

Space for Stamping

Do not write anything in this space



Adani Total Gas Limited
(Formerly known as Adani Gas Ltd)

APPLICATION FORM FOR RESIDENTIAL PIPED NATURAL GAS (PNG) CONNECTION

Application No.: _____

I, the lawful owner of the residential Premises, details of which are mentioned below wish to register for One Piped Natural Gas (PNG) connection at the said Premises

(Please fill the detail in BLOCK letters with BLACK / BLUE INK)

Please Tell Us About Yourself

FIRST NAME																											
MIDDLE NAME																											
SURNAME																											
HOUSE NO.																											
SOC./APPT. NAME																											
ADDRESS-1																											
ADDRESS-2																											
AREA														CITY													
POSTAL CODE							TEL.No.							MOBILE													
EMAIL ID																											
E-BILL FACILITY	YES <input type="checkbox"/>																										NO <input type="checkbox"/>

Details of Liquefied Petroleum Gas (LPG) Connection of the Customer

Does Customer own Liquefied Petroleum Gas (LPG) household connection provided by Public Sector Oil Marketing Company (PSOMC) under Public Distribution System.* Please tick (✓) YES ☐ NO ☐

If YES, Kindly provide following details:-

(1) LPG Consumer No. _____ (2) Name of Company Please tick (✓) IOCL ☐ BPCL ☐ HPCL ☐

*Please read clause no. 5.24

Terms and Conditions for the supply of Piped Natural Gas (PNG) to Domestic customers

Following Terms and Conditions will apply and govern the connection and supply of Piped Natural Gas (PNG) to Domestic Customers (Customer) by Adani Total Gas Limited ("Supplier").

- | | | |
|---|--------|--|
| 1. DEFINITIONS: | (ix) | "MMBTU" means One million British thermal units. A British thermal unit (BTU) is defined as the amount of heat required to raise the temperature of one pound of liquid water by one degree from 60° to 61°Fahrenheit at a constant pressure of one atmosphere. |
| (i) "Application Form" means the request for a PNG connection in the format designed by Supplier containing Terms and Conditions for supply of PNG to domestic customers. | (x) | "Payment Security Deposit" has the meaning as defined in Clause 3. |
| (ii) "Billing Cycle" means bi-monthly period for which invoices are generated on the basis of consumption of Natural Gas by domestic consumers in their premises. | (xi) | "Planned Works" shall mean works conducted over a period of hours or days identified in advance on the Supplier's Facilities by the Supplier, which may temporarily restrict the Supplier's Facilities and shall include modifications to, enlargement of, repairs to or maintenance of the (a) Supplier's Facilities and (b) upstream of the Supplier's Facilities which may result in temporary reduction / stoppage of PNG to the Customer. |
| (iii) "Customer" means the applicant for a Piped Natural Gas (PNG) Connection who may be provided connection subject to the terms and conditions mentioned herein. | (xii) | "PNG" means natural gas supplied by pipelines for domestic / commercial / industrial use. |
| (iv) "Connection" means installation of combination of one or more pipelines, related fittings, valves, regulator, meter, rubber tubing and any other associated equipment provided by Supplier in Customer's premises in order to supply PNG to the Customer. | (xiii) | "PNG Price / Gas Price" means unit price of PNG in Rs/SCM or Rs/MMBTU or any other such unit prescribed by PNGRB. |
| (v) "Connection Security Deposit" has the meaning as defined in Clause 3. | (xiv) | "PNGRB" means Petroleum and Natural Gas Regulatory Board established under sub-section 3 of the PNGRB Act. |
| (vi) "Invoice" means a periodic statement generated by Supplier showing details of various charges applicable for consumption of Natural Gas, minimum usage charges, non-refundable charges for extra connection or work undertaken (if any) by the Supplier at the Customer's premises, late payment charges, penal charges, if any, and the total amount including taxes and levies payable by Customer to the Supplier for use of gas for a particular period. | (xv) | "PNGRB Act" means Petroleum and Natural Gas Regulatory Act, 2006. |
| (vii) "Last Mile Connectivity" means connectivity between the Riser Isolation Valve (RIV) before the metering unit and the safety hose pipe connecting the burner in the Customer's premises. | (xvi) | "Premises" or "Site" or "Property" means the property owned or occupied by the Customer in which the Customer has got PNG connection from the Supplier or is desirous of getting a PNG connection. |
| (viii) "Measurement Equipment" means meters, including apparatus, regulators, gauges, valves, pipes and other related accessories and fittings, installed at Customer's premise as the Supplier considers necessary for the measurement and recording of the volume of natural gas in Cubic Meters or Standard Cubic Meters and Pressure in Kg/cm ² or Bar or mBar or any other unit at the Delivery Point for the safe operation of the Supplier's & Customer's Facilities. | (xvii) | "Supplier" means Adani Total Gas Limited, a company incorporated under the companies act, 1956 and having its registered office at 6th Floor, "Adani Corporate House", Shantigram, Near Vaishnov devi Circle, S. G. Highway, Khodiyar, Ahmedabad - 382421. |

(xviii)	"Supplier's Facilities" means the Supplier's pipelines, gas plants, machinery, Measurement Equipment, metering facilities, pressure regulating stations, and other equipment necessary for flow control and processing, compression, measuring and testing of Gas to enable delivery of Gas to the Customer.	
(xix)	"Standard Cubic Meter" or "SCM" shall mean the quantity of Gas that occupies a volume of one (1) cubic meter at a temperature of fifteen degrees Celsius (150C) under absolute pressure of one decimal zero one three two five bar (1.01325 Bar).	
(xx)	"Tariff Card" means a document prepared by Supplier and revised from time to time as per the market standards prevalent at that time indicating various charges which include Refundable Interest Free Connection Security Deposit and Payment Security Deposit, late payment charges, penal charges, other charges for any extra connection or work undertaken by the Supplier at the Customer Premises.	4.2
(xxi)	"Terms and Conditions" mean and include the clauses enumerated herein. The present Terms and Conditions are a mere recitation of the settlement arrived between the parties and do not create any rights in praesenti. No possession, right or title has passed on in praesenti as a result of these Terms and Conditions and they do not constitute a binding agreement. Words imparting the masculine gender shall, where the context so admits, include the feminine gender and neutral gender. Words imparting the singular number shall where the context so admits, include the plural number.	4.3
2.	CONNECTION:	4.4
2.1	Upon receipt of duly completed application form along with valid documents and that refundable interest-free Connection Security Deposit and Payment Security Deposit as mentioned in the Tariff Card, the Customer shall be deemed to have unconditionally accepted connection and supply of PNG on the Terms and Conditions mentioned in this Application Form and amended from time to time. However, the Supplier retains the final discretion as to whether the supply of PNG will be done to the customer or not, depending on eligibility and technical criteria.	4.5
2.2	Application received without the refundable interest free connection deposit and payment security deposit shall not be considered as a valid application for PNG connection.	4.6
2.3	On submission of the application along with the refundable interest free connection security deposit and payment security deposit by the Customer to the Supplier, the Supplier shall commence the process to provide PNG connection to the Customer. The Supplier will carry out a feasibility test, technical survey of the Customer's premises and shall determine the eligibility, the location and manner of laying pipeline and installation of meter and other equipment for supply of PNG. It has been agreed that the installation activity shall be carried out by the Supplier/its authorized Vendor or Contractor.	4.7
2.4	The Supplier, as a prudent CGD company, shall make all efforts to install the connection within reasonable time, not exceeding three months from the date of registration subject to availability of permissions and access to the Customer's premise. However, the Supplier may cancel or refuse without prejudice the Application on the grounds of technical non-feasibility, non-availability of permissions from the authorities or safety or hazard concerns or any such grounds which the Supplier reasonably deems fit. In such event, the Supplier shall refund the interest free refundable connection and payment security deposits submitted by the Customer in full within a period of maximum three (3) months from date of registration.	4.8
2.5	A single connection means provision of PNG for use in one kitchen per premise. However, extension from the kitchen can be provided to connect maximum two appliances, such as, geyser, etc. in the same / different floors at additional charges as determined by the Supplier from time to time according to prevalent market standards. Separate kitchens on same / different floors in the premise shall be treated as separate PNG connections and separate meters shall be installed. No kitchen point shall be given outside the kitchen premises.	4.9
2.6	Extra kitchen / geyser connection shall be installed as per route determined by Supplier considering safety, ease of construction and maintenance, etc. Supplier reserves the right to refuse provision of extra kitchen / geyser connection on the basis of site condition. In case of any dispute / disagreement regarding the route prior to installation, the charges paid by the Customer for the same shall be refunded after deduction of site visit charges mentioned in the then prevailing Tariff Card.	4.10
2.7	Concealed GI/CU pipeline shall not be provided / allowed under any circumstances due to safety reasons	5.
