

# Megha City Gas Distribution Private Ltd.



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Balanagar, Hyderabad, Telangana, India -500037.  
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## APPLICATION FOR REGISTRATION AND SUPPLY OF DOMESTIC PIPED NATURAL GAS (PNG) CONNECTION

### FOR OFFICE USE ONLY

Customer Relation No:  Date:  Application No:

Dear sir, I/We wish to register for one Domestic Piped Natural Gas connection as per details mentioned below

### CUSTOMER DETAILS (Please fill the details in BLOCK letters)

(1) FULL NAME: Mr./Ms./Mrs.

(2) S/o./D/o./W/o

(3) Address: House/Plot/Flat No.  Floor  Street/Road No.

Society/Apartment Name

Area  Village/Town/City

District  State

Pincode  Mobile No

E-Mail:

(Note: E-Billing will be activated and bill will be delivered on this e-mail ID)

(4) Aadhar Card No.

(5) Coordinates of the premises  N,  E

(6) Type of Ownership (Please tick):  Owner  Rented  Allotted

If rented, please submit NOC\* (To be issued by the lawful owner of the Property) 'OR' valid rent agreement with the lawful owner of the premise

(7) Proof of Address:  Electricity Bill (Latest)  Telephone Bill (Latest)  Water Bill (Latest)  Ration Card  Others \_\_\_\_\_

(8) Proof of Ownership:  Reg. Sale deed  House Tax receipts  Rent Agreement  Allotment letter  Others \_\_\_\_\_

### LPG CONNECTION DETAILS

Do you have an LPG connection (please tick)  Yes  No

If Yes, Kindly provide following details :

LPG Consumer No.  Name of LPG company (please tick):  HPCL  IOCL  BPCL  Others

**Note :** Please read clause no. 5.1 (XXIII)

### EXTRA CONNECTION REQUEST

I would like to take extra connection for the following appliances in addition to single PNG connection.

Yes  No

If Yes, Appliance Name \_\_\_\_\_ Location: \_\_\_\_\_

I agree to pay the additional charges for extra appliances connection along with registration amount

(Kindly refer Tariff card for cost of the additional connection)

### NO OBJECTION CERTIFICATE (NOC to be Filled by the lawful Owner)

This is to certify that I, Mr./Ms./Mrs \_\_\_\_\_ am the lawful owner of the above-mentioned property. I have no objection, if the person applying for PNG domestic connection as mentioned above, avails connection in his/her name from MeghaGas.

Mobile No.: \_\_\_\_\_ Signature: \_\_\_\_\_

**Note :** Attach photocopy of any of the document as mentioned in point no.8

# TERMS AND CONDITIONS FOR SUPPLY OF PIPED NATURAL GAS TO DOMESTIC CONSUMERS

The AGREED TERMS AND CONDITIONS BETWEEN THE MEGHA CITY GAS DISTRIBUTION PRIVATE LIMITED (hereinafter referred to as "Supplier") and the applicant (hereinafter referred to as "Customer") for the supply of Piped Natural Gas (PNG) are stated below:

