



RAJASTHAN STATE GAS LIMITED

राजस्थान राज्य गैस लिमिटेड

राजस्थान राज्य गैस लिमिटेड
(आरएसपीसीएल एवं गेल गैस लिमिटेड का एक संयुक्त उपक्रम)

RAJASTHAN STATE GAS LIMITED
(A JOINT VENTURE COMPANY OF RSPCL & GAIL GAS LTD.)

Request for Quotation/NIT

REF.: Tender No.: RSGL/KOTA/C&P/MKTG/2024-25/ NIT- 11

DATED: 11-09-2025

To,

Prospective Bidders

SUB.: Request for quotation for Hiring of an agency for Conduct of Customer Satisfaction Survey (CSS) by PNGRB Empaneled TPA Agencies for conducting customer satisfaction survey

Dear Sir/Madam,

With reference to the above mentioned subject following documents are attached in this RFQ/NIT

1. SOR as Annexure-1A
2. Terms and Condition_1B
3. Bank Mandate Form vide Annexure-2
4. Agreed Terms and condition vide Annexure-3
5. Scope Of Services/Work as per Annexure-4

you are requested to submit your quotation under two bid system. Part-1-in line with the requirement from annexure-1-5) and Part-II - Price bid as per SOR vide annexure-1A (in another envelop separately) and both bid should be kept in one envelop and to be address as per below. The RFQ/NIT should reach us latest by 26-09-2025/14:00 hrs. The date of submission of Bid related queries shall be 16-09-2025/15:00 Hrs.

DGM(C&P)

Rajasthan State Gas Limited

3rd Floor, , Khaniz Bhawan

Tilak Marg, C-Scheme, Jaipur-302005

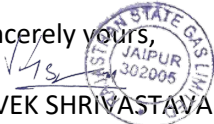
Ph.-9650055638

In case, if any clarification is required may please contact to the undersigned.

Thanking you,

Sincerely yours,

VIVEK SHRIVASTAVA
DGM(C&P)



CIN : U11101RJ2013SGC043884

Website : <http://rsgl.rajasthan.gov.in>

प्रथम मंजिल, खनिज भवन, तिलक मार्ग, सी-स्कीम, जयपुर-302005. राजस्थान | फोन : 0141:4082011-15 | फ़ैक्स : 0141-2227148
FIRST FLOOR, KHANIZ BHAWAN, TILAK MARG, C-SCHEME, JAIPUR-302005. RAJASTHAN | PHONE : 0141-4082011-15 | FAX : 0141-2227148
पंजीकृत कार्यालय : सी-89-90, जनपथ, लालकोठी स्कीम, जयपुर-302004 | Regd. Office : C-89-90, Jan Path, Lalkothi Scheme, Jaipur-302004

THINK POSITIVE - THINK POSSIBLE - THINK OPTIONS - THINK SOLUTIONS - THINK DIGITAL

प्राकृतिक गैस - स्वच्छ ऊर्जा. हरित ऊर्जा

Natural Gas - Clean Energy. Green Energy

RAJASTHAN STATE GAS LIMITED									
SCHEDULE OF RATES (SOR)									
REQUEST FOR QUOTATION FOR HIRING OF AN AGENCY FOR CONDUCT OF CUSTOMER SATISFACTION SURVEY (CSS) BY PNGRB EMPANELED TPA AGENCIES FOR CONDUCTING CUSTOMER SATISFACTION SURVEY									
Tender No. RSGL/KOTA/C&P/MKTG/2024-25/ NIT- 11 DATED: 29-08-2025									
SOR Item No.	Description of item	Unit	Qty (A).	HSN CODE	Unit Rate including of all incidental costs but excluding GST applicable on it in INR (B)	GST (CGST and SGST/UTGST or IGST)		Unit Price including all taxes & duties in INR D= B+C	Total Price including all taxes & duties in INR E=D X A
						%	INR/UNIT (C)		
1	Professional Charges for undertaking the scope as defined in the tender documents and Scope of work i.e. Carrying Out Customer Satisfaction Survey (CSS) as per as per scope of work and approach & methodology explained in PNGRB Guidelines and subsequent submission of Report to PNGRB for acceptance on single point responsibility basis including all Charges towards visiting RSGL Jaipur/Kota Office, including fare, Boarding, Lodging, accommodation, Food & local transport.	LUMP SUM	1						
Total amount including of all taxes and duties (In INR)									
Total amount including of all taxes and duties (In INR) in words									

N-1	AWARD CRITERIA: The Purchaser will award the contract to the successful Bidder whose bid has been determined to be substantially responsive and has been determined to be the lowest evaluated bid (L1), provided further that the Bidder is determined to be qualified to perform the contract satisfactorily.
N-2	Bidder to clearly indicate 'Quoted' / 'Not Quoted' against each Sr. No. in the price column in the unpriced Price Schedule. Bidders to submit Price part of above Price schedule in their Priced Bid only
N-3	Bidder shall furnish prices/details as above, in accordance with various clause of tender conditions.
N-4	Bidder must quote the price in enclosed Price Schedule formats only. The formats shall not be changed and/or retyped. For any deviation to the formats, offer may be rejected.
N-5	Quoted prices are firm and fixed till complete execution/completion of the entire order defined in the tender document
N-6	Bidder confirms that he has noted the contents of the price schedule, bid document, requirements and quoted his prices accordingly without any deviation.
BIDDER'S NAME :	
BIDDER'S SIGNATURE:	
COMPANY'S NAME:	
SEAL:	

ANNEXURE-1B

A. SPECIAL TERMS AND CONDITION

1. The bidder, shall be in Empaneled TPA Agencies List of PNGRB for conducting customer satisfaction survey
2. EMD / Bid Security: **nil**
3. CONTRACT PERFORMANCE BANK GUARANTEE / CONTRACT PERFORMANCE SECURITY: 10 % of Total Order / Contract value in case contract period is less than one year or 10 % of Annualized Order / Contract value in case contract period is more than one year in format provided by RSGL.
4. **PRICE REDUCTION SCHEDULE (PRS)** : RSGL shall apply PRS for delay in completion of each activity @½% per week or part thereof of the amount of that activity subject to maximum of 5%. Price Reduction Schedule to be applicable against order value Completion period will be counted from date of LOA (Letter of Award)
5. **COMPLETION PERIOD** ; With in 12 weeks from date of LOA including mobilisation period of 15 days.
6. **TERMS OF PAYMENTS** :

Pending completion of the whole works, provisional progressive payments for the part of work executed by the contractor shall be made by Owner on the basis of said work completed and certified by the Engineer-In-Charge as per the agreed milestone payment schedule and the percentage break-ups given below.

Contractor shall submit his invoices to the Engineer-In-Charge monthly in the manner as instructed by Owner. Each invoice will be supported by documentation acceptable to Engineer-In-Charge and certified by the Engineer-In-Charge. Payments made by owner to the contractor for any part of the work shall not deem that the Owner has accepted the work.

The Contractor has to raise the RA bill on monthly basis and payment shall be made as per the following terms: -

- a. Completion of individual work as per SOR including supply (wherever applicable): 90%
- b. Completion of all activities and their acceptance submission of final documents, final bill and acceptance of these by owner thereafter for successful closure of work order: 10%

Note: Any further breakup of each activity for the payment purpose can be done depending upon the site situation/requirement and recommendation by EIC and approval of construction in-charge

7. Scope of work shall be as detailed in Schedule of Rates & various other parts of this Bidding Document. The intending bidders shall be deemed to have visited the SITE and familiarized submitting the tender. Non-familiarity with the site conditions will not be considered a reason either for extra claims or for not carrying out the Works/Services in strict conformity with the DRAWINGS and SPECIFICATIONS or for any delay in performance.
8. Rajasthan state Gas Limited reserves the right to reject any or all the bids received at its discretion without assigning any reason whatsoever.
9. The Bidder may visit the installation before submitting the quote and are familiar with the condition of site. Non-familiarity with the site/conditions/Scope of services will not be considered a reason either for extra claims for achieving the objective of successful Completion of work
10. In case during the work/installations by the contractors or its associates/Employees, Bidder/Contractor/Supplier need to ensure the compliance with all related latest health and safety standards and regulations and Acts applicable for carrying this type of work & guard against hazardous, and unsafe working conditions at site. The Service Provider shall observe and abide by all fire and safety regulations, Labor laws & Regulations, all relevant environmental protection and pollution control related Laws for Health, Safety, Environment and Labor. The CONTRACTOR shall indemnify the RSGL against any provisions of extra payments / amount already mentioned in the Offer/proposal in any of the circumstances. The decision of the ENGINEER-IN-CHARGE in this respect shall be final and binding if required in any matter of disputes

B. OTHER TERMS AND CONDITIONS:

1. PERFORMANCE OF DUTIES AND SERVICES BY SERVICE PROVIDER

Service Provider retained shall perform its Services in full accordance with the terms and conditions of the Contract and any applicable local laws and regulations and shall exercise all reasonable professional skill, care and diligence in the discharge of said Project work. Service Provider retained shall in all professional matters act as a faithful advisor to RSGL, and will provide all the expert commercial/technical advice and skills which are normally required for the class of Services for which it is engaged.

Service Provider retained, shall carry out all its responsibilities in accordance with the best professional standards.

Service Provider retained shall prepare and submit documents /reports etc. in due time.

Service Provider shall be allowed for Incidental absenteeism up-to maximum 12 Days during the contract period of one year.

2. CONFIDENTIALITY

- 2.1 Service Provider retained shall treat all matters in connection with the Contract as strictly confidential and undertakes not to disclose, in any way, information, documents, technical data, experience and know-how given to him by RSGL without the prior written consent of the latter.
- 2.2 Service Provider retained further undertakes to limit the access to confidential information to those of its employees, Implementation Partners who reasonably require the same for the proper performance of the Contract provided however that Service Provider retained shall ensure that each of them has been informed of the confidential nature of the confidentiality and non-disclosure provided for hereof.
- 2.3 Service Provider retained shall not be entrusted with Cash/Account handling activities and other confidential and sensitive matter of the Organisation.

2.4 TAXES AND DUTIES

- 2.4.1 Service Provider retained shall pay any and all taxes including service tax, duties, levies etc. which are payable in relation to the performance of the Contract.
- 2.4.2 Statutory variation in taxes and duties, if any, within the contractual completion period shall be borne by RAJASTHAN STATE GAS LIMITED. No variation in taxes duties or levies other than statutory taxes & duties shall be payable.
- 2.4.3 Service Provider retained will not claim from RSGL any taxes paid by him.
- 2.4.4 RSGL shall deduct Income tax at source at applicable rates.

2.5 RESOLUTION OF DISPUTES / ARBITRATION

- 2.5.1 RSGL and Service Provider retained shall make every effort to resolve amicably by direct informal negotiations any disagreement or dispute arising between them under or in connection with the Contract.
- 2.5.2 All disputes, controversies, or claims between the parties, the decision of the Engineer-in-Charge is deemed to be final and binding.

2.6 LEGAL CONSTRUCTION

- 2.6.1 Subject to the provisions of this Article, the Contract shall be, in all respects, constructed and operated as an Indian Contract and in accordance with Indian Laws as in force for the time being and is subject to and referred to the Court of Law situated at Jaipur.

2.7 SUSPENSION OF THE PERFORMANCE OF DUTIES AND SERVICES

- 2.7.1 RSGL may suspend in whole or in part – the performance of services of Service Provider retained any time upon giving not less than fifteen(15) day's notice.

2.7.2 Upon notice of suspension, Service Provider shall suspend immediately the services and reduce expenditure to a minimum to be agreed upon by both the parties.

2.7.3 Upon suspension of the performance of services, Service Provider retained shall be entitled to reimbursement of the costs which shall have been actually incurred prior to the date of such suspension. However, the total reimbursement shall be restricted to contract price.

2.7.4 By fifteen days prior notice, RSGL may request Service Provider to resume the performance of the services, without any additional cost to RSGL .

2.7.5 If the suspension of the duties and services exceeds six months, either party shall be entitled to terminate contract according to Article 3.16 hereunder.

2.8 INDUSTRIAL AND INTELLECTUAL PROPERTY

2.8.1 In order to perform the services, Service Provider retained must obtain at its sole account, the necessary assignments, permits and authorizations from the title holder of the corresponding patents, models, trademarks, names or other protected rights and shall keep RSGL harmless and indemnify RSGL from and against claims, proceedings, damages, costs and expenses (including but not limited to legal costs) for and/or on account of infringements of said patents, models, trademarks names or other protected rights.

2.8.2 Service Provider retained shall not be entitled either directly or indirectly to make use of the documents, reports given by RSGL for carrying out of any services with any third parties

2.9 TERMINATION OF CONTRACT

RSGL reserves its right to terminate / short close the contract, without prejudice to any other remedy for breach of CONTRACT, by giving one month notice if Service Provider retained fails to perform any obligation(s) under the CONTRACT and if Service Provider retained, does not cure his failure within a period of 30 days (or such longer period as RSGL may authorise in writing) after receipt of the default notice from RSGL.

2.10 MODIFICATION

Any modification of or addition to the contract shall not be binding unless made in writing and agreed by both the parties.

2.11 FORCE MAJEURE

Shall mean and be limited to the following:

- a) War/hostilities
- b) Riot or Civil commotion
- c) Earthquake, flood, tempest, lightening or other natural physical disaster.
- d) Restrictions imposed by the Government or other statutory bodies which prevents or delays the execution of the Contract by Service Provider retained.

- 2.11.1 SERVICE PROVIDER RETAINED shall advise RSGL by a registered letter duly certified by the local Chamber of Commerce or statutory authorities, the beginning and end of the above causes of delay within seven (7) days of the occurrence and cessation of such Force Majeure Conditions. In the event of delay lasting over one month, if arising out of causes of Force Majeure, RSGL reserves the right to cancel the Contract and the provisions governing termination stated under Article 6.8 shall apply.
- 2.11.2 For delays arising out of Force Majeure, Service Provider retained shall not claim extension in completion date for a period exceeding the period of delay attributable to the causes of Force Majeure and neither RSGL nor Service Provider retained shall be liable to pay extra costs provided it is mutually established that Force Majeure Conditions did actually exist.
- 2.11.3 Service Provider retained shall categorically specify the extent of Force Majeure Conditions prevalent in their works at the time of submitting their bid and whether the same have been taken into consideration or not in their quotations. In the event of any force majeure cause, Service Provider retained or the RSGL shall not be liable for delays in performing their obligations under this order and the completion dates will be extended to Service Provider retained without being subject to price reduction for delayed completion, as stated elsewhere.

Bank Mandate Format

Real Time Gross Settlement (RTGS)/National Electronic Funds Transfer (NEFT) Mandate Form

(To be issued on vendors letter head)

1. Vendor /Customer Name :
2. Vendor/Customer Code :
3. Vendor/Customer Address :
4. Vendor/Customer Email-id :
5. Particulars of bank account :
 - a. Name of Bank :
 - b. Name of Branch:
 - c. Branch Code:
 - d. Address:
 - e. Telephone Number:
 - f. Type of Account (Current/Saving etc.):
 - g. Account No.:
 - h. RTGS IFSC Code of the Bank Branch:
 - i. NEFT IFSC Code of the Bank Branch:
 - j. 9 digit MICR Code:

I/We hereby authorize Rajasthan State Gas Limited to release any amount due to me/us in the bank account as mentioned above. I/We hereby declare that the particulars given above are correct and complete. If the transaction is delayed or lost because of incomplete or incorrect information, we would not hold the Rajasthan State Gas Limited responsible.

(_____)

Signature & stamp of vendor/customer)

BANK CERTIFICATE

We certify that _____ has an account No. _____ with us and we confirm that the details given above are correct as per our records.

Bank Stamp

Date

(Signature & seal of authorised officer of bank)

Note: Please submit a cancelled crossed cheque alongwith this format

AGREED TERMS & CONDITIONS

To,

M/s Rajasthan State Gas Limited
JAIPUR

SUB:

TENDER NO:

This Questionnaire duly filled in, signed & stamped must form part of Bidder's Bid and must be submitted in Part –I (Un-priced Bid). Clauses confirmed hereunder need not be repeated in the Bid.

