

**PUBLIC NOTICE**  
**Petroleum and Natural Gas Regulatory Board (PNGRB)**  
**"Safe Home, Smart Choice - Surrender Unused LPG Connection"**

**VOLUNTARY SURRENDER OF LPG CONNECTIONS FOR PNG DOMESTIC CONSUMERS**

The Petroleum and Natural Gas Regulatory Board (PNGRB) appeals to all citizens who have migrated to **Piped Natural Gas (PNG) Domestic connections** but have **not surrendered their LPG connections** to participate in this important **National Initiative** for a safer and more efficient energy ecosystem.

**APPEAL TO CITIZENS**

If you have switched to PNG but still retain your LPG connection, we urge you to **voluntarily surrender your LPG connection** to your respective LPG distributor at the earliest.

**BENEFITS OF SURRENDERING YOUR LPG CONNECTION**

FINANCIAL BENEFITS	SAFETY BENEFITS	NATIONAL BENEFITS
<ul style="list-style-type: none"> <li>✓ <b>Refund of security deposit</b> for cylinders</li> <li>✓ <b>Save on space</b> for unused cylinders</li> <li>✓ <b>No risk of deterioration charges</b> for non-returned cylinders</li> <li>✓ <b>Contribute to national savings</b> of thousands of crores annually</li> </ul>	<ul style="list-style-type: none"> <li>✓ <b>Eliminate fire hazards</b> from storing unused LPG cylinders at home</li> <li>✓ <b>Reduce risk of gas leakage</b> and related accidents</li> <li>✓ <b>Ensure safer living environment</b> for your family</li> <li>✓ <b>Prevent misuse</b> of inactive connections</li> </ul>	<ul style="list-style-type: none"> <li>✓ <b>Reduce wasteful expenditure</b> ultimately borne by consumers</li> <li>✓ <b>Enable better resource utilization</b> by Oil Marketing Companies</li> <li>✓ <b>Support India's urban energy transition</b></li> <li>✓ <b>Contribute to national energy efficiency</b></li> </ul>

**PROCESS MATRIX**

SURRENDERING YOUR LPG CONNECTION	ESCALATION MECHANISM	Escalate to PNGRB
<p><b>STEP 1:</b> Contact your <b>local LPG distributor</b></p> <p><b>STEP 2:</b> Submit a <b>voluntary surrender request</b> with your LPG connection details</p> <p><b>STEP 3:</b> Return any <b>LPG cylinders and regulator</b> in your possession (if applicable) and terminate the connection. Alternatively, place the connection in <b>safe custody</b>.</p> <p><b>STEP 4:</b> Collect your <b>security deposit refund</b> as per the surrender process. This is also applicable in the case of <b>Safe custody</b>.</p>	<p>In case of any issue or grievance:</p> <p><b>Level 1:</b> Contact your <b>Local LPG Distributor</b> and provide a written request reminder for action</p> <p><b>Level 2:</b> Escalate to respective <b>Oil Marketing Company</b></p> <ul style="list-style-type: none"> <li>• BPCL</li> <li>• HPCL</li> <li>• IOCL</li> </ul>	<p>Customer Care</p> <p>Email: <a href="mailto:grievance@pngrb.gov.in">grievance@pngrb.gov.in</a></p> <p>Website: <a href="http://www.pngrb.gov.in">www.pngrb.gov.in</a></p>

**IMPORTANT INFORMATION**

In Case of Emergency	Assurance
<ul style="list-style-type: none"> <li>• Emergency LPG connections are available during exigencies</li> <li>• Off-the-shelf LPG supply available at designated places</li> <li>• You can always reconnect if needed in future at the same Security deposit, if the connection is placed under <b>safe custody</b>.</li> </ul>	<p>This is a <b>voluntary, consumer-centric initiative</b> aimed at:</p> <ul style="list-style-type: none"> <li>• Enhancing household safety</li> <li>• Reducing unnecessary financial burden</li> <li>• Supporting national energy goals</li> </ul>

**BE A RESPONSIBLE CITIZEN**

Join this National Drive for a Safer, Smarter Energy Future  
**"Your Safety, Our Priority - Surrender Unused LPG Connection Today"**

Issued by:  
**Petroleum and Natural Gas Regulatory Board (PNGRB)**

Date: