

Gujarat Gas E-Registration User Manual



Overview

Gujarat Gas E-Registration is a web application for customers. It is an end to end process. So customers can check and request for the PNG gas connection online. If customers want Gujarat Gas connection in their respective area, they can apply online for PNG Gas connection by following a few simple steps. Also they can make an enquiry for Gujarat Gas Connection in their area. It can be used to collect customer's information, documents and payments.

Features

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1. Apply for online PNG Connection Request



The logo for Gujarat Gas features a green circular emblem with a stylized flame in the center, composed of blue and orange elements. Below the emblem, the text "GUJARAT GAS" is written in a bold, blue, sans-serif font.



The "Online PNG Registration" form is a white rectangular box with a blue header. It contains three dropdown menus for "Pincode", "City", and "Area", each with a red number (1, 2, 3) indicating the selection step. Below these is a "LOGIN" link for existing users and a "Download User Manual" link. The form is set against a background of a city skyline with green trees.

Online PNG Registration

Pincode*

Select Pincode 1

City *

Select City 2

Area *

Select Area 3

Already registered with this portal? [LOGIN](#)

Please check [prerequisite](#) before login.

[Download User Manual](#)

- If it is your first connection, then you have to select Pincode, City and Area.
- Select Pincode **(1)**
- Then City **(2)** will select as per the pin code And select Area **(3)** respectively.
- If you already have a connection to Gujarat Gas in this portal, then you can directly login.

2. City by area mapping information

- After selecting Pincode you can see City and Area mapping information to know about City and Area by **Click here to know your city and area** link.



**Online PNG
Registration**

District / Geographical Area *

Amritsar GA ▼

City * (Click here to know your city and area)

Select City ▼

Area *

Select Area ▼

Already registered with this portal? **LOGIN**

Please check **prerequisite** before login.





Please search(ctrl+F) for checking your desired area.

City	Area
Amreli	Amreli Ward No. 3
Amreli	Amreli Ward No. 4
Amreli	Amreli Ward No. 1
Amreli	Amreli Ward No. 6
Amreli	Amreli Ward No. 7
Amreli	Amreli Ward No. 2
Amreli	Amreli Ward No. 9
Amreli	Amreli Ward No. 8
Amreli	Amreli Ward No. 11
Amreli	Amreli Ward No. 10
Amreli	Amreli Ward No. 5
DAMNAGAR	DAMNAGAR WARD NO. 6
DAMNAGAR	DAMNAGAR WARD NO. 5
DAMNAGAR	DAMNAGAR WARD NO. 1
DAMNAGAR	DAMNAGAR WARD NO. 2
DAMNAGAR	DAMNAGAR WARD NO. 3
DAMNAGAR	DAMNAGAR WARD NO. 4
Lathi	DAMNAGAR WARD NO. 6
Lathi	LATHI WARD NO. 6
Lathi	LATHI WARD NO. 5
Lathi	LATHI WARD NO. 3
Lathi	LATHI WARD NO. 4
Lathi	DAMNAGAR WARD NO. 1
Lathi	LATHI WARD NO. 1
Lathi	DAMNAGAR WARD NO. 5
Lathi	DAMNAGAR WARD NO. 3
Lathi	DAMNAGAR WARD NO. 2
Lathi	LATHI WARD NO. 2
Lathi	DAMNAGAR WARD NO. 4

BACK

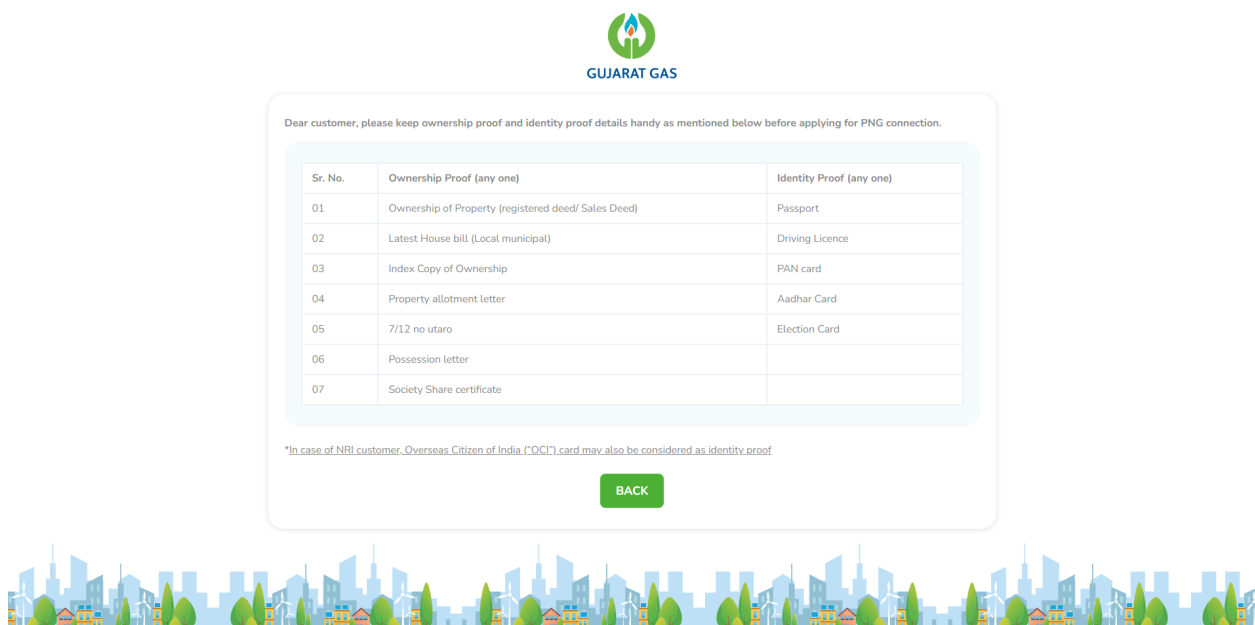


- Click on the **BACK** button to go back to the Dashboard.

3. Prerequisite



- You can check prerequisite details before login by clicking on the prerequisite link.



- Click on the **BACK** button to go back to the Dashboard.

