



Bhagyanagar Gas Limited

(A Joint venture of GAIL & HPCL)

CUSTOMER SERVICES TARIFF CARD (w.e.f. 01.02.2024)

Sl. No.	Customer Complaints/Service Request Types	Sub Heads	Type of Job/ Complaint	Chargeable / Non Chargeable to Customer	Material + Services Rate (Incl. GST) Rs.	Unit	FIXED CHARGE (Incl. GST) Rs.
1	GI & CU Installation Related Issues (Engineer Visit)	a	Inspection Charge (Chargeable for every modification)	Chargeable	Nil	Nos.	600
		b	Modification- Not feasible	Chargeable	Nil	Nos.	200
		c	Modification - Customer Refused	Chargeable	Nil	Nos.	600
2	Modifications/Geyser Point / Extra Point	a	GI Pipe 1/2" (Including Material + Fittings)	Chargeable	550	Mtr	Nil
		b	GI Pipe 3/4" or 1" (Including Material + Fittings)	Chargeable	600	Mtr	
		c	Copper Tube (Including Material + Fittings)	Chargeable	560	Mtr	
		d	Appliance Valve/Isolation Valve	Chargeable	300	Nos.	
3	Temporary Disconnection Due to Renovation (Removal of Installations)	a	Only Appliance Valve Removal & Plug (Non-Dismantling of BGL Installations)	Chargeable	300	Nos.	Nil
		b	Complete Removal (Inside Kitchen, Lateral & Riser)	Chargeable	120	Metres	600
4	Temporary Disconnection (Personal Reason)	a	Appliance Valve Removal & Plug	Chargeable	300	Months	Nil
		b	Non dismantling of GI/CU installation	Chargeable	50/- Monthly Rental		
5	Forced Disconnection/Defaulter	a	Force disconnection Penalty Charges for C-PNG/I-PNG	Chargeable	Removal + Material Cost Applicable		1500
		b	Force disconnection Penalty Charges for D-PNG	Chargeable	Removal + Material Cost Applicable		1000



6	Permanent Disconnection	a	Only Appliance Valve Removal & Plug	Chargeable	300	Nos.	Nil
		b	Complete Removal (Inside Kitchen, Lateral & Riser)	Chargeable	120	Metres	600
7	Restoration/Reconnection of Gas Supply	a	Restoration Temporary Disconnection (Personal Reason)- Re-Installation of Old AV	Chargeable	300	Nos.	Nil
		b	Restoration Temporary disconnection (Renovation/Removal Cases)	Chargeable	Modification Charges Applicable		
		c	Re-connection for D-PNG, C-PNG and I-PNG (If force disconnection done)	Chargeable	1200	Nos.	Nil
8	No Gas Supply (Non-Damages/Tempering of BGL Installations)			Non Chargeable	Free		
9	Replacement or Installation of New Appliance/Isolation Valves			Chargeable	300	Nos.	200
10	Replacement or Installation of New Rubbertube (length upto 1.5 mtr)			Chargeable	210	Nos.	200
11	Complaint After NG Conversion	a	Within 15 days of Gas Supply Start	Non Chargeable	Free		
		b	After 15 days of Gas Supply Start (Per Burner Chargeable)	Chargeable	100	Nos.	200
12	New Stove Connection Subsequent to NG Conversion	a	New Stove conversion/burner (Excluding supply of rubber hoses)	Chargeable	100	Nos.	200
		b	Drilling hole in Kitchen slab/marble- If Applicable	Chargeable	650	Nos.	
13	Flame Problem	a	Within 15 days of New Stove Conversion	Non Chargeable	Free		
		b	After 15 days of New Stove Conversion (Per Burner Chargeable)	Chargeable	100	Nos.	200
14	Meter Related Issue/High Bill Issues	a	Excess Billing - If meter reading is wrong	Non Chargeable	Free		
		b	Excess Billing - If meter reading is correct	Chargeable	Nil	Nos.	200
		c	Special Meter Reading on customer request	Chargeable	Nil	Nos.	200
		d	Penalty Charges (If meter is not faulty)	Chargeable	1140	Nos.	Nil
		e	Meter replacement, If customer insisting for meter change without any faults	Chargeable	4000	Nos.	Nil



15	Re-measurement of PNG Installation/Extra Pipe	a	If measurement found incorrect	Non Chargeable	Free		
		b	If measurement found correct	Chargeable	1000	Nos.	Nil
16	MDPE Pipeline Shifting/ TF Shifting (Including RCC Guard) & Extension/Removal	a	MDPE End Cap/Plug (If Applicable)	Chargeable	1000	Nos.	Permission/Liason-3000 (For Outside of customer premises)
		b	Transition Fitting & RCC Guard Installation	Chargeable	2250	Nos.	
		c	MDPE 20 mm	Chargeable	680	Metres	
		d	MDPE 32 mm	Chargeable	770	Metres	
17	Emergency Call Leakage	a	Leakage from GI/CU Pipeline, Fittings/Meter/Regulator/MDPE/TF etc. (Non-damages/tempering by customer)	Non Chargeable	Free		
		b	Leakage from GI/CU Pipeline, Fittings/Meter/Regulator/MDPE/TF etc. (Damages/tempering by customer)	Chargeable	Modification Charges Applicable+ Material Cost	Penalty Charges-3000	
18	Damage/Tempering to BGL Installations			Chargeable	Modification Charges Applicable+ Material Cost	Penalty Charges-3000	