

## **CITIZENS' CHARTER**

### ***About the Company***

Assam Gas Company Ltd. stands today as one of the premier natural gas transportation and distribution companies in India having a network of underground natural gas transmission and distribution pipelines that serves about 390 tea consumers, 900 commercial establishments, more than 29,000 domestic consumers and several big industrial consumers in Tinsukia, Dibrugarh, Sivasagar, Jorhat, Golaghat and Cachar in Assam. It has its present headquarters in the oil town of Duliajan in the district of Dibrugarh, Assam, India. The Company has a capacity to transport 5.5 MMSCMD of natural gas. Over the years AGCL has established branch offices in 14 (fourteen) different locations in Assam.

Authorizations given by PNGRB to AGCL for :

- **Upper Assam CGD network of AGCL (UACGDNA)** to lay, build, operate or expand city or local distribution network
- **Assam Natural Gas Pipeline Network (ANGPL) of AGCL** to lay, build and operate Natural Gas pipelines

### ***Objective***

The objective of the company in the context of Citizen's Charter is to deliver the right quantity of natural gas at the desired pressure to its consumers, and services incidental to it in a safe, efficient and transparent manner.

### ***Vision***

Strive to be a vibrant, excellence oriented corporate by attaining leadership in the field of energy by providing quality service to all the stakeholders, creating an environment friendly business and contributing to the overall socio economic development of the region.

### ***Mission***

To fulfill the demand for clean energy of various customers- industrial and non industrial through superior quality products and best-in class services.

### ***Details of business transacted by the organization***

Plan, develop, build, operate and maintain natural gas transportation infrastructure

Acquire new sources of natural gas to meet growing customer requirements

Transportation of natural gas to bulk consumers through steel pipelines

Distribute natural gas through steel and PE pipelines to :

- domestic consumers
- commercial consumers

- industrial consumers

Compliance to statutory regulations of the gas transportation and distribution industry

### ***Details of clients***

**Bulk Consumers** : Large industrial units such as thermal power plants of APGCL, AGBPP of NEEPCO, BVFCL, APL and OIL.

**Domestic Consumers** : Domestic consumers in the areas of Tinsukia, Dibrugarh, Sivasagar, Jorhat and Golaghat districts where the company is providing piped natural gas (PNG) as fuel in their kitchens.

**Commercial Consumers** : Commercial consumers such as hotels, restaurants, hospitals, small industrial units, etc in areas of Tinsukia, Dibrugarh, Sivasagar, Jorhat and Golaghat districts where the company is providing piped natural gas (PNG) as fuel

**Industrial Consumers:** Industrial consumers comprise mainly tea factories located deep in the interiors of the five upper Assam districts of Tinsukia, Dibrugarh, Sivasagar, Jorhat and Golaghat who use it for their energy requirements for making tea from plucked green leaves. Some of them also use natural gas to run gensets for their captive power requirements.

All suppliers, contractors, service providers, stakeholders, associates, neighbouring community, and the Government of Assam and India are the clients of the company since existence of each is dependent on the other.

### ***Details of services provided to each client groups:***

For the bulk consumers, the company is a transporter of gas and is responsible for transportation of the given quantity of gas through pipelines from the supplier's offtake point to the consumer's intake point in an efficient, safe and transparent manner.

For industrial, commercial and domestic consumers, the company provides piped natural gas at the consumer premises using approved materials and fittings, installing and testing the piping, etc in the prescribed manner to ensure safety of the assets, users and environment. The company endeavours to provide accurate, transparent and timely generation and distribution of gas and TC bills and also facilitate convenient payment options.

The company provides the services to its consumers throughout the year twenty four hours a day in a safe and efficient manner.

Respond urgently to consumers, public, administration, mutual aid partners for any emergent situation arising out of natural gas transportation through pipelines.

Provide the services as per the Petroleum and Natural Gas Regulatory Board (Code of Practice for Quality of Service for City or Local Natural Gas Distribution Networks) Regulations, 2010 vide Gazette Notification GSR 720(E) dated 01-09-2010.

SINo	Nature of Service	Service delivery standard time	Remarks
1	New Connection for supply of piped natural gas to domestic consumers	30 days	Subject to availability of pipeline network in the vicinity and fulfilling technical and commercial conditions.
2	New Connection for supply of piped natural gas to commercial establishments	30 days	Subject to availability of pipeline network in the vicinity and fulfilling technical and commercial conditions.
3	New Connection for supply of piped natural gas to industrial establishments	3 months	Subject to availability of pipeline network in the vicinity, signing of Gas Supply Agreement after fulfilling technical and commercial conditions
4	Address customers complaints	At the earliest	Depends upon nature of complaint and priority.
5	Generation and distribution of gas supply bills	20 days from close of billing period	Online bill viewing and payments system for domestic and commercial consumers will be available in the website shortly

***Details of grievance redress mechanism and how to access it:***

To improve customer satisfaction, the Company has appointed Customer Grievance Redressal Officers responsible for managing any complaints, grievances, requests not settled within a reasonable period of time by the concerned officials / department.