2.8	All pipelines installed above ground shall be exposed and painted with Golden Yellow colour by the Supplier. In no case Customer shall tamper with or change the colour of the pipeline.	5.1
2.9	Supply of PNG shall be commenced after necessary testing of the installation by the Supplier and receipt of approvals and permissions, if any required.	(i)
2.10	The Supplier reserves the right to supply PNG to other Customers, through the same pipelines, at any point before inlet of the meter installed at the Customer's premises.	(ii)
2.11	Maximum flow of Natural Gas in Customers premises is limited to 2.5 M3/hour at a gas pressure of 21mBar. Hence connectivity by the Supplier to consumption points will be such that this maximum flow is not breached. Supplier reserves the right to refuse provision of extra kitchen / geyser connection if the flow of gas because of the extra connection seems to exceed the maximum flow allowable through the meter.	(iii)
3.	CHARGES:	(iv)
3.1	The refundable interest-free Connection Security Deposit as mentioned in Clause 2 shall be towards security of the following equipment and facilities (including the labour cost of installation) towards last mile connectivity for a single connection:	(v)
a)	One Point (Gas Tap) in One Kitchen	(vi)
b)	One Riser isolation valve (RIV) & Meter Isolation Valve (MIV) before the metering unit (on need basis)	(vii)
c)	Upto ten meters of pipes up to the metering unit	(viii)
d)	Metering unit (One Domestic Meter, One Regulator and fitting accessories)	(ix)
e)	Upto five meters of G.I. / copper pipe from the metering unit up to the gas tap	(x)
f)	One wire braided flexible hose (Suraksha Hose pipe) of standard size connecting the domestic PNG burner.	(xi)
g)	Conversion of maximum four burners for PNG use in single gas stove.	(xii)
3.2	Quantity of pipeline, material and fittings materials specified for single Domestic PNG connection as mentioned in Clause 3.1 above is only for that particular connection and cannot be adjusted / clubbed with the quantity of pipelines, material and fittings for the other points / connection.	(xiii)
3.3	The refundable Payment Security Deposit as mentioned in clause 2.1 shall be security against usage of gas in the Customer's premise.	(xiv)
3.4	In case of requirement of any additional equipment / pipeline for providing PNG connection (other than mentioned in Clause 3.1) and/or for connecting appliances other than single gas stove with maximum four domestic PNG burners in the Customer's premises, non-refundable charges shall be payable by the Customer to the Supplier as per the then prevailing Tariff Card.	(xv)
3.5	The Supplier shall convert the existing LPG burner stove to make it compatible for use on PNG. Subsequent and additional conversion (if any) shall be carried out on chargeable basis according to the prevalent market standards, in addition to the taxes as applicable. In case of automatic stove / burner, it is Customer's responsibility to convert the same to make it compatible for use on PNG.	(xvi)
3.6	Interest free security deposits as mentioned in Clause 2 paid by the Customer shall be refunded only upon termination of the connection after clearing all the dues.	(xvii)
3.7	Any modification / alteration required in the gas connection shall only be carried out by the Supplier. For any extension/modification, relocation/alteration of the pipeline / meter / regulator or any part of the connection, the Customer shall request the Supplier and the Supplier upon receiving such request shall promptly carry out the requested modification. Customer shall pay non-refundable charges to the Supplier as applicable at the time of execution of work as mentioned in the then prevailing Tariff Card. In no case, the Customer shall have any right to modify / alter the connection. If, it is found that, the connection has been modified / altered (including clamp removal) / tampered / concealed in part or whole by the Customer, the Supplier may discontinue the supply of PNG and levy penalty to the Customer.	(xviii)
3.8	Advance payment if any, made by the Customer to the Supplier at the time of registration, other than Refundable Interest Free Security Deposit, will be adjusted against charges for "Extra Work / Services". Additional payment if any to be made by the Customer will be added in the gas invoice. No interest would be paid to Customer on advance amount. If the total charges of Extra Work / Services done by the Supplier are less than advance payment made by the Customer, necessary credit will be given in the gas Invoice. All charges paid by the Customer for extra work / services are non-refundable except refundable interest free security deposits mentioned in Clause 2.	(xix)
