

Charges for additional services, materials & maintenance :

SI No	Complaint Category	Applicable Charges			
		Unit	Services	Material	Type (Service/ Material)
			(A)	(B)	
1	Rubber tube Replacement (for length of 1.5 mtrs.)	No	Installation of Rubber Tube - Rs. 90	Rubber Tube of Length upto 1.5 mtr - Rs. 145	Service+ Material
2	NG Conversion for Private customers	No	Free Service-Upto 15 days of RFC(Ready for Conversion). After 15 days of RFC -Rs. 74/- per burner.i.e. (no. of burners x 74)	Rubber Tube of Length upto 1.5 mtr - Rs. 145	Service
3	Flame Problem	No	Free service - Upto 15 days of first NG Conversion & New Stove conversion. After 15 days, Rs. 122/- per burner i.e. (no. of burners x 122)	NA	Service
4	New Stove Conversion (excl. supply of rubber hose) & Reconversion to LPG	No	No. of burners x Rs. 74	NA	Service
5	Temporary Disconnection (Personal Reason) - Non dismantling of GI/CU installation	No	Rs. 177 per instance	NA	NA
			For Scheme A, B & C : Rs 25/- per month to be applicable on prorata basis For Scheme D : As per rental scheme		
6	Modification of PNG installation	Mtr	Considering a fixed cost of Rs. 708 for removing and installing same length of pipe upto 4 metres (1/2" GI & Cu)		Service+ Material
			If qty. of old pipe is more than re-installed pipe, removal charges for balance pipe will be as follows:		
			i. Rs. 72/- per meter for GI pipe 1/2"		
			ii. Rs. 78/- per meter for GI pipe 3/4"		
			iii. Rs. 73/- per meter for Copper pipe		
			iv. Rs. 81/- per meter for GI pipe 1"		
			v. Rs. 93/- 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") Material & Installation = Rs. 475/-		
			ii. GI Pipe/mtrs.(3/4") Material & Installation = Rs. 503/-		
iii. Cu Pipe/mtrs Material & Installation = Rs. 517/-					
iv. GI Pipe/mtrs.(1") Material & Installation = Rs. 576/-					
v. GI Pipe/mtrs.(1-1/2" and above) Material & Installation = Rs. 691/-					
Re-Installation of Appliance Valve with Rubber tuber/Isolation valve - Rs. 248/- (in case the service is performed without dismantling of existing GI/Cu pipes, then this rate is applicable)	Appliance valve=Rs. 83/-; Isolation valve(3/4")= Rs. 250/-; Isolation valve(1/2")= Rs. 100/-				
Material Shall be kept in custody of IOCL, if balance after modification.					

