



Tripura Natural Gas Company Limited
(A Joint Venture of GAIL (India) Ltd., Govt. of Tripura and Govt. of Assam)

REGISTRATION FORM FOR DOMESTIC PIPED NATURAL GAS CONNECTION

To,

Tripura Natural Gas Company Limited
33, Office Lane, Agartala,
Tripura -799001

For Office Use only

Regn. Form No. _____

Date of Receipt _____

Sir,

I/We _____ S/o _____
am/are lawful owner/occupant of the residential premises, wish to register for one domestic pipeline gas connection in the premises/ property located at _____
_____ Telephone No. (s) _____
Cell No. _____ E-mail : _____.

All information provided is true and correct. I/We have read and understood the terms and conditions and will abide by same.

Please find enclosed Pay Order/Cheque No. _____ dated _____ drawn on _____ favouring **“Tripura Natural Gas Company Limited”** for the sum of Rs. 3000/- (Rupees Three Thousand only) towards Registration Charges as per terms and conditions stated overleaf.

Yours faithfully,

(Signature of the Applicant)

Date : _____

** PLEASE NOTE THAT PAYMENTS IN CASH WILL NOT BE ACCEPTED.*

ACKNOWLEDGEMENT

Regn. Form No. _____

Received from : _____

R/o _____

On _____ Completed Regn. Form and payment of Rs. _____

By P.O. / Cheque No. _____ dated _____ drawn on _____



Tripura Natural Gas Company Limited
(A Joint Venture of GAIL (India) Ltd., Govt. of Tripura and Govt. of Assam)
33, Office Lane, Agartala, Tripura-799001.

24 HOURS CONSUMER CARE NO : [0381]-231-9390, 290-8521
FAX : [0381]-231-9390, Website : www.tngcl.com

Authorized Signatory

**TERMS & CONDITIONS
FOR SUPPLY OF NATURAL GAS TO DOMESTIC CONSUMERS**

The agreed terms and conditions between Tripura Natural Gas Company Ltd. (TNGCL), (hereinafter referred to as “**Supplier**”) and the applicant (hereinafter referred to as “**Consumer**”) for the supply of Piped Natural Gas (PNG) are stated as below:

GENERAL:

1. Installation/Connection charges, as determined by the supplier, shall be payable by the Consumer before getting final connection. A sum of minimum Rs.1000/- as application fees and Rs.2000/- as advance installation cost per connection (Non-refundable) shall be deposited through, Banker's Cheque/DD/Pay Order payable in favour of TNGCL with the application for getting registered.
2. After the receipt of the completed Registration form together with the required installation/connection charges, the supplier shall plan to provide the PNG connection within six months of the registration. In the event of any delay due to non-availability of digging permissions from land owning agencies of the area/society; the consumer may exercise the option to ask for the refund of their installation charges, which shall be payable without interest.
3. In the event of non feasibility of providing the PNG connection to the consumer due to technical reasons which the supplier discovers later on, the supplier shall refund the deposit against the installation charges to the consumer without interest .
4. Consumer shall make use of the PNG for the registered premises only and shall not re-supply to any other person or property under any circumstances .In case the consumer uses the PNG connection other than the purpose for which it was registered, TNGCL will disconnect the line immediately and impose penalty of Rs.10,000/-.
5. The consumer shall start using PNG supply after the installation of gas connection in their kitchen. Failing to use the connection/PNG supply, a fixed monthly charge of Rs 450/- shall be levied for non-usages by the consumer.
6. All the piped work and equipment provided by the supplier for the purpose of supply of Natural Gas up to and including the appliance valve shall remain the property of the supplier and the Consumer shall remain custodian of such properties.
7. Consumer will not permit interference with PNG equipment and supply line by any person. Only the supplier's authorized representative will have access to rectify any problem and maintain the equipment. Any unauthorized tempering/relocation of PNG installations is not permitted and shall be solely at the risk and cost of consumer. In such cases, the supplier reserves the right to impose a minimum penalty of Rs 10,000/- and /or discontinue PNG supply.
8. The consumer agrees to permit the suppliers authorized representative to check and rectify the system as and when required and agrees to allow to enter in their kitchen.
9. Supplier shall take all reasonable steps to ensure the consumer for the regular and consistent supply of PNG. However, in the event of any interruption for the reason beyond the control of the supplier and not attributed to the supplier the consumer shall have no claim whatsoever, for the interruption of the supply. However, all efforts would be made to restore the supply at the earliest.
10. Supplier reserves the right to accept or reject any application for registration without assigning any reason whatsoever.
11. The Consumer has to surrender his/her LPG connection(s),if any, within 60(Sixty) days from the date of receipt of PNG connection.
12. As per existing gas price fixed by Govt. of India, the cost of transportation and supply gas charges fixed by TNGCL for each domestic connection 01(one) standard Double burner domestic stove (ISI) is Rs 450/-per month.
13. Consumer shall make full payment, against the charges fixed by the supplier on or before the 15th of the current month. A rebate of Rs 25/- (Twenty Five) will be allowed on monthly charges, only if the current month gas bill is paid on or before 15th of the current month irrespective of any holiday.
14. Prices of domestic PNG are subject to change and supplier reserves the right to revise the prices at any time. Minimum of Rs 10/- per year will be increased to the Monthly Charge.
15. Gas supply will be discontinued without any notice if more than two consecutive bills remain outstanding. The supply shall be resumed by TNGCL only after due clearance of all the outstanding bills with applicable interest. A minimum amount of Rs 1000/- shall be charged as re- connection charges.
16. Supplier reserves the right to amend/modify any or all of the terms and conditions without prior notice to the consumer.
17. Supplier reserves the right to assign all its rights and obligations to any other associated company or corporation by giving prior notice to the consumer.
18. The connection is not transferable and meant for an exclusive use in the kitchen for which the connection has been registered.
19. It shall be the responsibility of the consumer to provide the route for laying of pipeline inside the boundary wall of the premises of the residence. However, in case of flats located in multi storey housing societies, the consumer shall arrange NOC if required for laying of pipelines, through the common portions/areas/walls inside of such housing complex, from the person/society concerned. In the event of non receipt of such clearance in a reasonable time frame supplier shall cancel the registration and refund the installation/connection charges without interest.
20. If the banking instrument issued by the consumer gets dishonored for any reason, administrative charges of Rs. 100/- shall be levied and recovered from the consumer in addition to interest.
21. At the time of permanent disconnection Rs.1000/- would be charged as disconnection charges and the materials would be taken back by TNGCL.

PLEASE NOTE:

The standard PNG installation includes conversion of one LPG appliance to Natural Gas laying of associated GI pipeline network along with necessary fittings up to the Consumer's kitchen. No rubber pipe or gas appliance shall be provided by the supplier at the time of installation or during usage of PNG connection.

I accept the terms and conditions for supply of piped natural gas.

(Signature of the Applicant)