4.	INVOICING:	(xx)
4.1	The quantity of PNG supplied to the Customer shall be measured through a meter installed and maintained by the Supplier at the Customer's premises. Immediately upon commissioning of	(xxi)
	the meter and commencement of the PNG supply, the Supplier shall deliver to the Customer the first invoice mentioning details of all the pending payments related to the connection. Customer shall pay all the pending payments by due date mentioned on the invoice failing which Supplier may impose penalty, charge interest as per prevailing market standards and / or resort to termination of supply of PNG/termination of PNG connection after giving reasonable notice to the Customer.	(xxii)
	The meter installed by the Supplier measures the gas in Cubic Meters. The reading (in Cubic Meter) of the meter can be converted into Standard Cubic Meter (SCM) / MMBTU by applying factors which depend on delivered pressure of gas, temperature of gas, composition of gas, etc. The Supplier may break the prevailing gas price into various components as may be required by PNGRB regulations.	(xxiii)
	Invoice shall be sent to the Customer at the end of every invoice period in Rs/MMBTU or any other unit prescribed by PNGRB. Every invoice shall be paid by the Customer in full by the due date mentioned on the invoice.	(xxiv)
	Cheque/ DD/ Pay order for the invoice amount should be made by the Customer in the name of "ADANI TOTAL GAS LIMITED-ID-XXXXXXXXXX" and deposited at the payment collection centers indicated by the Supplier.	(xxv)
	The Supplier may revise the PNG price and / or any other charges as mentioned in the Tariff Card as per the then prevailing market standards.	(xxvi)
	All cesses, taxes, duties, assessments and any other levies imposed or to be imposed in future by Central / State Government, Statutory and/or local bodies, in relation to the connection and supply of PNG shall be passed on to and paid by the Customer. The Supplier shall invoice the same to the Customer and Customer shall be liable to pay such taxes, duties levies etc. as may be applicable.	(xxvii)
	In the event of failure of the meter to record correct consumption, the quantity of PNG consumed by the Customer shall be determined on the basis of the average consumption of last six billing cycles or any other basis determined by Supplier as per prevailing industry standards.	
	In case Customer's premise is found locked at the time of meter reading or meter reader is unable to record reading due to any other reason at the Customer's premise, it is the Customer's responsibility to submit meter reading to the Supplier. In case of failure of Customer to submit meter reading, Supplier shall send estimated invoice to the Customer on the basis of average consumption of last six billing cycles. In case of non-availability of consumption pattern of last six billing cycles, estimated invoice shall be raised by the Supplier on the basis of average daily gas consumption per house hold calculated for the city.	
	Non receipt of invoice shall not be a sufficient ground for non-payment of outstanding amount. In case Customer does not receive the invoice he/she shall apply for a duplicate copy of the same from the Supplier and Supplier shall provide the same. The Customer shall pay to the Supplier late payment charges as mentioned in the Tariff Card on all the delayed payments from the due date until payment and / or realization. Date of receipt of payment made by Customer shall be considered as the date on which clear balance is available of such payment in the Supplier's account.	
	In case of any dispute the Customer shall pay the invoice amount in total by the due date and then lodge a complaint with the Supplier. All complaints shall be dealt with within a stipulated time frame and if the claims made by the Customer are found to be correct, credit / debit arising out of such resolution of complaint shall be adjusted in the next invoice by the Supplier. No waiver in invoice shall be given in case of any gas leakage found from gas stove or rubber tube.	
	EXPECTATIONS FROM THE CUSTOMER:	
	The Supplier and the Customer have agreed that the Customer shall endeavor to fulfill the following, upon fulfillment of which to which the connection shall be installed and continued:	
	The Customer shall:	
	prior to the commencement of PNG supply, at its own cost, obtain all necessary consents, approvals and permits from all relevant authorities including RWA, society administration, housing society / association, joint owners, as the case may be, required to obtain the PNG connection. The Customer shall, also be responsible at its own cost for obtaining all easements or rights of way through any private property of any other person in side the society / colony / sector or RWA, society administration, etc. for laying of pipeline for supply of PNG. The Supplier reserves the right to discontinue the PNG supply in the event of any dispute between the Customer and the landlord/Society by giving prior reasonable notice to the Customer.	