4. Login



Login

Mobile Number *

+91 | 6565754654 1 **Send OTP** 2



- Enter **Mobile Number** (1) and Click on **Send OTP** (2)



Login

Mobile Number *

+91 |

Enter OTP *

1 2 3 4

00:52

LOGIN



- You will receive 4 digit OTP , Enter 4 digit OTP (1),(2),(3),(4) and click on the **Login** Button.



Login

Mobile Number *

+91 | 8140540019

Enter OTP *

[Resend OTP](#)

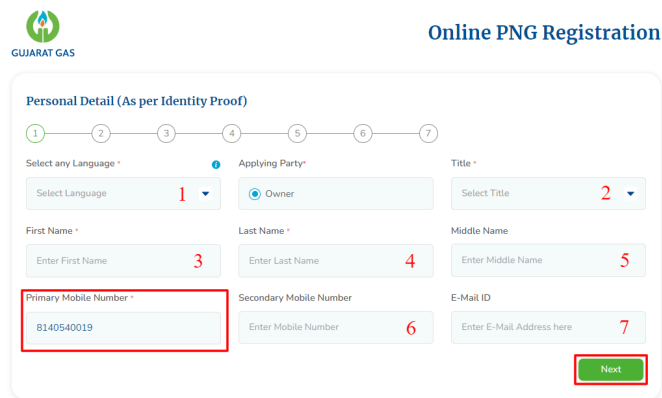
LOGIN



- In case you don't fill received OTP by the end of the given time or if you have not received OTP then you have to click on **Resend OTP** , You will receive a new OTP on the entered Mobile Number.

5. Add New Connection

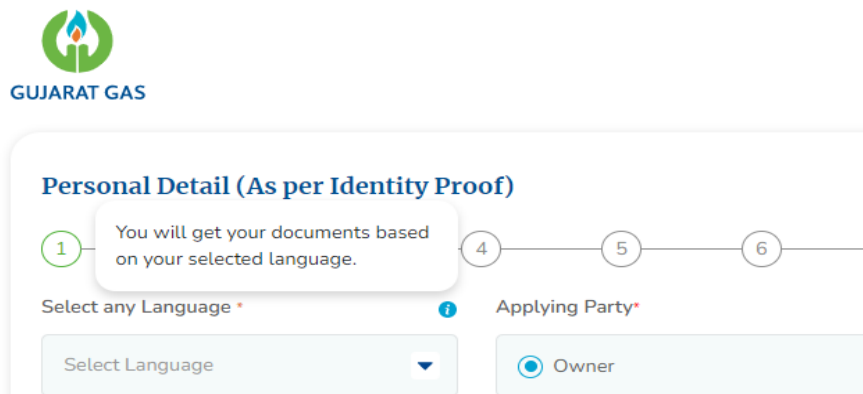
- If you don't have any previous connection requests then you will be directly redirected to the AddNewConnection page, and if you have then you will be redirected to Dashboard.



The image shows the 'Online PNG Registration' form for Gujarat Gas. The form is titled 'Personal Detail (As per Identity Proof)' and features a progress bar with 7 steps. Step 1 is highlighted. The form includes fields for 'Select any Language' (1), 'Applying Party' (2), 'Title' (3), 'First Name' (4), 'Last Name' (5), 'Middle Name' (6), 'Primary Mobile Number' (7), 'Secondary Mobile Number' (8), and 'E-Mail ID' (9). A red box highlights the 'Primary Mobile Number' field, which contains the value '8140540019'. A green 'Next' button is located at the bottom right of the form.



- Personal Details
 - Click on (1) to select language of the PDF receipt which will be sent to the customer after successful registration



The image shows the 'Personal Detail (As per Identity Proof)' form for Gujarat Gas. A tooltip is displayed over the 'Select any Language' field (1), stating: 'You will get your documents based on your selected language.' The form includes fields for 'Select any Language' (1), 'Applying Party' (2), 'Title' (3), 'First Name' (4), 'Last Name' (5), 'Middle Name' (6), 'Primary Mobile Number' (7), 'Secondary Mobile Number' (8), and 'E-Mail ID' (9). A red box highlights the 'Primary Mobile Number' field, which contains the value '8140540019'. A green 'Next' button is located at the bottom right of the form.

- This will open a selection dialog having a list of provided language options. Select one language as per requirement
- Applying party will be pre pre-selected as owner
- Select Title **(2)**.
- Enter your **First Name (3) , Last Name (4) , Middle Name(5)**(optional).
- Primary Mobile Number will be pre fill up as you login mobile number.
- Enter Secondary Mobile Number **(6)**(optional).
- Enter Email Id **(6)**(optional) , You will receive all the status updates of your PNG connection request on this email id.
- Click **Next** to proceed further.

GUJARAT GAS Online PNG Registration

Address Details (As per Identity Proof)

Progress: 1 2 3 4 5 6 7

City * AMRITSAR **Area *** Rani Ka Bagh

House/Flat/Survey Number * Enter House/Flat/Survey Number **1** **Society/House Name *** Enter Society/House Name **2** **Street Name *** Enter Street Name **3**

Landmark * Enter Landmark **4** **PinCode *** Select Pincode **5**

Note: Further details are required to serve you better.

Is Gujarat Gas Connection is available at your building/ society?-

☐ Yes ☐ No

Next

- Address Details
 - If you are applying for PNG connection for the first time from this portal then **City** and **Area** will be pre selected and non editable as per your selection on the **Apply for online PNG Connection Request** page.
 - Enter **House Number, House/Flat/Survey Number, Society/House Name** in **(1)(2)** and **(3)** respectively.
 - Enter **Landmark (4)** , and Select **Pincode** from the list **(5)**.

Note: Further details are required to serve you better.

Is Gujarat Gas Connection is available at your building/society ?*

☒ Yes

☐ No

Reference customer's Gujarat Gas consumer number

Enter Reference customer's number

Next

Note: Further details are required to serve you better.

