>• Enhancing household safety</li> <li>• Reducing unnecessary financial burden</li> <li>• Supporting national energy goals</li> </ul>

## **BE A RESPONSIBLE CITIZEN**

Join this National Drive for a Safer, Smarter Energy Future

**“Your Safety, Our Priority – Surrender Unused LPG Connection Today”**