Sl.	DESCRIPTION	BIDDER'S CONFIRMATION
1	Bidder's name, Vendor Code of RSGL (if any) and address (FOA/Order shall be released in this name)	Bidder's name : Vendor Code: Address:
2.	Confirm quoted prices will remain firm and fixed till complete execution of the order.	
3	i) Confirm Discount % on basic Unit price, if any ii) Confirm quoted prices are inclusive of GST iii) Confirm firm are for considering Site Location of KOTA GA	
4	Please specify the Dispatch Point	
5	i) Confirm acceptance of relevant Terms of Payment specified in the Bid Document. ii) In case of delay, the bills shall be submitted after deducting the price reduction due to delay (refer PRS Clause).	
6	Confirm that Contract Performance Security/ Security Deposit (CPS) will be furnished as per Bid Document.	
7.	Confirm that CPS shall be from any Indian scheduled bank or a branch of an International bank situated in India and registered with Reserve bank of India as scheduled foreign bank. However, in case of bank guarantees from banks other than the Nationalised Indian banks, the bank must be a commercial bank having net worth in excess of Rs 100 crores and a declaration to this effect shall be made by such commercial bank either in the Bank Guarantee itself or separately on its letterhead.	
8	Confirm compliance to Delivery/ Completion Period as specified in Bid Document. Confirm Delivery/ Completion Period shall be reckoned from the date of Fax of Acceptance (FOA).	
9.	Confirm acceptance of Price Reduction Schedule (PRS) for delay in delivery as specified in Bid Document.	
10.	a) Confirm acceptance of all terms and conditions of Bid Document (all sections & enclosures). b) Confirm that printed terms and conditions of Bidder are not applicable.	

Sl.	DESCRIPTION	BIDDER'S CONFIRMATION
	c) Confirm acceptance of Corrigendum/ Amendment and clarification (if any) issued against tender.	
11.	Confirm your offer is valid for time period of 3 Months beyond the Completion period	
12.	Confirm that the contents of this Tender Document have not been modified or altered by you. In case, it is found that the Tender Document has been modified / altered by the Bidder, the Bid submitted by you shall be liable for rejection".	
13.	Confirm that you are not on 'Holiday/Blacklist by RAJASTHAN STATE GAS LIMITED/GAIL /GAIL Gas due to "poor performance" or "corrupt and fraudulent practices") as on due date of submission of bid. Further confirm that neither you nor your allied agency/(ies) (as defined in the Procedure for Action in case of Corrupt/ Fraudulent/ Collusive/ Coercive Practices) are on banning list of RAJASTHAN STATE GAS /GAIL /GAIL Gas	
14.	Confirm that, in case of contradiction between the confirmations provided in this format and terms & conditions mentioned elsewhere in the offer, the confirmations given in this format shall prevail.	
15.	Confirm the none of Directors of bidder is a relative of any Director of purchaser or the bidder is a firm in which any Director of purchaser/ RAJASTHAN STATE GAS LIMITED or his relative is a partner.	
16.	Confirm that all Bank charges associated with Bidder's Bank shall be borne by Bidder.	
17	We hereby confirm that the quoted prices is in compliance with the Section 171 of CGST Act/ SGST Act as mentioned	
18	Rate of applicable GST (CGST & SGST/ UTGST or IGST)	PLEASE QUOTE IN SOR.
19.	Harmonized System Nomenclature (HSN):	
20.	Confirm any variation in GST at the time of supplies for any reasons, other than statutory, including variations due to turnover, shall be borne by bidder.	
21.	Confirm that quoted freight rate if applicable is exclusive of GST and GST has been indicted separately in Price Schedule	
22.	Confirm any error of interpretation of applicability of rate of GST (CGST & SGST/ UTGST or IGST) on components of an item and/or various items of tender by bidder shall be to bidder's account	
23.	Part Order: (a) Confirm acceptance to Part Order.	

Sl.	DESCRIPTION	BIDDER'S CONFIRMATION
	(c) Confirm any charges quoted extra as lumpsum shall be applicable prorata on value basis in the event of part order.	
24.	Testing and Inspection charges: Confirm goods and services are subject to stage-wise and final Inspection by Owner / Owner's Authorized representative. Travel, Living and Personnel expenses of Owner / Authorized representative shall be borne by Owner / authorized representative.	
25.	It may be note that any 'deviation / exception' in any form may result in rejection of Bid. Therefore, confirm that you have not taken any 'exception / deviation' anywhere in the Bid. In case any 'deviation / exception' is mentioned or noticed, your Bid may be rejected.	
26	If we become a successful Bidder and pursuant to the provisions of the Tender Document, award is given to us against subject Tender Document, the following Confirmation shall be automatically enforceable: "We agree and acknowledge that the Purchaser is entering into the Contract/Agreement solely on its own behalf and not on behalf of any other person or entity. In particular, it is expressly understood & agreed that the Government of India is not a party to the Contract/Agreement and has no liabilities, obligations or rights thereunder. It is expressly understood and agreed that the Purchaser is authorized to enter into Contract/Agreement, solely on its own behalf under the applicable laws of India. We expressly agree, acknowledge and understand that the Purchaser is not an agent, representative or delegate of the Government of India. It is further understood and agreed that the Government of India is not and shall not be liable for any acts, omissions, commissions, breaches or other wrongs arising out of the Agreement. Accordingly, we hereby expressly waive, release and forego any and all actions or claims, including cross claims, VIP claims or counter claims against the Government of India arising out of the Agreement and covenants not to sue to Government of India as to any manner, claim, cause of action or things whatsoever arising of or under the Agreement."	
27	Bidder to ensure all documents as per tender including in their bid	
28	We understand that Tender Document is not exhaustive. In case any activity though specifically not covered in description of 'Schedule of Rates' but is required to complete the work as per Scope of Work, Conditions of Contract, or any other part of Bidding document, the quoted rates will deemed to be inclusive of cost incurred for such activities unless otherwise specifically excluded.	

SI.	DESCRIPTION	BIDDER'S CONFIRMATION
	We confirm to perform for fulfilment of the contract and completeness of the supplies in all respect within the scheduled time frame and quoted price.	

Place:

[Signature of Authorized Signatory of Bidder]

Date:

Name:

Designation:

Seal:

ANNEXURE-4

SCOPE OF WORK FOR CUSTOMER SATISFACTION SURVEY(CSS)

The Petroleum and Natural Gas Regulatory Board (PNGRB)-Quality of Services regulation 11(4) mandates conduct of CSS for each GA by the authorized CGD entity. In this regard survey shall be conducted for selected GA 's to access consumer experience and survey quality across key operational and customer interaction parameters.

The Key actionable details are:

- A. Questionnaire: The questionnaire for survey has been finalized and attached Annexure-A1,A2,A3and A4.
- B. Survey Methodology: The survey shall be conducted as per standard methodology approved by board as per details below:
 - 1. 60% mandatory survey of sample using Computer Assisted Personal Interview (CAPI)/Face to face Interview.
 - 2. Computer Aided Telephonic Interview (Tele-calling)- Maximum 20% of sample size.
 - 3. Email survey- Maximum 20% of sample size.
- C. Eligibility of GA for CSS:
 - 1. Minimum reported number of 5000 DPNG consumers
 - 2. GAs up to 8th bidding round with less than 5000 DPNG shall be included in survey.
 - 3. For GAs subsequent rounds, where consumer base is less than 5000, such GA are to be excluded from survey.
 - 4. GAs should have completed 5 years from the date of authorization/letter of award or achieved a significant number of DPNG connections.

Based on above CSS to be carried out only in only Kota GA.

