

**LOK SABHA**  
**UNSTARRED QUESTION NO. 3153**  
**TO BE ANSWERED ON 21<sup>st</sup> DECEMBER, 2023**  
**PNG for Cooking in Metro Cities**

†3153DR. SANGHMITRA MAURYA:

पेट्रोलियम और प्राकृतिक गैस मंत्री

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

- (a) whether the Government proposes to connect all households of metro cities with Piped Natural Gas (PNG) for cooking;
- (b) if so, the details of the cities along with the time-frame set for the purpose, State/UT-wise;
- (c) the steps taken by the Government to resolve the issues raised by many households with regard to irregularities being committed in the supply and operation of PNG;
- (d) whether the Government has established a consumer grievances redressal forum for receiving and resolving the issues related to PNG; and
- (e) if so, the details of the said platform and if not, the reaction of the Government thereto?

**ANSWER**

पेट्रोलियम और प्राकृतिक गैस मंत्रालय में राज्य मंत्री  
(श्री रामेश्वर तेली)

**MINISTER OF STATE IN THE MINISTRY OF PETROLEUM AND NATURAL GAS**  
**(SHRI RAMESWAR TELI)**

(a) & (b) Providing Piped Natural Gas (PNG) connections are part of the development of City Gas Distribution (CGD) Network and the same is being carried out by the entities authorised by Petroleum and Natural Gas Regulatory Board (PNGRB). After completion of 11A CGD bidding round, 300 Geographical Areas (GAs) covering about 98% of the population and 88% of total geographical area of the country spread over around 630 districts in 28 states/UTs, including metropolitan cities and district headquarters situated within the GAs, have been covered under the CGD network.

As per Minimum Work Plan (MWP) target determined by PNGRB, authorized CGD entities have to provide approx. 12.50 crore PNG (D) connections across the country by 2032.

In order to further expand the reach of natural gas in the country, PNGRB has launched 12th and 12A CGD Bidding Rounds, covering the states of Arunachal Pradesh, Meghalaya, Mizoram, Nagaland, Sikkim, Manipur and remaining parts of Union Territory (UT) of Jammu and Kashmir and the entire UT of Ladakh.

(c) to (e) Individual complaints received from time to time regarding irregularities being committed in the supply and operation of PNG are referred to the concerned authorised

entity for suitable redressal at their end. A complaint may be filed before PNGRB by any person in respect of matters relating to entities on any matter arising out of provisions of the PNGRB Act. However, complaints of individual consumers maintainable before a consumer disputes redressal forum under the Consumer Protection Act, 2019 is to be heard and disposed of by such forum.

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