Is Gujarat Gas Connection is available at your building/society ?*

☐ Yes

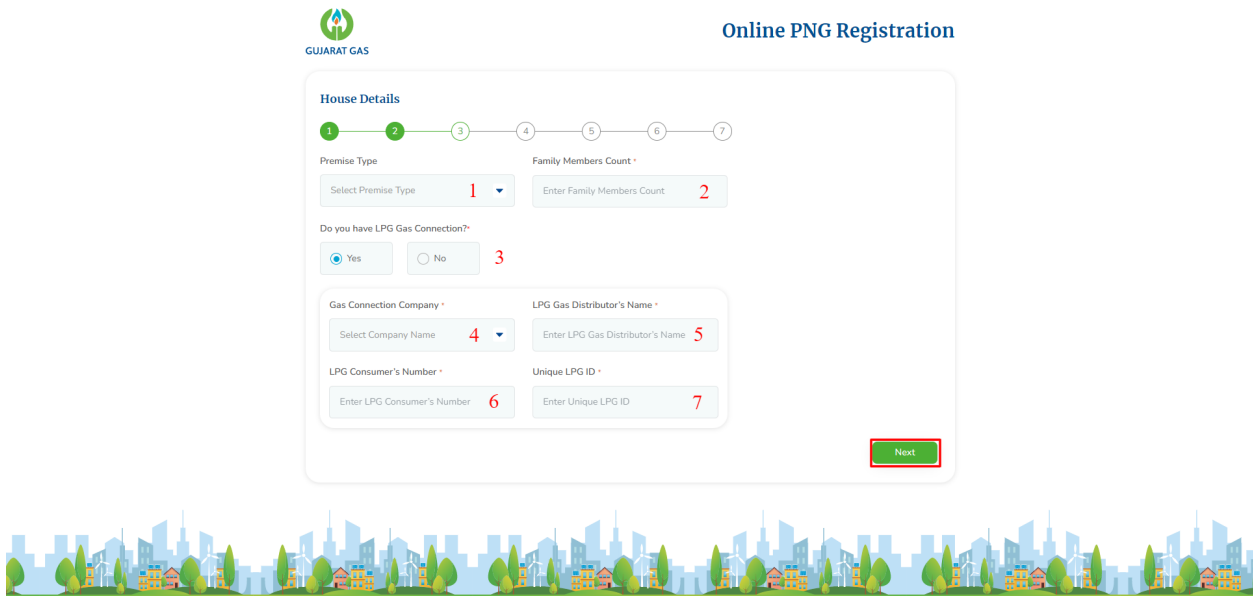
☒ No

Nearest Society Name

Enter Nearest Society Name

Next

- If Gujrat gas Connection is already available in you Society/Flat then you can select **Yes** for **Is Gujarat Gas Connection is available in your nearest building/society ?** and if you have any Reference customer's number then you can enter it in the **Reference customer's Gujarat Gas consumer number** field(optional).
- If the Gujarat gas Connection is not available then select **No** and Enter Nearest society in **Nearest Society Name**(optional).
- Click on **Save** to proceed further.



GUJARAT GAS Online PNG Registration

House Details

Progress: 1 (Active) 2 3 4 5 6 7

Premise Type: Select Premise Type **1**

Family Members Count: Enter Family Members Count **2**

Do you have LPG Gas Connection? **3**

☒ Yes ☐ No

Gas Connection Company: Select Company Name **4**

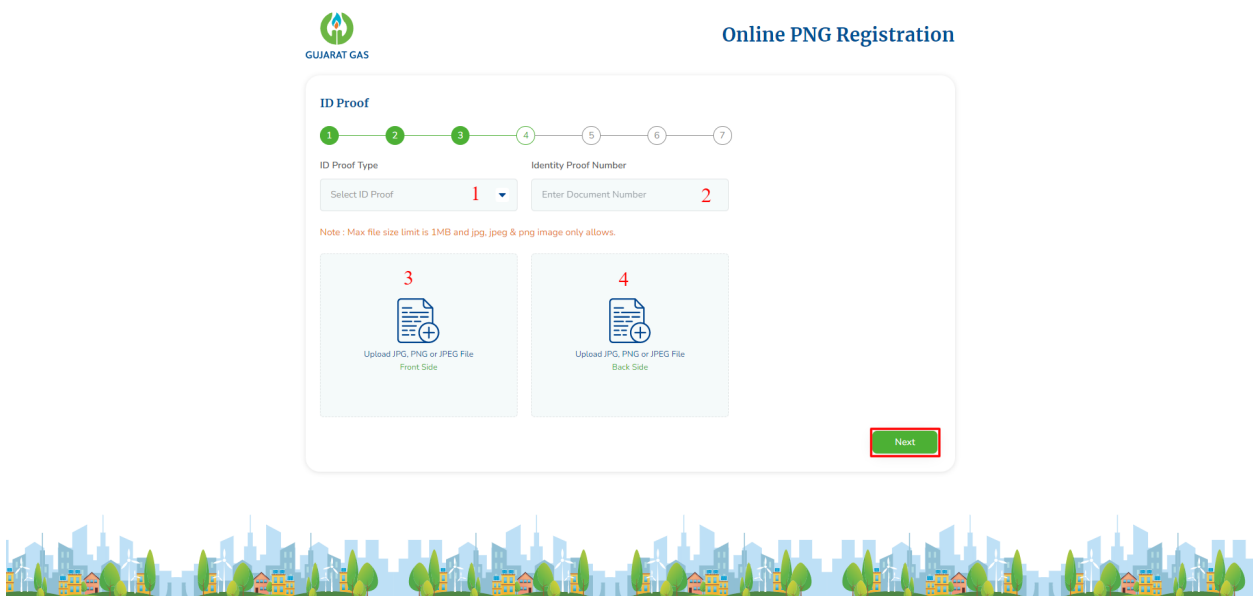
LPG Gas Distributor's Name: Enter LPG Gas Distributor's Name **5**

LPG Consumer's Number: Enter LPG Consumer's Number **6**

Unique LPG ID: Enter Unique LPG ID **7**

Next

- Home Details
 - Click **(1)** to select customer's premise type from a predefined list
 - Enter **Family member count** for **(2)**.
 - If the customer already has an PNG connection, select **Yes** for **(3)** and fill PNG details such as **Gas Connection Company, Distributor's Name, Consumer Number** and **Unique ID** in **(4)**, **(5)**, **(6)** and **(7)** respectively.
 - Click on **Save** to proceed further.



GUJARAT GAS Online PNG Registration

ID Proof

Progress: 1 2 3 (Active) 4 5 6 7

ID Proof Type: Select ID Proof **1**

Identity Proof Number: Enter Document Number **2**

Note: Max file size limit is 1MB and jpg, jpeg & png image only allows.

3 Upload JPG, PNG or JPEG File Front Side

4 Upload JPG, PNG or JPEG File Back Side

Next

- ID Proof Document

- To enter ID proof details of the customer, select **ID Proof Type** from the list by clicking (1)

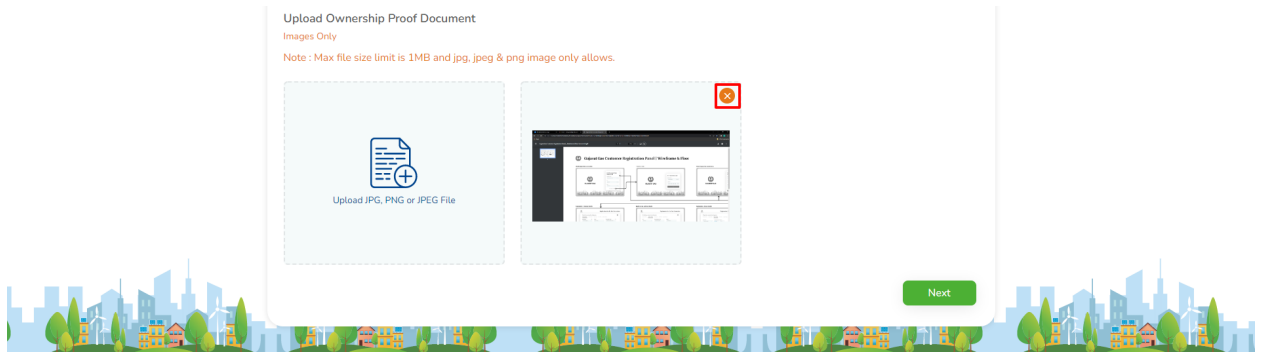
Note : Selecting any one from Election Card, Aadhaar Card [ID proofs] is mandatory

- Enter the **Identity Proof number** of the selected ID proof in (2)
 - To upload the front side of a customer's ID proof, click on (3). You have to select an image of **1MB** and only **JPG, JPEG, and PNG** format only.
 - [Optional] Click on (4) to upload back side of the document
- Note : This is needed only if the back side of selected document is required to be submitted.*
- Click on **Save** to proceed further.

The screenshot shows the 'Online PNG Registration' interface for 'GUJARAT GAS'. The main heading is 'Ownership Proof'. A progress bar at the top indicates seven steps, with steps 1 through 4 highlighted in green. Below the progress bar, there are two input fields: 'Ownership Proof' with a dropdown menu showing '1' and 'Ownership Proof Number' with a text input field showing '2'. Below these fields, there is a section titled 'Upload Ownership Proof Document' with the subtext 'Images Only'. A note states: 'Note : Max file size limit is 1MB and jpg, jpeg & png image only allows.' Below this note is a large light blue box with a red '3' and a document icon, containing the text 'Upload JPG, PNG or JPEG File Back Side'. At the bottom right of the form, there is a green 'Next' button. The entire form is set against a background of a city skyline with wind turbines.

- Ownership Proof Document

- Select document type using (1) and enter the document's **Identification number** in (2).
- Attach at least one photo of the document in (3).
- You have to select an image of **1MB** and only **JPG, JPEG, and PNG** format only.
- Click on **Save** to proceed further.



- You can remove the selected image by clicking on the **X** button.



- Scheme and Connection Details
 - Select **Scheme Type** as (1), Once you select the option if you select **EMI** then you will see the Select option of **Select EMI Payment Amount**.



Online PNG Registration

Scheme and Connection Details



Total Payment *

Amount:
₹ 2090.00

Scheme Type*

☐ Full Payment

☒ EMI

Select EMI Payment Amount

Rs.200/- for 20 months

Particulars	Amount
1 Initial payment details	2090
1.a) Initial Equipment deposit(Refundable)	1000.00
1.b) Stamp duty charges (Non-refundable) + Taxes	590.00
1.c) Gas Consumption Deposit (refundable)	500.00
2 Equipment Deposit (Refundable) in Installments	Rs.200/- for 20 months

* View Tariff

Dear customer, your request is under evaluation and once the request is approved by Gujarat Gas, we will notify you via SMS or email for necessary PNG connection payment.

Submit

- Once you select your plan you will see the plan description with all details.
- Click on **Submit** to complete your Gujarat Gas PNG Connection Request .
- After Submitting your request you will see the success screen for **5 Second** and after that you will be redirected to the dashboard .



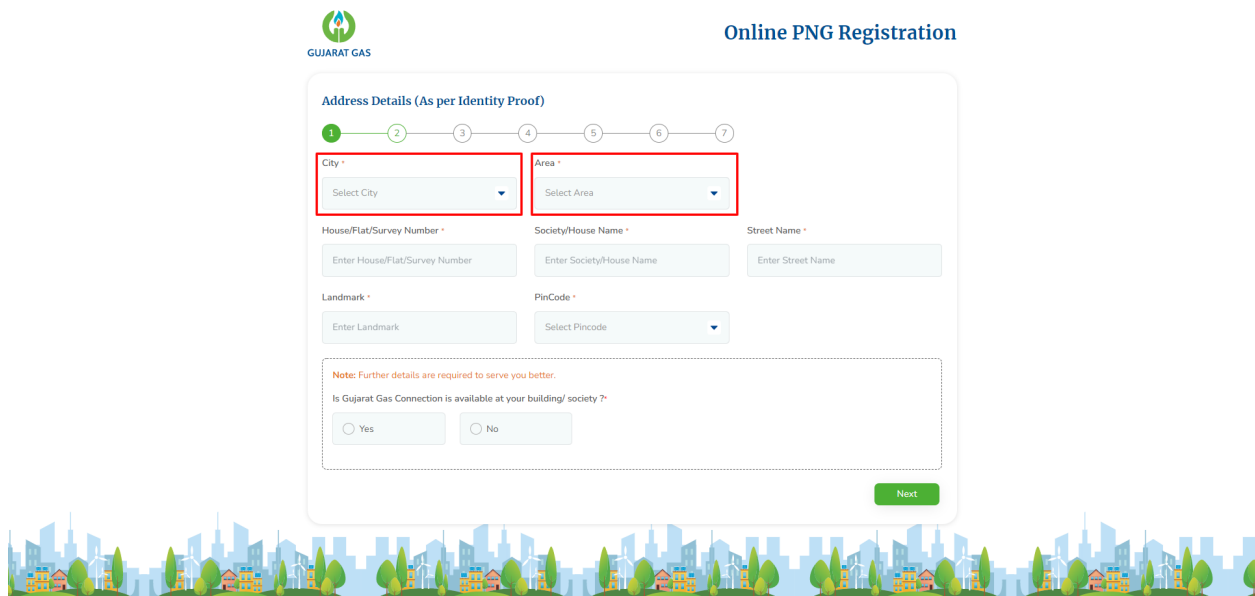
Online PNG Registration



Success !!