- D. Sample size Survey
 - 1. Domestic PNG segment:
Kota GA DPNG Customers: 8000
% of Sample is maximum 5%
No of DPNG customers to be contacted for Survey: 400
 - 2. Industrial Segment:
Industrial Segment Customers: 19
% of sample survey is maximum 10%
No of I-PNG customers to be contacted for Survey: 2
 - 3. Commercial Segment:
Industrial Segment Customers: 120
% of sample survey is maximum 10%

No of C-PNG customers to be contacted for Survey: 12

4. CNG segment:

CNG vehicles in Kota City as on July-25: 25874 No

% of sample survey: 1.5%

No of CNG Vehicle owners to be contacted for Survey: 400

E. Periodicity: CSS for GA shall be conducted on biannual basis.

F. Timelines: Before Septembet-25

G. General Consideration:

1. In DPNG segment all charge areas with DPNG connection should be covered.
2. Registered DPNG consumers should also be included in the CSS with a maximum capping of 5%.
3. Minimum 25% sample size of DPNG consumers should be the ones using PNG since less than 02 years.
4. CNG segment sample shall be conducted equitably at all type of CNG stations viz Online, Daughter stations and Daughter Booster Stations.

Report On Customer Satisfaction Study To Be Carried Out By CGDs

Industry Committee Consisting of Members From:

Adani Total Gas Ltd
Bharat Petroleum Corporation Ltd
Gail Gas
Gujarat Gas
Indian Oil Corporation
Indraprastha Gas Ltd
Mahanagar Gas Ltd
Torrent Gas Ltd

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1.0 Background

In any industry, customer centricity leads to better customer experience, builds trust and ultimately generates better returns for the business. This is true for the City Gas Distribution industry too. Getting a feedback on satisfaction of our customers for the services being provided by us is important for course corrections and improvements. Also, as per regulation – Quality of Service Standards (G.S.R. 720 E, clause 11.4) customer satisfaction survey is required to be carried out and the findings to be submitted to the Honorable Board. It was observed that survey methodology, sampling plan, reporting methodology and the frequency of survey across various companies was not standard.

Hence it was decided to formulate a committee, consisting of Industry Members across spectrum of CGDs to study the issue and address these concerns. The committee was mandated to develop the methodology of carrying out the Customer Satisfaction Survey for both PNG and CNG, arrive at a sampling plan and also propose the criteria for selecting TPAs (market research agencies) for carrying out the survey.

2.0 Purpose of the Survey

The Customer Service Satisfaction Survey for PNG and CNG aims to:

- **Evaluate Customer Experiences:** Understand the level of satisfaction with services provided by the organization.
- **Identify Improvement Areas:** Pinpoint gaps or issues in service delivery to enhance overall customer experience.
- **Gather Actionable Insights:** Collect feedback to design targeted strategies for improving customer relationships and loyalty.

- **Benchmark Performance:** Measure service quality against industry standards and competitors.
- **Support Strategic Decisions:** Use data-driven insights to guide policies, training, and resource allocation.

3.0 City Gas Distribution Network Context

The understanding of the current CGD network operations is critical for developing a survey plan and methodology. An analysis of India's CGD scenario indicated that the network comprised 12 bidding rounds with 307 Geographical Areas (GAs) covering 98% of the population and 88% of the country's area. GAs were spread across developing and operational zones, with customer bases in rural regions to large metropolitan areas. To arrive at the criteria for selection of GAs to carry out the survey, the sampling size, etc all the geographical areas were categorized based on year of authorisation and existing customer base for each GA. These are tabulated in the table below :

Table 1: Based on Year of Authorization

Sr	Description	Year	No. of GAs
1	Pre-PNGRB GA	Pre- PNGRB	34
2	Bid round 1 – 8	2009-2016	56
3	Sec 42	2018	6
4	Round 9/10	2018-19	136
5	Round 11	2022	67
6	Round 12	2024	8
	Total		307

Table 2: Count of GAs Categorized on Customer Base

Sr	Count of Customers	No of GAs
1	0 to 100	68
2	100 to 5000	73
3	5001 to 50,000	122
4	50,001 to 1,00,000	21
5	100,001 to 3,00,001	14
6	3,00,001 to 5,00,000	3
7	5,00,001 to 10,00,000	3
8	> 10,00,000	3
	Total	307

Based on the above understanding the Possibilities of Segmentation of GAs are as following:

- Date of Authorisation of the GA **OR**
- Count of reported customers in the GA basis the round of authorisation

4.0 Selection Criteria for GAs for Customer Satisfaction Survey

It is proposed that the following criteria be included for selection of GAs for the Customer Satisfaction Survey.

a. Customer Base Threshold:

- Include GAs with a minimum reported number of 5,000 Domestic PNG customers

- GAs upto 8th round with MWP < 5000 will be included in the survey, however their sample size shall be fixed
- For GAs of subsequent rounds, where customer base is < 5000, such GAs are to be excluded from the survey, until they cross the threshold of the number of customers.
- Ensures a meaningful customer base for survey representation.

b. Operational Tenure:

- GAs should have completed 5 years from the date of Authorization/Letter of Award (LOA) or achieved a significant number of D-PNG connections as defined above.
- Focuses on GAs with sufficient operational maturity for customer feedback.

Note: Both conditions, a and b must be satisfied

It is also proposed that the Customers to be surveyed includes billed/unbilled/Registered and non-PNG users.

5.0 Development of Questionnaires for the Survey

The PNG and CNG questionnaires developed by various CGD entities were discussed and deliberated upon. Based on the discussions, an optimum questionnaire covering all the key aspects to be surveyed was agreed upon jointly by the committee members.

The PNG and CNG questionnaires are enclosed in the annexure for reference.

- **Annexure 1:** Domestic PNG Questionnaire
- **Annexure 2:** Commercial PNG Questionnaire
- **Annexure 3:** Industrial PNG Questionnaire
- **Annexure 4:** CNG Questionnaire

6.0 Suggested Sample Size Calculation

6.1 Sample Size for D-PNG Customers

Based on the criteria of count of DPNG customers in a particular GA, the suggested sample size calculation has been tabulated as below.

Table 3 : Sample Size Calculation for DPNG

Sr	Customer Base	Count of GAs	Average Count of Customers (A)	% of Sample (B)	Sample Size per GA (A X B)	Adjusted Maximum Sample Size per GA
	0 to 100	68	Nil	Nil	Nil	Nil
1	100 to 5000	73	2,200	Nil	200*	200*
2	5001 to 50,000	122	17,700	5.0%	885	1,000
3	50,001 to 1,00,000	21	62,000	4.0%	2480	2500
4	100,001 to 3,00,001	14	1,72,000	3.0%	5160	5,000
5	3,00,001 to 5,00,000	3	3,72,000	2.0%	7440	7,500
6	5,00,001 to 10,00,000	3	7,24,000	1.50%	10860	10,000
7	> 10,00,000	3	13,73,000	1.25%	17162	15,000

It is to be noted that

1. The adjusted maximum sample size will be the ceiling on the number of customers to be surveyed in the GA.
2. GAs upto 8th Round, but where MWP itself is < 5000 numbers, the sample size is fixed at 200 per GA.

3. For GAs of subsequent rounds, where customer base is < 5000, despite > 5 yrs since grant of authorization – such GAs are to be excluded from the survey, until they cross the threshold of the number of customers.
4. The survey shall be considered as pertaining to the current year. i.e. the FY in which it is being conducted.
5. GAs with < 5 years from the date of authorization / Letter of Award (LOA) may be excluded from the survey for want of operational maturity.

6.2 Sample Size for CNG Customers

The sample size for the CNG customers to be contacted for the satisfaction has been arrived at on the basis of the CNG vehicles in the GA.

Table 4 : Sample Size Calculation for CNG Customers

Sr	Count of CNG Vehicles (Nos)	Average Count of CNG Vehicles in the GA (A)	% of Sample (B)	Sample Size Per GA (A X B)	Adjusted Maximum sample size per GA
1	0 to 50,000	25000	1.5%	375	400
2	50,000 to 150,000	100000	1.50%	1500	1500
3	150,001 to 350,000	200000	1.25%	2500	2500
4	350,001 to 750,000	500000	1.25%	6250	6000
5	750,001 to 11,00,000	9,00,000	0.75%	6750	7000
6	11,00,001 to 15,00,000	13,00,000	0.75%	9750	9500
7	> 15,00,000	1500000	0.75%	11250	11000

Note :

1. The adjusted maximum sample size will be the ceiling on the number of CNG customers to be surveyed in the GA.
2. The entity will have the discretion on the types of CNG stations and the CNG Vehicle Users to be surveyed. No categorization on types of vehicles or stations is proposed at this juncture as the proportion may vary across various CGD companies.
3. The survey shall be considered as pertaining to the current year. i.e. the FY in which it is being conducted.

4. GAs with < 5 years from the date of authorization / Letter of Award (LOA) may be excluded from the survey for want of operational maturity.

7.0 Method of Survey and Distribution

The survey may be carried out using any of the following methodologies:

- a. Face to Face Interview – Minimum of 60% of Sample Size
- b. Computer Aided Telephonic Interviews (Tele-calling) - Maximum 20% of Sample Size
- c. Email Survey – Maximum 20% of Sample Size

A third party agency of repute may be selected for carrying out the customer satisfaction survey.

8.0 Selecting the Right Market Research Agency

It has been proposed to empanel reputed market research agencies (TPAs) to conduct the Customer Satisfaction Survey (CSS) of PNG and CNG customers. This market research agency will carry out the survey based on the questionnaire and sample size indicated by the CGD companies, it will analyze and tabulate the data points collected and share the results and insights with the respective CGD sponsor and PNGRB as per the guidelines.

Choosing the right market research agency is vital for achieving reliable outcomes, ensuring efficiency, and building trust in any project or initiative.

- **Accurate Data Collection:**

A reliable agency ensures precise and comprehensive data for informed decision-making.

- **Efficiency in Execution:**

Proper expertise and resources enable timely and effective survey execution, even in hard-to-reach areas.

- **Consistency in Methodology:**

Ensures uniformity in survey techniques across all geographic locations for credible results.

- **Cost Optimization:**

Selecting a cost-effective agency prevents budget overruns while maintaining quality.

- **Compliance and Trust:**

Agencies with robust data privacy practices safeguard customer information and maintain trust.

9.0 Qualifying Criteria for Empanelment of Market Research Agency (TPA)

Based on the detailed discussions within the committees, the following qualifying criteria are proposed for selection of the Market Research Agency:

- a. The TPA should have had a prior experience of carrying out Customer Satisfaction Study / NPS study in either of the following sectors:

- I. City Gas Distribution
 - II. Power
 - III. Telecom – Mobile / Broadband
 - IV. Banking and Financial Services or Insurance sector
 - V. Oil & Gas sector – any OMCs
 - VI. FMCG sector
- b. They should have had experience of carrying out large scale CSS for both - individual customers and institutional customers.
 - c. They should have the experience of carrying out both – face to face and telephonic (CATI) studies.
 - d. This experience should be as recent as possible and certainly not older than 5 years.
 - e. The agencies will need to submit a proof of having carried out a CSS in terms of the PO issued and will also need to share a completion certificate for the same.
 - f. The TPA should preferably have a national presence. The field work for the study, if sub-contracted should be done under the direct supervision of the agency employee and proper quality control measures must be taken.
 - g. The TPA should preferably have ISO certification.
 - h. The TPA will be required to share data of the last three years turn over, count of employees, leadership team, proprietary tools and techniques, etc.
 - i. The TPA will need to share the names of their key experts on Customer Satisfaction Survey / NPS and share the details of their relevant experience.
 - j. The agency shall work along with the CGDs to fine tune the research methodology – including the sample size and conducting a pilot survey before finalization of the questionnaire.

- k. The TPA will be required to complete the survey and share its findings within a period of 4 to 5 months.
- l. TPA will have to get empaneled with PNGRB.

The quantitative criteria for evaluation of various TPAs has also been proposed in the Annexure 5.

10.0 Proposed Agencies

Some of the reputed market research agencies who conduct such customer satisfaction studies are as follows:

1. Nielsen India
2. IPSOS
3. Hansa Research
4. Kantar IMRB
5. ORG India
6. Kantar TNS India
7. Mott Macdonald
8. Market Search
9. RSB India

There are other regional players also which can be identified to enrich the list further.

11.0 Engagement-Model Options for Agency

The committee deliberated on various models for engaging the TPA. These include the following :

Option 1: Single Agency

- Pros: Uniformity, centralized communication.
- Cons: High dependency, and logistical risks.

Option 2: Multiple Regional Agencies

- Pros: Local expertise, faster execution.
- Cons: Coordination challenges.

Option 3: Hybrid Model

- Pros: Central control with regional benefits.
- Cons: Complexity in oversight.

Based on the discussions it was decided that Multiple Agencies should be empanelled per region (3-4 agencies) for the CGDs to choose from, depending on cost and scalability. This will ensure that the quality and efficiency, while maintaining competitiveness between various agencies.

12.0 Next Steps

As follow action, the following steps are proposed :

1. Define and finalise the evaluation criteria for agency selection
2. Prepare a detailed budget estimate for the Customer Satisfaction Survey
3. To initiate the tendering process for the selection of TPA
4. Prepare a timeframe for implementation

ANNEXURE-A2
Customer Satisfaction Survey
Questionnaire of Domestic Segment (D- PNG)

_____ is carrying out Customer Satisfaction Survey (CSS) to understand the perception of the customers on the services provided. For the survey, some personal data as stated in the form like: (a) name (b) gender (c) age (d) mobile (e) email etc. will be collected. All details gathered would be kept confidential and would only be used for understanding perception/satisfaction/feedback pertaining to services provided by the company. Your participation in this survey is entirely voluntary. You may choose not to take part in this study. You may change your mind later and stop participating even if you agreed earlier.

Yes, I give my consent ☐

No ☐ Not interested to participate

Questionnaire No. _____

BASIC DETAILS [to be pre-filled]

Interviewer Name _____ Charge Area No.: _____ GA Name: _____

Ownership of HH : Own HH ☐ Rented HH ☐

Name of the Respondent: _____

Gender Male ☐ Female ☐ Age _____

Name of the Customer : _____

Address 1: _____

Mobile: _____ E-mail: _____

CATEGORY OF CONSUMER- Billed and Unbilled customer [to be pre-filled]

Domestic Bungalow ☐ Row House ☐ Tenement ☐ Gala Type ☐
 Low Rise (1- 4 Storeys) ☐ High Rise (>4 Storeys) ☐ Others _____ ☐

1) Since how many years have you been the customer of the company? [to be pre- filled]

<1 ☐ 1-5 ☐ 6-10 ☐ 11-15 ☐ >15 ☐

2) Why have you opted for Piped Natural Gas Connection (Multiple Choice)?

Cost-Effectiveness ☐ Convenience ☐ Supply Continuity ☐ Safer Fuel ☐ All of them ☐ Others _____ ☐

3) Mode of registration [to be pre- filled]

1-Website ☐ 2-Direct Marketing Agent ☐ 3- Walk-in ☐ 4- Others ☐ NA (based on connection aging) ☐

Please rate your satisfaction on scale of 1 to 5
(1 = Strongly Dissatisfied, 2= Dissatisfied, 3=Neutral, 4=Satisfied, 5= Strongly Satisfied)

