

**GOVERNMENT OF INDIA  
PETROLEUM AND NATURAL GAS  
LOK SABHA**

UNSTARRED QUESTION NO:1013  
ANSWERED ON:27.07.2015  
IGL Bills for PNG Consumers  
Udasi Shri Shivkumar Chanabasappa

**Will the Minister of PETROLEUM AND NATURAL GAS be pleased to state:**

(a) whether the Government has noticed that without taking reading, the provisional bills are being sent by Indraprastha Gas Limited (IGL) in Delhi to PNG consumers;

(b) if so, the details thereof;

(c) whether the activity of meter reading has been outsourced by IGL in Delhi; and

(d) if so, the details thereof along with the steps taken by the Government to prevent IGL from sending bills arbitrarily and preventing the collection of amount from consumers?

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**Answer**

MINISTER OF STATE IN THE MINISTRY OF PETROLEUM & NATURAL GAS (INDEPENDENT CHARGE) (SHRI DHARMENDRA PRADHAN)

(a) & (b): Indraprastha Gas Limited (IGL) raises bi-monthly bills on domestic Piped Natural Gas (PNG) consumers on the basis of meter reading collected from the PNG meters installed at customer's premises in accordance with Petroleum and Natural Gas Regulatory Board (PNGRB) (Code of Practice for Quality of Service for City or Local Natural Gas Distribution Networks) Regulations, 2010. In case the meter is not read during any billing cycle due to reasons attributable to domestic consumer, like unavailability at home at the time of visit etc. IGL sends a provisional bill based on average consumption of last six billing cycles as per Clause 6, Sub-Clause (1), Section G of said Regulations.

(c) & (d): The activity of meter reading is an outsourced activity in Delhi. Bills are sent to domestic PNG consumers as per the prescribed Regulations.

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