## 1. DEFINITIONS:

- 1.1. "Application Form" means the request for a PNG connection in the format designed by Supplier containing Terms and Conditions for supply of PNG to domestic customers.
- 1.2. "Billing Cycle" means bi-monthly period for which invoices are generated based on consumption of Natural Gas by domestic consumers in their premises.
- 1.3. "Customer" means the applicant for a Piped Natural Gas (PNG) Connection who may be provided connection subject to the terms and conditions mentioned herein.
- 1.4. "Connection" means installation of combination of one or more pipelines, related fittings, valves, regulator, meter, rubber tubing and any other associated equipment provided by Supplier in Customer's premises in order to supply PNG to the Customer.
- 1.5. "Connection Security Deposit" has the meaning as defined in Clause 3.
- 1.6. "Invoice" means a periodic statement generated by Supplier showing details of various charges applicable for consumption of Natural Gas, minimum usage charges, non-refundable charges for extra connection or work undertaken (if any) by the Supplier at the Customer premises, late payment charges, penal charges, if any, and the total amount including taxes and levies payable by Customer to the Supplier for use of gas for a particular period.
- 1.7. "Last Mile Connectivity" means connectivity between the Riser Isolation Valve (RIV) before the metering unit and the safety hose pipe connecting the burner in the Customer's premises.
- 1.8. "Measurement Equipment" means meters, including apparatus, regulators, gauges, valves, pipes and other related accessories and fittings, installed at Customer's premise as the Supplier considers necessary for the measurement and recording of the volume of natural gas in Cubic Meters or Standard Cubic Meters and Pressure in Kg/cm<sup>2</sup> or Bar or mBar or any other unit at the Delivery Point for the safe operation of the Supplier's & Customer's Facilities.
- 1.9. "Payment Security Deposit" has the meaning as defined in Clause 3.
- 1.10. "Planned Works" shall mean works conducted over a period of hours or days identified in advance on the Supplier's Facilities by the Supplier, which may temporarily restrict the Supplier's Facilities and shall include modifications to, enlargement of, repairs to or maintenance of the (a) Supplier's Facilities and (b) upstream of the Supplier's Facilities which may result in temporary reduction/stoppage of PNG to the Customer.
- 1.11. "PNG" means natural gas supplied by pipelines for domestic/commercial/industrial use.
- 1.12. "PNG Price / Gas Price" means unit price of PNG in Rs./SCM or any other such unit prescribed by PNGRB.
- 1.13. "PNGRB" means Petroleum and Natural Gas Regulatory Board established under sub-section 3 of the PNGRB Act
- 1.14. "PNGRB Act" means Petroleum and Natural Gas Regulatory Act, 2006.
- 1.15. "Premises" or "Site" or "Property" means the property owned or occupied by the Customer in which the Customer has got PNG connection from the Supplier or is desirous of getting a PNG connection.
- 1.16. "Supplier" means Megha city gas distribution private limited, a company incorporated under The Companies Act, 1956 and having its registered office at S-2, Technocrat Industrial Estate, Balanagar, Hyderabad, Telangana State-500037.
- 1.17. "Supplier's Facilities" means the Supplier's pipelines, gas plants, machinery, measurement Equipment, metering facilities, pressure regulating stations, and other equipment necessary for flow control and processing, compression, measuring and testing of Gas to enable delivery of Gas to the Customer.
- 1.18. "Standard Cubic Meter" or "SCM" shall mean the quantity of Gas that occupies a volume of one (1) cubic meter at a temperature of fifteen degrees Celsius (15°C) under absolute pressure of one decimal zero one three to five bar (1.01325 Bar).
- 1.19. "Tariff Card" means a document prepared by Supplier and revised from time to time as per the market standards prevalent at that time indicating various charges which include Refundable Interest Free Connection Security Deposit and Payment Security Deposit, late payment charges, penal charges, other charges for any extra connection or work undertaken by the Supplier at the Customer Premises.
- 1.20. "Terms and Conditions" mean and include the clauses enumerated herein. The present Terms and Conditions are being a mere recitation of the settlement arrived between the parties and do not create any rights in present. No possession, right or title has passed on in present because of these Terms and Conditions and they do not constitute a binding agreement. Words imparting the masculine gender shall, where the context so admits, include the feminine gender and neutral gender. Words imparting the singular number shall where the context so admits, include the plural number.

## 2. CONNECTION:

- 2.1. Upon receipt of duly completed application form along with valid documents and applicable refundable interest-free Connection Security Deposit, and Payment Security Deposit the Customer shall be deemed to have unconditionally accepted the connection and supply of PNG on the Terms and Conditions mentioned in this Application Form and amended from time to time. However, the Supplier retains the final discretion as to whether the connection and supply of PNG will be done to the customer or not, depending on eligibility and technical criteria.
- 2.2. Application received without applicable refundable interest free connection deposit, and payment security deposit shall not be considered as a valid application for PNG connection.
- 2.3. On submission of such valid application, the Supplier shall commence the process to provide PNG connection to the Customer. The Supplier will carry out a feasibility test, technical survey of the Customer's premises and shall determine the eligibility, the location and manner of laying pipeline and installation of meter and other equipment for supply of PNG. It has been agreed that the installation activity shall be carried out by the Supplier/its authorized Vendor or Contractor.
- 2.4. The Supplier, as a prudent CGD company, shall make all efforts to install the connection within reasonable time, not exceeding three months from the date of registration subject to availability of permissions and access to the Customer's premise. However, the Supplier may cancel or refuse without prejudice the Application on the grounds of technical non-feasibility, non-availability of permissions from the authorities or safety or hazard concerns or any such grounds which the Supplier reasonably deems fit. In such event, the Supplier shall refund the interest free refundable connection and payment security deposits submitted by the Customer in full within a period of maximum three (3) months from date of registration.
- 2.5. A single connection means provision of PNG for use in one kitchen per premise. However, extension from the kitchen can be provided to connect maximum two appliances such as geyser etc. in the same / different floors at additional charges as determined by the Supplier from time to time according to prevalent market standards. Separate kitchens on same / different floors in the premise shall be treated as separate PNG connections and separate meters shall be installed. No kitchen point shall be given outside the kitchen premises.
- 2.6. Extra appliance connection shall be installed as per route determined by Supplier considering safety, ease of installation and maintenance, etc. Supplier reserves the right to refuse provision of extra appliance connection based on site condition. In case of any dispute / disagreement regarding the route prior to installation, the charges paid by the Customer for the same shall be refunded after deduction of site visit charges mentioned in the Tariff Card.
- 2.7. Concealed GI/CU pipeline shall not be provided / allowed under any circumstances due to safety reasons.
- 2.8. All pipelines installed above ground shall be exposed and painted with Golden Yellow colour by the Supplier. In no case Customer shall tamper with or change the colour of the pipeline.
- 2.9. Supply of PNG shall be commenced after receipt of approvals and permissions if any required, and necessary testing of the installation by the Supplier.
- 2.10. The Supplier reserves the right to supply PNG to other Customers, through the same pipelines, at any point before inlet of the meter installed at the Customer's premises.
- 2.11. Maximum flow of Natural Gas in Customer's premises is limited to 2.5 M<sup>3</sup>/hour at a gas pressure of 21 mBarG. Hence connectivity by the Supplier to consumption points will be such that this maximum flow is not breached. Supplier reserves the right to refuse provision of extra appliance connection if the flow of gas because of the extra connection seems to exceed the maximum flow allowable through the meter.

