

Citizen Charter of

Indian Oil Corporation Limited

On

Marketing of Petroleum Products

September 2026

The main objective of the Citizen's Charter is to promote transparent, responsive and citizen-centric delivery of services.

The Charter provides consumers with information about the mandate of the Corporation, services offered, channels for contacting the concerned officials, expected service standards, and mechanisms available for grievance redressal.

The Citizen's Charter does not by itself create new legal rights, but it surely helps in enforcing existing rights.

Chapter-1

LPG

Liquefied Petroleum Gas (LPG) is an environment friendly fuel used widely in household kitchens, industries and commercial establishments. This chapter is restricted to LPG supplied under **Public Distribution System** for household cooking.

1. The Product 'LPG':

LPG stands for Liquefied Petroleum Gas. The LPG marketed by IOCL under the brand name "**Indane**" conforms to Bureau of Indian Standards specification no. IS 4576. It can be easily liquefied at atmospheric temperature under moderate pressure. LPG in its pure form is colourless and odourless. However, compound (Ethyl Mercaptan) is added to give it a distinct smell so that if leaked, it can be easily detected.

2. LPG Installation:

LPG is used in domestic households through an LPG installation. A typical domestic LPG installation consists of a cylinder, pressure regulator, LPG hose and a gas stove. The equipment should conform to the following standards:

Sr. No.	Equipment	Standards
1	LPG Cylinder	IS 3196 (Part 1): 2006 and IS 3196 (Part 3)
2	Pressure Regulator	IS 9798: 1995
3	Suraksha LPG Hose	IS 9573: 2017, Part-II
4	Gas Stove	IS 4246: 2025

LPG meant for household use is currently marketed by IOCL in steel cylinders of 5 Kg & 14.2 Kg capacities and composite cylinders of 5 kg and 10 kg capacities. Reticulated LPG supply is also provided in domestic households for gated communities. For identification between household (PDS) (Domestic) & non-PDS (Non-Domestic), the household cylinders are painted in SIGNAL RED colour. Non-domestic cylinder variants are:

Category	2 Kg	5 Kg	19 Kg	19 kg	47.5 Kg	425 Kg
Brand Name	Munna	Chotu	Indane	Nanocut/ Xtratej	Indane/ Xtratej	Jumbo
Color	Oxford blue color with signal red band	Oxford blue color with signal red band	Oxford Blue color with signal red band	Red color/ Purple color	Oxford blue color with signal red band	White color

Tare/gross weight, test date, serial number, ISI monogram, IOCL name & logo, year of manufacture etc. are embossed / painted on the cylinder. Each Pressure Regulator (PR) also carries a serial number.

The liquid LPG vaporizes at normal atmospheric pressure, and temperature flows out of cylinder to the burner head of the gas stove in air-gas mixture, in a proportion that gets ignited when lit.

3. Public Distribution System (PDS) for LPG Marketing in India

LPG meant for use as cooking fuel in household kitchen, marketed by IOCL at a price declared or controlled by Government of India.

Domestic LPG Price is determined based on “PAHAL (DBTL) Scheme, 2014” w.e.f. 01.01.2015. The Retail Selling Prices of Non-subsidized Domestic LPG are notified by PSU Oil Marketing Companies (OMCs) on regular basis based on the prices of the product in the international oil market and the exchange rate of INR vs USD etc.

Presently, Effective Cost of subsidized Domestic LPG is communicated by MoP&NG to PSU Oil Marketing Companies (OMCs) on regular basis. Accordingly, level of subsidy [difference between RSP of Non-subsidized LPG and Effective Cost to Consumer] is worked out by the PSU Oil Marketing Companies (OMCs). The subsidy amount is transferred by PSU Oil Marketing Companies (OMCs) directly to the bank accounts of Cash Transfer Compliant (CTC) consumers on purchase of Domestic Cylinders as per Government directives.

