



Attention LPG Domestic Cooking Gas Customers: Here are Your Queries Answered

QUESTIONS YOU NEED ANSWERS FOR		EARLIER	NOW	UNDER WHAT CONDITION(S)
RATES OF SUBSIDIZED LPG CYLINDER	Prices of domestic LPG cylinder	Subsidized LPG Cylinders for domestic use without any limit.	6 cylinders per financial year at subsidized rate to each domestic LPG consumer.	(i) Each household LPG connection is eligible for 3 subsidized LPG cylinders between 14.09.2012 till 31.03.2013 and 6 cylinders per annum from the next financial year. Supply of non-subsidized LPG cylinders will start only after the entitlement of subsidized cylinders is exhausted (ii) PSU Oil Marketing Cos. will notify prices of non-subsidized LPG cylinders every month based on international prices
NEW LPG CONNECTION	New Domestic connection for LPG at Subsidized rate but capped at 6 cylinders per annum, after KYC / de-duplication.	Permitted	Permitted	(i) Must not already be in possession of LPG connection from any of the PSU oil companies in his / her household or Piped Natural Gas (PNG) connection from any CGD company (ii) Submit KYC (know your customer) information, including Proof of Identity and Proof of Address (iii) After de-duplication (multiple connection check) by Oil Marketing Companies (OMCs) to ensure that there is no existing domestic LPG connection in the same household from any of the PSU OMCs
	Instant new Domestic LPG connection for LPG at Non-subsidized rate till KYC / de-duplication is completed.	Not Available	Available at customer's request	(i) Must not already be in possession of LPG connection from any of the PSU oil companies in his / her household or Piped Natural Gas (PNG) connection from any CGD company (ii) Submit KYC (know your customer) information, including Proof of Identity and Proof of Address (iii) Subsidized LPG cylinders can be drawn after KYC check and de-duplication
GIVE UP THE ENTITLEMENT OF SUBSIDISED CYLINDERS	-	Not available	Available at customer's request	Customer will be subject to KYC / de-duplication and reporting on transparency portal
REACTIVATION OF BLOCKED LPG CONNECTIONS OR RETAIN DUPLICATE CONNECTIONS	Multiple domestic LPG connections which are currently blocked or will get blocked due to non-compliance of KYC norms.	Permitted for conversion to Domestic subsidized category only after KYC / de-duplication norms are satisfied.	Such connections can now be additionally converted to Non-subsidized NDEC rate connection with no KYC formalities	KYC formalities and de-duplication required to re-commence subsidized cylinder entitlement
TRANSFER OF LPG CONNECTION	To family member during lifetime	Not Permitted	Permitted	(i) Transferee should not already be in possession of LPG connection from any of the PSU oil companies in his / her household or Piped Natural Gas (PNG) connection from any CGD company (ii) Submit KYC (know your customer) information, including Proof of Identity and Proof of Address (iii) Same Security Deposit as in the original Subscription Voucher (SV)
	To legal heir in case of death of consumer	Permitted based on legal heir / succession certificate	Now simplified. By furnishing through self-declaration by the next of kin and death certificate	KYC/de-duplication by OMCs
REGULARISATION OF LPG CONNECTION	In someone else's name but with original documents	Not permitted	Permitted	(i) Not already be in possession of LPG connection from any of the PSU oil companies in his / her household or Piped Natural Gas (PNG) connection from any CGD company (ii) Submit letter of consent from the original customer & undertaking or Indemnity Bond along with KYC information, Proof of Identity and Proof of Address (iii) Differential security deposit for the Cylinder(s) & Pressure Regulator between amount in old and the prevailing rate
	In case of equipment held without original documents	Not permitted	Permitted	(i) Same as applicable for release of new LPG connection (ii) Security deposit for cylinder & regulator at prevailing rate

- The last date for submission of KYC (Know Your Customer) form along with Proof of Identity (POI) and Proof of Address (POA) has been extended from 31st Oct. 2012 to 15th Nov. 2012
- Only those customers whose names appear in the respective Oil Marketing Companies (OMC) Website/Transparency Portal as identified using/holding multiple LPG connections (the list is also available with your LPG distributor) need to submit the KYC details along with POI and POA
- Customers not identified as using/ holding Multiple LPG Connections need not submit KYC form as of now
- KYC form, along with POI and POA, is also required for (a) new connections (b) transfer from one distributor to another (c) regularisation of existing LPG connections, and (d) re-activation of blocked/dormant LPG connections
- It is clarified that there is no restriction of 21 days between two bookings and/or deliveries
- LPG distributors' deliveryman carries a weighing scale. Please get your cylinder weighed everytime in your presence

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The detailed procedure is also being made available on the OMC websites: www.indane.co.in • www.ebharatgas.com • www.hpgas.com