Customers are to contact the respective Officers-in-Charges of the nearest branch offices [whose names and contact details are in **Annexure – A**] for any complaints, grievances, requests, etc. On line complaint handling mechanism is being developed and will be available through the company’s website [www.assamgas.org](http://www.assamgas.org) shortly.

***Expectations from the Clients:***

- f 24 X 7 uninterrupted gas supply.
- f Easy bill viewing / receipt and payment mechanism.
- f Cost effective services.
- f Quick redressal of grievances.
- f Maintain Quality of Services
- f Convenient methodology to get new connection.
- f Ensure necessary safety measures
- f Awareness on safety measures amongst customers from time to time to avoid any mishaps.
- f In case of any network outages, inform customers about it by any means of communication and restore supply at the earliest.

***Customer obligations :***

- Adhere to the company's terms and conditions of supply of gas
- Pay the gas bills within the due date
- The customer shall follow the safety guidelines issued by the company or any other statutory authority regarding supply of gas
- The customer shall promptly report about any damage to or any leakage from any of the equipment.
  - The customer shall not alter the PNG connection that has been provided within the premises without the consent of the company. If any modifications are required, the same will be carried out by the Company's authorized personnel only.
- Not to make any cash payments to AGCL authorized representatives while providing services at the customer premises
- Report to Grievance Redressal Officers if any company personnel ask for unauthorized cash payments.
- To verify the identity of the personnel attending to service call in customer premises
- Allow company authorized personnel easy access to collect gas meter readings and periodic inspection of house connections. Service Form is attached in **Annexure – B.**
- The consumer shall use PNG supply for the registered premises only and shall not re-supply to any other person under any circumstances.

### ***Safety Guidelines***

The Safety Guidelines are attached at **Annexure – C**.

To ensure safe and efficient transmission and distribution of piped natural gas across all CGD customer groups, the company provides a Safety Card and the company's personnel explain the safety aspects to the customers and users of the services. The customers are expected to follow the safety instructions and not undertake any alterations / modifications / additions in the gas delivery system. If any changes are required, the company may be contacted who shall depute authorized personnel to carry out the work as per approved commercial and technical procedures.

## ANNEXURE – A

### Names & Contact Details of Site Offices

Information on the following subjects can be obtained from our officers listed below:-

Slno	Name and designation of the officer	Address/Location of the office	Telephone
1	Sri T. Kalita	DIBRUGARH TOWN	9435039846
2	Sri R. Gogoi	DIGBOI TOWN	9435034737
3	Sri K. Saikia	DULIAJAN & NAHARKATIYA	9435034724
4	Sri K. Borah	JORHAT TOWN	9435038415
5	Sri P. Hazarika	MARGHERITA & LEDO	9435139895
6	Sri J.P. Baruah	MORAN TOWN	9435132830
7	Sri Manuj Bordoloi	SIVASAGAR & NAZIRA	9854094568
8	Sri Arup Baruah	TINSUKIA TOWN	9435055540
9	Sri P K Dutta Borah	TITABOR	9435393190

### Forms and Applications

Sl.no	Title of the form	Fee to be paid	Whom to contact
1	Application cum Agreement form for New Domestic PNG and Commercial PNG Connections	Please see the website <a href="http://assamgas.org/gas-connection.html">http://assamgas.org/gas-connection.html</a>	OIC
2	For all matters please contact the respective Officer in Charge		

**Information on how to** obtain gas connection, fees, security deposit, etc and any clarifications may be obtained from the OICs of the site offices or from the company's website <http://assamgas.org/gas-connection.html>. If not satisfied, customers and public may contact the Grievance Redressal Officers:

1. Shri Arupananda Hazarika, Sr. Manager (CGDB) at 099544 86589 or at his Duliajan office.

If still not satisfied,

2. Shri Diganta Kumar Dutta, Dy. General Manager (CGDB) may be contacted at 094350 39471.

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F / MARK / 90

Date : .....



**SERVICE FORM**

( For Domestic Piped Gas User )

SELF INTRODUCTION : By the employee & his Name :

PURPOSE OF VISIT :

- a) To request to take adequate safety measures.
- b) To see the condition of the pipeline and fittings.
- c) To request to use gas economically and judiciously.
- d) To know service quality of piped gas.

