

S.NO	Complaint Category	REVISED CHARGES w.e.f 22.12.2020 (A+B+C)				
		Unit	Services	Material (Last purchasing cost)	Inspection Manpower and Liasion charges	Type (Service/ Material)
			(A)	(B)	(C)	
1	Rubber tube Replacement (for length of 1.5 mtrs.)	No	Installation of Rubber Tube - Rs. 90	Rubber Tube of Length 1m - Rs. 137	Nil	Service+Material
			Drilling hole into Slab - Rs. 708 (if reqd.)	Rubber Tube of Length 1.5 m - Rs. 152		
2	NG Conversion for Private customers	No	Free Service-Upto 15 days of RFC. After 15 days of RFC -Rs. 69/- per burner.i.e. (no. of burners x 69)	Rubber Tube of Length 1m - Rs. 137	Nil	Service
			Drilling hole into Slab - Rs. 708 (if reqd.)	Rubber Tube of Length 1.5 m - Rs. 152		
3	Flame Problem	No	Free service - Upto 15 days of first NG Conversion & New Stove conversion. After 15 days, Rs. 116/- per burner i.e. (no. of burners x 116)	Contractor scope (included in services)	Nil	Service
4	New Stove Conversion (excl. supply of rubber hose) & Reconversion to LPG	No	No. of burners x Rs. 69	Contractor scope (included in services)	Nil	Service
5	Temporary Disconnection (Personal Reason) - Non dismantling of GI/CU installation	No	Rs. 183 per instance	NA	Nil	NA
			Rs 25/- per month to be applicable on prorata basis			
6	Temporary disconnection/Plugging of MDPE service line for existing user	Mtr	Rs. 1874 per service line	32 mm Fitting/End Cap cost per piece - Rs. 45/-; 20 mm Fitting/End cap cost per piece - Rs. 32/-	Nil	Service+Material
7	Modification of PNG installation	Mtr	Considering a fixed cost of Rs. 1121/- for removing and installing same length of pipe upto 4 metres (1/2" GI & Cu)	Nil	Service+Material	
			If qty. of old pipe is more than re-installed pipe, removal charges for balance pipe will be as follows:			
			i. Rs. 77/- per meter for GI pipe 1/2"			
			ii. Rs. 81/- per meter for GI pipe 3/4"			
			iii. Rs. 71/- per meter for Copper pipe			
			iv. Rs. 85/- per meter for GI pipe 1"			
			v. Rs. 96/- per meter for GI pipe 1-1/2" & above			
			If additional pipe will be installed then below mentioned rates are applicable:			
			i. GI Pipe/mtrs. (1/2") Installation = Rs. 354/-			i. GI Pipe/mtrs. (1/2") material = Rs. 236/-
			ii. GI Pipe/mtrs.(3/4") Installation = Rs. 354/-			ii. GI Pipe/mtrs.(3/4") material = Rs. 248/-
iii. Cu Pipe/mtrs Installation = Rs. 354/-	iii. Cu Pipe/mtrs material = Rs. 366/-					
iv. GI Pipe/mtrs.(1") Installation = Rs. 313/-	iv. GI Pipe/mtrs.(1") material = Rs. 343/-					
v. GI Pipe/mtrs.(1-1/2" and above) Installation = Rs. 313/-	v. GI Pipe/mtrs.(1-1/2" and above) material = Rs. 437/-					
Re-Installation of Appliance Valve with Ruuber tuber/Isolation valve - Rs. 272/- (in case the service is performed without dismantling of exisiting GI/Cu pipes, then this rate is applicable)	Appliance valve (1/2")=Rs. 143.00/-; Appliance valve (1/4")=Rs. 96.00/-; Isolation valve(3/4")= Rs. 225/-; Isolation valve(1/2")= Rs. 139/-					
Material Shall be kept in custody of IGL, if balance after modification.						
8	Temporary Disconnection (Renovation)/Removal Charges for GI/CU pipeline	No	Dismantling charges for pipeline are as follows:	Contractor scope (included in services)	Nil	Service
			i. Rs. 77/- per meter for GI pipe 1/2"			
			ii. Rs. 81/- per meter for GI pipe 3/4"			
			iii. Rs. 71/- per meter for Copper pipe			
			iv. Rs. 85/- per meter for GI pipe 1"			
			v. Rs. 96/- per meter for GI pipe 1-1/2" & above			
After temporary connection, material shall be kept in custody of IGL.						