## 3. CHARGES:

- 3.1. The refundable interest-free Connection Security Deposit, as defined in Tariff card, shall be towards security of the

following equipment and facilities (including the labour cost of installation) towards last mile connectivity for a single connection.

- I. One Point (Gas Tap) in One Kitchen
- II. One Riser isolation valve (RIV) & Meter Isolation Valve (MIV) before the metering unit (on need basis)
- III. Up-to ten meters of GI pipe up to the metering unit
- IV. Metering unit (One Domestic Meter, One Regulator and fitting accessories)
- V. Up-to five meters of G.I. / copper pipe from the metering unit up to the gas tap
- VI. One wire braided flexible hose (Suraksha Hosepipe) of standard size connecting the gas stove.
- VII. Conversion of maximum four burners for PNG use in single gas stove.
- 3.2. Quantity of pipeline, material and fittings materials specified for single Domestic PNG connection as mentioned in Clause 3.1 above is only for that particular connection and cannot be adjusted/ clubbed with the quantity of pipelines, material and fittings for the other points /connection.
- 3.3. The refundable Payment Security Deposit, as defined in Tariff card, shall be security against usage of gas in the Customer's premise.
- 3.4. In case of requirement of any additional equipment / pipeline for providing PNG connection (other than mentioned in Clause 3.1) and/or for connecting appliances other than single gas stove with maximum four domestic PNG burners in the Customer's premises, non-refundable charges shall be payable by the Customer to the Supplier as per the Tariff Card.
- 3.5. The Supplier shall convert the existing LPG burners, free of cost, to make it compatible for use on PNG for the first stove/ appliance within fifteen (15) days of the PNG connection. Any subsequent and additional conversion(s) would be carried out on payment of applicable charges as mentioned in the tariff card at the time of conversion. If desired, the Customer may approach the OEM/Dealer for his Stove conversion, so that the conversion is done as per customer's satisfaction. The Supplier will not be responsible for any breakage/loss during such conversion activity. In case of automatic stove / burner, it is Customer's responsibility to convert the same to make it compatible for use on PNG.
- 3.6. Interest free security deposits paid by the Customer shall be refunded only upon termination of the connection and after clearing all the dues.
- 3.7. Any modification / alteration required in the gas connection shall only be carried out by the Supplier. For any extension/modification, relocation/alteration of the pipeline / meter / regulator or any part of the connection, the Customer shall request the Supplier and the Supplier upon receiving such request shall promptly carry out the requested modification. Customer shall pay charges to the Supplier as applicable at the time of execution of work as mentioned in the Tariff Card. In no case, the Customer shall have any right to modify / alter the connection. If, it is found that, the connection has been modified / altered (including clamp removal) / tampered / concealed in part or whole by the Customer, the Supplier may discontinue the supply of PNG and levy penalty as per the tariff card to the Customer.
- 3.8. Advance payment if any, made by the Customer to the Supplier at the time of registration, other than Refundable Interest Free Security Deposits, will be adjusted against charges for 'Extra Work/Services'. Additional payment if any to be made by the Customer will be added in the gas invoice. No interest would be paid to Customer on advance amount if the total charges of Extra Work/Services done by the Supplier are less than advance payment made by the Customer, necessary credit will be given in the gas Invoice. All charges paid by the Customer for extra work/ services are non-refundable except refundable interest free security deposits mentioned in Clause 2.
- 3.9. MeghaGas reserves the right to levy minimum charges in the bill towards recovery of administrative costs. Currently, if the consumption in a bi-monthly billing cycle is less than 5 SCM, the Consumer is liable to pay minimum charges equivalent to value of 5 SCM. These minimum charges are subject to revision by MeghaGas from time to time. Further, in case there is delay of more than 15 days at Customer's end in getting the PNG connection activated, after meter installation at the premises, then the charges shall be levied in the immediate billing cycle, as applicable, on account of said delay.