The form was submitted successfully

Your request is under evaluation. We will reach you shortly in this regard.



The image shows a screenshot of the 'Online PNG Registration' form for Gujarat Gas. The form is titled 'Address Details (As per Identity Proof)' and features a progress bar at the top with seven steps. Steps 1 and 2 are highlighted with red boxes, indicating the current step. Step 1 is 'City' and Step 2 is 'Area'. Both are dropdown menus with 'Select City' and 'Select Area' respectively. Below these are three input fields: 'House/Flat/Survey Number', 'Society/House Name', and 'Street Name'. There are also two more dropdown menus: 'Landmark' and 'PinCode'. At the bottom, there is a note: 'Note: Further details are required to serve you better.' followed by a question: 'Is Gujarat Gas Connection is available at your building/ society?'. There are two radio buttons for 'Yes' and 'No'. A green 'Next' button is located at the bottom right of the form. The background of the page features a colorful illustration of a city skyline with buildings, trees, and a gas flare.

Online PNG Registration

Address Details (As per Identity Proof)

1 2 3 4 5 6 7

City *
Select City

Area *
Select Area

House/Flat/Survey Number *
Enter House/Flat/Survey Number

Society/House Name *
Enter Society/House Name

Street Name *
Enter Street Name

Landmark *
Enter Landmark

PinCode *
Select Pincode

Note: Further details are required to serve you better.

Is Gujarat Gas Connection is available at your building/ society? *

☐ Yes ☐ No

Next

- If you are requesting for your second or third PNG connection with a registered mobile number then you will be able to select your preferred **City** and **Area**.
- **[Note : All other processes will be same as defend.]**

6. Request For Connection



Apply for online PNG Connection Request

District / Geographical Area*
Amreli GA

City * [Click here to know your city and area](#)
Amreli

Area *
Other


ⓘ It seems currently we are not serving in your area, you can make inquiry for new connection.

ENQUIRY FOR NEW CONNECTION

Already registered with this portal? [LOGIN](#)

Please check [prerequisite](#) before login.

- In case you don't find the respective area from the area dropdown, then you can select the Other option from the Area dropdown and you will see the **Enquiry For Connection** Button. Click on that.



Enquiry for New Connection

Fill up the below-mentioned form

Submit

First Name *	Last Name *	
Enter First Name 1	Enter Last Name 2	
Mobile Number *	E-Mail ID	Geographical Area*
Enter Mobile Number 3	Enter E-Mail Address here 4	Amreli GA
House/Flat/Survey Number *	Society/House Name *	Landmark *
Enter House/Flat/Survey Number 5	Enter Society/House Name 6	Enter Landmark 7
City *	Area *	Pin Code *
Amreli	Enter Area 8	Enter Pin Code 9

- Enter **First Name** , **Last Name** , **Mobile Number** , **Email Id**(optional) , **House/Flat/Survey Number**, **Society/House Name**, **Landmark** , **Area** and **Pincode** as**(1)** , **(2)**,**(3)**,**(4)**,**(5)**,**(6)**,**(7)**,**(8)** and **(9)** to share your interest in Gujarat Gas PNG Connection.

7. Correction

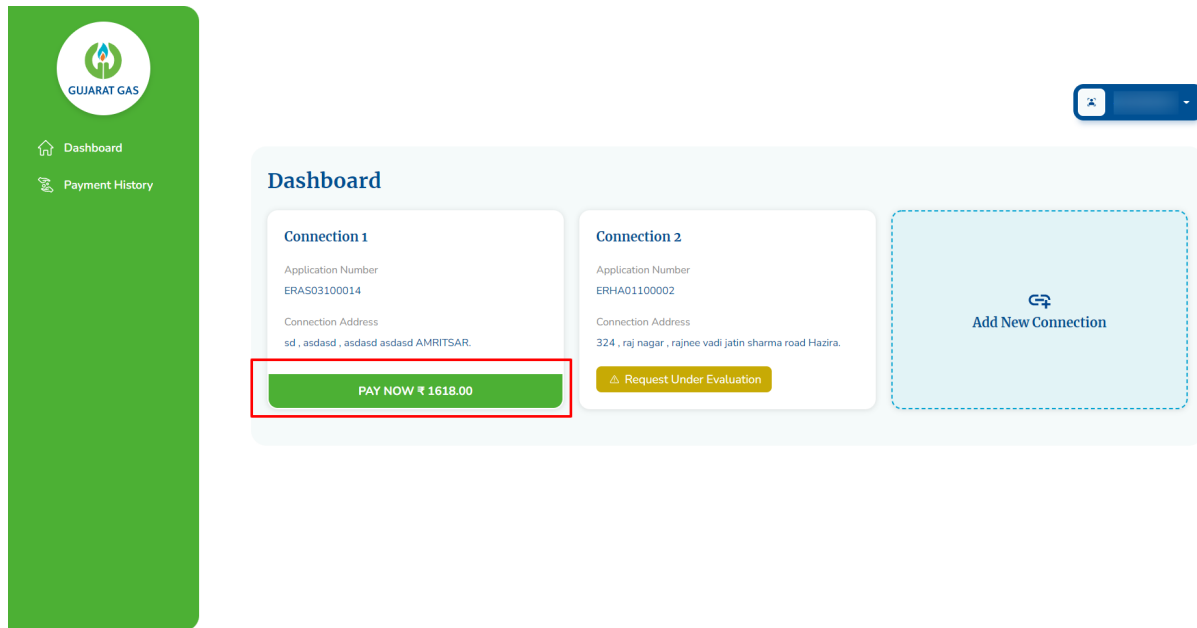
The screenshot shows the Gujarat Gas Dashboard. On the left is a green sidebar with the Gujarat Gas logo and navigation links for 'Dashboard' and 'Payment History'. The main content area is titled 'Dashboard' and contains three cards. The first card, 'Connection 1', shows application number ERAS03100014 and connection address 'sd , asdasd , asdasd asdasd AMRITSAR.' Below this is a red-bordered button labeled 'Respond to Query'. The second card, 'Connection 2', shows application number ERHA01100002 and connection address '324 , raj nagar , rajnee vadi jatin sharma road Hazira.' Below this is a yellow-bordered button labeled 'Request Under Evaluation'. The third card is a dashed blue box labeled 'Add New Connection'.

