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How to get a New Distributorship?](http://www.hindustanpetroleum.com/En/UI/LPGFaqs.aspx" \l "Q1)** | | [**Q2. How to get a New Connection?**](http://www.hindustanpetroleum.com/En/UI/LPGFaqs.aspx#Q2) | | * [What is KYC?](http://www.hindustanpetroleum.com/En/UI/LPGFaqs.aspx#KYC1) * [Why am I required to submit the KYC form?](http://www.hindustanpetroleum.com/En/UI/LPGFaqs.aspx#KYC2) * [I have received letter from the HPGAS distributor about possessing of multiple connections. What should I do?](http://www.hindustanpetroleum.com/En/UI/LPGFaqs.aspx#KYC3) * [I do not possess multiple connections. However, I have been told to submit KYC. What should I do?](http://www.hindustanpetroleum.com/En/UI/LPGFaqs.aspx#KYC4) * [F rom where can I get the KYC form?](http://www.hindustanpetroleum.com/En/UI/LPGFaqs.aspx#KYC5) | | **[Q3 . I have taken a PNG connection, what is the process of surrendering the LPG connection?](http://www.hindustanpetroleum.com/En/UI/LPGFaqs.aspx" \l "Q18)** | | **[Q4. Is it compulsory to buy hot plate (stove) and other accessories from distributor while availing new LPG connection?](http://www.hindustanpetroleum.com/En/UI/LPGFaqs.aspx" \l "Q3)** | | **[Q5. In case of loss of SV how to get the same again?](http://www.hindustanpetroleum.com/En/UI/LPGFaqs.aspx" \l "Q4)** | | **[Q6. In case of transfer, what is the procedure to transfer the connection?](http://www.hindustanpetroleum.com/En/UI/LPGFaqs.aspx" \l "Q5)** | | **[Q7. How do we change the name of the connection holder?](http://www.hindustanpetroleum.com/En/UI/LPGFaqs.aspx" \l "Q6)** | | **[Q8. How do we notice overcharges?](http://www.hindustanpetroleum.com/En/UI/LPGFaqs.aspx" \l "Q7)** | | **[Q9. Can I book for my refill by any means other than by Telephone or in person?](http://www.hindustanpetroleum.com/En/UI/LPGFaqs.aspx" \l "Q8)** | | **[Q10 . In case of LPG leakage during nights/holidays, where do we contact?](http://www.hindustanpetroleum.com/En/UI/LPGFaqs.aspx" \l "Q9)** | | **[Q11. How do we locate the distributor of HPCL?](http://www.hindustanpetroleum.com/En/UI/LPGFaqs.aspx" \l "Q10)** | | **[Q12. Which is the nearest HPCL Office?](http://www.hindustanpetroleum.com/En/UI/LPGFaqs.aspx" \l "Q11)** | | **[Q13. If there is no action by distributor on complaint, whom should we contact for immediate redressal?](http://www.hindustanpetroleum.com/En/UI/LPGFaqs.aspx" \l "Q12)** | | **[Q14. What is the weight of empty and filled cylinder? What action can be taken in case the weight of gas is less than 14.2 kg.?](http://www.hindustanpetroleum.com/En/UI/LPGFaqs.aspx" \l "Q13)** | | **[Q15. Can we use Domestic Cylinder in Motor Vehicle, Geyser and other LPG run appliances?](http://www.hindustanpetroleum.com/En/UI/LPGFaqs.aspx" \l "Q14)** | | **[Q16. Are HPCL consumers insured?](http://www.hindustanpetroleum.com/En/UI/LPGFaqs.aspx" \l "Q15)** | | **[Q17. What is the procedure for replacement of lost/defective cylinder / regulator ?](http://www.hindustanpetroleum.com/En/UI/LPGFaqs.aspx" \l "Q16)** | | **[Q18. Is it mandatory for the distributor to give “Home Delivery” of refill cylinders? In case refill cylinder is collected from the showroom/godown what is the rebate given by the distributor on the refill?](http://www.hindustanpetroleum.com/En/UI/LPGFaqs.aspx" \l "Q17)** | |  | |  | |  | |  | | **Q1. How to get a New Distributorship?** | |  | | **A.** HPCL releases advertisements for new Distributorships in Newspapers in Hindi, English and other vernacular language of the area. Kindly look for such advertisement, in your location of interest. Selection would be made from the applications received in response to such advertisements meeting the eligibility criteria given therein. For further details you may view our [Brochure on LPG distributorships.](http://www.hindustanpetroleum.com/En/UI/LPGDistributorshipResults.aspx) For any further clarification please contact our [**LPG Regional office**](http://www.hindustanpetroleum.com/En/UI/LocatorSearch.aspx) | |  | |  | |  | | **Q2. How to get a New Connection?** | |  | | **A.** The nearest HP GAS distributor may be approached for a new Gas connection. Alternately you may [**book for new HP GAS connection on- line**](http://dcms.hpcl.co.in/ConsumerPortal/SecurityProfile/JiHaanUserCreation.aspx). Details of cost of New Connection with Double Bottle Cylinder (DBC) (two cylinders and one regulator) along with cost of LPG is given below: | |  | | **Fixed Cost:** Refundable Deposit for Two Cylinders @ Rs. 1450/ - each = Rs. 2,900/- Regulator Price -(Refundable Deposit for One Regulator) @ Rs. 150/- = Rs. 150/- \*(For North Eastern States Refundable Deposit for each cylinder is Rs.1150/-.) Cost of Two Refills - Present price according to your area as applicable. [**Cost of hotplate/stove**](http://www.hindustanpetroleum.com/Upload/En/UImages/MRTP%20Note.jpg) and Suraksha Hose (rubber tube) will be extra. | |  | | View [**Service Charges applicable towards Installation / Inspection**](http://www.hindustanpetroleum.com/Upload/En/UPdf/Revision%20in%20service%20charges01032010.pdf): | | Stamp duty on actuals is levied wherever applicable. | |  | | **Given below is the list of documents required for new connection. You can submit any one of these documents. For more information please view** [**KYC form for HPGAS**](http://www.hindustanpetroleum.com/Upload/En/UPdf/KYC%20Format_HPGAS.pdf)  **Documents for Proof of Address**   * Ration Card * Electricity Bill (within Last Three Months) * Land line Telephone Bill (Within Last Three Months) * Passport * Employer's Certificate * Flat allotment / possession letter from Builder * House registration papers /Property Tax Document * LIC policy * Voter’s Identity Card * Registered Leave and Licence Document * Driving License * Aadhaar Letter * Bank Passbook   **Documents for Proof of Identity**   * PAN Card * Passport * Voter’s Identity Card * Aadhaar Letter * Driving License * Central/State Government Issued ID cards * Bank Passbook with Photograph | |  | | Kindly note that in certain states, as per orders received from the State Government, New connections can be released only against production of ration cards. | |  | | As per the [**LPG Control Order**](http://petroleum.nic.in/lpg.htm), only [**ONE LPG Connection is permitted per household**](http://www.hindustanpetroleum.com/Upload/En/UPdf/lpg.pdf). Any additional connection is required to be surrendered. | |  | | If you need any further help, kindly contact our [LPG Regional office](http://www.hindustanpetroleum.com/En/UI/LocatorSearch.aspx) for the area. | |  | |  | | Q: What is KYC? | | A: KYC (Know your consumer) is a format which helps consumers to provide relevant details for (1) Proof of identity and (2) Proof of Address along with a few personal details. | |  | | Q: Why am I required to submit the KYC form? | | A: In case you do not possess multiple LPG connections, but multiple connections are reflecting against your name/ address in your distributor’s records, then you are required to submit KYC form along with Proof of identity as well as Proof of Address indicating that the households are different. | |  | | Q: I have received letter from the HPGAS distributor about possessing of multiple connections. What should I do? | | A: As per the control order of Ministry of Petroleum & Natural Gas (MOPNG), [one household can possess only one LPG connection](http://www.hindustanpetroleum.com/Upload/En/UPdf/lpg.pdf). Multiple connections are not allowed, and should be surrendered immediately. One can opt for the 2nd cylinder, if not already available on the retained connection, after surrendering the multiple connections.  If no multiple connections are available, please submit the KYC form duly filled in, along with a copy of Proof of identity and of Proof of address, to the distributor. View [MOP&NG advertisement](http://www.hindustanpetroleum.com/Upload/En/UPdf/MOPNG_LPG.pdf) in this regard. | |  | | Q: I do not possess multiple connections. However, I have been told to submit KYC. What should I do? | | A: KYC format is required to be submitted along with Proof of identity as well Proof of Address for updating your address in distributor’s system. | |  | | Q: From where can I get the KYC form? | | A: KYC for is available with your distributor, free of cost. You can also [**download the KYC form here.**](http://www.hindustanpetroleum.com/Upload/En/UPdf/KYC%20Format_HPGAS.pdf) | |  | |  | | **Q3. I have taken a PNG connection, what is the process of surrendering the LPG connection?** | |  | | PNG consumers are required to surrender their LPG connection to their LPG distributor for Safe Custody. For more details please click  **[PNG Consumers](https://www.hindustanpetroleum.com/En/UI/PNGConsumers.aspx)**. | |  | |  | |  | | **Q4. Is it compulsory to buy hot plate (stove) and other accessories from distributor while availing new LPG connection?** | |  | | **A.