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9	Re-installation (GI Pipe-3/4", 1/2" and Cu Pipe)/Restoration of installation	Mtrs	<p>Considering a fixed cost of Rs. 1121 for installing length of pipe upto 4 metres (1/2" GI & Cu)</p> <p>i. GI Pipe/mtrs. (1/2") Installation = Rs. 354/-</p> <p>ii. GI Pipe/mtrs.(3/4") Installation = Rs. 354/-</p> <p>iii. Cu Pipe/mtrs Installation = Rs. 354/-</p> <p>iv. GI Pipe/mtrs.(1") Installation = Rs. 313/-</p> <p>v. GI Pipe/mtrs.(1-1/2" and above) Installation = Rs. 313/-</p> <p>Re-Installation of Appliance Valve with Ruuber tuber/Isolation valve - Rs. 272/- (in case the service is performed without dismantling of existing GI/Cu pipes, then this rate is applicable)</p> <p>The above rates are in case where no additional pipeline is to be installed, for additional pipeline the cost of material shall be separate as provided in Sl.No. 7</p>	Contractor scope (included in services)	Nil	Service+Material
10	Permanent Disconnection	No	<p>Permanent Disconnection Without device:</p> <p>Govt./Institutional Flats/Private - Rs. 183/- (only Appliance valve & Rubber tube Removal & Plug)</p> <p>After permanent disconnection material shall be kept in custody of IGL</p>	Contractor scope (included in services)	Nil	Service
		Mtr.	<p>Permanent Disconnection With device:</p> <p>Dismantling charges for pipeline are as follows: i. Rs. 77/- per meter for GI pipe 1/2"</p> <p>ii. Rs. 81/- per meter for GI pipe 3/4"</p> <p>iii. Rs. 71/- per meter for Copper pipe</p> <p>iv. Rs. 85/- per meter for GI pipe 1"</p> <p>v. Rs. 96/- per meter for GI pipe 1-1/2" & above</p> <p>After permanent disconnection, material shall be kept in custody of IGL</p>	Contractor scope (included in services)	Nil	Service
11	Geyser Point/Extra Point (Additional Point/Additional Piping)	Mtrs	<p>Considering a fixed cost of Rs. 1121 for installing length of pipe upto 4 metres (1/2" GI & Cu)</p>	i. GI Pipe/mtrs. (1/2") material = Rs. 236/-	Nil	Service+Material
			i. GI Pipe/mtrs. (1/2") Installation = Rs. 354/-	ii. GI Pipe/mtrs.(3/4") material = Rs. 248/-		
			ii. GI Pipe/mtrs.(3/4") Installation = Rs. 354/-	iii. Cu Pipe/mtrs material = Rs. 366/-		
			iii. Cu Pipe/mtrs Installation = Rs. 354/-	iv. GI Pipe/mtrs.(1") material = Rs. 343/-		
			iv. GI Pipe/mtrs.(1") Installation = Rs. 313/-	v. GI Pipe/mtrs.(1-1/2" and above) material = Rs. 437/-		
v. GI Pipe/mtrs.(1-1/2" and above) Installation = Rs. 313/-	Appliance valve (1/2")=Rs. 143.00/-; Appliance valve (1/4")=Rs. 96.00/-; Isolation valve(3/4")= Rs. 225/-; Isolation valve(1/2")= Rs. 139/-					
12	Emergency Call - Leakage at 21 mbar - Rubber tube, GI Pipe & Copper tube, appliance valve & fittings etc.	No	Free	Free	Nil	Service
13	Damage to Aboveground piping (Material & installation)	No	(A) 3000 (penalty charges) +	AMR METER- Rs. 2587/- NON AMR METER- Rs. 1047/- REGULATOR- Rs. 1534/- METER REGULATOR- Rs. 262/-	Nil	Service+Material
			(B) Modification Charges as per Sl. No. 7 +			
			(C) Item-wise cost of material (i.e. Meter/Regulator/Meter-Regulator etc.) (whichever is replaced)			
14	Meter related issues (running fast)	No	Rs. 950 (if meter is not faulty-as penalty charges) + Rs. 343	NA	Nil	Service
15	Wrong meter reading	No	Nil	NA	Nil	Service
16	Meter not working	No	Free	NA	Nil	Service
17	NOC Issuance	No	Free	NA	Nil	Service

