



REFUND AND CANCELLATION PROCEDURE

SECURITY DEPOSIT REFUND

Any customer, who has started using Domestic Piped Natural Gas (PNG), is eligible for refund of interest free Security Deposit (Rs.5000/- towards PNG Installation and Rs. 1000/- towards Payment Security) within 7 working days at any point under the following conditions:

- On customer's request:
Security Deposit shall be refunded in full, irrespective of the status of connection, subject to receipt of the following:
 1. Refund request letter from the customer along with original counterpart of the original application as per enclosed form.
 2. PNG equipment's from the premises (flat / kitchen) of the customer, if applicable.
 3. Payment towards disconnection charges as per prevailing rate and all other dues.

OTHER REASONS:

- Security Deposit shall be refunded in full under the following conditions:
 1. In case premise of the customer is found technically not feasible for supplying PNG.
 2. In case of non-availability of necessary statutory permissions.
 3. Any other reasons as and when specified by Statutory Authorities in its notifications.
 4. Kindly quote your Business Partner Number or Registration Number as mentioned on your gas bill.

GAS CONSUMPTION INVOICE AMOUNT:

- If the excess amount is paid, then it will be adjusted in upcoming billing cycle(s).
- The gas consumption invoice amount is non-refundable under any circumstances.
- Customers are responsible for ensuring the proper and timely payment of gas consumption bills (within 21 days from the date of billing).
- In case of non-receipt of the bi-monthly bill through email, customers are obligated to request a copy to customers care for resending bill through email.
- Any default in payment of bill amount will attract a late payment charge of 2% per invoice.



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CANCELLATION:

If a customer desires to cancel the PNG connection, a written request must be submitted along with the original receipts of payment made towards the refundable security deposits. The Security Deposits would be released after deducting the final bill amount and other dues, if any, after taking the meter and/or other fittings into the safe custody of the supplier.

BGCL has all rights for modifying and taking bill related decision under the Memorandum of BGCL.

All decisions related to refund will be at the sole discretion of Bengal Gas Company Limited.

For more information contact BGCL customer care no. 7449 600 600 and email id: info@bgcl.co.in



Bengal Gas Company Limited

(A JV company of GAIL & GCGSCL)

1st Floor, Block A, Finance Centre, CBD, Action Area II B New Town, Kolkata - 700161

Customer Care No: [7449 600 600](tel:7449600600) Email id: info@bgcl.co.in Website: www.bgcl.co.in

Date:

REQUISITION FORM FOR REFUND/DISCONNECTION OF DPNG FACILITY

Name:

BP No:

Authorized Mobile Number:

Email id:

Address:

Reason for Disconnection:

Shifting to another Place. ☐

Not Interested ☐

Any other reason _____

Tick (✓) the appropriate option below.

PNG Infrastructure installation status:

- 1) Yet to complete meter installation and Cu tubing ☐
- 2) Installation done but pending conversion. ☐
- 3) Converted to PNG- ☐

Security Deposit Paid:

☐ Rs. 5000/- towards PNG Installation

☐ Rs. 1000/- towards Payment Security

Bank details where payment to be credited/refunded:

Bank Account Number:

Bank name:

IFSC Code:

Branch:

:

Please enclose copy of cancelled cheque/first page of passbook of bank account details of the customer.

Signature of Customer

Note:

1. Service Charges shall be applicable towards the disconnection as per the rate of payable services of PNG connections.
2. Payable bill amount/any other dues shall be adjusted with the Refund value.

..... For office use only

Approval of BGCL