** No. Customer is at liberty to purchase them from any source provided it is approved by BIS. [View MRTPC Notification](http://www.hindustanpetroleum.com/Upload/En/UImages/MRTP%20Note.jpg)  HPCL is committed to the conservation of Petroleum products. To enable the conservation of LPG, HPCL has entered into a tie-up with certain manufacturers for manufacturing and sale of high thermal efficiency stoves (Green Label Stoves), which gives 10-12 % savings to the customer. These stoves are not available in the open market and are marketed only through our distributor network. | |  | |  | |  | | **Q5. In case of loss of SV how to get the same again?** | |  | | **A.** In case of loss of SV, customer has to submit an affidavit on non-judicial Stamp Paper of applicable value as per [**format**](http://www.hindustanpetroleum.com/Upload/En/PdfContent/lossofsv.pdf); which is also available with our concerned Customer Service Cell or distributor. In case you are a Piped Natural gas (PNG) Customer, please use the [**declaration of loss of SV by PNG consumers**](http://www.hindustanpetroleum.com/Upload/En/UPdf/Format_declaration_for_loss_of_SV_PNG.pdf)Format. | |  | |  | |  | | **Q6. In case of transfer, what is the procedure to transfer the connection?** | |  | | **A.** In case, the transfer is within the city or in certain adjoining city, then | |  | | * The existing distributor will issue e-Customer Transfer Advise (e-CTA) ie. Authorisation Code on production of Subscription Voucher (SV). The e-CTA is valid for 3 months from the date of issue. * The SV with the Authorisation Code should be produced to the new distributor, who will enrol the customer & return the original SV after endorsement. The SV is an important document and should be retained safely. * Here, the equipments (cylinder + regulator) need not be surrendered, but be carried by the customer. | |  | | In case of transfer of connection from one place to another, | |  | | * The distributor at the current location will issue Termination Voucher (TV) and will refund the deposit amount mentioned in the SV, on surrender of existing equipments (cylinder/s and regulator). The TV is valid for one year from the date of issue. * Do not surrender your Domestic Gas Consumer Card. The same card can be used at the new location after endorsement by the new distributor. * Reconnection can be availed at the new place by payment of the same deposit amount mentioned in the TV. Please collect the new SV and retain it safely. | |  | |  | |  | | **Q7. How do we change the name of the connection holder?** | |  | | Name change can be done in the following cases:- | | **(i) Death of SV Holder:**  To transfer the connection in the name of legal heir / within the family, after death of consumer, please submit the following to the distributor.   * An application with details * Legal Heir certificate * NOC from other Legal Heirs of the deceased consumer * Death Certificate * Original SV / Affidavit for loss of SV | | Alternatively, submit request with [**Affidavit D**](http://www.hindustanpetroleum.com/Upload/En/UPdf/LPG_ANN_D.pdf), along with Death Certificate.  The deposit will remain the same as in the original SV. | |  | | **(ii) Due to Marriage:** Please submit the following to your distributor   * An application with details * Documents giving proof of marriage (marriage certificate) * Original SV / [Affidavit](http://www.hindustanpetroleum.com/Upload/En/PdfContent/lossofsv.pdf) for loss of SV | | The deposit will remain the same as in the original SV. | |  | | **(iii) Change in name during lifetime of Consumer:**   * Transfer of LPG connection within family (ie. Father, Mother, Brother Sister, Son, Daughter, Spouse) is permitted. * Original SV holder has to submit his written consent, in [**Annexure A**](http://www.hindustanpetroleum.com/Upload/En/UPdf/LPG_ANN_A.pdf), to transfer his connection to a specific family member. * Additionally, the family member receiving the connection has to submit an affidavit, in [**Annexure B**](http://www.hindustanpetroleum.com/Upload/En/UPdf/LPG_ANN_B.pdf), indemnifying HPCL regarding this connection. * Further, completed KYC form with valid Proof of Identity (POl) and Proof of Address (POA) must be submitted.  The deposit will remain the same as in the original SV. | | **(iv) Person in possession of the cylinder/s and pressure regulator and SV of an authorized Customer**  A.   