



MAHANAGAR GAS LIMITED

Dear Customer,

We thank you once again for continual use of our services and we hope that we have been able to service you to the best of your expectations. For us at MGL safe supply of PNG to our consumers is most important. For the safety of our customers, we have been regularly carrying out public awareness campaigns focusing on safety precautions during use of PNG. Besides, we have also been releasing awareness messages through Newspapers, Gas bill, Company Website and other forums for cautioning our customers against fraudulent activities of agencies or personnel regarding our services

However, in spite of our repeated efforts through awareness campaigns to protect the interest of our esteemed customers, it has been brought to our notice that some fraudulent elements like Mahanagar Gas Stove Service Centre/Mahanagar Gas stove Service/Mahanagar Gas Service, etc. posing as representatives of Mahanagar Gas Limited (MGL) have been duping our customers. We wish to inform once again that we have not authorized any of the above mentioned agents to approach consumers directly.

Some areas of concern, where you need to be cautious are listed for your information, highlighting the appropriate action you are required to take in these matters related to our services..

ACTIVITY	DOs	DON'Ts
1. Installation of Gas Geysers	Place a request with MGL & get a unique number. MGL will use that number to communicate with you for the technical survey & installation.	1. Do not install gas geysers through unauthorized agents. 2. To ensure safety, Gas geysers should not be installed without proper technical survey by MGL

<p>2. Meter Readers / Collection agent / Address verification representative</p>	<p>1. Check the identity of the visiting person & in case of doubt contact MGL's Helpline Number.</p> <p>2. Insist for MGL's authorized letter of identification</p> <p>3. Know your billing cycle (MGL billing is bi-monthly).</p>	<p>1. Do not let unauthorized personnel within your premises.</p> <p>2. Do not ask meter readers gas pipe related queries. (Meter readers are strictly for meter reading only and not authorized to answer technical queries)</p> <p>3. Do not buy any accessories; MGL does not promote sale of accessories</p> <p>4. Do not leave the person unattended in your house.</p>
<p>3. Gas mechanics / Authorized sales personnel / Maintenance service providers</p>	<p>1. In case of any technical problem contact MGL's Helpline.</p> <p>2. Call the Helpline in case of doubt regarding identity of the mechanic / sales / service personnel</p> <p>3. Ask for price list and bill for any job done.</p>	<p>Only MGL authorized plumbers, TPI and MGL Engineer In-Charge will address your queries/complaints, apart from these do not entertain any unauthorized personnel approaching without proper identification / consumer number / complaint number.</p>

Except for Meter Reading, we depute our representatives only on customer's request. Each of these requests is given a docket number for future reference. To log a request or in case of any doubt, regarding the persons identity, please contact our Customer Helpline **1917** or **2659 4500** or **6156 4500** from **8 am** to **10pm daily**.

We appeal to all the customers to be aware of such fraudulent elements and refrain from dealing with them. In case of any such incidence, report to local police station and to us at the earliest. Please do not pay cash to anybody.

Please contact our Emergency Toll Free No **1800 22 99 44** or **24012400** for Gas Leak or Fire complaints.

Let us join hands to a safe & secure environment.

Regards,

Corporate Communications Dept.