

FAQs

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FAQs for Industrial/commercial PNG:

Q1. What is the process of registration in Industrial/Commercial category?

After acceptance of the Commercial offer, the customer has to fill the desired registration form and submit application fees along with the mandatory documents required for Industrial/Commercial registration.

Q2. Which documents are required to register for Industrial/Commercial PNG connection?

Customer at the time of registration has to submit self-attested photocopies of-

- PAN Card and GST No.
- Land Purchase Deed (if owned)/Agreement (if leased/Rented).
- NOC from society/ landlord.

Q3. How is the Consumption Security Deposit amount calculated?

It is calculated based on your monthly gas consumption of alternative fuel like LPG/ Diesel etc. or a Provisional consumption based on data provided by customers in their registration forms.

Q4. Is Commercial Connection transferable to a new owner?

Commercial connection is transferable subject to availability of necessary documents required for Commercial registration and NOC from the existing user. This is only applicable where the premises and commercial load of the existing and new commercial establishment remain the same.

Q5. What is the procedure for ownership transfer in the commercial category?

Below mentioned documents can be submitted for Ownership transfer:

- Request letter for Ownership Transfer.
- PAN Card & GST No.
- Shops & Establishment Certificate.
- Land Purchase Deed (If Owned) Agreement (if Leased/Rented).
- Partnership deed (if partnership firm).
- NOC from the previous owner.
- Application cum registration form.

Q6. Are tariff rates and billing cycle different for Industrial/Commercial and Domestic PNG segment?

Yes, tariff rates and billing cycle are different for Industrial/Commercial and Domestic PNG segment and Bills are delivered every fortnight/month in Commercial Segment.

Q7. Who will appoint a downstream contractor?

A customer is required to appoint a reputed and experienced piping contractor for installation of internal piping from regulator/meter up to burner at his own cost. The piping work should be done strictly as per PNGRB technical specifications and guidelines.

Q8. Can I shift my meter location as I have decided to renovate my place?

Subject to technical feasibility, the meter location shifting can be done by technical team of AG&P. One needs to inform AG&P in writing before and after renovation work is completed to ensure proper disconnection, reinstallation, and reconnection of gas meter.