- Once the Document is verified by Gujarat Gas Team and if they find any correction in your submitted document they will send you the correction and you will see the **Respond to Query** on that connection details.
- Click on that Connection detail Box and you will be redirected to the Edit **Correction** Page.

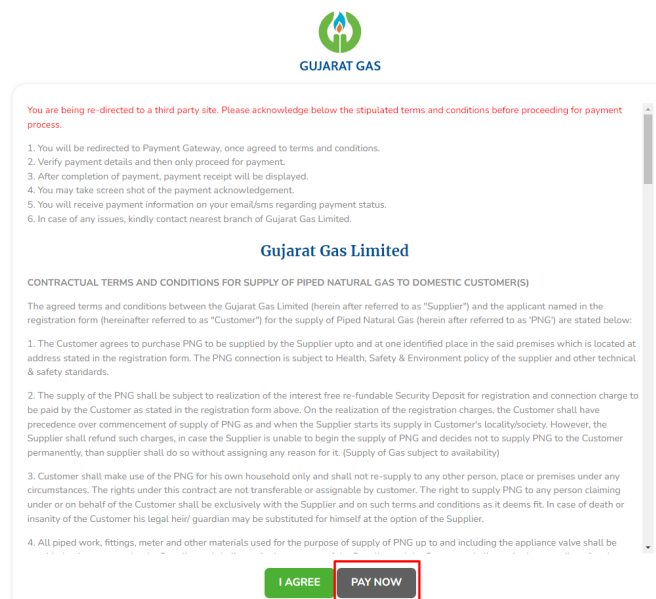
The screenshot shows the 'Edit Details With Correction' page for connection ERAS03100014, Rakesh Sharma. The page has a green sidebar with the Gujarat Gas logo and navigation links for 'Dashboard' and 'Payment History'. The main content area is titled 'ERAS03100014 Rakesh Sharma (Edit Details With Correction)' and has 'Cancel' and 'Save' buttons. Below the title is a 'Correction Notes' section with a red border, containing the text 'Correction's Details (All highlighted fields in red required corrections)' and '1. Please Update This details Last name , email .'. Below this is a 'Personal Details (As per Identity Proof)' section. It contains several input fields: 'Application Number' (ERAS03100014), 'Language' (English), 'Applying Party' (Owner), 'Title' (Mr.), 'Surname' (Sharma), 'First Name' (Rakesh), 'Middle Name' (Jatin), 'Primary Mobile Number' (redacted), 'Secondary Mobile Number' (Enter Secondary Mobile Number Here), and 'E-Mail ID' (meet.payel@v.com). The 'Middle Name' and 'Secondary Mobile Number' fields are highlighted in red.

- You will be notified in particular which detail you want to need correct by Correction Notes. Also those fields which need correction will be in **Red** color and editable.
- If Correction notes contain any correction in Id Proof document or Owner proof document then that Respective field will be editable and you have to add a new document with the same format which you follow while requesting for connection.

8. Dashboard (Pay Now)



- Once your request is Approved by the Gujarat Gas team you will see the **PAY NOW** button with the amount.
- Click on the **PAY NOW** Button for the proceeding payment.



- Once you click on the **PAY NOW** button you will be redirected to the Terms and conditions page ,Once the page is loaded for the first time the **PAY NOW** will be in gray color and disable.



You are being re-directed to a third party site. Please acknowledge below the stipulated terms and conditions before proceeding for payment process.

1. You will be redirected to Payment Gateway, once agreed to terms and conditions.
2. Verify payment details and then only proceed for payment.
3. After completion of payment, payment receipt will be displayed.
4. You may take screen shot of the payment acknowledgement.
5. You will receive payment information on your email regarding payment status.
6. In case of any issues contact your agent.

Gujarat Gas Limited

CONTRACTUAL TERMS AND CONDITIONS FOR SUPPLY OF PIPED NATURAL GAS TO DOMESTIC CUSTOMER(S)

The agreed terms and conditions between the Gujarat Gas Limited (herein after referred to as "Supplier") and the applicant named in the registration form (hereinafter referred to as "Customer") for the supply of Piped Natural Gas (herein after referred to as 'PNG') are stated below:

1. The Customer agrees to purchase PNG to be supplied by the Supplier upto and at one identified place in the said premises which is located at address stated in the registration form. The PNG connection is subject to Health, Safety & Environment policy of the supplier and other technical & safety standards.
2. The supply of the PNG shall be subject to realization of the interest free re-fundable Security Deposit for registration and connection charge to be paid by the Customer as stated in the registration form above. On the realization of the registration charges, the Customer shall have precedence over commencement of supply of PNG as and when the Supplier starts its supply in Customer's locality/society. However, the Supplier shall refund such charges, in case the Supplier is unable to begin the supply of PNG and decides not to supply PNG to the Customer permanently, than supplier shall do so without assigning any reason for it. (Supply of Gas subject to availability)
3. Customer shall make use of the PNG for his own household only and shall not re-supply to any other person, place or premises under any circumstances. The rights under this contract are not transferable or assignable by customer. The right to supply PNG to any person claiming under or on behalf of the Customer shall be exclusively with the Supplier and on such terms and conditions as it deems fit. In case of death or

I AGREE **PAY NOW**



- Once you click on the **I AGREE** Button you will see the success message and after that you have to click on the **PAY NOW** button which is beside the **I AGREE** button.