## 4. INVOICING:

- 4.1. The quantity of PNG supplied to the Customer shall be measured through a meter installed and maintained by the Supplier at the Customer's premises. Immediately upon commissioning of the meter and commencement of the PNG supply, the Supplier shall deliver to the Customer the first invoice mentioning details of all the pending payments related to the connection. Customer shall pay all the pending payments by due date mentioned on the invoice failing which Supplier shall charge a penal interest of 2% per month and / or resort to PNG disconnection or suspension of PNG supply and /or termination of PNG connection after giving reasonable notice to the Customer.
- 4.2. The meter installed by the Supplier measures the gas in Cubic Meters. The reading (in Cubic Meter) of the meter can be converted into Standard Cubic Meter (SCM) by applying factors which depend on delivered pressure of gas, temperature of gas, composition of gas, etc. The Supplier may break the prevailing gas price into various components as may be required by PNGRB regulations.
- 4.3. E-billing is the practice by which invoices or bills are electronically delivered to the customers, rather than being sent by post to save trees & environment.
- 4.4. Invoice shall be sent to the Customer at the end of every invoice period in Rs/SCM or any other unit prescribed by PNGRB. Every invoice shall be paid by the Customer in full by the due date mentioned on the invoice.
- 4.5. Supplier currently raises bi-monthly bill on the Customer. However, the frequency of billing cycle may be revised by the Supplier as and when required.
- 4.6. Cheque/DD/ Pay order for the invoice amount should be made by the Customer in the name of 'Megha City Gas Distribution Private Limited' and deposited at the payment collection centres indicated by the Supplier. Customer is requested to use online payment modes for clearing the bills. Customer can also pay via UPI or MeghaGas App.
- 4.7. The Supplier may revise the PNG price and / or any other charges as mentioned in the Tariff Card as per the prevailing market conditions.
- 4.8. All cesses, taxes, duties, assessments and any other levies imposed or to be imposed in future by Central / State Government, Statutory and or local bodies, in relation to the connection and supply of PNG shall be passed on to and paid by the Customer. The Supplier shall invoice the same to the Customer and Customer shall be liable to pay such taxes, duties levies etc. as may be applicable.
- 4.9. In the event of failure of the meter to record correct consumption, the quantity of PNG consumed by the Customer shall be determined on the basis of the average consumption of last six billing cycles or any other basis determined by Supplier as per prevailing industry standards.
- 4.10. In case Customer's premise is found locked at the time of meter reading or meter reader is unable to record reading due to any other reason at the Customer's premise, it is the Customer's responsibility to submit meter reading to the Supplier. In case of failure of Customer to submit meter reading, Supplier shall send estimated invoice to the Customer on the basis of average consumption of last six billing cycles. In case of non-availability of consumption pattern of last six billing cycles, estimated invoice shall be raised by the Supplier on the basis of average daily gas consumption per house hold calculated for the city. In both the above cases, MeghaGas's decision with respect to quantity of gas supplied at the premise shall be final & binding upon the Customer.
- 4.11. Non receipt of invoice shall not be a sufficient ground for non-payment of outstanding amount. In case Customer does not receive the invoice he/she shall apply for a duplicate copy of the same from the Supplier and Supplier shall provide the same. The Customer shall pay to the Supplier late payment charges as mentioned in the Tariff Card on all the delayed payments from the due date until payment and / or realization. Date of receipt of payment made by Customer shall be considered as the date on which clear balance is available of such payment in the Supplier's account.
- 4.12. If the Customer has any query/concern/dispute related to meter reading(s) or bill(s), the Customer shall pay the invoice amount in total by the due date, and then lodge a complaint with the Supplier. She/He may call at our 247 Customer Care Number 1800 123 1803 / 040-46565 555 / 69085555. All complaints shall be dealt with in a stipulated time frame and if the claims made by the Customer are found to be correct, credit / debit arising out of such resolution of complaint shall be adjusted in the next invoice by the Supplier
- 4.13. No waiver in invoice shall be given in case of any gas leakage found from gas stove or rubber tube