PRODUCT & NETWORK	4) Availability (24x7) of gas supply i.e. Consistent / Uninterrupted Gas Supply		1 ☐	2 ☐	3 ☐	4 ☐	5 ☐
CONNECTION / ALTERATION PROCEDURE	5) Ease of documentation for existing / new / alteration of connection		1 ☐	2 ☐	3 ☐	4 ☐	5 ☐
	5a) How was your experience about registration for connection		1 ☐	2 ☐	3 ☐	4 ☐	5 ☐
			NA (based on connection aging) ☐				
	5b) Did the company educate you regarding the safe usage of PNG		Yes ☐ No ☐				
	6) Did the company communicate the reasonable timeframe for providing connection		Yes ☐ No ☐				
	7) Quality of installation work for existing / new connection / additional connection / alteration		1 ☐	2 ☐	3 ☐	4 ☐	5 ☐
BILLING & METER RELATED	8) Customer satisfaction with regards to time taken for providing new connection / Alteration after application/ service request		1 ☐	2 ☐	3 ☐	4 ☐	5 ☐
			NA (based on connection aging) ☐				
	9) Are you satisfied with the billing practices of the company		Yes ☐ No ☐ If No, please specify the reason_____				
	10) Billing done after proper and regular meter reading		Yes ☐ No ☐ Self-generated ☐ Can't Say ☐				
	11) Ease of understanding of the Bill		1 ☐	2 ☐	3 ☐	4 ☐	5 ☐
	12) Timely Delivery of the Bill		1 ☐	2 ☐	3 ☐	4 ☐	5 ☐
COMPLAINT/QUERY HANDLING & STAFF INTERACTION	13) Behavior of staff/ representative carrying out meter reading		1 ☐	2 ☐	3 ☐	4 ☐	5 ☐
	14) Have you raised any type of complaint/query in the past?		Yes ☐ (Goto Q15) No ☐ (Goto Q20)				
	15) If yes in Q14, what was the type of complaint/request?	Billing Related ☐ Gas Leakage /Pressure ☐ Supply Discontinuity ☐ Gas Connection/Alteration ☐ Metering Related ☐ Other_____ ☐					

	15a) If yes in Q14, Mode of complaint registration	IVRS/ Telephonic ☐ Chatbot ☐ Walk-in ☐ Other _____ ☐				
	15(b) If yes in Q14, Time taken for resolving the complaint	Billing related- 1to2 days ☐ 3to7 days ☐ more than 7days ☐ Gas leakage/pressure/ supply discontinuity related- within 1 hr ☐ 2to6 hr ☐ 6to12 hr ☐ more than 12 hr ☐ Gas connection/alteration related- 1mth ☐ 2to3 mths ☐ more than 3mths ☐ Metering related- 1to5 days ☐ 5to10 days ☐ more than 10days ☐				
	16) If yes in Q14, Was follows-up required to handle your complaint / request	Yes ☐ No ☐				
	17) Understanding and handling of your complaint / request by Staff / CCE?	1 ☐	2 ☐	3 ☐	4 ☐	5 ☐
	18) Politeness & behavior of the Staff / CCE	1 ☐	2 ☐	3 ☐	4 ☐	5 ☐
	19) Your Overall Experience with respect to company's complaint / query handling process	1 ☐	2 ☐	3 ☐	4 ☐	5 ☐
COMMUNICAT ON FROM THE COMPANY	20) Communication by the company through SMS/Watsapp/loud speakers about gas supply interruption?	Yes ☐ No ☐				
	21) Awareness about Launching of new scheme and marketing campaigns / initiatives by the company	Yes ☐ No ☐				
SAFETY	22) Regular safety drives/ awareness programs carried out by the company for safe usage of PNG	Yes ☐ No ☐				
	23) Are you aware of the Emergency Contact no.	Yes ☐ No ☐				
OVERALL SERVICE	24) Keeping everything in mind, how satisfied are you with overall services of the company					
	Strongly Dissatisfied (1) ☐ Dissatisfied (2) ☐ Neutral (3) ☐ Satisfied (4) ☐ Strongly Satisfied (5) ☐					
25) Remarks & Suggestions for Improvement/Technology advancement:						

CATEGORY OF CONSUMER- Non- PNG customers (in Gasified locality)

1) Are you aware of the benefits of PNG	Yes ☐ No ☐
2) Are you willingly to opt for PNG	Yes ☐ No ☐
2a) If YES- Are you aware of the different schemes being offered by the company	Yes ☐ No ☐
2b) If NO- please specify the reasons for the same	
3) Why have you not opted for PNG till date	Connection cost is too high ☐ Rented premises ☐ Aesthetically doesn't like exposed pipeline route ☐ Satisfied with current fuel (LPG/ Wood etc.) ☐ Company representative has never approached ☐ Others _____ ☐
4) Are you aware about the company that supplies gas in your city/ area	Yes ☐ No ☐
5) Remarks/ Suggestions, if any	

CATEGORY OF CONSUMER- Registered customers/ SBNC (Signed But Not Commissioned)

Date of registration _____

1) Why have you opted for PNG connection (multiple choice)	Cost- effectiveness ☐ Convenience ☐ Supply continuity ☐ Safer fuel ☐ All of them ☐ Others _____ ☐
2) Ease of documentation	1 ☐ 2 ☐ 3 ☐ 4 ☐ 5 ☐
3) Mode of registration	1-Website ☐ 2-Direct Marketing Agent ☐ 3-Others ☐
3a) Mode of payment for registration	Cheque ☐ Card (Debit/Credit) ☐ Net Banking ☐ UPI/PhonePe/Gpay/Paytm ☐ Others _____ ☐
4) Did the CGD entity communicate the time frame for providing connection	Yes ☐ No ☐
5) Did the CGD entity communicate their inability to provide PNG connection and requested you to take refund	Yes ☐ No ☐
6) If YES in Q5, have you availed for refund	Yes ☐ No ☐
7) If NO in Q6, reason for not availing refund	the customer still wants to avail PNG connection irrespective of the time frame involved ☐ Others _____ ☐
8) In case customer not willing to take connection, reason for the same to be specified	
9) Remarks/ Suggestions, if any	

Customer Satisfaction Survey

Questionnaire For CNG Customers

Section-1: Details of outlet, respondent and the vehicle

Name of GA							
Name of the Outlet							
Please select the Outlet	☐ CGD	☐ HPCL	☐ BPCL	☐ IOCL	☐ JIO BP	☐ NEL	☐ OTHERS
Name of the Respondent							
Gender of the respondent	☐ M-Male		☐ F-Female				
Age of the Respondent (years)	☐ 18-30	☐ 31-40	☐ 41-50	☐ 51-60	☐ 60+		
Contact Number of the Respondent							
Respondent	☐ Driver			☐ Owner			
Respondent's Vehicle Category	☐ Car						
	☐ Taxi						
	☐ Auto Rickshaw						
	☐ Bus						
	☐ Two Wheeler						
	☐ Light Goods Vehicle						
Vehicle Make							
Vehicle Registration Number							
Type of FITMENT KIT	☐ COMPANY FITTED			☐ RETROFITTED			
In Case of Retrofitting	Numbers of Day of Purchase After which Vehicle Converted to CNG						

*Surveyor's name/code, Time, Date, Lat/Long of the location will be captured automatically and will be available in the tabulated data (response sheet)

Section-2: Buying Behaviour of the Respondent

2.0	How many kilometers do you typically drive per day?	☐ Less than 10 km ☐ 10-20 km ☐ 21-30 km ☐ 31-40 km ☐ 41-50 km ☐ More than 50 km
-----	---	--

2.1	How often do you get CNG filled in your vehicle?	☐ More than 2 times a day ☐ Twice a day ☐ Once a day ☐ Once in 2 days ☐ Once in 3-4 days ☐ Once in a week ☐ Occasionally (on rare occasions)	
2.2	Do you have a preference of station from where you fill tank?	☐ Yes, I prefer a particular station ☐ No, I am indifferent about station	
2.3	If the answer to 2.2 is yes, please ask for the reason(s)	☐ Convenient Location ☐ Working hours ☐ Good/ Additional Services ☐ Courteous Staffs ☐ Others, Pl. specify (_____) ☐ Most of the times from here ☐ Sometimes from here ☐ Rarely, came here as there is no option nearby	
2.4	Average Quantity of CNG Filled		
2.5	Mileage of Vehicle		
2.6	Preferred time of filling		
2.7	Average waiting time for filling CNG		
2.8	Are you happy with the CNG network spread/ coverage of the company	☐ Yes	☐ No

Section-3: Assessment Questions			
Rating: 5- Excellent, 4- Very Good, 3- Good, 2- Fair, 1- Poor			
	Assessment Criteria	Statements	Rating
3.1	Response on the outlet	Accessibility of the outlet	1 ☐ 2 ☐ 3 ☐ 4 ☐ 5 ☐
		Ease of entry and exit at the outlet	1 ☐ 2 ☐ 3 ☐ 4 ☐ 5 ☐
		Cleanliness & maintenance of the driveway at the station	1 ☐ 2 ☐ 3 ☐ 4 ☐ 5 ☐