	be responsible to obtain No Objection Certificate from landlord / Society, where the premise is tenanted property or is situated in a building belonging to a Society. The Supplier reserves the right to discontinue the PNG supply in the event of any dispute between the Customer and the landlord / society which hinders or restricts maintenance of PNG connection or related pipeline installations.	
	use the PNG only for domestic or household purpose, such as cooking and water heating at the premise mentioned in the application form and shall not use / permit/allow the usage of PNG for any other purpose.	
	take adequate precautions and all safety measures in connection with the supply and use of PNG and shall also ensure safety of the equipment and facilities provided by the Supplier within the Customer's premises.	
	be responsible for any civil work required for the safety of the pipelines, meter, regulator or other facilities and equipment installed by the Supplier within the Customer's premises.	
	be responsible to make holes in precise stones / marbles required for gas installation.	
	take permission of the Supplier in case any construction / renovation / changes are required to be done in the premises having the installation.	
	inform the Supplier before installing any equipment such as PNG geyser or any other equipment.	
	inform the Supplier in the event of sale of the Customer's Premises to the third party.	
	permit the Supplier/its authorized representatives access to the premises for the purpose of meter reading, invoice distribution, laying pipelines, to alter or replace any pipeline, inspection, maintenance, modification, extension, check-up, collection of payments, installation of equipment, take photographs and undertake disconnection for unauthorized tapping / modification / extension of connection / concealing of pipeline.	
	inform the Supplier if going out of station for a period of one month or more so as to enable the Supplier to disconnect the PNG supply at the Customer's premises for safety reasons & shall pay prevailing charges for Temporary Disconnection and Reconnection as per Tariff Card.	
	not adjust, clean, repair, replace or otherwise handle any of the pipes, meter, regulator or other equipment installed by the Supplier.	
	be liable to report about any gas leakage, damage to meter, piping, equipment or facility or non-reading of meter, occurrence of any emergency situation or any potentially hazardous situation at the earliest by calling on the emergency contact numbers mentioned on the invoice and shall co-operate with the Supplier's personnel to contain the emergency situation, as and when required.	
	not make any request for compensation / adjustment in the invoice on account of leakage of PNG caused due to damage of wire braided flexible hose (rubber tube) shall be entertained.	
	follow safety instructions prescribed by Supplier from time to time.	
	ensure payment of dues by the due date	
	use standard and good quality gas equipment for safety reasons.	
	inform about concealed pipeline or cables, if any, at the time of survey conducted by the Supplier. Supplier shall not be held responsible for damage to such concealed pipelines or cables.	
	ensure that nothing is tied or hanging on gas pipeline. Customer shall take appropriate measures to protect gas pipeline.	
	not install electric / telephone or any type of wires or cables very close to gas pipeline.	
	not conceal GI / Copper pipeline/ wire braided flexible hose in wall, furniture, floor, cabinets etc.	
	not use additional wire braided flexible hose to connect any other appliance.	
	not extend GI/ Copper pipeline or wire braided flexible hose to any other consumption point or to any room other than where appliance is installed.	
	comply with the 'The Liquefied Petroleum Gas' (Regulation of Supply and Distribution) order 2000 and its amendments or any other order(s) in future notified by Government of India related to domestic Liquefied Petroleum Gas under Public Distribution System.	
	not have any direct dealing or monetary transaction with any Vendor / Contractor/ or plumber/ worker / any other person.	
	not hold the Supplier liable / responsible for the entry by any unidentified person or any imposter or person claiming to represent or act on behalf of Supplier.	
	not hold Supplier responsible for servicing / repairing of gas stove or burner	
	The Customer shall be liable to pay penal charges along with necessary modification or	