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7	Temporary Disconnection (Renovation)/Removal Charges for GI/CU pipeline	No	<p>Dismantling charges for pipeline are as follows:</p> <p>i. Rs. 72/- per meter for GI pipe 1/2"</p> <p>ii. Rs. 78/- per meter for GI pipe 3/4"</p> <p>iii. Rs. 73/- per meter for Copper pipe</p> <p>iv. Rs. 81/- per meter for GI pipe 1"</p> <p>v. Rs. 93/- per meter for GI pipe 1-1/2" & above</p> <p>After temporary connection, material shall be kept in custody of IOCL.</p>	NA	Service
8	Re-installation (GI Pipe-3/4", 1/2" and Cu Pipe)/Restoration of installation	Mtrs	<p>Considering a fixed cost of Rs. 708 for installing length of pipe upto 4 metres (1/2" GI & Cu)</p> <p>i. GI Pipe/mtrs. (1/2") Installation = Rs. 269/-</p> <p>ii. GI Pipe/mtrs.(3/4") Installation = Rs. 274/-</p> <p>iii. Cu Pipe/mtrs Installation = Rs. 234/-</p> <p>iv. GI Pipe/mtrs.(1") Installation = Rs. 302/-</p> <p>v. GI Pipe/mtrs.(1-1/2" and above) Installation = Rs. 302/-</p> <p>Re-Installation of Appliance Valve with Rubber tuber/Isolation valve - Rs. 248/- (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 SI.No. 6</p>	NA	Service+Material
9	Permanent Disconnection/ Termination Charges*	No	<p>Rs 1000/- per case</p> <p>After permanent connection material shall be kept in custody of IOCL</p>	NA	Service
10	Geyser Point/Extra Point (Additional Point/Additional Piping)	Mtrs	<p>Considering a fixed cost of Rs. 708 for installing length of pipe upto 4 metres (1/2" GI & Cu)</p> <p>i. GI Pipe/mtrs. (1/2") Material & Installation = Rs. 475/-</p> <p>ii. GI Pipe/mtrs.(3/4") Material & Installation = Rs. 503/-</p> <p>iii. Cu Pipe/mtrs Material & Installation = Rs. 517/-</p> <p>iv. GI Pipe/mtrs.(1") Material & Installation = Rs. 576/-</p> <p>v. GI Pipe/mtrs.(1-1/2" and above) Material & Installation = Rs. 691/-</p> <p>Re-Installation of Appliance Valve with Rubber tuber/Isolation valve - Rs. 248/- (in case the service is performed without dismantling of existing GI/Cu pipes, then this rate is applicable)</p>	Appliance valve=Rs. 83/-; Isolation valve(3/4")= Rs. 250/-; Isolation valve(1/2")= Rs. 100/-	Service+Material
11	Emergency Call - Leakage at 21 mbar - Rubber tube, GI Pipe	No	Free	Free	Service

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	& Copper tube, appliance valve & fittings etc.					
12	Damage to Aboveground piping (Material & installation)	No	(A) 3000 (penalty charges) +	As per the material	Service+ Material	
			(B) Modification Charges as per SI. No. 6 +			
			(C) Item-wise cost of material (i.e. Meter/Regulator/Meter-Regulator etc.) (whichever is replaced)			
13	Meter related issues (running fast)	No	Rs. 950 (if meter is not faulty-as penalty charges) + Rs. 344	NA	Service	
14	Wrong meter reading	No	Nil	NA	Service	
15	Meter not working	No	Free	NA	Service	
16	NOC Issuance	No	Free	NA	Service	
17	No Gas Supply	No	Free	NA	Service	
18	Remeasurement of PNG installation/Extra Pipe (on customer request)	No	Rs. 236/- (In case variation is not observed)	NA	Service	
19	Restoration - Civil Work	No	Free	NA	Service	
20	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 SI. No. 6 will be applicable		Service	
21	MDPE Pipeline Laying/Shifting-20mm	Mtrs.	Rs. 538/mtrs	Rs. 25/- per mtrs.	Service+ Material	
	MDPE Pipeline Laying/Shifting-32mm	Mtrs.	Rs. 348/mtrs	Rs. 43/- per mtrs.	Service+ Material	
	MDPE Pipeline Laying/Shifting-63mm	Mtrs.	Rs. 407/mtrs	Rs. 164/- per mtrs.	Service+ Material	
	Transition Fittings shifting including construction of pedestal.	Nos.	Rs. 2567/ No.	Rs. 119/- per No.	Service+ Material	
	Liaison charges for local authorities	Nos.	Rs 3000/ No.		Service	
22	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. 6000) +	As per SI.No. 21	Service+ Material	
			(B) Repair Charges - (SI. No. 21) +			
			(C) gas loss.			
23	Painting of GI Pipe (On customer request)	MR	Painting charges are as follows on per meter of length basis:		NA	Service+ Material
			i. GI Pipes 1/2" - Rs. 24/- per meter			
			ii. GI Pipes 3/4"- Rs. 26/- per meter			
			iii. GI Pipes 1"- Rs. 32/- per meter			
			iv. GI Pipes 1-1/2" & above - Rs. 44/- per meter			

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24	Leakage Testing of Individual House (On Customer request)	No	Rs. 85/- per Customer	NA	Service
25	Install/ Replace Meter bracket (On Customer Request)	No	Rs. 54/- per clamp	NA	Service
26	Replace & Install Clamp-3/4" and 1/2" (On Customer request)	No	Rs. 59/- per clamp	NA	Service+ Material
27	Replace & Install PVC clamp for Cu (On Customer request)	No	Rs. 18/- per clamp	NA	Service+ Material
28	Replacement of meter (If tempered/ external damaged by customer)	No	Rs. 3000/- (penalty charges)	Rs. 1030/-	Service+ Material
29	Replacement of meter-Regulator (If Tempered/ external damaged by customer)	No	Rs. 1000/- (penalty charges)	Rs. 170/-	Service+ Material
30	NG Conversion + rubber tube for length upto & 1.5 mtrs. In case of 2nd time connection at Government flats on same address.	No	Rs. 74/- per burner.i.e. (no. of burners x 74)	Rubber Tube of Length upto 1.5mtr - Rs. 145	Service+ Material
			Installation of Rubber Tube - Rs. 90		
31	Replacement of Anaconda with Copper fittings (On customer Request)	No	Rs. 177 per instance	Rs. 326	Service+ Material
32	Reconversion to LPG	No	No. of burners x Rs. 74	NA	Service
33	Charges for Transfer of Name of PNG Connection	No	Rs. 413 per transfer	NA	Service
34	Cheque Bouncing Charges	No	Rs. 236 per transaction	NA	Service
35	Delayed Payment Charges	No	Rs. 100/- (for the payment not realized by IOCL till the due date)	NA	Service
36	Minimum Charge in case of nil consumption or consumption upto Rs. 75 per month	No	Rs 75 per Month	NA	Service
37	Temporary Disconnection charges applicable in case of non-payment of outstanding gas consumption amount.	No	The connection shall be restored after clearance of outstanding amount and payment of Rs 177/-.	NA	Service

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38	Interest charges on Delayed Payment		An interest of 18% p.a for the amount unpaid beyond 10 working days from the due date till the date of settlement of the payment or part thereof. For fresh bill generated similar process will be followed	NA	Service
39	Replace/ Install New Isolation/ Appliance valve (any extra point)	No	Installation of Appliance valve = Rs. 248/- each	Appliance valve=Rs. 83/-; Isolation valve (3/4")= Rs. 250/-; Isolation valve (1/2")= Rs. 100/-	Service+ Material
			Installation of Isolation valve = Rs. 248/- each		
40	Change of Scheme from D to A/B/C	No.	Charges as applicable: - i. Upfront payment of refundable Deposit towards the connection as per New selected scheme ii. Instalments, if any, of Refundable Deposit as per New Applicable Scheme iii. Administrative cost in case of instalment plan, along with 18% GST (Refundable Payment Security Deposit of Scheme 'D' shall be rolled on with the new scheme and shall not be charged again)	NA	Service
41	Charges for Transfer of Name of PNG Connection in case of bulk connections (minimum 5 connections)	No.	Nil (Applicable only once per BP/ Connection)	NA	Service
42	Additional GI/Cu pipe at the time of new connection	No.	Additional pipe will be installed at below mentioned rates:		Service+ Material
			i. GI Pipe/mtrs. (1/2") Material & Installation = Rs. 475/-		
			ii. GI Pipe/mtrs.(3/4") Material & Installation = Rs. 503/-		
			iii. Cu Pipe/mtrs Material & Installation = Rs. 517/-		
			iv. GI Pipe/mtrs.(1") Material & Installation = Rs. 576/-		
v. GI Pipe/mtrs.(1-1/2" and above) Material & Installation = Rs. 691/-					

Note: -

- For C&I connections, separate charges are applicable
- The rates of material and services may be changed subject to change of tenders.
- The rates of services considered above are including taxes .i.e.@18%

* For customers under Scheme C & D, please refer the approval.