In case the person is holding the Cylinder (s), regulator and the SV, the name of connection holder can be changed as follows:   * The person, in whose name the original SV was issued will give his consent, in [**Annexure-A**](http://www.hindustanpetroleum.com/Upload/En/UPdf/LPG_ANN_A.pdf), to transfer the connection in the name of the person actually holding the SV & equipment. * In addition, the actual holder of the SV & equipment, shall submit affidavit, in [**Annexure-B**](http://www.hindustanpetroleum.com/Upload/En/UPdf/LPG_ANN_B.pdf) indemnifying the Corporation regarding this connection. Both, The consent letter and Affidavit should be submitted to the LPG Distributor. * Submit Completed KYC form, Proof of identity and Proof of Address. * Submit [**Affidavit / undertaking**](http://www.hindustanpetroleum.com/Upload/En/downloads/Files/loss%20of%20sv.pdf) in case original SV is lost. * Security deposit: shall be at the prevailing rates   B.   In case the person holding the SV & equipment is **not in a position to submit the consent letter** as per Annexure-A, the name of connection holder can be changed as follows:   * Submit notarized affidavit, as per [**Annexure-C**](http://www.hindustanpetroleum.com/Upload/En/UPdf/LPG_ANN_C.pdf) indemnifying HPCL. * Submit Completed KYC form, Proof of identity and Proof of Address. * Submit [**Affidavit / Undertaking**](http://www.hindustanpetroleum.com/Upload/En/downloads/Files/loss%20of%20sv.pdf) in case original SV is lost. * Security deposit: shall be at the prevailing rates   **(v) Person in possession of the cylinder/s and pressure regulator without any connecting document (SV/DGCC):**  In case the person holding the LPG equipment without any connecting document (SV/DGCC), the connection can be regularized as follows:   * Submit affidavit in [**Annexure-E**](http://www.hindustanpetroleum.com/Upload/En/UPdf/LPG_ANN_E.pdf). * Submit Completed KYC form, Proof of identity and Proof of Address. * Security deposit: shall be at the prevailing rates * New SV will be issued against the existing cylinder and regulator. | | **(vi) Release of Domestic Non-subsidized LPG connection:**  Pending KYC & de-duplication, applicants can be issued connection for domestic **Non Subsidized** LPG cylinders. The subsidized cylinder entitlement against this connection will commence only after the KYC verification is completed. In case information in the KYC form is found wrong, the connection is liable to be blocked and attract consequent legal action. | |  | |  | |  | | **Q8. How do we notice overcharges?** | |  | | **A.** Please insist on cash memos, which should contain the complete charges paid by you. The various charges including deposits and service charges are displayed on one of the boards at the showroom. | |  | |  | |  | | **Q9. Can I book for my refill by any means other than by Telephone or in person?** | |  | | **A.** Yes. The refills can be booked by IVRS, online thru website and by SMS.   * **HPGAS IVRS**: IVR based refill booking system is available in various cities and states with HP Anytime. Click on [**(HP Anytime)**](https://www.hindustanpetroleum.com/En/UI/hpanytime.aspx) to know the IVRS refill booking number for various states and cities. * **Online Booking**: You can [**book your refill online**](http://jihaan.hpcl.co.in/booking/Default.aspx)here      * **SMS booking:** Refill Booking through SMS is available for the respective areas by using the **HP ANYTIME** numbers given above. SMS on booking, with booking number and date, cash memo generation and delivery confirmation are sent to customer’s registered mobile number. | |  | |  | |  | | **Q10. In case of LPG leakage during nights/holidays, where do we contact?** | |  | | **A.** In case of Gas leakage beyond working hours and on holidays, you can contact [**Emergency Service Cell (ESC)**](https://www.hindustanpetroleum.com/En/UI/DealerLocator.aspx?SBU=L) operating in your area, Phone Nos. of the ESC is mentioned on the refill cash memos.    Please select your dealer using the above link and then click on Emergency Service Cell to locate your ESC. | |  | |  | |  | | **Q11. How do we locate the distributor of HPCL?** | |  | | **A.** You can [**click here**](https://www.hindustanpetroleum.com/En/UI/DealerLocator.aspx) for locating the Names & addresses of our distributors. | |  | |  | |  | | **Q12. Which is the nearest HPCL Office?** | |  | | **A.** You can click here to locate the nearest [**HPCL LPG Regional Offices.**](https://www.hindustanpetroleum.com/En/UI/LocatorSearch.aspx) | |  | |  | |  | | **Q13. If there is no action by distributor on complaint, whom should we contact for immediate redressal?** | |  | | **A.