	restoration charges as per prevailing Tariff Card in cases mentioned in points xix, xx, xxi, xxii and xxiii above.	13.	LIABILITY: The Supplier and The Customer have agreed that
6.	EXPECTATIONS FROM THE SUPPLIER: The Supplier and the Customer have agreed that the Supplier shall endeavor to:	13.1	The Customer shall not use the PNG for any purpose other than mentioned in the Terms and Conditions..
6.1	The Supplier shall:	13.2	The Customer shall be liable for any loss or damage caused to pipes, equipment, meter or installations in his/her possession and control whether caused on account of negligence by the Customer or its associates or agents, theft, sabotage or otherwise howsoever.
(i)	endeavour to provide the PNG connection at the earliest	13.3	The Customer shall be deemed to be in exclusive possession and control of the PNG once PNG passes the meter outlet. Accordingly the Customer shall protect, indemnify and hold the Supplier harmless against all claims, demands action, suits, proceedings, judgments and all liabilities costs, expenses, damages or losses arising out of or resulting from or incidental to or in connection with the supply and usage of PNG.
(ii)	endeavour to provide a consistent and regular supply of Natural Gas to the Customer and ensure correct invoicing.	13.4	The provisions as mentioned in this Clause 13 of the present Terms and Conditions will be shall be binding upon the Customer notwithstanding any permanent or temporary disconnection of PNG Supply.
(iii)	endeavour to maintain the adequate delivery pressure at the regulator outlet to enable usage of PNG by the Customer.	13.5	The Supplier will put in his best endeavor to cause minimum damage to Garden, Lawn, Plants, Decorations, Tiles and any other decorative surfaces within the society or Customer premises both on the ground and on the walls while installing pipeline, meter and associated equipment. Whilst the Supplier will ensure that any disrupted areas are left in backfilled condition. Final reinstatement of surface and decorative areas will be responsibility of the Customer. Accordingly the Customer shall protect, indemnify and hold the Supplier harmless against all claims, demands, action, suits, proceedings, judgments and all liabilities, costs, expenses, damages or losses arising out of or resulting from or incidental to or in connection with the supply of PNG/provision of PNG connection.
(iv)	ensure upkeep of the system and maintain safe operations in the network following technical standards and safety standards specified by the PNGRB.	13.6	The Supplier shall not be liable for any injury caused to any person / animal or anyone inside or outside the residence at the time of installing gas pipeline.
(v)	install the metering equipment at a location which is easily accessible for the purpose of operation, meter reading, maintenance, inspection, calibration, checking and replacement or removal of the metering equipment.	13.7	The Supplier shall not be held liable for any delay in providing connection or any associated service for reasons beyond its control.
(vi)	give due notice to the Customer for planned maintenance and ensure earliest possible supply resumption after interruption and ensure prompt recovery from unplanned network interruptions if any.	13.8	In case of any discrepancy or disagreement with Vendor / Contractor or plumber Customer should contact the Supplier's Customer Care office.
(vii)	not disclose information of the Customer obtained for purposes other than for which it was obtained without the consent of the Customer, however, disclosure of information of the Customer to PNGRB / Govt. of India / Public Sector Oil Marketing Company (PSOMC)/ any other body under their directions shall not require prior permission of the Customer except when the information is being disclosed for the following purposes: a) For invoicing and operations purpose b) For collection of outstanding dues through a third party c) For law enforcement purposes including litigation before Court or other government/semi government authorities.	14.	DISCLAIMER: The Supplier and the Customer have agreed that the Supplier shall not be liable for any loss, damage, costs, charges or expenses whatsoever that may be caused to or occasioned by the Customer or another person on account of failure to perform or for the delay in performing any provisions of the Terms and Conditions mentioned herein if the same is caused or results due to acts of God, War, Revolt, Fire, Tempest, Flood, Earthquake, Lightning, direct or indirect consequences of God (declared/undecleared) sabotage, hostilities, National emergencies, civil disturbances, acts of terrorism, commotion, embargo or any other law promulgation, regulation or ordinance whether Central or State or Municipal, breakage bursting or freezing of pipeline or occurrence of any event beyond the control of the Supplier. Provided further that the Supplier shall not be responsible and/or liable for any losses direct or consequential caused to the Customer if the same is caused due to the reasons stated herein above.
(viii)	make all reasonable efforts in resolving the complaints received in a time bound manner.	15.	ASSIGNMENT: The Supplier and the Customer have agreed that the Supplier reserves the right to assign and transfer all or any of its rights and obligations as laid down in the present Terms and Conditions to another body corporate or third party by giving prior reasonable notice by way of publishing it on its website at www.adanigas.com
7.	OWNERSHIP: The pipes, equipment and other installations provided for the purpose of supplying PNG, up to the inlet of the stove including the wire braided flexible hose shall be and remain the property of the Supplier and the Customer shall not have or claim any right, title or interest therein.	16.	AMENDMENT: The Supplier and the Customer have agreed that the Supplier reserves its right to amend, add, discontinue or delete all or any of these terms and conditions at any time by giving prior reasonable notice by way of publishing it on its website at www.adanigas.com and in such case the amended terms and conditions shall be binding on the Customer with immediate effect.