		Illumination at the outlet	1 ☐	2 ☐	3 ☐	4 ☐	5 ☐
		Pressure of the gas is consistently available	1 ☐	2 ☐	3 ☐	4 ☐	5 ☐
		Sufficient space for vehicle queuing is available	1 ☐	2 ☐	3 ☐	4 ☐	5 ☐
		Adequate passenger shed is available	1 ☐	2 ☐	3 ☐	4 ☐	5 ☐
3.2	Response on the CNG as a product	Quality of the fuel	1 ☐	2 ☐	3 ☐	4 ☐	5 ☐
		Mileage of the fuel	1 ☐	2 ☐	3 ☐	4 ☐	5 ☐
		Maintenance & service expenses incurred due to CNG usage	1 ☐	2 ☐	3 ☐	4 ☐	5 ☐
		Impact on the environment	1 ☐	2 ☐	3 ☐	4 ☐	5 ☐
		Pick up of the vehicle	1 ☐	2 ☐	3 ☐	4 ☐	5 ☐
3.3	Response on Service & Operations	Timeliness of refilling	1 ☐	2 ☐	3 ☐	4 ☐	5 ☐
		Accuracy & visibility of rate, units, quantity etc. in the dispensers' display	1 ☐	2 ☐	3 ☐	4 ☐	5 ☐
		Time taken in filling the gas	1 ☐	2 ☐	3 ☐	4 ☐	5 ☐
		Politeness and courtesy of the staff	1 ☐	2 ☐	3 ☐	4 ☐	5 ☐
3.4	Response on the Safety Measurements & Precautions	Display of basic guidelines (no smoke, no mobile etc.)	1 ☐	2 ☐	3 ☐	4 ☐	5 ☐
		Availability of fire extinguishers	1 ☐	2 ☐	3 ☐	4 ☐	5 ☐
		Attendant requests to turn of the ignition while filling	1 ☐	2 ☐	3 ☐	4 ☐	5 ☐
		Attendant asks passengers to get down of the vehicle while filling gas	1 ☐	2 ☐	3 ☐	4 ☐	5 ☐
3.5	Responses on the outlet personnel	Uniform of the attendant (for easy identification)	1 ☐	2 ☐	3 ☐	4 ☐	5 ☐

		Basic knowledge of the staff and ability to handle your queries, if any	1 ☐	2 ☐	3 ☐	4 ☐	5 ☐
		Ability to ensure proper queue management	1 ☐	2 ☐	3 ☐	4 ☐	5 ☐
		Availability of sufficient manpower	1 ☐	2 ☐	3 ☐	4 ☐	5 ☐
		Checking of Compliance metal plate validity of cylinder in vehicle by the filler	☐ Yes			☐ No	
3.6	Response on Billing, Payment System & Digital Payment Readiness	Accuracy of the amount charged for the fuel	1 ☐	2 ☐	3 ☐	4 ☐	5 ☐
		Ability to provide bill on request	1 ☐	2 ☐	3 ☐	4 ☐	5 ☐
		Adequacy of details on the bill	1 ☐	2 ☐	3 ☐	4 ☐	5 ☐
		Time taken in completing the transaction through UPI	1 ☐	2 ☐	3 ☐	4 ☐	5 ☐
		Time taken in completing the transaction through cards	1 ☐	2 ☐	3 ☐	4 ☐	5 ☐
		Time taken in completing the transaction in cash	1 ☐	2 ☐	3 ☐	4 ☐	5 ☐
		Return of change by filler post payment	☐ Yes			☐ No	
		Does the company have digital payment options	☐ Yes			☐ No	
3.7	Response on Basis Facilities	Availability of drinking water	1 ☐	2 ☐	3 ☐	4 ☐	5 ☐
		Availability of toilets	1 ☐	2 ☐	3 ☐	4 ☐	5 ☐
		Cleanliness of toilets/ forecourt area	1 ☐	2 ☐	3 ☐	4 ☐	5 ☐
		Availability of first aid facility	1 ☐	2 ☐	3 ☐	4 ☐	5 ☐
		Availability of suggestion/ complaint book	1 ☐	2 ☐	3 ☐	4 ☐	5 ☐
		Free Facility of air dispensers	1 ☐	2 ☐	3 ☐	4 ☐	5 ☐

	Visibility of signs and important numbers like police, emergency/medical help, station operations manager, Shutdown Notice etc.	1 ☐ 2 ☐ 3 ☐ 4 ☐ 5 ☐
	In a month how many times did you find the CNG station was shut down or has dry outs (0 for No Response)	

Section-4: Response on Complaint Handling

Have you made any complaint at the outlet in the last 3 months?	Yes ☐	No ☐
If Yes, please specify the nature and the reason of the complaint.		

Would you feel comfortable making a complaint if you had a problem with the service?		
Yes ☐	No ☐	Unsure ☐

	Assessment Criteria	Statements	Rating	
4.1	Complaints Handling	Complaint book/Suggestion box at CNG Station	☐ Yes`	☐ No
		Ease of registering the complaint	1 ☐ 2 ☐ 3 ☐ 4 ☐ 5 ☐	
		Timeliness of resolution	1 ☐ 2 ☐ 3 ☐ 4 ☐ 5 ☐	
		Appropriateness of resolution provided	1 ☐ 2 ☐ 3 ☐ 4 ☐ 5 ☐	

5.0 Responses on Miscellaneous Issues (Optional)

What are the benefits of using CNG? Please tick the options below (multiple answers allowed)

Statements	Response (1-Yes, 2-No)	
Economical as compared to other fuels like petrol, diesel etc	Yes ☐	No ☐
Clean fuel/Environment Friendly/Reduces pollution	Yes ☐	No ☐
Source of income for many people who are driving cabs like Ola/Uber etc.	Yes ☐	No ☐
It gives more mileage	Yes ☐	No ☐
Noise Reduction	Yes ☐	No ☐
Easily available	Yes ☐	No ☐
Maintenance cost of the vehicle is reduced	Yes ☐	No ☐
Good vehicle pick up and better performance of the vehicle	Yes ☐	No ☐
The change in price of CNG is less as compared to petrol/diesel	Yes ☐	No ☐
Do you believe that the government and local authorities should do more to promote the use of CNG?	Yes ☐	No ☐

6.0 Responses on Miscellaneous Issues (Optional)

What additional services would you wish to receive from CGD stations?	PUC ☐ Eateries ☐ Car washing ☐ Retail Store Any Other.....
Are you aware of Periodic testing of cylinders?	Yes ☐ No ☐
In How Many Years should Periodic Testing of cylinder should be done	1 ☐ 2 ☐ 3 ☐ 4 ☐ 5 ☐
In a year how many times, did you find CNG station was shut down? _____ (If you have not experienced shut down then answer as “0”)	

ANNEXURE-A3

Customer Satisfaction Survey**Questionnaire for Commercial PNG Users**

Hello Sir/ Madam,

I am from _____. We are conducting a survey to understand your experience of using Pipe Natural Gas. Kindly answer the questions in this form as freely as you can. This information will be kept confidential.