- 4.14. If any banking instrument under Negotiable Instrument Act, 1881 issued by Customer gets dishonoured for any reason attributable to customer, dishonour charges as per Tariff card may be levied on customer without prejudice to the rights of Supplier to initiate appropriate legal proceedings against Customer for said dishonour.
- 4.15. In case the Customer fails to pay the gas consumption bills, including any other sum due to the Supplier, the gas supply will be suspended/disconnected after giving due notice of 15 days. The supply shall only be resumed by MeghaGas after clearance of all outstanding bills with applicable penal charges as per the Tariff card. Additionally, re-connection charges as per the Tariff card to cover the expenses involved in disconnecting & reconnecting the supply. In such cases Supplier reserves the right to resume the PNG supply after collection of Rs. 1000 Gas Consumption Security. However, the reconnection will be at the sole discretion of the Supplier. Further, in case the customer fails to pay the outstanding dues within 15 days from the date of disconnection, MeghaGas reserves the right to initiate appropriate legal proceeding (as deemed fit) to recover the outstanding dues and/or to permanently disconnect the consumer.
- 5. OBLIGATIONS OF THE CUSTOMER:**  
The Supplier and the Customer have agreed that the Customer shall endeavour to fulfil the following, upon fulfilment of which to which the connection shall be installed and/ or continued:
- 5.1. The Customer shall:
- (I) prior to the commencement of PNG supply, at its own cost, obtain all necessary consents, approvals and permits from all relevant authorities including RWA/society administration/ housing society / association/ joint owners required to obtain the PNG connection. The Customer shall, also be responsible at its own cost for obtaining all easements or rights of way through any private property of any other person inside the society/colony/sector or RWA, society administration, etc. for laying of pipeline for supply of PNG. The Supplier reserves the right to discontinue the PNG supply in the event of any dispute between the Customer and the landlord/Society by giving prior reasonable notice to the Customer.
  - (II) be responsible to obtain No Objection Certificate from landlord/ Society, where the premise is tenanted property or is situated in a building belonging to a Society. The Supplier reserves the right to discontinue the PNG supply in the event of any dispute between the Customer and the landlord / society which hinders or restricts the installation and maintenance of PNG connection or related pipeline installations.
  - (III) use the PNG only for domestic or household purpose, such as cooking and water heating at the premise mentioned in the application form and shall not use / permit/allow the usage of PNG for any other purpose.
  - (IV) take adequate precautions and all safety measures in connection with the supply and use of PNG and shall also ensure safety of the equipment and facilities provided by the Supplier within the Customer's premises.
  - (V) be responsible for any civil work required for the safety of the pipelines, meter, regulator or other facilities and equipment installed by the Supplier within the Customer's premises.
  - (VI) be responsible to make holes in precise stones/ marbles required for gas installation.
  - (VII) take permission of the Supplier in case any construction/renovation/changes are required to be done in the premises having the installation.
  - (VIII) inform the Supplier before installing any equipment such as PNG geyser or any other equipment.
  - (IX) inform the Supplier in the event of sale of the Customer's Premises to the third party or any planned renovation or demolition works or in case of succession or shifting of residence.
  - (X) permit the Supplier/its authorized representatives' access to the premises for the purpose of meter reading, invoice distribution, laying pipelines, to alter or replace any pipeline, inspection, maintenance, modification, extension, check-up, collection of payments, installation of equipment, take photographs and undertake disconnection for unauthorized tapping/modification/extension of connection/concealing of pipeline
  - (XI) inform the Supplier if he is going out of station for a period of two month or more to enable the Supplier to disconnect the PNG supply at the Customer's premises for safety reasons and pay the prevailing charges for Temporary Disconnection as per Tariff Card.
  - (XII) Not adjust, clean, repair, replace or otherwise handle any of the pipes, meter, regulator, or other equipment installed by the Supplier.
  - (XIII) be liable to report about any gas leakage, damage to meter, piping, equipment or facility or non-reading of meter, occurrence of any emergency or any potentially hazardous situation at the earliest by calling on the emergency contact numbers mentioned on the invoice, gas meter, customer app, website and shall co-operate with the Supplier's personnel to contain the emergency, as and when required.
  - (XIV) follow safety instructions prescribed by Supplier from time to time.
  - (XV) Ensure payment of dues by the due date.
  - (XVI) use standard and good quality gas equipment for safety reasons.
  - (XVII) inform about concealed pipeline or cables, if any, at the time of survey conducted by the Supplier. Supplier shall not be held responsible for damage to such concealed pipelines or cables.
  - (XVIII) ensure that nothing is tied or hanging on gas pipeline. Customer shall take appropriate measures to protect gas pipeline.
  - (XIX) not install electric/telephone or any type of wires or cables very close to gas pipeline.
  - (XX) not conceal GI / Copper pipeline/ wire braided flexible hose in wall, furniture, floor, cabinets etc.
  - (XXI) not use additional wire braided flexible hose to connect any other appliance.
  - (XXII) not extend GI/ Copper pipeline or wire braided flexible hose to any other consumption point or to any room other than where appliance is installed.
  - (XXIII) comply with the 'The Liquefied Petroleum Gas' (Regulation of Supply and Distribution) order 2000 and its amendments or any such order(s) in future notified by Government of India related to domestic Liquefied Petroleum Gas under Public Distribution System.
  - (XXIV) not have any direct dealing or monetary transaction with any Vendor/ Contractor/ or plumber/ worker/any other person.
  - (XXV) not hold the Supplier liable / responsible for the entry by any unidentified person or any imposter or person claiming to represent or act on behalf of Supplier.
  - (XXVI) Not hold Supplier responsible for servicing/repairing of gas stove or burner.
- 5.2. Supplier may conduct KYC (know your customer) activities as and when required. The Customer is required to cooperate for the same.
- 5.3. Supplier may install meters with Automated Meter Reading facility. Alternatively, the Supplier may introduce Smart-Card enabled gas meters as part of PNG installation and under such a scenario, the prepaid rates and corresponding T&Cs (as mentioned on Megha Gas website) will be binding on the customer. The Customer will buy/ recharge prepaid smart cards for supply of PNG from various authorized channels made available by the Supplier from time to time. The Customer must pay charges towards such technological up-gradation of metering system, whenever it gets applicable in future and the same shall be separately communicated by the Supplier.