8.	DISCONTINUATION/ PERMANENT DISCONNECTION:	17.	TERMS BINDING ON SUCCESSORS: These terms and conditions shall be binding on the heirs, administrator and assigns of both the Customer and the Supplier.
8.1	Without prejudice to the other rights of the Supplier, the Supplier may by giving 15 days notice discontinue the supply to the Customer, if:	17.1	
(i)	The Customer fails to pay the Supplier any sum due to the Supplier under the terms and condition of this application form	17.2	Both the Customer and the Supplier shall under all circumstances follow the various regulations issued by PNGRB relevant for City Gas Distribution Network.
(ii)	The Customer fails to comply with any of its obligations and/or commits any breach of the covenant or conditions on his part to be observed, performed or fulfilled	18.	ADDRESS FOR COMMUNICATION Any communication shall be sent to the Customer at the address of the Customer stated in his/ her Application unless otherwise intimated by the Customer in writing to the Supplier. Any communication to the Supplier will be sent at the following address – ADANI TOTAL GAS LTD. "Adani Corporate House", Shantigram, Near Vaishnovdevi Circle, S.G.Highway, Khodiyar, Ahmedabad-382421.
(iii)	Particulars as furnished by the Customer in the Application are found to be false or incorrect.	19.	JURISDICTION: The Supplier and the Customer have agreed that all disputes and all other matters arising out of the present Terms and Conditions shall be governed by the laws of India and is subject to the exclusive jurisdiction of the Courts at Ahmedabad in Gujarat alone.
(iv)	PNG is not consumed by the Customer for a continuous period of 26 weeks without informing the Supplier.		
(v)	The Customer tampers/modifies/alters the connection without the consent of the Supplier.		
(vi)	The Customer uses PNG for the purpose other than provided for in the terms and conditions.		
(vii)	The Legal heirs, and / or successors and / or assigns fail to submit to the Supplier the valid documents as required by the Supplier for transfer of the connection. Customer may request for discontinuation/permanent disconnection of PNG supply, by giving 15 days notice to the Supplier.		
8.2	In the event of discontinuance of the connection, without prejudice to the other rights of the Supplier, the Supplier shall remove all pipelines, installations and equipment installed by the Supplier for the supply of PNG.		
(i)	The Customer shall be liable to pay to the Supplier all amounts due and payable by the Customer to the Supplier up to the date of discontinuation of the connection. After all dues are cleared and the meter and allied equipment have been removed in proper and undamaged working condition, the security deposit shall be refunded to the Customer after deducting the installation removal charges as mentioned in the Tariff Card prevailing at the time of permanent disconnection. In case any equipment is found to be in damaged / non-working condition at the time of permanent disconnection, charges for the same shall be payable by the Customer		
9.	TEMPORARY DISCONNECTION:		
9.1	The Customer may request for temporary disconnection of PNG supply for a period of one month or more and pay to the Supplier the charges as mentioned in the then prevailing Tariff Card. After receipt of the request in writing and payment of charges, the Supplier will arrange to temporarily disconnect the PNG supply, record the meter reading and accordingly raise invoice for PNG usage. After receiving the total payment against the invoice as per the meter reading taken, the Supplier will send an acknowledgement letter to the Customer regarding disconnection. During the disconnection period invoicing will not be done for that Customer.		
9.2	Supplier may disconnect PNG supply / connection to any premise for safety reasons. In such cases, Supplier shall, as soon as possible, intimate the Customer for such disconnection and provide schedule / time of reconnection.		
9.3	In case the Customer fails to pay the invoice sent by the Supplier on due date, Supplier reserves the right to stop supply of PNG by giving a notice of fifteen days. The Customer shall be liable to pay charges for such disconnection and reconnection as per the then prevailing 'Tariff Card'.		
10.	RECONNECTION:		
10.1	In case the Customer applies for reconnection of PNG supply, after termination/ temporary disconnection, all the reconnection/re-commissioning charges as per the then prevailing 'Tariff Card' and outstanding dues shall be paid by the Customer, except in case of disconnection carried out because of reasons mentioned in Clause 9.2. Only after full payment of all dues reconnection will be considered.		
10.2	Supplier may, in case of termination / temporary disconnection stated in point 9.3 above, refuse the reconnection of PNG supply by giving valid reason.		
11.	SHIFTING OF RESIDENCE: In case, a Customer desires to shift from the present premises having PNG connection to new premises, the Customer will have to surrender the present connection and settle all dues and re-apply for a new PNG connection at the new address. Customer shall not on his own, remove, shift, dismantle, modify, alter the meter, pipeline and/or any other pipeline installations.		
12.	TRANSFER OF OWNERSHIP OF THE CONNECTION: Supplier permits transfer of the PNG connection from one name to another name in the event of sale/purchase of the property. Such transfer is permitted subject to the payment of administrative charges as may be applicable, from time to time by the Customer to Supplier as indicated in the Tariff Card. However, in case of transfer of PNG connection to the legal heir of the Customer upon demise of the Customer no administrative charges shall be applicable. The transfer of PNG connection from one name to another name is subject to submission of valid documents, as may be required by the Supplier		