Non-domestic consumers in the following categories shall also be treated at par with domestic consumer for entitlement of subsidized LPG cylinders: –

1. Government / Municipal Hospitals for whatever purpose they take.
2. Supplies to all schools and colleges whether for hostels or for midday meal schemes.
3. Canteens attached to Government Offices (Govt. includes State Govt. and local bodies and their installation and Guest Houses etc.)
4. Messes of Police, BSF and CISF in addition to kitchens and messes of the Defense establishments.
5. Canteens run on cooperative basis under Cooperative Societies Act.
6. Laboratories attached to schools, colleges & research institutions.
7. Charitable institutions registered under the Societies Act.
8. Social welfare institutions being run for child welfare/women welfare/social welfare institutions (children home, old age homes and homes for disabled persons etc.).
9. Anganwadi run under the integrated child development services (ICDS) scheme of Ministry of Women and Child Development, Government of India.

For Commercial, Industrial, Automotive usage etc. LPG is sold at Non-domestic price as decided by IOCL.

4. Distribution Network

IOCL has a well spread network of Indane distributors to service the LPG consumers in the country. Expansion of the Indane distributor network is a continuous process. Currently, there are four types of distributor formats i.e. Sheheri, Rurban, Gramin and Durgam Kshetriya Vitark (DKV). Appointment of Indane distributors is through public advertisements as per Unified Guidelines for Selection of Indane Distributors.

Details of eligibility criteria and selection procedure are available on website of the IOCL (<https://iocl.com/>) and the LPG Vitarak Chayan Portal (<https://www.lpgvitarakchayan.in/>).

5. Services

The services rendered by the **Indane Distributors** to LPG consumers are given below:

5.1) **Release of New LPG Connections & Additional Cylinder** (Double Bottle Connection).

- a) Consumers seeking a new LPG connection (non-PMUY) or an additional cylinder may apply either through an authorised Indane distributor, IndianOil ONE mobile application or Indane Customer Portal (<https://cx.indianoil.in/>). The applicant is required to submit the prescribed documents at the authorised Indane distributorship and fulfill the eligibility criteria specified in Point 6 below for obtaining a new connection or an additional cylinder.
- b) For details regarding PMUY new connections, consumer may visit the PMUY website for further details (<https://pmuy.gov.in/>).

For details of the applicable security deposit, tariff & service charges, consumers may visit the IOCL customer portal (<https://cx.indianoil.in/>).

5.2) **Facilities for booking LPG refill:**

Consumers can book their refill through various modes of booking provided by IOCL:

- a) SMS/IVRS Booking
- b) WhatsApp
- c) Missed call
- d) IndianOil ONE Mobile App
- e) Bharat Bill Payment System
- f) Customer Portal of IOCL: <https://cx.indianoil.in>

Details are also available on website IOCL website <https://www.iocl.com>

5.3) **Facilities for Delivery of LPG refill:**

Indane distributors deliver filled cylinders at the registered address to the consumers residing in their normal area of operation and take back empty cylinders. The Retail Selling Price (RSP), applicable on the date of refill delivery, is charged by the Indane Distributor to the consumer. The RSP is inclusive of applicable taxes and home delivery charges.

Only under exceptional conditions, delivery of filled LPG cylinders on a cash-and-carry basis (non-home delivery) is permitted. Consumers are entitled to an applicable rebate on "Cash-and-carry" supplies.

The State Government, in consultation with PSU Oil Marketing Companies (OMCs) may approve additional delivery charges, in line with provisions of LPG Control Order, over and above RSP, for delivery, depending on the geographical terrain. These extra charges shall be separately and explicitly mentioned in cash memo of refill supplies. No amount, over and above the price mentioned in cash memo, shall be recovered from the consumer.

For Durgam Kshetriya Vitrak, Home delivery is not mandatory. However, in case of non-home delivery, consumers are entitled to applicable rebate on “Cash-and-carry” supplies. In case of home delivery, full RSP is charged.

5.4) Transferring/Terminating the LPG connection

- a. For non-PMUY connections, in case of change of residence, the consumer may apply for transfer of the LPG connection by visiting the current Indane distributor and submitting the prescribed documents.
- b. If the new residence falls within the service area of the current Indane distributor, the registered address will be updated. If the new residence falls under the service area of another authorised Indane distributor or LPG distributor of other PSU OMC within the same city or town, the existing Indane distributor will issue a TTV, based on which the LPG connection will be transferred without surrender of the LPG equipment.
- c. If the consumer is relocating to another city or town, the LPG equipment may be surrendered to the existing Indane distributor for issuance of a TV, based on which LPG services may be resumed through the authorised Indane distributor or LPG distributor of other PSU OMC serving the new place of residence.
- d. For transfer of PMUY connections, Consumer needs to submit the request letter along with proof of identity and proof of address of the new location, to attached Indane distributor.