- 5.4. Customer understands that the rubber tube is a consumable component of PNG installation. Customer should get it inspected periodically by MeghaGas. Customer shall also ensure that if at any time during the usage / non-usage of PNG connection, any damage is detected in the rubber tube, PNG supply should be stopped immediately and a request for replacement of damaged rubber tube with applicable charges should be placed with the Supplier. No request for compensation/adjustment in the PNG consumption bill on account of leakage of gas caused due to damage of rubber tube/gas stove shall be entertained.
- 5.5. The Customer shall be liable to pay penal charges along with necessary modification or restoration charges as per Tariff Card in cases mentioned in clauses 5.1 - XVIII, XIX, XX, XXI, XXII above.

**6. OBLIGATIONS OF THE SUPPLIER:**

- The Supplier and the Customer have agreed that the Supplier shall endeavour to fulfil the following, The supplier shall:
- 6.1. endeavour to provide the PNG connection at the earliest
  - 6.2. endeavour to provide a consistent and regular supply of Natural Gas to the Customer and ensure correct invoicing.
  - 6.3. endeavour to maintain the adequate delivery pressure at the regulator outlet to enable usage of PNG by the Customer.
  - 6.4. ensure upkeep of the system and maintain safe operations in the network following technical standards and safety standards, or any other regulations specified by the PNGRB.
  - 6.5. install the metering equipment at a location which is easily accessible for the purpose of operation, meter reading, maintenance, inspection, calibration, checking and replacement or removal of the metering equipment.
  - 6.6. give due notice to the Customer for planned maintenance and ensure earliest possible supply resumption after interruption and ensure prompt recovery from unplanned network interruptions if any.
  - 6.7. not disclose information of the Customer obtained for purposes other than for which it was obtained without the consent of the Customer. However, disclosure of information of the Customer to PNGRB/Govt. of India or state/ Public Sector Oil Marketing Company (PSOMC)/any other body under their directions shall not require prior permission of the Customer.
  - 6.8. make all reasonable efforts in resolving the complaints received in a time bound manner.

**7. OWNERSHIP:**

The pipes, equipment and other installations provided for the purpose of supplying PNG, up to the inlet of the stove including the wire braided flexible hose shall be and remain the property of the Supplier and the Customer shall not have or claim any right, title or interest therein.

**8. TEMPORARY DISCONNECTION:**

- 8.1. In case the Customer is not in a position to use PNG connection on temporary basis 'or' going out of station for a period exceeding two months' time, considering the safety aspect & to avoid estimated bills, the Customer should get his/her PNG connection temporarily disconnected. After receipt of the request in writing and payment of applicable charges, the Supplier will arrange to temporarily disconnect the PNG supply, record the meter reading, and accordingly raise invoice for PNG usage. After receiving the total payment against the invoice as per the meter reading taken, the Supplier will send an acknowledgement letter to the Customer regarding disconnection. During the disconnection period invoicing will not be done for that Customer for a period up to 6 months.
- 8.2. Supplier may disconnect PNG supply / connection to any premise for safety reasons. In such cases, Supplier shall, as soon as possible, intimate the Customer for such disconnection and provide schedule/time of reconnection.
- 8.3. In case the Customer fails to pay the invoice sent by the Supplier on due date, Supplier reserves the right to stop supply of PNG by giving a notice of fifteen days. The Customer shall be liable to pay charges for such disconnection and reconnection as per the prevailing Tariff Card.
- 8.4. The Temporary disconnection request may be lodged at our 24\*7 Customer care no. 1800 123 1803/040-4656555 / 69085555 and charges for the same shall be applicable as per Tariff card as stated on Megha Gas website.

**9. RECONNECTION:**

- 9.1. In case the Customer applies for reconnection of PNG supply, after temporary disconnection, all the reconnection/ re-commissioning charges as per the then prevailing Tariff Card and outstanding dues shall be paid by the Customer, except in case of disconnection carried out because of reasons mentioned in Clause 8.2. Only after full payment of all dues reconnection will be considered.
- 9.2. Supplier may, in case of temporary disconnection stated in point 8.3 above, refuse the reconnection of PNG supply by giving valid reason.