** For immediate redressal of your complaint please call on our [**LPG Customer Service cell**](https://www.hindustanpetroleum.com/En/UI/LocatorSearch.aspx) OR our nearest [**LPG Regional Office.**](https://www.hindustanpetroleum.com/En/UI/LocatorSearch.aspx)  Alternately, you can [**log your complaint Online**](http://jihaan.hpcl.co.in/booking/ComplaintRegister.aspx) or call HPGAS Toll free Helpline no  **1800-2333-555**. | |  | |  | |  | | **Q14. What is the weight of empty and filled cylinder? What action can be taken in case the weight of gas is less than 14.2 kg.?** | |  | | **A.** The weight of the empty cylinder (Tare Weight) is stenciled on the shroud of the cylinder (on the Blue Band in case of HPCL). The weight of LPG filled is 14.2 kg. Therefore, the weight of the filled cylinder would be “Tare WT”+14.2 kg.  Before accepting delivery of filled cylinder, you are advised to check the weight of the cylinder. In case the weight of gas is +/- 150 gms, you can refuse to accept the sealed cylinder and contact [**Customer Service Cell.**](https://www.hindustanpetroleum.com/En/UI/LocatorSearch.aspx) | |  | |  | |  | | **Q15. Can we use Domestic Cylinder in Motor Vehicle, Geyser and other LPG run appliances?** | |  | | **A.** No. Use of Domestic LPG in motor vehicle, geyser or any other LPG run appliances is prohibited under LPG Control Order. Instead you can use [**Auto LPG**](https://www.hindustanpetroleum.com/En/UI/RetailAutoLPGOverview.aspx) in vehicles, which is available at selected Retail Outlets (Petrol Pumps). However, non-domestic LPG in 19 kg can be used for such purposes. | |  | |  | |  | | **Q16. Are HPCL consumers insured?** | |  | | **A.** Yes. All registered HP GAS consumers (having valid SV) are insured against outcome of an accident at their registered premises due to LPG. Details are available with all the distributors and Customer Service Cell In addition, HPCL has also taken a [**Public Liability Insurance Policy**](http://www.hindustanpetroleum.com/Upload/En/UPdf/INSURANCE%20POLICY.PDF). | |  | |  | |  | | **Q17. What is the procedure for replacement of lost/defective cylinder / regulator ?** | |  | | **A.** In case of replacement for loss of cylinder/regulator, an Undertaking as per [**format**](http://www.hindustanpetroleum.com/Upload/En/PdfContent/lossofequipment.pdf) is to be given on plain paper to your distributor. | |  | | **Replacement of lost/defective Cylinders/Regulators can be done in the following cases:** | |  | | **Cylinders :** | |  | | * Cylinders damaged in accidents due to LPG are replaced free of cost to the customer. * In case of Established cases of theft supported by FIR and non- traceable certificate from police, replacement is made at Normal Tariff. * In all Other Cases, Penal Tariff is levied. | |  | | **Regulators :** | |  | | * Theft and accident cases would be dealt as above. In other cases: * Normal wear and tear involving (a) broken regulating knob and (b) broken Bakelite ring (bearing collar) will be replaced free of charge. * Regulators with broken or damaged body, broken outlet nozzle, missing top or Bakelite ring, opened and re-riveted ones will be replaced at Normal Tariff. * In all other cases replacement will be at Penal Tariff. | |  | |  | |  | | **Q18. Is it mandatory for the distributor to give “Home Delivery” of refill cylinders? In case refill cylinder is collected from the showroom/godown what is the rebate given by the distributor on the refill?** | |  | | * The normal mode of delivery of LPG cylinders by the distributors to the consumers is home delivery only. * There is no additional charge for home delivery. * However, under special circumstances like riots, curfews strikes etc., oil companies may authorize in writing selected dealers to resort to ‘Cash and Carry’ supply on optional and temporary basis till normalcy is restored. In such cases, customers will be entitled to a rebate of Rs.15/- per refill. | |  | |  | |  | | |  | |
| |  | | --- | |  | | |  |  |  | | --- | --- | --- | | Copyright 2008, **HPCL**. All rights reserved. | [HPCL Stock Price](http://www.hindustanpetroleum.com/En/UI/StockPrice.aspx)   |   [Privacy Policy](http://www.hindustanpetroleum.com/En/UI/LPGFaqs.aspx)   |   [Terms of Use](http://www.hindustanpetroleum.com/En/UI/TermsOfUse.aspx)   |   [Disclaimer](http://www.hindustanpetroleum.com/En/UI/Disclaimer.aspx) |  | | Best viewed by 1024 x 768 pixel resolution with Internet Explorer 5.5 and above. | | | |

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