I do hereby agree and confirm that (i) the particulars furnished above are true and correct, (ii) I have read and understood Terms and conditions for availing PNG connection as mentioned in the Application Form and I agree to the said terms & the terms which shall prevail from time to time (iii) I agree to receive SMS from Supplier on my registered mobile Number.

Signature of Customer_____

Application No.:_____



Adani Total Gas Limited
(Formerly known as Adani Gas Ltd)

ACKNOWLEDGEMENT SLIP (CUSTOMER COPY)

Application No.:_____

Customer Care Help Desk: 27623264 / 18002335555 (Toll Free)
Email: customercare.gas@adani.com Website: www.adanigas.com

Customer Care Offices

Adani Total CNG Station, Opp. Maninagar Fire Station, Krishnabaug, Maninagar, Ahmedabad-380008.
03, Sumangalam Society, Opp. Drive-In Cinema, Nr. Asia School, Bodakdev, Ahmedabad-380054.



Adani Total Gas Limited
Domestic Scheme Details & Acceptance Form

Name of the customer: _____

House No. _____ Society Name _____

Area: _____ Contact Number: _____

☐ **Scheme AA23 – Pay in Instalments*(For Charged & Un-charged Society / Apartment)**

In this scheme, out of total Rs. 6,600/-, Customer initially needs to pay only Rs. 1,600/- at the time of registration with application form, & balance amount to be paid in instalments of Rs. 500/- each in next 10 bimonthly billing cycle (i.e., 20 months).

- a) In case of Apartments, balance amount i.e., Rs. 5,000/-
- b) In case of Bungalows, Tenements & Row Houses, balance amount i.e., Rs. 5,000/- and charges as per the estimate which would be given at the time of connection

☐ **Scheme B14G – Combo Offer* (For Charged & Un-charged Society / Apartment)**

In this scheme, Customer will get 1 Extra Point along with 1 Standard Kitchen Connection in just Rs. 8,016/- only, instead of Rs. 9,550/-.

☐ **Scheme H/I – Normal Scheme* (For Charged & Un-charged Society / Apartment)**

In this scheme, Customer Pays Rs.6,600 & get Standard Kitchen Point.

☐ **Scheme O23– Pay in Instalments*(For Charged & Un-charged Society /Apartment)**

In this scheme, out of total Rs. 6,600/-, Customer initially needs to pay only Rs. 600/- at the time of registration with application form, & balance amount to be paid in instalments of Rs. 200/- each in next 30 bimonthly billing cycle. (i.e., 60 months).

- a) In case of Apartments, balance amount i.e., Rs. 6,000/-
- b) In case of Bungalows, Tenements & Row Houses, balance amount i.e., Rs. 6,000/- and charges as per the estimate which would be given at the time of connection.

☐ **Scheme L22 - Monthly Rental Scheme***

In this scheme, Customer needs to pay only Rs 600 as an upfront payment and monthly rental of Rs 50 would be charged for lifetime.

Customer can switch anytime in future from rental to normal / instalment scheme by depositing registration charges / prevailing application charges (Presently Rs 6,600) there shall be no set off rentals paid against refundable security deposit amount

Declaration *:

I do hereby agree & confirm that (i) The scheme and offer will be at the sole discretion of Adani Total Gas Limited, and can be discontinued at any time without giving any prior notice.(ii) Getting PNG connection is subject to AMC permissions & technical feasibility (iii) Additional pipeline cost & deposit against gas invoice as per company policy would be charged in the first bill (iv) All extra charges are applicable as per Tariff Card and Terms & Conditions are as applicable as mentioned in Application Form & NOC (v) I have gone through & understood the Tariff card (vi) I agree to the said terms & the terms which shall prevail from time to time & No two benefits can be clubbed together (vii) Common charges would be applicable in addition to the scheme chosen.

Signature of Buyer
