

PUBLIC NOTICE
Petroleum and Natural Gas Regulatory Board (PNGRB)
"Safe Home, Smart Choice - Surrender Unused LPG Connection"

VOLUNTARY SURRENDER OF LPG CONNECTIONS FOR PNG DOMESTIC CONSUMERS

The Petroleum and Natural Gas Regulatory Board (PNGRB) appeals to all citizens who have migrated to **Piped Natural Gas (PNG) Domestic connections** but have **not surrendered their LPG connections** to participate in this important **National Initiative** for a safer and more efficient energy ecosystem.



APPEAL TO CITIZENS

If you have switched to PNG but still retain your LPG connection, we urge you to **voluntarily surrender your LPG connection** to your respective LPG distributor at the earliest.



BENEFITS OF SURRENDERING YOUR LPG CONNECTION

FINANCIAL BENEFITS	SAFETY BENEFITS	NATIONAL BENEFITS
✓ Refund of security deposit for cylinders ✓ Save on space for unused cylinders ✓ No risk of deterioration charges for non-returned cylinders ✓ Contribute to national savings of thousands of crores annually	✓ Eliminate fire hazards from storing unused LPG cylinders at home ✓ Reduce risk of gas leakage and related accidents ✓ Ensure safer living environment for your family ✓ Prevent misuse of inactive connections	✓ Reduce wasteful expenditure ultimately borne by consumers ✓ Enable better resource utilization by Oil Marketing Companies ✓ Support India's urban energy transition ✓ Contribute to national energy efficiency

PROCESS MATRIX

 SURRENDERING YOUR LPG CONNECTION	 ESCALATION MECHANISM	Escalate to PNGRB
STEP 1: Contact your local LPG distributor STEP 2: Submit a voluntary surrender request with your LPG connection details STEP 3: Return any LPG cylinders and regulator in your possession (if applicable) and terminate the connection. Alternatively, place the connection in safe custody. STEP 4: Collect your security deposit refund as per the surrender process. This is also applicable in the case of Safe custody.	In case of any issue or grievance: Level 1: Contact your Local LPG Distributor and provide a written request reminder for action Level 2: Escalate to respective Oil Marketing Company • BPCL • HPCL • IOCL	Customer Care  Email: grievance@pngrb.gov.in  Website: www.pngrb.gov.in



IMPORTANT INFORMATION

In Case of Emergency	Assurance
• Emergency LPG connections are available during exigencies • Off-the-shelf LPG supply available at designated places • You can always reconnect if needed in future at the same Security deposit, if the connection is placed under safe custody.	This is a voluntary, consumer-centric initiative aimed at: • Enhancing household safety • Reducing unnecessary financial burden • Supporting national energy goals

BE A RESPONSIBLE CITIZEN

Join this National Drive for a Safer, Smarter Energy Future
"Your Safety, Our Priority - Surrender Unused LPG Connection Today"

Issued by:
Petroleum and Natural Gas Regulatory Board (PNGRB)

Date: