



पेट्रोलियम एवं प्राकृतिक गैस विनियामक बोर्ड
Petroleum and Natural Gas Regulatory Board
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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

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

PROCESS MATRIX

SURRENDERING YOUR LPG CONNECTION	ESCALATION MECHANISM	Escalate to PNGRB
<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. 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">• BPCL• HPCL• IOCL	<p>Email: grievance@pngrb.gov.in</p> <p>Website: www.pngrb.gov.in</p>

IMPORTANT INFORMATION

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

BE A RESPONSIBLE CITIZEN

Join this National Drive for a Safer, Smarter Energy Future
"Your Safety, Our Priority - Surrender Unused LPG Connection Today"

Secretary