

Terms and Conditions for the Free PNG (Piped Natural Gas) Scheme in Kota by Rajasthan State Gas Limited

1. Overview:

1.1. Rajasthan State Gas Limited (“RSGL”) offers a Free PNG Scheme in Kota. Under this scheme, RSGL provides 3 Standard Cubic Meters (SCM) of gas at no charge for each bimonthly billing cycle, for a total of 3 billing cycles.

1.2. Participation in this scheme is governed by the terms and conditions set forth herein, and any individual availing of this promotion agrees to abide by these terms.

2. Eligibility:

2.1. This scheme is limited to the first 1000 customers who activate new gas connections between September 20, 2024, and October 4, 2024, in designated areas of Kota City where PNG service is available.

2.2. Eligibility is subject to verification, and RSGL reserves the right to limit participation based on account status, service location, and other criteria at its discretion.

2.3. RSGL reserves the right to verify the eligibility of customers at its sole discretion and may disqualify any customer who does not meet the terms or violates any of the conditions set forth herein.

3. Promotion Duration:

3.1. The scheme is valid for three consecutive bimonthly billing cycles, applicable only to new gas connections activated during the promotional period from September 20, 2024, to October 5, 2024.

3.2. No free gas will be provided for billing cycles beyond the first three, irrespective of whether the customer has fully utilized the promotional benefit.

4. Promotion Details:

4.1. Each eligible customer shall receive up to 3 SCM of gas free of charge per bimonthly billing cycle, for three consecutive billing cycles, amounting to a maximum of 9 SCM during the entire promotion period and distributed as follows:

- a. First bimonthly billing cycle: up to 3 SCM of gas.
- b. Second bimonthly billing cycle: up to 3 SCM of gas.
- c. Third bimonthly billing cycle: up to 3 SCM of gas.

4.2. In order to qualify for the free gas benefit, the customer must consume a minimum of 15 SCM of gas during each bimonthly billing cycle and must make full payment of

the gas invoice by the specified due date. In the event that the customer's consumption is less than 15 SCM, the free gas benefit for that cycle shall be restricted to 1 SCM.

4.3. In the event of non-payment by the due date, the free gas allocation will be invoiced at the standard rate in the subsequent billing cycle.

4.4. The value of the free gas provided under this scheme will be reflected as a credit on the customer's billing statement or as a separate line item, and the same shall be solely decided by RSGL. RSGL reserves the right to alter or modify the heading under which such free gas shall be treated in the billing statement.

4.5. The free gas benefit is non-cumulative. Unused free gas in any billing cycle will not be carried forward to the next billing cycle.

4.6. The free gas benefit shall only apply to the first 3 billing cycles after the signing of the JMR for the new gas connection, and no free gas benefit shall extend beyond the third billing cycle.

5. Enrolment and Activation:

5.1. Customers must complete the enrolment process and execute the First Joint Ticket for a new gas connection during the promotional period, subject to availability and adherence to applicable terms.

5.2. The promotion is subject to availability, and RSGL does not guarantee participation to all applicants. The promotion will cease once the first 1000 eligible connections are confirmed and approved by the RSGL.

6. Termination of Promotion:

6.1. RSGL reserves the right to amend or terminate this promotion at any time, with or without prior notice.

6.2. In the event of termination, customers who have already been allocated free gas will continue to receive the benefit for the remainder of their eligible billing cycles, as per the terms and conditions that were in effect prior to termination.

7. General Conditions:

7.1. This promotion cannot be combined with any other ongoing promotions, offers, discounts, or schemes unless explicitly authorized by RSGL in writing.

7.2. The promotion is non-transferable and cannot be exchanged for cash or any other form of compensation.

7.3. Customers are solely responsible for any applicable taxes or fees associated with their gas usage beyond the free allocation.

7.4. Participants are required to comply with all terms and conditions, including those set forth in their standard service agreement with RSGL.

8. Customer Obligations:

8.1. Customers participating in this promotion must ensure compliance with all applicable laws, regulations, and RSGL's terms and conditions of service.

8.2. Any misuse or fraudulent use of the scheme will result in immediate disqualification from the promotion, and RSGL reserves the right to take legal action for any damages resulting from such misuse.

8.3. Customers must provide accurate and up-to-date information when applying for the scheme and must notify RSGL immediately in the event of any changes to their account or service details. Non-disclosure of such changes or modifications by the customers which may affect the benefits under this promotional scheme or the business of RSGL in any way whatsoever shall be the sole liability of the customer.

9. Dispute Resolution:

9.1. Any disputes arising from or related to this promotion shall be resolved through RSGL's customer support procedures.

9.2. RSGL's decision on any matter related to this promotion is final and binding. In the event that a dispute arises between the customer and RSGL regarding any aspect of this promotion, the matter shall be referred to the Managing Director of RSGL for resolution. The decision of the Managing Director in such matters shall be final and conclusive.

9.3. Any legal disputes shall be subject to the jurisdiction of the courts in Jaipur, Rajasthan.

10. Force Majeure:

10.1. RSGL shall not be liable for any failure or delay in providing the benefits under this promotion due to events beyond its control, including but not limited to acts of God, natural disasters, strikes, or government actions or any other acts or omissions.

11. Contact Information:

11.1. For additional information, inquiries, or assistance regarding the Free PNG Scheme, customers may contact RSGL's customer service at [contact details]. RSGL representatives will provide necessary support during business hours.