



Haridwar Natural Gas Pvt. Ltd.
(A Joint Venture of BPCL & GAIL Gas Ltd.)

After Sale Service charges for PNG customers in Haridwar GA w.e.f 07.10.2021

Sr. No.	Complaint Category	Quantity	Service Charges In Rs.	Payable Rates by customer for executing service (Including GST 18%)
1	Installation of 1 meter Rubber tube	01 Nos	Rs. 136	160
	Installation of 1.5 meter Rubber tube	01 Nos	Rs. 163	192
	NG Conversion by 1 meter rubber tube	01 Nos	Rs. 136	160
	NG Conversion by 1.5 meter rubber tube	01 Nos	Rs. 163	192
2	High/Low Flame Problem at burner (Rates for each burner will be chargeable and in case there would be more than one burner than No. of burner X Rate of each burner will be applicable)	01 Nos	No. of burners x Rs. 84	Rs. 99 per Burner
3	New Stove Conversion (Excluding cost of Rubber Tube of 1 & 1.5 meter)	Nos	No. of burners x Rs.84	Rs. 99 per burner
4	Following Rates are for Re-installing old GI pipe per meter			
	Re-Installation & testing of old 1/2", 3/4" & 1" GI Pipe	Meter	Rs.242 per meter	Rs. 286 per meter
	Following Rates are for installing fresh GI pipe per meter			
	Installation & Testing of fresh 1/2" GI pipe	Meter	Rs. 361	Rs. 426
	Installation & testing of fresh 3/4" GI Pipe		Rs. 384	Rs. 453
Installation and testing of fresh 1" GI pipe	Rs. 522		Rs. 616	
5	Following Rates are for installing Appliance and Isolation Valve			
	Re-installing Appliance Ball Valve 1/2"	01Nos	Rs. 243	Rs. 287
	Re-installing Isolation Ball Valve 1/2"	01Nos	Rs. 265	Rs. 313
	Re-installing Isolation Ball Valve 3/4"	01Nos	Rs. 403	Rs. 476
	Re-installing Isolation Ball Valve 1"	01Nos	Rs. 579	Rs. 683

6	Emergency Call - Leakage at 21 mbar - Rubber tube, GI Pipe & Copper tube, appliance valve & fittings etc.	Free Service		
7	Replacement of Anaconda with fittings (On customer Request)	01 Nos	Rs. 304	Rs. 359
8	Replacement of Meter-Regulator (6kg-21mlbar) if damaged by customer	01 Nos	Rs. 2008	Rs. 2370
9	Replacement of Gas Meter (2.5 SCMH - 0.5 Bar) if damaged by customer	01 Nos	Rs. 1180	Rs. 1392
10	Regulator Tripping On customer Request	01 Nos	Free Service	
11	Leakage testing at individual customer house (On Customer request)	01 Nos	Rs. 286	Rs. 337
12	Temporary Disconnection without dismantling GI pipe On customer Request	01 Nos	Rs. 84	Rs. 99
13	For permanent removal of PNG connection at individual house ((Including Removal of GI pipe, AV,IV, Meter, Regulator & Clamps, On customer request)	01 Meter	Rs. 114 will be charged per meter	Rs. 135
			Rs 200 as fixed charge, for plugging MDPE pipe and associated work	Rs. 236
14	Check meter running fast/slow (On customer request)	per instance	If meter found faulty	Free Service
			If meter found Not faulty	Rs. 429
15	Following Rates Are For Removing GI Pipe per meter			
	Removal of GI pipe for renovation/Building/or any other construction activity. (On customer Request)	Nos	Rs. 114 will be charged per meter	Rs. 135