**10. DISCONTINUATION/ PERMANENT DISCONNECTION:**

- 10.1. Without prejudice to the other rights of the Supplier, the Supplier may by giving 15 days' notice discontinue the supply to the Customer, if:
  - (I) The Customer fails to pay the Supplier any sum due to the Supplier under the terms and condition of this application form
  - (II) The Customer fails to comply with any of its obligations and/or commits any breach of the covenant or conditions on his part to be observed, performed, or fulfilled
  - (III) Particulars as furnished by the Customer in the Application are found to be false or incorrect.
  - (IV) PNG is not consumed by the Customer for a continuous period of 6 months without informing the Supplier.
  - (V) The Customer tampers/modifies/alters the connection without the consent of the Supplier.
  - (VI) The Customer uses PNG for the purpose other than provided for in the terms and conditions.
  - (VII) The Legal heirs, and / or successors and / or assigns fail to submit to the Supplier the valid documents as required by the Supplier for transfer of the connection.
  - (VIII) In case of any theft/fraud or any act forbidden by the law in force for the time being
  - (IX) MeghaGas is unable to access the PNG installation / meter installed at the premises for a prolong period, even after repeated efforts / attempts.
- 10.2. Alternatively, Customer may request for discontinuation/permanent disconnection of PNG supply, by giving 15 days' notice to the Supplier. After receipt of the request in writing and payment of disconnection charges, the Supplier will arrange to discontinue the PNG supply, record the meter reading, and accordingly raise invoice for PNG usage. After receiving the total payment against the invoice as per the meter reading taken, the Supplier will send an acknowledgement letter to the Customer regarding disconnection. The refundable security deposits would be released after deducting the final bill amount and other dues, if any, after taking the meter and other fittings into the safe custody of the Supplier. The permanent disconnection request may be lodged at our 24\*7 Customer care no. 1800 123 1803/040-4656555 / 69085555 and charges for the same shall be applicable as per Tariff card as

Rev.2 Date.19.10.2022

**ACKNOWLEDGEMENT COPY**



**Megha City Gas Distribution Private Ltd.**

S - 2, Technocrat Industrial Estate (T.I.E), Balanagar,  
Hyderabad, Telangana, India - 500037.

**Toll Free : 1800 123 1803**  
**Customer care : 040-46565555/69085555**

**Email : [customercare@meghagas.com](mailto:customercare@meghagas.com)**  
**[www.meghagas.com](http://www.meghagas.com)**

Application No:

Date:

- stated on Megha Gas website.
- 10.3. In the event of discontinuance of the connection, without prejudice to the other rights of the Supplier.  
 (I) The Supplier shall remove all pipelines, installations and equipment installed by the Supplier for the supply of PNG.  
 (II) The Customer shall be liable to pay to the Supplier all amounts due and payable by the Customer to the Supplier up to the date of discontinuation of the connection.
- 11 SHIFTING OF RESIDENCE:**  
 In case, a customer desires to shift from the present premises having PNG connection to new premises, the Customer will have to surrender the present connection and settle all dues and re-apply for a new PNG connection at the new address. Customer shall not on his own, remove, shift, dismantle, modify, alter the meter, pipeline and/or any other pipeline installations. Alternatively, the vacating customer can transfer the connection in the name of the incoming tenant subject to the payment of administrative charges as per the Tariff Card and submission of required documents.
- 12 TRANSFER OF OWNERSHIP OF THE CONNECTION:**  
 Supplier permits transfer of the PNG connection from one name to another name in the event of sale/purchase of the property. Such transfer is permitted subject to the payment of administrative charges as per the Tariff Card and submission of required documents.
- 13 LIABILITY:**  
 The Supplier and The Customer have agreed that
- 13.1. The Customer shall not use the PNG for any purpose other than mentioned in the Terms and Conditions. Any use other than the said purpose without express consent of MeghaGas is prohibited. Any loss or damage to Customer himself or any third person due to such unauthorised usage of Gas is wholly attributable to Customer and Customer will be liable to indemnify and keep indemnified the Supplier from and against any loss, claim, action or proceeding that may be suffered or incurred by the Supplier as a result of any such act of the Consumer.
- 13.2. If at any time after the connection, it is found that Gas is being used for purposes other than domestic purposes, the Consumer shall be liable to pay all the bills with an additional penal rate as specified by MeghaGas, with retrospective effect from date of connection.
- 13.3. The PNG installation at the Customer premises shall be deemed to be under the possession of the Customer. Accordingly the Customer shall protect, indemnify and hold the Supplier harmless against all claims, demands action, suits, proceedings, judgments and all liabilities costs, expenses, damages or losses arising out of or resulting from or incidental to or in connection with the supply and usage of PNG
- 13.4. The Customer shall be liable for any loss or damage caused to pipes, equipment, meter or installations in his/her possession and control whether caused on account of negligence by the Customer or its associates or agents, theft, sabotage or otherwise howsoever.
- 13.5. The provisions as mentioned in this Clause 13 of the present Terms and Conditions shall be binding upon the Customer notwithstanding any permanent or temporary disconnection of PNG Supply.
- 13.6. The Consumer shall indemnify and keep MeghaGas indemnified from and against any action, claim, proceeding, loss or damage that may be suffered or incurred by him on account of any dispute with the Landlord/Society or the Consumer failing to obtain the permission of the Landlord/Society or any statutory authority for laying of pipelines, equipment and other installations for the Gas supply and in case of any event as aforesaid, the Consumer shall pay to MeghaGas all costs for removal of the pipelines, equipment and other installations for the Gas supply.
- 13.7. The Supplier will put in his best endeavour to cause minimum damage to Garden, Lawn, Plants, Decorations, Tiles and any other decorative surfaces within the society or Customer premises both on the ground and on the walls while installing pipeline, meter and associated equipment. Whilst the Supplier will ensure that any disrupted areas are left in backfilled condition. Final reinstatement of surface and decorative areas will be responsibility of the Customer. Accordingly, the Customer shall protect, indemnify and hold the Supplier harmless against all claims, demands, action, suits, proceedings, judgments and all liabilities, costs, expenses, damages or losses arising out