5.5) PNG consumers using LPG connection:

As per MoPNG Notification dated 25th May, 2026, A person or household having a domestic liquefied petroleum gas (LPG) connection and subsequently having obtained a piped natural gas (PNG) connection shall not forthwith take a refill of domestic liquefied petroleum gas (LPG) cylinder and shall also, within thirty days from the date of obtaining a PNG connection, either apply for termination of the LPG connection or take a transfer voucher for a future LPG connection in a non-PNG area.

Further, where an authorised entity is in a position to provide PNG supply to a household/address, or where the requisite access/permission for laying the PNG network in a housing area has not been granted, the prescribed notice/communication shall be issued in accordance with the MoP&NG Notification dated 24th March 2026. LPG supply to the concerned household/address shall cease upon expiry of three months from the date of the applicable notice/communication, subject to the conditions and exceptions prescribed therein.

5.6) Change of name in LPG connection (Death case and Other)

- a. For non-PMUY connection, in the event of the death of a consumer, the LPG connection may be transferred to the consumer's legal heir, subject to fulfilment of the eligibility criteria specified in Point 6 below. The legal heir may apply for the transfer by visiting the Indane distributor and submitting the required documents specified in Point 6 below.
- b. For non-PMUY connection, a consumer may also transfer the LPG connection to an eligible family member, subject to fulfilment of the eligibility criteria specified in Point 6 below. The consumer may apply for the transfer by visiting the Indane distributor and submitting the required documents specified in Point 6 below.

- c. For a PMUY connection, Name change is allowed only in the case of death of consumer and connection can be transferred preferably to an adult female member of household.

5.7) Preferred Time Delivery

Indane Distributors offer a “Preferred Time LPG Delivery Scheme,” to facilitate consumers especially working consumers to get delivery of LPG refill as per their convenience for a small premium.

5.8) Loss or Damage of LPG Equipment

In case of loss or damage to LPG equipment attributable to the consumer, replacement or repair charges shall be recovered in accordance with the applicable tariff/penal charges. If the equipment is found to be defective due to reasons not attributable to the consumer, it shall be replaced free of cost.

For details of the applicable tariff & penal rates, consumer may visit the IOCL customer portal (<https://cx.indianoil.in/webcenter/portal/Customer/pages/tariffpenalcharges>)

5.9) Biometric Aadhaar Authentication (e-KYC)

Biometric Aadhaar Authentication (e-KYC), wherever applicable as per Government directives issued from time to time, can be completed free of cost through any of the following modes:

- a. **At the time of LPG cylinder delivery:**
Consumers may request the LPG delivery personnel to complete Biometric Aadhaar Authentication during delivery of the cylinder.
- b. **At Indane Distributor Showroom:**
Consumers may visit their Indane distributor showroom at their convenience to complete Biometric Aadhaar Authentication.
- c. **Through IOCL Mobile Applications (Self Authentication)**
IOCL provides mobile application (IndianOil One App) through which consumers can complete Biometric Aadhaar Authentication independently.

PMUY Beneficiaries are also required to complete Biometric Aadhaar Authentication (e-KYC) as per the directives issued by Government of India from time to time.

Consumer may visit the <https://pmuy.gov.in/e-kyc.html> for further details.

5.10) Portability

IOCL provides portability facilities to Indane LPG consumers through its web portal and IndianOil ONE mobile application. Consumers can avail the following options:

- a) **Refill Booking Portability:** Consumers can choose a “Delivering Distributor” for a particular refill from the list of Indane distributors serving their address. The list of eligible distributors, along with their performance ratings, is displayed at the time of refill booking, enabling consumers to choose their preferred distributor for delivery of the particular refill.

b) **LPG Connection Portability:** Consumers can transfer their LPG connection online from their current Indane distributor to another Indane distributor serving the same area through the IOCL web portal or IndianOil ONE mobile application.

5.11) **Mechanic Service**

Indane distributors provide authorised mechanic services for inspection, replacement of defective parts, and safety checks at consumer premises on chargeable basis. This service helps to ensure safe usage of LPG.

For details of the applicable security deposit, tariff & service charges, consumers may visit the IOCL customer portal (<https://cx.indianoil.in/>).

5.12) **“GiveItUp” Subsidy**

IOCL facilitates voluntary enrolment under the ‘Give It Up’ initiative wherein LPG consumers voluntarily forgo their LPG subsidy. Indane Distributors facilitate enrolment under the scheme, thereby enabling more targeted subsidy benefits for economically weaker sections and supporting the Government’s welfare objectives.

6. **Time frame for services rendered by Indane distributors to the consumers:**

Service	Requirements	Timeframe
Registration for new domestic LPG connection	a) Above 18 years of age b) No member of the household has LPG connection under PDS or PNG connection. c) Residing in the distributor's operating area d) Produce & submit proof of residence & identity, Know Your Consumer (KYC) form/e-KYC as applicable# Additional for PMUY Connection: a) Eligible only to adult women b) No member of the household possesses / had possessed LPG connection. c) Other applicable eligibility criteria as per prevailing scheme guidelines d) Consumer can visit PMUY website for further details (https://pmuy.gov.in/index.aspx)	Immediate, subject to KYC verification and de duplication
Release/installation of new Connection/ DBC	a) Produce & submit proof of residence & identity. (POA & POI) # b) Submit Standard undertaking #	Within Seven Working Days*

	c) Deposit security amount ## d) Hot plate inspection (if purchased from source other than the LPG distributor) after payment of prescribed Inspection charges ## e) Hot Plate and Suraksha Hose should be BIS approved. f) Inter/intra Oil Co. de-duplication Check** g) Intimation by SMS on clearance of e-KYC/ KYC as applicable.	
Acceptance of refill booking	When no previous refill order is pending	Immediate***
Delivery of refill	Availability of stocks*	Within Seven Working days*
Leakage complaint	Intimation to distributor/ emergency service cell (1906)	Immediate, Endeavor to attend the complaint within 4 hours
Preparation of Termination Voucher & refund security deposit	a) Surrender of loaned equipment (cylinder/s & PR) in good condition and refund of applicable security deposit to consumer. b) Submission of original Subscription voucher (SV). c) Consumer can retain Pressure Regulator while surrendering LPG Cylinder to Distributor and can use the same Pressure regulator while availing LPG connection at new place.	Within One working day
Change of name in case of death	a) Eligibility as applicable for new LPG connection b) Death Certificate of consumer c) Succession certificate / Standard undertaking # d) Produce & submit proof of residence & identity, Know Your Consumer (KYC) form/ e-KYC as applicable # e) Subsidized Cylinders (refills) drawn by original consumers shall be counted and only the balance entitled to the transferee.	Within One working day.

	f) Satisfy de-duplication check. ** For PMUY Connection: Name change is allowed preferably to adult female member of the household as per approved family composition document. Consumer can visit PMUY website for further details (https://pmuy.gov.in/index.aspx)	
Transfer of connection within family / Regularization	a) Eligibility as applicable for new LPG connection b) Consent letter from consumer c) Standard undertakings # d) Produce & submit proof of residence & identity, Know Your Consumer (KYC) form/ e-KYC as applicable # e) Subsidized Cylinders (Refills) drawn by original consumer shall be counted and only the balance entitled to the transferee. f) Satisfy de-duplication check** Not applicable for PMUY Connection.	Within One working day

* IOCL shall endeavor to deliver LPG refill cylinders/release new connection/additional cylinder within seven working days, subject to circumstances beyond its control, including but not limited to natural calamities, war, armed conflict, geopolitical developments, civil disturbances, force majeure events, Government directives, law and order situations, transport disruptions, industrial unrest, supply constraints, or any other exigencies.

