

Performance Standard

	S. No	ACTION	REQUIRED PERFORMANCE	% TARGET	ACH. % Age
	1	Gas Emergencies	In case of gas escapes, fires or other hazardous situations, attend as quickly as possible but within one hour for uncontrolled escapes, and two hours for controlled escapes.	100 %	
	2	Telephone Calls	All calls to centers to be answered within 60 seconds.	100%	
	3	Complaints	<p>All complaints shall be recorded whether received by phone, letter, electronically or in person. Complaints about gas smell, asphyxiation, fire, gas pipe breakage, explosion or building collapse, etc., shall be dealt with as per S.No1.</p> <p>All other complaints, which are determined to be low risk, i.e., not involving loss of life or property shall be responded to within 24 hours. Complaints about other operational nature shall be dealt with on a planned basis as per other listed activities in these standards. For further explanation, see “Table, Response Time Examples”, given at the end of these standards.</p>	100%	
	4	Investigation of Pressure Complaints	Visit within 36 hours.	100%	
	5	Making and Keeping Appointments	For planned work and when required, appointments will be made on a morning or afternoon basis. If an appointment cannot be honored, the company will give a 24- hours notice to the consumer.	90-100%	
	6	Notification of Planned work	Work for planned maintenance that requires interruption of the gas supply, and entry to the consumer’s premises will be subject to a notice of at least 10 working days for the service line, and at least 5 days for the meter alone.	90-100%	
	7	Connection to Distribution System	<p>a) The company shall promptly respond to all requests for service after the date of their receipt and issue proposal letters within 90 days, or any other period approved by the Authority on the request of the company, if:</p> <ul style="list-style-type: none"> ▪ It is technically feasible to connect the premises to the gas main; ▪ Such a connection would not create any anomalous situation or discrimination with other prospective consumers in the same locality; ▪ A domestic or commercial premises is located perpendicularly within 25 metres of the existing gas main and where the extension of gas main or reinforcement is not involved; and ▪ An industrial premises is located perpendicularly within 150 metres of the existing gas main and where extension of gas main or reinforcement is not involved. 	90-100%	

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			<p>b) If a domestic, commercial or industrial premises is not located within the distance specified above, the company shall inform the applicant within 45 days of receipt of request as follows:</p> <ul style="list-style-type: none"> ▪ The company's inability to provide the service; or ▪ The time frame within which the service can be provided to the applicant. <p>c) The company shall be obligated to provide gas connection to an owner or occupier of a premises subject to payment of gas connection charges, gas supply deposit and availability of road cutting permission if applicable:</p> <ul style="list-style-type: none"> ▪ In case of domestic and commercial prospective consumers within 45 days or any other period approved by the Authority; and ▪ In case of prospective industrial consumer within 90 days or any other period approved by the Authority. 		
	8	Energy/Safety advice	<p>Energy and safety advice will be given to consumers visited with problems.</p> <p>Energy /safety advice provided by free post.</p>	90-100%	
	9	Replies to Correspondence	Consumer to receive a reply within 5 working days of receipt of correspondence. Attend earlier if necessary. Interim replies will indicate when a full reply may be expected.	90-100%	
	10	Visits	Except in emergency, meter reading or consumer complaint, if a visit to consumer's premises is required, the company shall first attempt to make a phone contact with the consumer for an appointment, within 4 days.	90-100%	
	11	Estimating Procedures for billing	Procedure should favor neither the Company nor the consumer. Differences between actual and estimated gas usage will be settled / resolved as per contractual obligations between the Company and consumer.	90-100%	
	12	Meter Alteration and replacement at consumer's request	15 working days following acceptance and payment of relevant dues / charges.	90-100%	
	13	Responding to Meter Problems	Visit within 7 working days, or substantive reply within 5 working days.	90-100 %	

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	14	Meter Accounts (Meter reading / billing)	The Company shall submit gas bills based on actual meter readings on 30 days basis, or a longer period not extending 45 days. Adjustments for price / tariff should be made proportionate to the number of days. <ul style="list-style-type: none"> • Due date of payment shall be 15 days from date of issuance of bill. However, the company shall make arrangements for delivery of bills such that each consumer gets a minimum period of 7 days to make payment. 	90-100%	
	15	Meter Reading Frequency	Read meter one month after the previous reading, at least once in each calendar month.	90-100%	
	16	Special Meter Readings	Visit within 3 working days of receiving a request.	90-100%	
	17	Appointment for final meter reading	Morning or afternoon appointments (at two-day's notice) for final meter reading.	90-100%	
	18	Providing additional meter	Additional meter may be treated as a new meter application. The process time for issuance of proposal letter shall be two weeks. The time for meter installation will be 25% of the time for new meter as prescribed in S.No 7, after security deposit.	90-100%	
	19	Notifying Consumer for Non-payment	Notice of non-payment to be issued within 10 days of default in payment i.e. within 10 days subsequent to the due-date, for payment of bills. Consumer shall be allowed 15 days for payment effective from the date of mailing notice.	90-100%	
	20	Termination of Service for Default	Termination of service for default shall be at company's discretion after expiry of notice (s) and period allowed for clearance of dues but no more than 45 days of default of non-clearance subsequent to period allowed in the notice.	90-100%	
	21	Reconnection after payment of dues	Within one working day after full payment and access available.	90-100%	
	22	Refunds to the Consumers	Refunds to consumers to be dispatched within 30 days.	90-100%	
	23	Backfill, Restoration	Trench to be backfilled and site restored to its original or better condition within 15 working days of commissioning of gas supply.		

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	24	Removal of service line after disconnection	The company shall remove service line of the disconnected premises if the consumer does not procure reconnection: <ul style="list-style-type: none"> ▪ Within 180 days for domestic consumer ▪ Within 60 days for commercial consumer ▪ Within 30 days for industrial consumer 		
	25	Contractual pressure	The company shall maintain adequate pressure in transmission pipelines and distribution networks and upgrade system where necessary to ensure supply of contractual volume to its consumers at pressures agreed with them in their relevant agreements.		
	26	Compensation	Payment of compensation to consumer adversely affected by non-compliance of service standards.		

Note:

- (1) The Authority may, from time to time, prescribe any additional standards, amend, change or alter the already prescribed standards in consultation with the licensee. Where the standards set forth herein are inconsistent with the terms and conditions of the licence, the provisions of the licence shall have the overriding effect to the extent of inconsistency alone.

- (2) Where targets are prescribed as 90-100%, the same may be taken as 90% in first, 95% in second and 100% in the third year.

- (3) An application by the company for relaxation in time frame shall be supported by facts and figures with full justification.

RESPONSE TIME EXAMPLES

TIME (Max.)	ACTION FOR
One Hour	Fire, explosion.
Two Hour	Minor leak on valve in un-inhabited area. Relief valve discharge.
Other	Meter inaccurate. Trench not backfilled.