



## Attention

# LPG Domestic Cooking Gas Customers



1. The last date of submission of KYC (Know Your Customer) form with Proof of Identity (POI) and Proof Of Address (POA) for those customers whose names appear in the list as having been identified as using/holding Multiple LPG connections has been **extended from 15th November 2012 to 30th November 2012**.
2. This list of customers is hosted on the respective Oil Marketing Company website/ transparency portal and also published in each distributor's premises.
3. Customers whose names do not figure in the above mentioned list do not need to submit their KYC forms for now.
4. The KYC forms are available with all LPG Distributors Free of Cost. The KYC Form is also hosted in a downloadable format on the respective websites of Oil Marketing Companies, which can be used by the customers.
5. On submission of filled-up KYC forms along with POI & POA, customers should collect a receipt in acknowledgment from the LPG Distributors and retain the same for records.

QUESTIONS YOU NEED ANSWERS FOR		EARLIER	NOW*
<b>RATES OF SUBSIDISED LPG CYLINDER</b>	Prices of domestic LPG cylinder	Subsidised LPG cylinders for domestic use without any limit.	✗ cylinders per financial year at Subsidised rate to each domestic LPG consumer
<b>NEW LPG CONNECTION</b>	New Domestic connection for LPG at Subsidised rate but capped at 6 cylinders per annum, after KYC/ de-duplication	Permitted	Permitted
	Instant new Domestic LPG connection for LPG at Non-subsidised rate till KYC/ de-duplication is completed	Not Available	Available at customer's request
<b>GIVE UP THE ENTITLEMENT OF SUBSIDISED CYLINDERS</b>	-	Not Available	Available at customer's request
<b>REACTIVATION OF BLOCKED LPG CONNECTIONS OR RETAIN DUPLICATE CONNECTIONS</b>	Multiple Domestic LPG connections which are currently blocked or will get blocked due to non-compliance of KYC norms	Permitted for conversion to Domestic Subsidised category only after KYC/ de-duplication norms are satisfied	Such connections can now be additionally converted to non-subsidised NDEC rate connection with no KYC formalities
<b>TRANSFER OF LPG CONNECTION</b>	To family member during lifetime	Not permitted	Permitted
	To legal heir in case of death of consumer	Permitted based on legal heir/ succession certificate	Now simplified. By furnishing self-declaration by the next of kin and death certificate
<b>REGULARISATION OF LPG CONNECTION</b>	In someone else's name but with original documents	Not permitted	Permitted
	In case of equipment held without original documents	Not permitted	Permitted

\* Conditions apply. Details available with LPG Distributors and on OMCs' websites. For any information/suggestions/complaints you may contact the toll-free helpline number **1800-2333-555**

- LPG distributors' deliveryman carries a weighing scale. You should get your cylinder weighed every time in your presence before accepting delivery.
- There is no restriction of 21 days between two refill bookings and/or deliveries.

Please retain a copy of this advertisement for future reference

Issued in public interest by



Ministry of Petroleum and Natural Gas  
Government of India

The detailed procedure is also being made available on the websites: [www.indane.co.in](http://www.indane.co.in) • [www.ebharatgas.com](http://www.ebharatgas.com) • [www.hpgas.com](http://www.hpgas.com)