Name of the Entity	
Type of Entity	☐ Restaurant/Club/Mal ☐ Banquet/Caterers ☐ Cloud Kitchen ☐ Religious Institution ☒ Educational Institution ☐ Medical Establishment ☐ Star Category Hotels
Address where Supply is given	
Name of the Respondent:	
Mobile Number of Respondent	
Email	
Type of establishment	☒ Owned ☐ Rental ☐ Long term lease
Name of the surveyor:	Date of interview: / /20____
Verifying Company Representative:	

1.	How long have you been using PNG?	☐ Less than a year ☐ 1 - 5 years ☐ 6 to 10 years ☐ 11 to 15 years ☐ More than 15 years
2.	Reasons for Opting PNG?	☐ Safety ☐ Convenience ☐ Economica ☐ Reliability ☐ Othe If others, please elaborate_____

Pre-Contract Parameters

(rate wherever applicable between 1 to 5 where 1 is poor and 5 is excellent)

3.	Who reached out to get a PNG Connection?	☐ Myself/My Representative ☐ Company Representaive
4.	If You had approached, which mode was available for you to submit connection request?	☐ Call Center ☐ Letter/email ☐ Personal
5.	Rate your experience if approached by Company representative	☐ 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5
6.	Rate your experience with regards to response of Company to your request?	☐ 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5

Contract/Onboarding Parameters

7.	Rate your experience with regards to ease of documentation for getting PNG connection	☐ 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5
8.	Rate your experience about the company's information regarding the new PNG connection cost.	☐ 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5
9.	Rate your experience with regards to ease of contractual terms and conditions	☐ 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5
10	Were you informed about the timelines for starting PNG supply?	☐ YES ☐ N

Connection Parameters

11.	How many months it took for you to get the connection after the contract was signed	☐ Less than 6 months ☐ 6 - 12 months ☐ more than 12 months
12.	Were you intimated by the company if there was delay from the committed timelines to start PNG supply?	☐ YES ☐ NO
13.	Rate your experience with regards to the quality of installation done by the company	☐ 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5

Billing Parameters

14.	Is your connection pre-paid or post paid	☐ Pre- ☐ Post-Paid
15.	If post paid, what is meter reading duration	☐ Fortnightly ☐ Monthly ☐ Other If others, please specify_____
16.	Rate your experience with regards to accuracy of the bill and meter reading	☐ 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5
17.	Rate your experience with regards to ease of understanding of bills	☐ 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5
18.	Do you receive your bills on time	☐ YES ☐ NO
19.	Rate your experience with regards to payment modes made available by the company	☐ 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5

After Sales/ Customer Service Parameters

20.	Did you ever reach out to company for any query / service / complaint to the company?	☐ YES ☐ NO
21.	If yes, please rate your experience with regards to ease of reaching out to company	☐ 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5
22.	Rate your experience whether executives could understand the query / service / complaint	☐ 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5
23.	Were you given any timelines to solve your service/complaint	☐ YES ☐ NO
24.	Did you have to call multiple times for the same complaint?	☐ YES ☐ NO
25.	Rate your experience with regards to politeness/professionalism of service personnel while solving the problem	☐ 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5

Reliability and Safety Parameters

26.	Rate your experience with regards to consistency of pressure and supply	☐ 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5
27.	Was there any disruption of supply ?	☐ YES ☐ N
28.	If Yes, What was the frequency of disruption ?	☐ 1 to 3 months ☐ 3 to 6 months ☐ 6 to 12 months

29.	If Yes what was the average restoration time of the supply	☐ less than an hour ☐ 1 to 3 hours ☐ 3 to 6 hours ☐ 6 to 9 hours ☐ 9 to 12 hours ☐ >12 hours
30.	Rate your experience with regards to proactiveness on communication on service changes or disruptions by the company	☐ 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5
31.	Rate your experience with regards to Safety inspection /Standards / Compliance by the company	☐ 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5

General Parameters

32.	Rate you experience with regards to overall satisfaction with the service of the company	☐ 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5
33.	Will you recommend anyone opt the services of the company	☐ YES ☐ NO
34.	Do you have any suggestion to improve the services of the company	☐ YES ☐ NO
35.	If yes, please elaborate	

ANNEXURE-A4
Customer Satisfaction Survey

Questionnaire of Industrial Segment (PNG)

The <_____> Company is carrying out an annual Customer Satisfaction Survey (CSS) to understand the perception of customers on the services provided. Some personal data & industrial details as stated in the form will be collected. All details gathered would be used only for understanding your experience with the services provided by the company. Your participation in this survey is entirely voluntary.

Date:	
GA Name:	
Surveyor Name:	

Basic details	
Name of Industry	
Address:	
Respondent Name:	
Designation:	
Mobile No :	

Type of Industry		
Chemicals & Dyes	Engineering	Food Processing
Plastic & Rubber	Foundry, Metallurgy & Rolling	
Pharmaceuticals	Large Commercial	Ceramics
Textile	Printing & Packaging	
Others - Please specify		

Please rate your satisfaction on scale of 1 to 5 (1 = Strongly Dissatisfied, 2 = Dissatisfied, 3 = Neutral, 4 = Satisfied, 5 = Strongly Satisfied)		
Gas Supply	1. Do you have a PNG connection?	☐ Yes ☐ No

	2. Do you still use Diesel Genset?	☐ Yes ☐ No
	3. Have you shifted to Gas based Genset?	☐ Yes ☐ No
	4. Availability of gas supply (24*7)	1 ☐ 2 ☐ 3 ☐ 4 ☐ 5 ☐
	5. Consistency of supply pressure	1 ☐ 2 ☐ 3 ☐ 4 ☐ 5 ☐
Meter & Billing Issues	1. Accuracy of the bill and meter reading	1 ☐ 2 ☐ 3 ☐ 4 ☐ 5 ☐
	2. Ease of understanding bill	1 ☐ 2 ☐ 3 ☐ 4 ☐ 5 ☐
	3. Timely receiving of bill	1 ☐ 2 ☐ 3 ☐ 4 ☐ 5 ☐
	4. Payment mode provided	Cheque ☐ Others ☐ Online (RTGS/NEFT/UPI) ☐
New Connection /Alternation Procedure	1. Ease of documentation for existing / new / alternation of connection	1 ☐ 2 ☐ 3 ☐ 4 ☐ 5 ☐
	2. Timely response by the company to establish new connection/ alternation	1 ☐ 2 ☐ 3 ☐ 4 ☐ 5 ☐
	3. Quality of installation for service requested	1 ☐ 2 ☐ 3 ☐ 4 ☐ 5 ☐
	4. Facilitation by the company in laying internal pipeline (reference for 3 rd party contractors)	1 ☐ 2 ☐ 3 ☐ 4 ☐ 5 ☐
Operation and Maintenance	1. Sharing of technical specification by the company	1 ☐ 2 ☐ 3 ☐ 4 ☐ 5 ☐
	2. Satisfaction on information provided by the company about gas interruption (planned/unplanned)?	1 ☐ 2 ☐ 3 ☐ 4 ☐ 5 ☐
	3. Emergency service response in case of exigency	1 ☐ 2 ☐ 3 ☐ 4 ☐ 5 ☐
	4. Satisfaction with respect to coordination for plant maintenance	1 ☐ 2 ☐ 3 ☐ 4 ☐ 5 ☐
Contract management	1. Easy to approach the team	1 ☐ 2 ☐ 3 ☐ 4 ☐ 5 ☐
	2. Attitude of staff	1 ☐ 2 ☐ 3 ☐ 4 ☐ 5 ☐
	3. Understanding and effectiveness of handling the queries	1 ☐ 2 ☐ 3 ☐ 4 ☐ 5 ☐
	4. Request management for equipment capacity (Load) Change	1 ☐ 2 ☐ 3 ☐ 4 ☐ 5 ☐
	5. Request management for plan and daily contracted quantity change.	1 ☐ 2 ☐ 3 ☐ 4 ☐ 5 ☐
Complaint/ service request handling	1. Have you raised any type of complaint/query in the past?	☐ Yes ☐ No

	2. If yes in Q1, what was the type of complaint/Query?	Billing Related ☐ Gas Leakage ☐ Supply Discontinuity ☐ Metering Related ☐ Other_____
	3. Timely / quick resolution of issues	1 ☐ 2 ☐ 3 ☐ 4 ☐ 5 ☐
	4. Overall experience with respect to company's complaint/ query handling process	1 ☐ 2 ☐ 3 ☐ 4 ☐ 5 ☐
Safety	1. Adequate information provided by the company about how to safely use PNG	1 ☐ 2 ☐ 3 ☐ 4 ☐ 5 ☐
Company website	1. Which of the following options used to reach out the company?	Website ☐ Mobile App ☐ Customer care ☐ Relationship executive ☐ Others ☐
	2. Satisfaction on ease of providing information	1 ☐ 2 ☐ 3 ☐ 4 ☐ 5 ☐
Overall service	Considering the above how much are you satisfied with the overall service of the company?	
	Strongly Dissatisfied ☐ Dissatisfied ☐ Neutral ☐ Satisfied ☐ Strongly Satisfied ☐	
Remarks and Suggestions for further improvement, if any		