Credit Card > **Pay by Credit Card**

Merchant Name
Gujarat Gas Limited ? PNG Registration [Other Services]

Payment Amount ₹ 2.00

Card Number
Enter card number

Expiration Date
Month Year

CVV/CVC
CVV/CVC

Card Holder Name
Enter card holder name

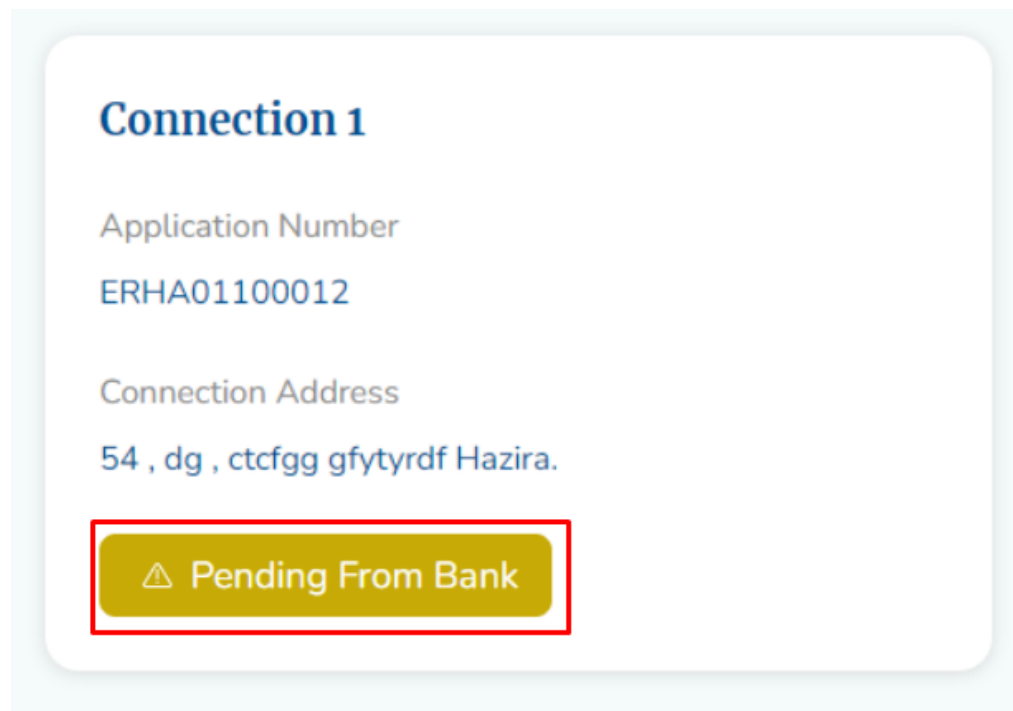
Make Payment Cancel

BIDEST

- You will see the payment gateway page with the amount selected and complete your payment process.

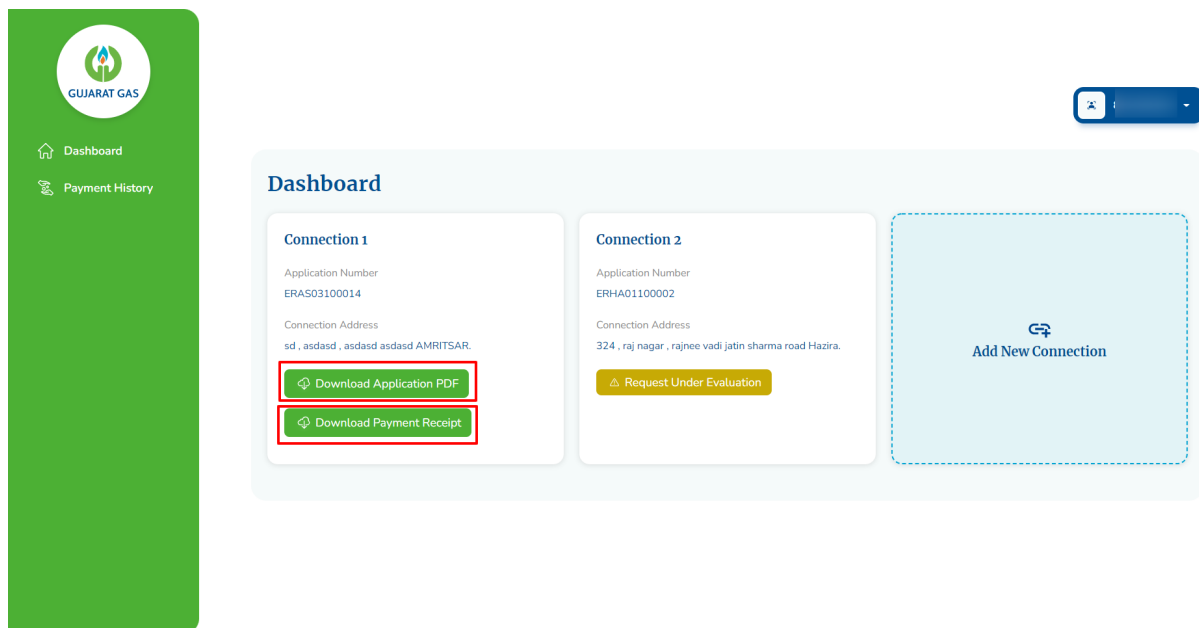


- After Successful compilation of the payment process you will see the payment receipt page with your payment details.



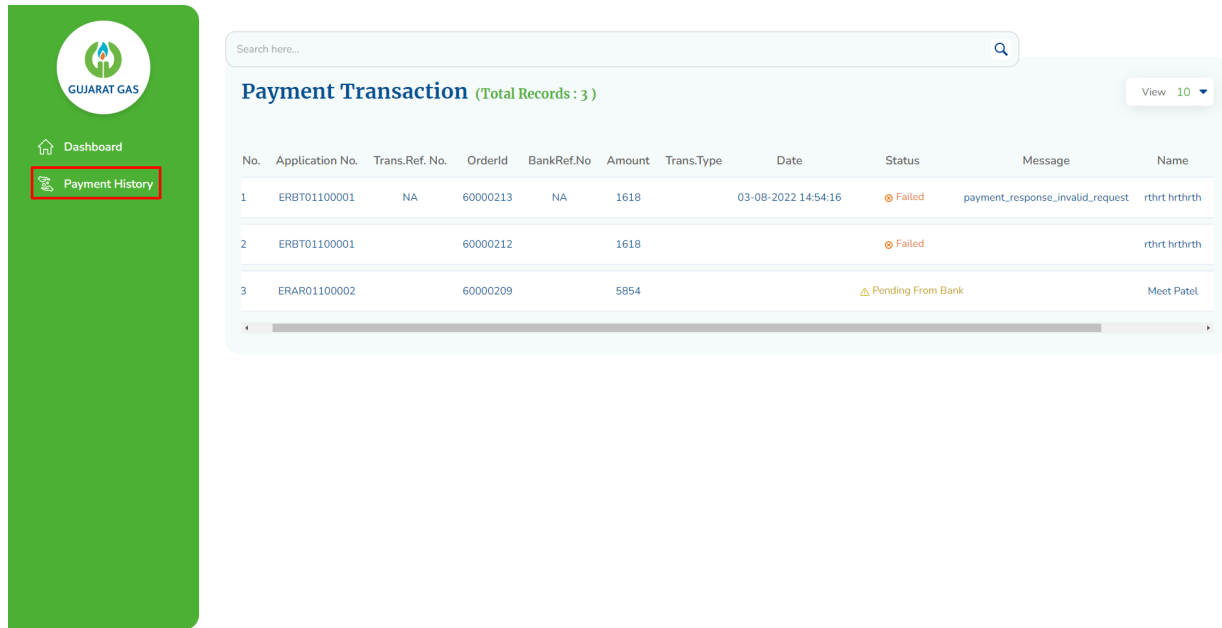
- In case of pending status you will see the message **Pending From Bank** , you have to wait for upto to 48 hours for your payment to be successful.

