

GAIL (India) Limited

S.NO	Complaint Category	Type (Service/ Material)	(Service + Material) + GST Extra as applicable Rs.
1	Rubber tube / Suraksha Hose Replacement (for length of 1.5 mtrs.)	Service+Material	250
2	Flame Problem	Service	120 per Burner
3	New Stove Conversion (excl. supply of rubber hose) & Reconversion to LPG	Service	Rs 50 per burner and Rs 300/- for stove with 4 burner +Oven +Grill
4	Temporary Disconnection (Personal Reason) - Non dismantling of GI/CU installation	Service	150
5	Temporary disconnection/Plugging of MDPE service line for existing user	Service+Material	3000
6	Modification of PNC installation	Service + Material	As per Actual length of work @ 500 /per meter for GI and Rs. 1000 per meter for Copper, subject to a minimum of Rs 500/- .
7	Temporary Disconnection (Renovation)/Removal Charges for GI/CU pipeline	Service	300
8	Re-installation (GI Pipe- 3/4", 1/2" and Cu Pipe)/Restoration of installation	Service+Material	Fixed Charges of reinstallation of Old material - 1000 New Material - As per Actual length of work @ 500 /per meter for GI and Rs. 1000 per meter for Copper, subject to a minimum of Rs 500/- .
9	Permanent Disconnection - Customer Request		300
10	Meter related issues (running fast)	Service	Rs. 200 per visit for meter checking if meter found not faulty. If faulty, GAIL to repair / replace free of cost.
11	MDPE Pipeline Laying/Shifting-20mm MDPE Pipeline Laying/Shifting-32mm MDPE Pipeline Laying/Shifting-63mm Transition Fittings shifting including construction of pedestal.	Service+Material	Rs. 500 /Mtr. Liason Charges with local authorities - Rs. 5000, if required.
12	Painting of GI Pipe - Only inside house (On customer request)	Service+Material	Rs. 150/ Mtr. Minimum Rs. 150/-
13	Leakage Testing of Individual House (On Customer request)	Service	Nil
14	Re Install/ Replace Meter bracket (On Customer Request)	Service	Rs. 50 / Bracket / Clamp

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15	Replace & Install Clamp- 3/4" and 1/2" (On Customer request)	Service+Material	Rs. 50 / Brackett / Clamp
16	Replace & Install PVC clamp for Cu (On Customer request)	Service+Material	Rs. 50 / Brackett / Clamp
17	Replacement of meter (If tempered/ external damaged by customer)	Service+Material	Penalty - Rs. 1000 per instance+ Cost of Meter + Cost of unmetered PNG estimated by O&M
18	Replacement of Regualtor (If Tempered/ external damaged by customer)	Service+Material	Penalty - Rs. 500 per instance + Cost of Regulator
19	Replace/ Install New Isolation/ Appliance valve (any extra point)	Service+Material	500
20	Name Transfer (Except Death)	Service	250
21	Wrong meter reading	Service	Nil
22	Meter not working	Service	Nil
23	NOC Issuance	Service	Nil
24	No Gas Supply	Service	Nil
25	Restoration - Civil Work	Service	Nil
26	Emergency Call - Leakage at 21 mbar - Rubber tube, GI Pipe & Copper tube, appliance valve & fittings etc.	Service	Nil