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18	No Gas Supply	No	Free	NA	Nil	Service
19	Remeasurement of PNG installation/Extra Pipe (on customer request)	No	Rs. 600./- (In case variation observed)	Contractor scope (included in services)	Nil	Service
20	Restoration - Civil Work	No	Free	NA	Nil	Service
21	Improper PNG Installation - GI & Copper (if customer complaining regarding improper installation after RFC/NG)	No	After RFC & signing of customer, Rates as per the modification charges against Sl. No. 7 will be applicable		Nil	Service
22	MDPE Pipeline Laying/Shifting-20mm	Mtrs.	Rs. 472/mtrs	Rs. 26- per mtrs.	Rs. 3000/- as liasion charges for local authorities	Service+Material
	MDPE Pipeline Laying/Shifting-32mm	Mtrs.	Rs. 472/mtrs	Rs. 44/- per mtrs.		Service+Material
	MDPE Pipeline Laying/Shifting-63mm	Mtrs.	Rs. 472/mtrs	Rs. 170/- per mtrs.		Service+Material
	Transition Fittings shifting including construction of pedestal.	Nos.	Rs. 2431/ No.	Rs. 96/- per No.		Service+Material
23	Damage to underground assets (PE pipeline damage/TF Damage(in case damage done due to customer)	No	(A) Penalty of damage on account of lapses in safety (Rs. 5000) + (B) Repair Charges - (Sl. No. 22) + (C) Gas loss.	As per Sl.No. 22	Nil	Service+Material
24	Painting of GI Pipe (On customer request)	MR	Painting charges are as follows on per meter of length basis: i. GI Pipes 1/2" - Rs. 26/- per meter ii. GI Pipes 3/4"- Rs. 28/- per meter iii. GI Pipes 1"- Rs. 35/- per meter iv. GI Pipes 1-1/2" & above - Rs. 49/- per meter	Contractor scope (included in services)	Nil	Service+Material
25	Leakage Testing of Individual House (On Customer request)	No	Rs. 76/- per Customer	Contractor scope (included in services)		Service
26	Install/ Replace Meter bracket (On Customer Request)	No	Rs. 55/- per clamp	Rs. 95/-		Service
27	Replace & Install Clamp-3/4" and 1/2" (On Customer request)	No	Rs. 55/- per clamp	Contractor scope (included in services)		Service+Material
28	Replace & Install PVC clamp for Cu (On Customer request)	No	Rs. 19/- per clamp	Contractor scope (included in services)		Service+Material
29	Replacement of meter (If tempered/ external damaged by customer)	No	Rs. 408/-	AMR METER Rs- 2587/- NON AMR METER Rs. 1047/-	Nil	Service+Material
30	Replacement of meter-Regualtor (If Tempered/ external damaged by customer)	No	Rs. 390/-	Rs. 262/-	Nil	Service+Material
31	Replace/ Install New Isolation/ Appliance valve (any extra point)	No	Installation of Appliance valve = Rs. 272/- each	Appliance valve(1/2")=Rs. 143.00/ Appliance valve(1/4")=Rs. 97.00/	Nil	Service+Material
			Installation of Isolation valve = Rs. 272/- each	Isolation valve(3/4")= Rs. 225/- Isolation valve(1/2")= Rs. 139/-		
32	NG Conversion + rubber tube for length of 1 mtrs & 1.5 mtrs. In case of 2nd time connection at Government flats on same address.	No	Rs. 69/- per burner.i.e. (no. of burners x 69)	Rubber Tube of Length 1m - Rs. 137	Nil	Service+Material
			Installation of Rubber Tube - Rs. 90			
			Drilling hole into Slab - Rs. 708 (if reqd.)	Rubber Tube of Length 1.5 m - Rs. 152		
33	Replacement of Anaconda with Copper pipe and fittings (On customer Request)	No	Rs. 366	Rs. 520/-	Nil	Service+Material
34	Reconversion to LPG	No	No. of burners x Rs. 69	Contractor scope (included in services)	Nil	Service