

## FREQUENTLY ASKED QUESTION (FAQ)

### Window Booking System

#### Key Messages

GGL has implemented “Window Booking System” for its Domestic PNG prospect customers with effect from 1-10-2019 for certain areas on pilot basis and shall be expanding it to all its operating areas, thereafter. The window scheme complies to the requirements as specified in Regulation 4 (1) (d) of G.S.R. 720(E)- the Petroleum and Natural Gas Regulatory Board (Code of Practice for Quality of Service for City or Local Natural Gas Distribution Networks) Regulations, 2010.

- **What is “Window Booking System”?**

Window Booking is a scheme introduced by Gujarat Gas Limited (GGL) to enhance its delivery of connection to its esteemed customers in specified period, subject to it being technically feasible and availability of permission from appropriate authorities. The booking for new connection would be made available to its prospect customers for certain area/ location or cluster of areas/ locations as finalised by GGL.

- **Why it has been introduced?**

The window booking scheme is devised and launched by GGL to optimise its available resources i.e. contractor team in a given area to increase productivity and hence enhance the customer experience in providing new connections.

- **Is it applicable to all GAs of GGL?**

The window booking scheme is being launched in a phased manner across all location of GGL.

- **How would interested prospect customer know the schedule of Registration and Connection?**

The details of window booking is published on GGL website, [www.gujaratgas.com](http://www.gujaratgas.com). The prospect customer has to select the areas of his/ her residence to get information about the available window for booking. It would be GGL’s best endeavour to provide the connection before the next booking window for the same area/ location, or <90 days, which so ever is earlier.

- **What measures are being taken by GGL to promote this concept at ground level, especially in rural areas where access to internet is limited?**

GGL always endeavours to keep the public at large informed about various schemes that it launches or promotes from time to time. The details of window booking is published on GGL portal [www.gujaratgas.com](http://www.gujaratgas.com). Also, GGL displays the details of the window scheme at each of its local office in the subject area and gram panchayat’s office in rural areas.

- **What about prospect customers who missed the window cycle to book the connection?**

Depending up on the area/ location, the window has repetitive cycle for once, twice, thrice, and quarterly or monthly in a year. Certain areas may have window cycle smaller than a month say each 15 days. The prospect customers may visit GGL office and register its request for booking a connection during period when the window booking is closed. The booking would be registered immediately on next available window, subject to release of payment and submission of requisite documents by the prospect customers.

- **What is the mechanism to handle prospect inquiries from outside registration window?**

The prospect customers may visit GGL office and register its request for booking a connection during period when the window booking is closed. The booking would be registered immediately on next available window, subject to release of payment and submission of requisite documents by the prospect customers.

- **My area or location does not feature in the district of my residence, what should I do?**

The prospect customers may visit GGL office and inform the same to local office. It would be addressed by way of including the same at next available opportunity and the request for booking a connection would be registered. The booking would be registered in the system on next available window and same would be informed at the local office to the prospect customer.

- **Any other City Gas Distribution (CGD) company follow it?**

GGL cannot comment on the scheme or policies of other CGD companies.

\*\*\*\*\*