

# LPG FAQs Part 1

## GENERAL INFORMATION

### **Q 1) What is LPG?**

Liquefied petroleum gas, also called LPG, GPL, LP Gas, liquid petroleum gas or simply propane or butane, is a flammable mixture of hydrocarbon gases used as a fuel in heating appliances and vehicles.

- 1) LP Gases are mixtures of hydrocarbons, which are gaseous at normal ambient temperature and atmospheric pressure, but can be liquefied at normal ambient temperature by application of moderate pressure.
- 2) It is a clean burning, non-poisonous, dependable, high calorific value fuel.
- 3) LPG is stored and transported in containers as a liquid, but is generally drawn out and used as a gas.
- 4) LPG in gaseous state is nearly twice as heavy as air. Any leakage of LPG, therefore, tends to settle down at floor level.
- 5) Liquid LPG is almost half as heavy as water. Thus, when liquid LPG gets converted to a gaseous state, it expands by about 250 times. The leakage of liquid LPG is therefore very dangerous.
- 6) LPG contains no toxic components such as carbon monoxide and is, therefore, non-poisonous.
- 7) Fuel gases will burn only when mixed with air in certain proportions. The minimum and maximum concentrations of a fuel gas in a gas / air mixture between which the mixture can be ignited are termed as the over and upper limit of inflammability - The lower flammability limit for LPG is 2% and the higher limit is 8.5%.
- 8) Pure LPG is colorless and odorless. LPG is distinctively odorized to give warning in case of leakage. Its smell is detectable in air at concentrations down to 1/5th of the lower explosive limit.

### **Q 2) What are the uses of LPG?**

LPG can be used for various applications such as:

<b>USERS</b>	<b>APPLICATIONS</b>
Household	Cooking/ Heating / Lighting
Agriculture	Grain drying / Weed killing / Preservation of fruits / tobacco curing / Tea drying
Automobile	Heat treatment / Paint baking
Ceramics	Biscuit & Glost firing of porcelain & stoneware

Chemicals & Drugs	Heating & Drying
Electrical	Bulbs & Tube lights manufacture / filament manufacture / Battery

**Q 3) What is cooking gas?**

Cooking gas is Liquefied Petroleum Gas, LPG in short. LPG, as the name implies, is gas in liquid form under pressure. It is filled under pressure in cylinders, stored and then transported to your house.

What happens when you activate the pressure regulator? First the pressure inside the cylinder is reduced because some gas is drawn off to the burner. Then to balance the pressure some liquid vaporizes, becoming gas.

LPG in gaseous form is almost twice as heavy as air. When released it always settles down on the floor level. It is colorless and also odorless, so a special odor is added at the plant to give it a distinctive smell for easy detection in case of leakage.

**Q 4) What is the difference between Subsidized and Non-subsidized Domestic LPG cylinder?**

- The Subsidized Domestic LPG Cylinders are supplied to the registered consumers at subsidized price as directed by Government of India.
- They are supplied in 14.2 Kg capacity and 5 Kg Capacity. There is restriction in numbers on supply of such subsidized LPG cylinders in a financial year.
- The non-subsidized Domestic LPG cylinders are supplied to registered customers as price which is market driven and based on import parity price. In such cylinders no subsidy is given by the Government of India.
- These are also supplied in 14.2 Kg and 5 Kg capacity. There is no restriction in supply of Domestic Non-Subsidized LPG Cylinders.
- As per the directive of the Ministry of Petroleum and & Natural Gas, all household-customers will be entitled to consume nine number of LPG refills at subsidized rate per year (April-March) for the domestic cooking purpose of their households. Beyond nine subsidized refills, they will be entitled for LPG refills at non-subsidized rate

**Q 5) Can I keep more than one connection, one with Subsidized Domestic LPG and another with Non-Subsidized Domestic LPG Cylinders in one household?**

No. As per the Gas Control Order One household can have only one connection.

**Q 6) How do I get a new LPG distributorship?**

Locations where new LPG Distributorships are to be set up are advertised in newspapers. The guidelines for selection are available on this website in the section 'Distributor Appointment'. You can download the same free of cost.

You may apply for the distributorship provided you fulfil the eligibility criteria specified in the

advertisement. The application form can be downloaded free of cost from the section **Distributor Appointment** on [www.ebharatgas.com](http://www.ebharatgas.com).

## **LPG FAQs Part 2**

### **Situation related to LPG Connection & Documentation**

#### **Q 1) How do I get a new LPG connection?**

New LPG Connections are now available on demand in most of the parts of the country. All you need to do is approach the nearest Bharatgas Distributor catering to your area with a proof of identity and proof of your residence address.

New connection is available at the distributorship. However, New subsidized domestic connection at subsidized rate but capped at 9 cylinders per annum after KYC /de-duplication.

However customer:

- Must not already be in possession of LPG connection from any of the PSU Oil companies in his/her household or Piped Natural Gas (PNG) connection from any CGD Company.
- Submit KYC (know your customer) information in the requisite format including Proof of Identity and Proof of Address.
- After de-duplication (multiple connection check) by Oil Marketing Companies (OMCs) to ensure that there is no existing domestic LPG Connection in the same household from any of the OIL PSUs.
- KYC form is also available in our website [www.ebharatgas.com](http://www.ebharatgas.com).
- Customer can avail non-subsidized connection against the KYC form and once the de-duplication process is completed, non-subsidized connection can be converted to subsidized connection.

The various documents accepted as proof of identity and proof of residence is as under:

<b>Proof of Identity*</b>	<b>Proof of Address*</b>
Voters Identification Card	Voters Identification Card
Passport	Ration Card
Driving License	Electricity Bill ( within last three months)
PAN Card	Telephone bill( within last three months)
Any Photo identification issued by State Government	Employers Certificate
Aadhaar Number allotment letter	Rent Receipt (Last two months)
	LIC Policy (Validity to be checked)
	Flat allotment letter
	House Registration Papers
	Aadhaar Number allotment letter

\*In case the State Government insists on any other document or procedure the same shall be fully complied with under the EC act applicable to the State. The above list is only illustrative and not exhaustive.

**Note: In Karnataka and Tamil Nadu, as per the requirement of the State Government, Ration Card is a must for issue of new connection for prospective domestic LPG customer.**

Distributors stock only ISI certified hotplates. However, it is not mandatory for you to buy your hotplate or any other items from the Distributor. Any make of your choice will suffice as long as it bears the ISI mark.

The Security Deposit applicable for Cylinder and Domestic Pressure Regulator (DPR) are as under:

Type of Equipment	Deposit Amount in Rupees
14.2 Kg Cylinder ( for all States except North Eastern states)	1450/-
Domestic Pressure Regulator ( for all States except North Eastern states)	150/-
14.2 Kg Cylinder ( for North Eastern States)	1150/-
Domestic Pressure Regulator ( for North Eastern States)	150/-
5 Kg Cylinder	350/-

The applicable charges for various services are as under:

Nature of Services	Service Charges w.e.f 1.3.2010 Unit of Service Charges is Rs/Population as per census 2001		
	Town with Population < 10 lakhs	Town with Population =>10 lakhs <20 lakhs	Town with Population =>20 lakhs
Inspection of hotplate at the time of release of connection	200	230	250
Mechanic Visit charge other than leakage	50	60	70
Installation / Demonstration charges of new connection	35	40	45
Administrative charge for release of additional cylinder	30	40	45
Mechanic charges for mandatory inspection of domestic installation	50	60	70
Administrative charge of issuance of DGCC including cost of DGCC	35	40	45

Administrative charges for seeking confirmation of TV/CTA/TTV	35	40	45
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The Bharatgas connection will be released to you immediately on completion of required formalities. At the time of installation of the connection in your kitchen, please allow the Distributor's staff to demonstrate how to use the LPG equipment.

**Q 2) What are the documents I will receive after obtaining a new LPG connection?**

On payment of requisite deposit you will be issued a Subscription Voucher [SV], which you must keep safely.

The Bharatgas Distributor will issue a booklet called the Domestic Consumer Gas Card, popularly known as Blue Book or the Pass Book where the particulars of your LPG connection, the details of supply and other services are entered by the distributor's staff.

In case you need any further information, please contact the Customer Relationship Centre. The address is displayed at all Bharatgas Distributors' showroom these are also advertised in the Press. You can view the list in the Customer Care section at [www.ebharatgas.com](http://www.ebharatgas.com) .

**Q 3) Is it compulsory to buy hot plate (stove) and other accessories from distributor while availing new LPG connection?**

No. Customer is at liberty to purchase them from any source provided it is approved by BIS.

For your information , In order to enhance customer service, BPC has launched an initiative termed 'Beyond LPG' and have entered into arrangements with leading brands for sale of kitchen / household items including hotplate through the Bharatgas network for consumers at competitive / attractive prices/offer like option to exchange their old items with the new ones. There is no compulsion for customers to buy these items from the LPG distributor. Message with regard to the above is prominently displayed at the distributorship

**Q 4) In case of transfer, what is the procedure to transfer the connection?**

A) In case, the transfer is within the city then

- 1) The existing distributor will issue e-Customer Transfer Advise (e-CTA) i.e. Authorization Code on production of Subscription Voucher (SV). The e-CTA is valid for 3 months from the date of issue.
- 2) The SV with the Authorization Code should be produced to the new distributor, who will enroll the customer & return the original SV after endorsement. The SV is an important document and should be retained safely.

- 3) Here, the equipments (cylinder + regulator) need not be surrendered, but be carried by the customer.

B) In case of transfer of connection outside the city/state then

- 1) 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.
- 2) Do not surrender your Domestic Gas Consumer Card. The same card can be used at the new location after endorsement by the new distributor.
- 3) 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.

#### **Q 5) 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.

- a) An application with details
- b) Legal Heir certificate
- c) NOC from other Legal Heirs of the deceased consumer
- d) Death Certificate
- e) Completed [KYC form](#) with valid copies of Proof of Identity (POI) and Proof of Address (POA).
- f) [Affidavit](#) in case original SV is lost.

In case the next of kin is not in a position to produce Legal heir Certificate, please contact your respective Bharatgas distributorship for further details.

The deposit will remain the same as in the original SV. Name will be changed by preparing TV and issuing a new SV for the Beneficiary family member.

##### **(ii) Due to Marriage:**

Please submit the following to your Bharatgas distributor

- 1) An application with details
- 2) Documents giving proof of marriage (marriage certificate)
- 3) Original SV / [Affidavit for loss of SV](#)

The deposit will remain the same as in the original SV.

**(iii) Change in name during lifetime of Consumer:**

- 1) Transfer of LPG connection within family (ie. Father, Mother, Brother Sister, Son, Daughter, Spouse) is permitted.
- 2) Original SV holder has to submit his written consent, in [Annexure A](#), to transfer his connection to a specific family member.
- 3) Additionally, the family member receiving the connection has to submit a notarized affidavit, in [Annexure B](#), indemnifying BPCL regarding this connection.
- 4) Submit affidavit in case original SV is lost. [Download Affidavit](#).
- 5) Completed [KYC form](#) with valid Proof of Identity (POI) and Proof of Address (POA).

The deposit will remain the same as in the original SV. Name will be changed by preparing TV and issuing a new SV for the Beneficiary family member.

**(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](#), 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 notarized affidavit, in [Annexure-B](#) 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 in case original SV is lost. [Download Affidavit](#).
- Security deposit: shall be at the prevailing rates. Subscription Voucher (SV) will be issued in the name of the present holder of the Cylinder & DPR after collecting differential security deposit (difference between the security deposit amount as in the surrendered SV and the prevailing deposit rate).

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](#) indemnifying BPCL.
- Submit Completed [KYC form](#), Proof of identity and Proof of Address.
- Submit Affidavit in case original SV is lost. [Download Affidavit](#).
- Security deposit: shall be at the prevailing rates. Subscription Voucher (SV) will be issued in the name of the present holder of the Cylinder & DPR after collecting

differential security deposit (difference between the security deposit amount as in the surrendered SV and the prevailing deposit rate).

(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 notarized affidavit.
- 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.

#### **Q 7) What is the procedure for replacement of lost/defective cylinder / regulator?**

In case of replacement for loss of cylinder/regulator, an Undertaking as per format is to be given on plain paper to your distributor.

Replacement of lost/defective Cylinders/Regulators can be done in the following cases:

##### **Cylinders:**

Cylinder will be replaced at Normal Tariff in case of Established cases of theft and supported by FIR and non- traceable certificate from police. In case customer is unable to produce FIR, replacement will be at Penal Tariff only.

##### **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 ring will be replaced free of charge.

Regulators with broken or damaged body, broken outlet nozzle, missing top or ring, opened and re-riveted ones will be replaced at Normal Tariff.

Regulator will be replaced at Normal Tariff in case of Established cases of theft and supported by FIR and non- traceable certificate from police. In case customer is unable to produce FIR, replacement will be at Penal Tariff only.

In case of problem contact Customer Relation Centre whose number is displayed at the distributorship.

#### **Q 8) How do I get “Domestic Gas Consumer Card” DGCC Book?**

All the customers registered with the distributors of Bharatgas shall have to possess “Domestic Gas Consumer Card” (DGCC) booklet which should have a pre-printed Card Serial number on it. The customers who are presently not having the DGCC booklet or the booklet is not serially numbered, shall have to get it issued from their Bharatgas Distributor. The cost of DGCC booklet is displayed at the distributorship.

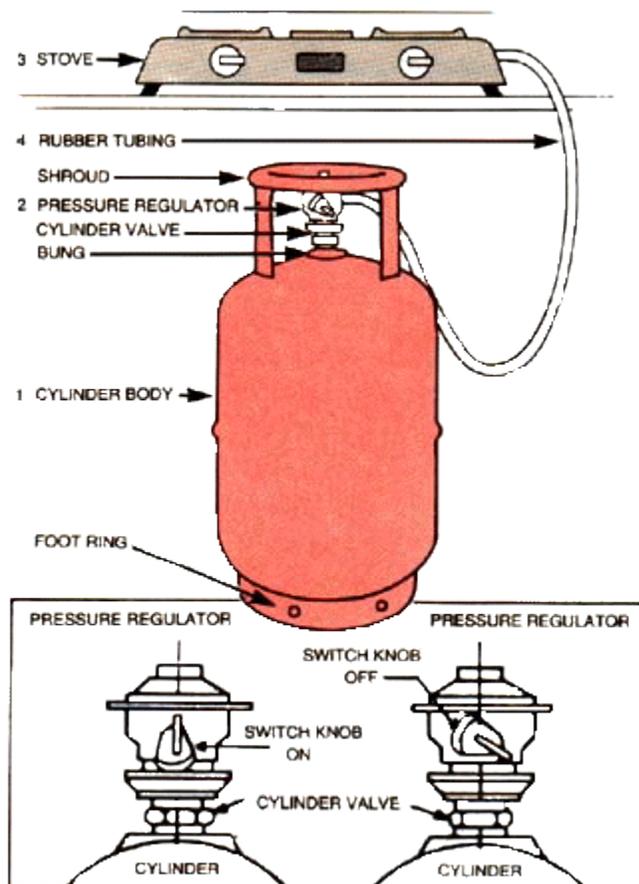
**Q 9) In case of loss of SV how to get the same again?**

In case of loss of SV, customer has to submit an affidavit on non-judicial Stamp Paper of applicable value [as per format](#); 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](#) Format.

## LPG FAQs Part 5

### SAFETY & USAGE OF LPG

**Q1) What are the parts of your gas installation?**



- A cylinder with a self-closing valve.

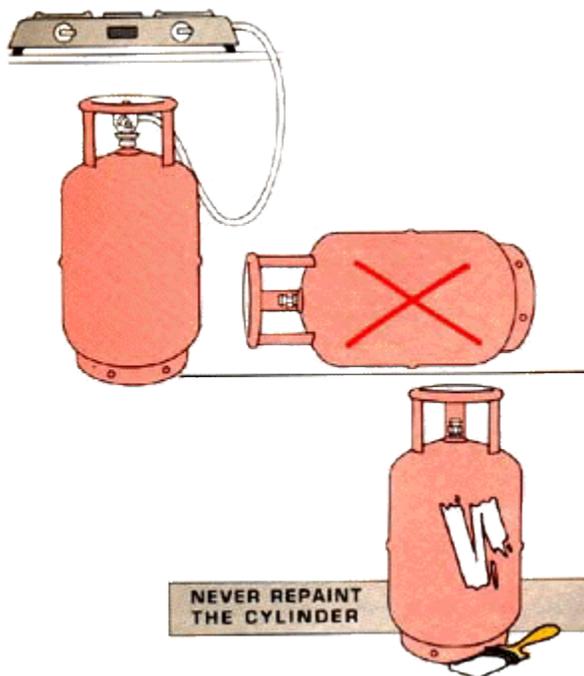
- A pressure regulator, which is connected to the outlet of the valve.
- A gas stove or a cooking range (appliance).
- Rubber tube connecting the regulator to the appliance.

**Q 2) What do I need to check when I receive my refill?**

You may undertake simple checks at the time of your refill receipt:-

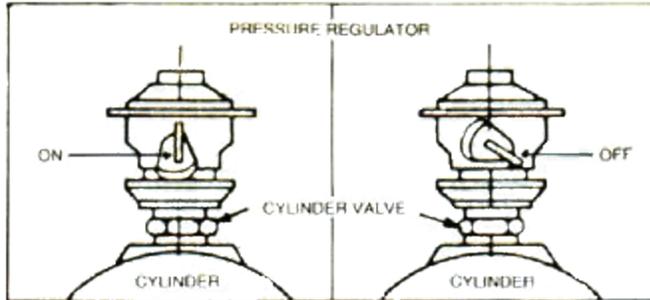
- Check the seal of the cylinder
- Check the safety cap. It should not have any cracks
- Remove safety Cap and check for leakage from the valve. Usually in case of any leakage from the Cylinder valve, the safety cap will pop off at the time of removal.
- Get the new cylinder connected with the hotplate and make sure that no leakage is observed.
- Pay the cash and acknowledge the 2nd copy of the cash memo / refill voucher by signing it

**Q 3) How should the cylinder be placed?**



- Vertical with valve facing upwards.
- Away from any source of heat or a naked flame.
- On or above ground level with adequate ventilation.
- In an easily accessible position.

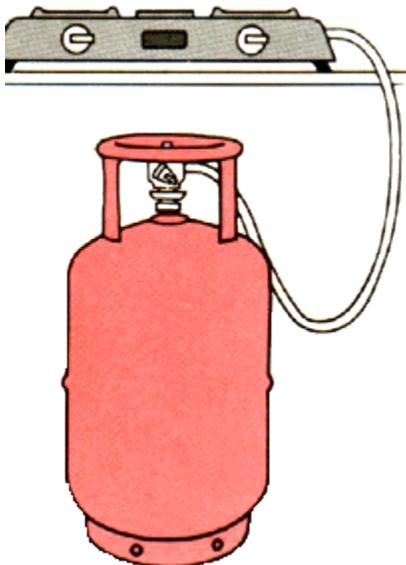
**Q 4) How do you install your gas connection?**



- Make sure the valve on the cylinder is shut, by turning the pressure regulator knob to the OFF position
- Open the valve by turning the pressure regulator knob to the ON (vertical) position
- Make sure the burner taps are also closed
- Make sure there is no smell of gas
- Light a match and hold it to the burner
- Turn on the burner by rotating the knob in the anti-clockwise direction
- Shut the burner after use
- Shut the valve of the cylinder by turning the pressure regulator knob to the OFF position

**ALWAYS REMEMBER TO SHUT THE VALVE WHEN STOVE IS NOT IN USE ESPECIALLY AT NIGHT.**

**Q 5) Where the stove should be placed?**



- At a higher level than the cylinder - about 2 ft to prevent the tube from catching fire.
- Against a wall to make sure that clothes don't catch fire.
- Away from curtains.

- Away from windows/fans etc. to prevent the flame going out and causing leakage of gas.

NOTE: Make sure there are no shelves above the stove

REMEMBER THAT YOUR APPLIANCE MUST HAVE AN ISI MARK OR BIS RATING AND HAVE IT TESTED BY A MECHANIC BEFORE YOU USE IT.

#### Q 6) How to take care of your stove?



- Harsh cleaners can damage the finish. Don't use abrasive powders, highly acidic or alkaline cleansers.
- Wait for surfaces to cool. If the stove is hot and you try to clean it with a wet cloth, the surface finish may crack.
- Some foodstuffs can damage the finish. Vinegar, sour milk, citrus fruits juices, tamarind decoctions can all damage the finish. If some such liquid spills on the stove, wipe it off with a dry cloth, wait for the stove to cool, clean with warm soap water and dry.
- Ordinary stains can be cleaned easily. Some baking soda on a damp cloth does the trick. A mild cleanser may be used for stubborn stains.
- A chrome finish can be cleaned with a damp cloth. Or any good chrome cleanser.
- Clean the burner head and mixing tube the right way. Immerse the mixing tube assembly and the burner head completely in a boiling solution of washing soda. Keep it for 20 minutes. Rinse thoroughly internally and externally. Dry completely to prevent corrosion.
- The burner holes should be cleaned with a soft wire. The mixing tube can be cleaned with a stiff bottlebrush.
- Pan supports can be cleaned the same way

#### Q 7) What are things to do when your cylinder is being changed?

- Put out all fires in the kitchen. This includes diyas, agarbatties, cigarettes and all naked flames; otherwise any leakage of gas could result in fire.
- Switch off all electrical appliances.
- Shut the taps on the stove.
- Have the rubber tube and all the connections checked for leakage with soap solution.
- Insist that your deliveryman checks cylinder valve and O-ring for any leakage.

#### Q 8) What is Suraksha LPG hose and what are its special features?

Suraksha LPG hose is patented and manufactured by LERC (LPG Equipment Research Centre, Bengaluru) approved and BIS approved manufacturers as per IS - 9573: 1998 Type-4. It is manufactured under stringent quality control checks on raw materials and during its processing stage and on finished products. Its salient features are:

Three layered construction i.e. inner and outer layers are made of special quality rubber and middle layer made of braided Copper / Brass coated high carbon steel wire mesh which eliminates various deficiencies of rubber tube.

- 1) Suraksha LPG hose has longer life of 5 years.
- 2) Suraksha LPG hose is crack proof; rodent cannot cut through steel braided wire mesh.
- 3) Outer layer is fire resistant and Weather & abrasion resistant.
- 4) Each tube carries the details of batch no., month/year of manufacture, replace before Month/year.
- 5) Each tube is packed and sold in specially designed pouches. Details such as manufacturer, MRP, Length of piece, instruction card and safety tips for usage of LPG & Suraksha LPG hose are printed on each pouch.

**Q 9) In case of LPG leakage during nights/holidays, where do we contact?**

In case of Gas leakage beyond working hours and on holidays, you can contact Emergency Service Cell (ESC) operating in your area; Phone Nos. of the ESC is mentioned on the refill cash memos.

Please visit [www.ebharatgas.com](http://www.ebharatgas.com) and then click on Emergency No. to locate your ESC.

### **LPG FAQs Part 3**

#### **BLOCKING/SURRENDER of LPG CONNECTION**

**Q 1) I have been informed that my connection has been blocked as a suspected multiple connections? What to do?**

You will be required to submit KYC with the distributor. Kindly contact the distributor with the original details of Proof of address and Proof of identity and submit copies of the same while filling up the [KYC form](#). In case of any problem related to refill supplies kindly contact sales officer/CRC (Customer relation centre) whose number is displayed at the distributorship.

**Q 2) What to do if I have got a new PNG connection?**

If you have shifted to PNG from Bharatgas connection, kindly surrender your Bharatgas connection with an option to take LPG connection of Bharat Gas, Indane or HP Gas anytime, anywhere in the country, whenever you need it.

No charges will be levied for entrusting your LPG connection in our safe custody.

All you need is to call on your distributor to complete the following formalities: -

- Refund the deposit amount mentioned in the Subscription Voucher issued at the time of release of Bharatgas connection against return of cylinders and Pressure Regulator
- Take a copy of your latest PNG bill against which a Special Termination Voucher called 'Safe Custody TV for PNG consumer' will be given to you. It is without any restriction on validity and also transferable to any of the family members (Father, Mother, Son, Daughter, Brother, Sister) anywhere in the country.
- The process is also available on website [www.ebharatgas.com](http://www.ebharatgas.com).

**Q 3) I have received a letter asking me to surrender connection? What shall I do?**

Approach your distributor with your Proof of Identity, Proof of address and [a KYC format](#) duly filled in. The format can be downloaded from [www.ebharatgas.com](http://www.ebharatgas.com) » Customer Care » Multiple Connection. In case you have more than one connection in your name or address you have to surrender all but one.

**Q 4) I have not booked refill for more than 6 months. My connection appears to be blocked. What should I do?**

Provide an application with [KYC Form](#), Proof of Identity (POI) and Proof of Address (POA) to distributor to reactivate connection.

**Q 5) Can I get refills without DGCC Book?**

If DGCC booklet is not produced before the delivery boy, then the refill shall not be handed over to the customer. It should also be checked by the delivery boy that the DGCC serial No. printed on the cash memo is the same as that produced by the customer before delivering the cylinder. The cost of DGCC booklet is displayed at the distributorship.

**Q 6) In case of mismatch of conflict between distributors supplies and my consumption of subsidized cylinder how do I resolve the matter?**

In case of disputes on number of subsidized refills delivered by the distributor and received by the customer, the base documents for sorting out the dispute shall be the DGCC booklet and the acknowledged cash memos available with the distributor.

During complaint investigation if the customer is not able to produce the DGCC booklet, then the complaint shall be disposed off based on the acknowledged copy of the cash memos. The complaints may also be logged through transparency portal at [www.ebharatgas.com](http://www.ebharatgas.com) or contact sales officer or Customer Relation centre whose number is displayed at the distributorship.

As per the directive of the Ministry of Petroleum and & Natural Gas, all household-customers will be entitled to consume nine number of LPG refills at subsidized rate per year (April-March) for the domestic cooking purpose of their households. Beyond nine subsidized refills, they will be entitled for LPG refills at non-subsidized rate.

## **LPG FAQs Part 4**

### **RECENT DEVELOPMENTS**

**Q 1) What is Transparency portal? How do I access it?**

Transparency portal is an initiative brought by the Oil marketing companies in order to make the subsidized LPG cylinders supplied information available to the general public. This is a public portal and requires no login to view. For Bharatgas related transparency portal kindly visit [www.ebharatgas.com](http://www.ebharatgas.com) -> Transparency portal.

**Q 2) What all information is available in the Transparency portal?**

The LPG transparency portal gives the distributor wise information on the consumers who have taken at least one refill in the financial year. For each of the consumer the consumer number, consumer address, no of refills taken during the period and total subsidy availed.

In order for the consumer to view the date wise details on his consumption pattern he/ she needs to click on no. of refills and a separate window will show the details. In case the consumer knows his distributor there is also quick search option of finding the same under Transparency Portal on [www.ebharatgas.com](http://www.ebharatgas.com).

**Q 3) Why my address has been displayed on the Transparency Portal?**

Government of India is providing huge subsidy for domestic LPG cylinders. The names of the beneficiaries of such subsidized delivery in the portal is mandated by MOP&NG and Task Force

on Direct Subsidy Transfer for full transparency thereby preventing misuse of subsidies to unauthorized uses. The address helps in verifying if the same is being delivered to intended consumer who is consuming the subsidy.

**Q 4) What is KYC?**

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 5) Why am I required to submit the KYC form?**

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 6) I have received letter from the Bharatgas distributor about possessing of multiple connections. What should I do?**

As per the control order of Ministry of Petroleum & Natural Gas (MOPNG), [one household can possess only one LPG connection](#). 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.

**Q 7) I do not possess multiple connections. However, I have been told to submit KYC. What should I do?**

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 8) From where can I get the KYC form?**

KYC for is available with your distributor, free of cost. You can also [download the KYC form here](#).