TOWN GAS GRID : .....

NAME OF THE CONSUMER : .....

CONSUMER CODE NO. : ..... WARD / LOCATION : .....

1.	Pipeline Checked	Yes	No
2.	PRV. Gas Tap Checked	Yes	No
3.	Nozzle Changed	Yes	No
4.	Requested to use gas economically	Yes	No
5.	Requested to close the burner when gas is not required for use	Yes	No
6.	Requested to avoid unnecessary burning of gas	Yes	No
7.	Requested to use gas only for cooking purpose	Yes	No
8.	Requested to keep the burner in well ventilated place	Yes	No
9.	Requested to check rubber tube, appliances at regular intervals and change or repair them as and when required	Yes	No
10.	Requested to avoid sharp bend in the rubber tube	Yes	No
11.	Requested to have blue flame in the burner	Yes	No
12.	Requested to make monthly payment regularly	Yes	No

**REMARK OF THE CONSUMER** : ON THE SERVICE QUALITY OF PIPED GAS (PLEASE GIVE "✓" MARK)

EXCELLENT	
GOOD	
SATISFACTORY	
POOR	

Signature of the Interviewer

Date : .....



Signature of the Consumer

Date : .....



## PIPED GAS SAFETY CARD

*Dear Customer,*

*We are concerned about your safety. If you observe the simple safety precautions laid down, you can easily avoid accidents. Please help us to help you.*

**DO'S**

1. Place the gas burner in a well ventilated place.
2. Open all windows and doors of your kitchen at least 5 minutes before you light your gas burner.
3. If there is no smell of gas indicating leakage, open the gas tap and then the burner knob slowly and light the burner.
4. Always keep the gas tap closed when the burner is not in use.
5. Gas Stove should be placed in such a manner so as to avoid sharp bends to the rubber tubing.
6. Insist on checking the rubber tube and appliances at regular intervals and change / repair those as necessary. Rubber tube to be replaced once in three years or earlier.
7. Always check that the burner burns with a blue flame.

**DON'Ts**

1. If you smell gas before opening the gas-tap, donot light your burner.
2. While using your burner if gas supply suddenly goes off, donot keep the burner knob open.
3. While the burner is burning donot bring any inflammable articles like kerosene lamp, candles, matchbox, petrol, gasoline, spirit near the burner. Neither store any other fuel in the same room where gas burner is kept.
4. Donot allow water or other materials to fall on the gas burner as those will clog the burner points leading to inefficient burning of gas.
5. Donot allow the flame to burn in yellow or reddish-yellow flame. For maximum efficiency, utility and benefit the flame should always be blue.
6. During stormy weather donot keep the burner in maximum flame especially in case of thatched houses.
7. In the event of gas leakage inside your house, donot operate any electrical switch or bring naked fire where you smell gas.

**IN CASE OF LEAKAGE :**

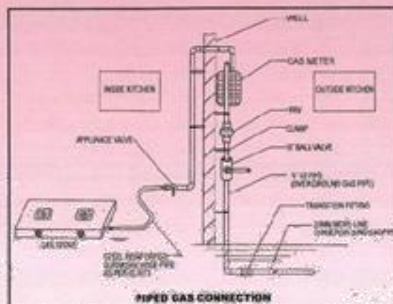
*In case of leakage of piped gas (which can be detected by its pungent odour) please take the following actions at once :*

1. ● Close the burner knobs, the gas-tap and (12 mm) valve outside the kitchen.
2. ● Open kitchen windows to ensure flow of fresh air.
3. ● Donot operate any electric switches in the kitchen.
4. ● Donot bring in a naked flame or light a match or lighter.
5. ● Donot let any person enter the kitchen, neither try to repair leakage yourself or by unauthorised person.
6. ● Inform us by telephone / written notice / verbally & record the details of defect as per 'Form' attached with this form to send our qualified engineers / mechanics to help you better. For emergency service always ring our

**ANY TIME TELEPHONE**

(number given below)

7. Donot use the burner till gas leakage is detected / rectified / certified fit for use by Assam Gas.



*Please strictly follow the directions given above. If the card is lost or damaged, ask Assam Gas Customer Compliance cell to provide you a fresh one. When advised by our qualified personnel regarding optimum utilization and safety aspects of Piped Gas please act accordingly. For any assistance or guidance donot hesitate to contact the Customer Compliance Cell.*

**ASSAM GAS COMPANY LTD.**

**ANYTIME PHONE NO. :**

**CONSUMER CODE :**

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**INSPECTION RECORD**

	Date	Signature
1	CERTIFIED O.K.	
2		
3		
4		
5		