**One household is entitled to only one subsidized domestic LPG connection. Inter/intra Oil. Co. de-duplication checks shall be carried out by PSU Oil Marketing Companies (OMCs). for verifying information provided by the consumer. In case any information furnished by the consumer is found incorrect, the connection shall be cancelled and security deposit forfeited. IOCL reserves the right to initiate action against such consumers under applicable legal provisions.

*** IOCL shall endeavor to provide immediate acceptance of refill bookings through the available booking channels, subject to circumstances beyond its control, including but not limited to system maintenance, technical failures, cyber incidents, natural calamities, war, armed conflict, geopolitical developments, force majeure events, Government directives, law and order situations, transport or communication network disruptions, or any other exigencies.

The standard undertaking, the list of documents required as Proof of Identity (POI) and Proof of Address (POA) are available on the IOCL customer portal (<https://cx.indianoil.in/>) and PMUY website (<https://pmuy.gov.in/docs/KYC.pdf>)

Rates of approved security deposit, tariff & service charges available at IOCL customer portal (<https://cx.indianoil.in/>)

7. Consumer Relations

A Toll-Free telephone number 1800 2333 555 or 14428 is available to consumers for any queries, suggestions or complaints related to their LPG connection.

Consumer Service Cells are available at the offices of IOCL during office hours on all working days. Consumers may contact or visit the Cell for assistance/grievance redressal. Details of the Cell are available with the Indane distributor.

Consumers can also meet IOCL LPG Sales Officers during their periodic visits to Indane distributorships for resolution of their queries /complaints.

For PMUY-related queries, consumers may contact the toll-free helpline 14438.

8. Emergency Service Cell (1906)

Consumers can call the toll-free number 1906 for any leakage complaint which is operating (24*7). Indane Distributors render prompt assistance in case of LPG leakage complaints. Besides 1906, other telephone numbers are also mentioned on the refill cash memos, displayed at the Indane distributor's showroom and available on IOCL customer portal. The services rendered by the Indane distributor for attending to leakage complaints are free of charge.

9. Expectations from the Consumer

Users need to follow safe operating practices while using LPG. These are given below:

Safety Guidelines for LPG Consumers

1. Before Use

- a) Ensure that the LPG cylinder is always kept in an upright (vertical) position, in a well-ventilated area and away from sources of heat, open flames and combustible materials.
- b) The Gas Stove/Hot Plate should always be placed on a stable platform made of non-flammable material and positioned above the cylinder level.
- c) Use only genuine and authorised LPG equipment supplied by the Indane distributor.
- d) Use only ISI-marked Gas Stoves/Hot Plates.
- e) Ensure that all components of the LPG installation are in good condition before use.
- f) The LPG hose is an important safety component of the installation. Consumers shall use only "SURAKSHA" LPG hose conforming to IS 9573:2017 (Part 2). The hose should be inspected regularly and replaced immediately if any wear, cracks or damage are noticed. Use of non-standard or unauthorised LPG hoses shall be strictly avoided.
- g) The safety cap must always be fitted on the valve of unused cylinders, whether full or empty.

2. During Cooking

- a) Avoid keeping naked flames such as diyas, candles or agarbattis in the kitchen or near the LPG installation.

- b) It is safer to use a matchstick or an approved gas lighter before turning on the gas supply.
- c) Do not leave the Gas Stove/Hot Plate unattended while in use. Overflow of cooking material or gusts of wind may extinguish the flame, resulting in LPG leakage and possible fire hazards.
- d) Frying pans, pressure cookers and other utensils should be positioned so that their handles are turned away from the flame.
- e) Plastic articles and other flammable materials should be kept away from the Gas Stove/Hot Plate.
- f) Children should be kept under adult supervision and away from the LPG installation while cooking.
- g) Avoid wearing loose synthetic garments while cooking. Cotton clothing is preferable. Use of dupatta, sari pallu or loose cloth for handling utensils may pose a fire hazard.
- h) Wearing a fire-retardant apron while cooking is safe practice.
- i) It is safer to keep the refrigerator outside the kitchen area where LPG connection is installed.

3. After Use

- a) Always switch off the pressure regulator when the Gas Stove/Hot Plate is not in use, particularly at night.
- b) Ensure that the burner knobs are in the OFF position after cooking.
- c) Never leave LPG appliances operating unattended.

4. Maintenance

- a) Never tamper with or attempt to repair the cylinder, pressure regulator or any allied equipment yourself.
- b) If any component appears defective or damaged, contact the distributor and seek assistance.
- c) Consumers should get their LPG installation inspected by an authorised mechanic of the Indane distributor at least once every five years. A nominal inspection charge, as applicable, may be borne by the consumer.
- d) As a general rule, the "SURAKSHA" LPG hose should be replaced every five years or earlier if signs of wear or damage are observed.
- e) LPG installations should be used only at the registered premises. Any change of address must be immediately intimated to the Indane distributor concerned.

5. Emergency

- a) In case of any suspected LPG leakage, immediately switch off the pressure regulator.
- b) Do not operate electrical switches, mobile phones or any source of ignition near the leakage area.
- c) Open doors and windows to ensure adequate ventilation.
- d) Contact the respective Indane distributor or the Emergency Helpline (1906) immediately for assistance.
- e) Do not attempt to locate the leak using a naked flame.
- f) Follow the safety instructions provided by the distributor or emergency response personnel.

At the time of Refill Delivery:

At the time of taking refill delivery, consumer must satisfy himself/herself with the condition of the cylinder seal and weight. Once having acknowledged receipt of cylinder with seal intact, correct weight & in good condition, there shall be no scope for dispute regarding the same.

The deliveryman will break open the seal in presence of the consumer and check that the cylinder is sound and fit for use. Consumers must get the cylinder connected to the regulator (DPR) and have the installation checked for proper functioning, even for the additional cylinder.

Indane Distributor's delivery personnel carries a weighing scale and leak detectors. The Consumer should get their cylinder weighed and leakage checked every time before receipt. Consumer should insist for PDC (Pre Delivery Check) and cash memo at the time of delivery.

Consumer should share Delivery Authentication code (OTP received in their registered mobile number) with the delivery personnel after receipt of cylinder which will ensure that cylinder is delivered to the right consumer.

Inspection of the LPG Installation

Consumers must insist on a mandatory inspection of their LPG installation once in 5 years, by the authorised mechanic from their respective Indane distributorship. This service is available on payment of the requisite charges available on IOCL customer portal. This will help in safe upkeep of the domestic LPG installation.

In case of Leakage:

In the rare event of Leakage or in case there is smell of gas:

- Turn the pressure regulator (DPR) knob to the 'OFF' position.
- Put out all fires in the kitchen / vicinity (including agarbatti and pooja lamp etc.).
- Do Not light matchstick/lighter. Do Not switch 'On' or switch 'Off' any electrical switches/ appliances (including main switch). Remember that electrical switches and dry cell torches generate spark while switching on or off. Keep the Mobile Phones away.
- Open all doors and windows for ventilation.
- Consumer can get in touch with the distributor/ call 24 hours Emergency Service Cell (1906)

In the Event of Accident

In case of the unfortunate event of an LPG accident, the consumer must immediately inform the respective Indane distributor. The distributor then informs IOCL and the Insurance Company about the same. The consumer should submit requisite documents timely as and when asked by the Insurance company for settlement of the claim. The Indane distributor will offer assistance to the consumer in completing the formalities of insurance claims arising out of the accident.

All registered LPG consumers are covered under Public Liability insurance policy taken by the IOCL. Details are available on official website of IOCL <https://iocl.com/uploads/TPPLInsurancePolicy.pdf>

In addition to the above, All Indane distributors are also required to maintain Third-Party Liability Insurance, as applicable, to cover their legal liability towards third parties arising out of accidents/incidents connected with the operation of the LPG distributorship, subject to the terms, conditions, limits and exclusions of the applicable insurance policy.

