



STATE CONSUMER HELPLINE KNOWLEDGE RESOURCE MANAGEMENT PORTAL

Centre for Consumer Studies, Indian Institute of Public Administration, New Delhi
Sponsored by Department of Consumer Affairs, Govt. of India



LPG Consumers

- The requirement of new LPG connection can be registered with a proof of identity and residence. Some of the proofs of Residence that could be used are ration card, electricity bill, telephone bill, passport, employer's certificate, LIC policy, voter card, rent receipt etc.
- Gas agencies cannot compel the consumers to buy any accessory such as hot plate, hose pipe etc. from them. The consumer is free to buy ISI mark items from anywhere he wish to buy. The prospective buyer should be in possession of ISI mark hot plate and hose pipe before new connection is released by company.
- Consumer is required to deposit security amount for LPG cylinder and pressure regulator as prescribed by the LPG companies for which Dealers/Distributors shall issue Subscription Voucher (SV) which is required to be kept safely.
- Dealers/Distributors are not allowed to charge any amount other than what has been prescribed by the companies.
- While taking the delivery of the refill, check the seal of the cylinder, safety cap, leakage from the valve and weight of the gas before you pay to the delivery man.
- The delivery persons are required to carry weighing instrument.
- Get regular inspection done for LPG hot plate, hose pipe & regulator by authorized mechanics.
- Only one connection per kitchen in a household is allowed.
- In case you find less weight of the gas in the cylinder, ask delivery man to replace the same.
- The gas connection can be shifted in case the residence is being shifted. Inform your new address along with supporting proof of residence in case the residence is being shifted within the same distributor's area.
- In case the residence is being shifted to another distributor area, get transfer terminalisation voucher from the existing distributor which could be deposited with the distributor of the area where the residence is being shifted. However the cylinder and pressure regulator need not be surrendered. New Distributer shall prepare A Transfer Subscription Voucher.
- In the case of shifting residence out of town, the cylinders and pressure regulator are required to be returned back to the existing Distributer. The distributor shall prepare a Terminalisation Voucher (TV) and refund the security deposit. The Terminal Voucher (TV) shall be required to be deposited with the new distributor who would prepare Subscription Voucher (SV) and issue cylinders and regulator against deposit of security amount.
- The LPG cylinders are brought to circulation only if they are test certified by the concerned testing agencies. It is mandatory for the LPG companies to mark next schedule of testing on each and every cylinder. The date is mentioned on one of the three side stems of the LPG cylinder. The date is coded alpha-numeric such as A, B, C or D followed with a 2 digit number. A, B, C and D represents the quarters with A as quarter ending March and D as quarter ending December. The 2 digit number represents the year. Customer has right to refuse in accepting the delivery of the cylinder of which the scheduled date of testing has expired.
- The normal mode of delivery of LPG cylinders by the Distributers to the consumers is a "home delivery" only. In case home delivery is not possible under special circumstances like riots, curfews, strikes etc., consumers are entitled for rebate of Rs. 15/- per refill.



STATE CONSUMER HELPLINES

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