- of or resulting from or incidental to or in connection with the installation, and supply of PNG.
- 13.8. The Supplier shall not be liable for any injury caused to any person/animal or anyone inside or outside the residence at the time of installing gas pipeline.
- 13.9. The Supplier shall not be held liable for any delay in providing connection or any associated service for reasons beyond its control.
- 13.10. In case of any discrepancy or disagreement with Vendor / Contractor or plumber Customer should contact the Supplier's Customer Care office.
- 14 DISCLAIMER:**  
 14.1. The Supplier and the Customer have agreed that the Supplier shall not be liable for any loss, damage, costs, charges or expenses whatsoever that may be caused to or occasioned by the Customer or another person on account of failure to perform or for the delay in performing any provisions of the Terms and Conditions mentioned herein if the same is caused or results due to acts of God, War, Revolt, epidemic or pandemic conditions, Fire, Tempest, Flood, Earthquake, Lightning, direct or indirect consequences of God(declared/undeclared) sabotage, hostilities, National emergencies, civil disturbances, acts of terrorism, commotion, embargo or any other law promulgation, regulation or ordinance whether Central or State or Municipal, breakage bursting or freezing of pipeline or occurrence of any event beyond the control of the Supplier.
- 14.2. Provided further that the Supplier shall not be responsible and/or liable for any losses direct or consequential caused to the Customer if the same is caused due to the reasons stated herein above.
- 14.3. PNG invoice issued by MeghaGas at customer's registered address is only limited for billing purpose and the same cannot be treated as a valid ownership proof towards the residence/premise.
- 15 ASSIGNMENT:**  
 The Supplier and the Customer have agreed that the Supplier reserves the right to assign and transfer all or any of its rights and obligations as laid down in the present Terms and Conditions to another body corporate or third party by giving prior reasonable notice by way of publishing it on its website at www.meghagas.com
- 16 AMENDMENT:**  
 The Supplier and the Customer have agreed that the Supplier reserves its right to amend, add, discontinue or delete all or any of these terms and conditions at any time by giving prior reasonable notice and by way of publishing it on its website at www.meghagas.com, and in such case the amended terms and conditions shall be binding on the Customer w.e.f the date communicated in the said notice.
- 17 TERMS BINDING ON SUCCESSORS:**  
 17.1. These terms and conditions shall be binding on the heirs, administrator and assigns of both the Customer and the Supplier.  
 17.2. The heirs, administrator and assigns of both the Customer and the Supplier shall under all circumstances follow the various regulations issued by PNGRB relevant for City Gas Distribution Network.
- 18 ADDRESS FOR COMMUNICATION**  
 Any communication shall be sent to the Customer at the address of the Customer stated in his/ her Application unless otherwise intimated by the Customer in writing to the Supplier. Any communication to the Supplier will be sent at the following address - Megha city gas distribution private limited, S-2, Technocrat Industrial Estate, Balanagar, Hyderabad, Telangana State-500037.
- 19 JURISDICTION:**  
 Notwithstanding any other court or courts having jurisdiction to try any suit or suits arising out of or in connection with the Terms & Conditions (including execution), only the court of Hyderabad of competent jurisdiction shall have exclusive jurisdiction to try such suits to the exclusion of all other courts which may have concurrent jurisdiction.

**DECLARATION**

I hereby declare that the details furnished by me are true and correct to the best of my knowledge and belief. I hereby further declare that I have read and understood the Terms and Conditions as mentioned in the application form overleaf and I accept the same in its entirety.

Signature of the Applicant

**CUSTOMER PAYMENT DETAILS**

Pay Order/DD/Cheque No.  Date:

Drawn on(Bank):   
 (favoring "MEGHA ENGINEERING AND INFRASTRUCTURES LIMITED")

Branch:

Amount ₹  as per the plan/scheme opted.

**ACKNOWLEDGEMENT DETAILS**

Received From Mr./Ms./Mrs. : \_\_\_\_\_

Resident of: \_\_\_\_\_

On Date: \_\_\_\_\_ Completed Registration Form and payment of ₹ \_\_\_\_\_

Through P.O./DD/Cheque No. : \_\_\_\_\_ Dated: \_\_\_\_\_ Drawn on: \_\_\_\_\_

Authorized Signatory

**WE DO NOT ACCEPT ANY CASH PAYMENT**

**Disclaimer:** Please do NOT pay CASH for any work/service performed by Megha Gas personnel in regard to your PNG connection. Megha Gas shall not be responsible for any such instances of CASH payment by customer to any representative of Megha Gas.