10. Consumer Obligations

- a) Consumers must abide by the terms and conditions under which the LPG connection has been released to them. These are printed on the Subscription Voucher and contained in the undertaking submitted at the time of release of the connection.
- b) Consumers must follow safe practices mentioned in this citizen charter while using LPG.
- c) Consumers must use the LPG connection at the registered premises only.
- d) Consumers must not accept LPG cylinders from any unauthorised source / persons other than the Indane distributor.
- e) Consumers are not permitted to exchange with others or loan to others the cylinders / DPR given to them as this creates possibility for a spurious cylinder / DPR finding its way into the system. Spurious cylinders/DPRs do not conform to the stringent quality standards and are a potential safety hazard.
- f) The use of LPG is regulated by Liquefied Petroleum Gas (Regulation of Supply and Distribution) Order, 2000, Order of the Govt. of India. As per this order:

LPG connection is issued only in the name of any adult member of the household by a Government Oil company under the public distribution system. "Household" means a family consisting of husband, wife, unmarried children and dependent parents living together in a dwelling unit having common kitchen. Only one connection is issued per household / consumer. Consumers having more than one connection should surrender the other connection.

- g) As per MOPNG Notification dated 25th May, 2026, A person or household having a domestic liquefied petroleum gas (LPG) connection and subsequently having obtained a piped natural gas (PNG) connection shall not forthwith take a refill of domestic liquefied petroleum gas (LPG) cylinder and shall also, within thirty days from the date of obtaining a PNG connection, either apply for termination of the LPG connection or take a transfer voucher for a future LPG connection in a non-PNG area.
- h) Further, where an authorised entity is in a position to provide PNG supply to a household/address, or where the requisite access/permission for laying the PNG network in a housing area has not been granted, the prescribed notice/communication shall be issued in accordance with the MoP&NG Notification dated 24th March 2026. LPG supply to the concerned household/address shall cease upon expiry of three months from the date of the applicable notice/communication, subject to the conditions and exceptions prescribed therein.

Annexure-I

Glossary of Terms and Abbreviations

Term / Abbreviation	Meaning
PSU OMCs	Public Sector Oil Marketing Companies i.e., Indian Oil Corporation Limited (IOCL), Bharat Petroleum Corporation Limited (BPCL) and Hindustan Petroleum Corporation Limited (HPCL)
BIS	Bureau of Indian Standards.
CTC	Cash Transfer Compliant
DBC	Double Bottle Connection
DGCC	Domestic Gas Consumer Card.
DKV	Durgam Kshetriya Vitrak
DPR	Domestic Pressure Regulator.
LPG	Liquefied Petroleum Gas.
MoP&NG	Ministry of Petroleum and Natural Gas, Government of India.
NDNE LPG	Non-Domestic Non-Exempted LPG supplied for commercial and other non-domestic purposes.
PAHAL (DBTL)	Pratyaksh Hastantarit Labh (Direct Benefit Transfer for LPG)
PDC	Pre-Delivery Check
PNG	Piped Natural Gas.
POA	Proof of Address.
POI	Proof of Identity.
PMUY	Pradhan Mantri Ujjwala Yojana.
RSP	Retail Selling Price.
SV	Subscription Voucher
TV	Termination Voucher
TTV	Transfer Termination Voucher
Force Majeure	Any event or circumstance beyond the reasonable control of IndianOil that prevents, delays or disrupts the supply or delivery of LPG, including natural calamities, war, armed conflict, geopolitical developments, civil disturbances, Government directives, law and order situations, transport disruptions, industrial unrest, supply constraints, or other similar circumstances beyond its reasonable control.
Rebate on “Cash-and-carry” supplies	An amount deductible from the applicable Retail Selling Price (RSP) of an LPG refill where home delivery is not provided, as per the applicable rates/guidelines.

Annexure-II

Important Websites

S. No.	Organisation / Portal	URL
1	Ministry of Petroleum & Natural Gas (MoP&NG)	https://mopng.gov.in
2	IndianOil Corporation Limited (IOCL)	https://www.iocl.com
3	Indane Customer Portal	https://cx.indianoil.in
4	Bharat Petroleum Corporation Limited (BPCL)	https://www.bharatpetroleum.in
5	Bharatgas	https://ebharatgas.com/
6	Hindustan Petroleum Corporation Limited (HPCL)	https://www.hindustanpetroleum.com
7	HP Gas	https://www.hindustanpetroleum.com/hp-gas
8	Pradhan Mantri Ujjwala Yojana (PMUY)	https://www.pmuu.gov.in
9	LPG Vitarak Chayan (Distributor Selection Portal)	https://www.lpgvitarakchayan.in