- If you are sure that your amount is not deducted from your bank account then you can again do payment. You can do up to 6 Pending From Bank transactions, make sure before initiating a new transaction your previous payment amount is not deducted from your account.
- If it is deducted from your account then please wait for 48 Hours, your transactions will be updated.
- If your payment fails then you can see the status **Payment Failed** and you have to make the payment again by clicking on the **PAY NOW** button.
- Click on the **BACK TO DASHBOARD** button to go back to the Dashboard Page.



- After receiving payment from Gujarat Gas you will be able to see the two green buttons for **Download Application PDF** and **Download Payment Receipt**. By clicking on it you can download your respective application and payment receipt.

9. Payment History



GUJARAT GAS

Dashboard

Payment History

Search here...

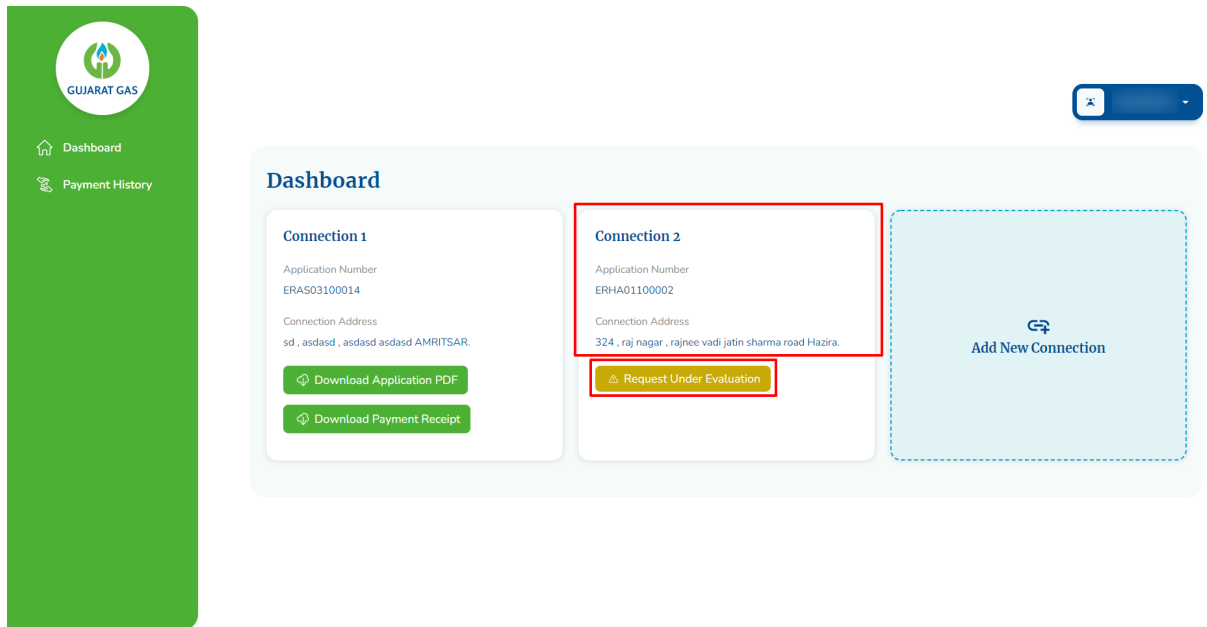
Payment Transaction (Total Records : 3)

View 10

No.	Application No.	Trans.Ref. No.	OrderId	BankRef.No	Amount	Trans.Type	Date	Status	Message	Name
1	ERBT01100001	NA	60000213	NA	1618		03-08-2022 14:54:16	Failed	payment_response_invalid_request	rtthrt hrthrth
2	ERBT01100001		60000212		1618			Failed		rtthrt hrthrth
3	ERAR01100002		60000209		5854			Pending From Bank		Meet Patel

- When you click on **Payment History** from the sidebar of the dashboard you can see all of your transaction history.

10. View Details



- If you want to view your request connection details, click on the connection box with the indicated area and you will be redirected to the connection view page.



GUJARAT GAS

 Dashboard

 Payment History

Connection Details (View Details)

Back

General Details

Application Number

ERAS03100014

Language

English

Date & Time

2022-06-30T15:01:04.06

Personal Details

Applying Party

Owner

Title

Mr.

Surname

Sharma

First Name

Rakesh

Middle Name

Jatin

Primary Mobile Number

Secondary Mobile Number

E-Mail ID

meet.payel@v.com

Address Details

City

AMRITSAR

Area

Rani Ka Bagh

House/ Flat Number

sd

House Name

asdasd

Street Name

asdasd

Landmark

asdasd

Pin Code

143101

Is Gujarat Gas Connection is available in your nearest building/society?

No

Reference customer's Gujarat Gas consumer number

Home Details

Premise Type

Apartment

Is Having LPG Connection

Yes

Family Members Count

4

Company Name

HPCL

Unique LPG ID

sdfsdf

LPG Gas Distributor's Number

fgerr

LPG Consumer's Name

sdfsfsd

ID Proofs

Identity Proof

Driving Licence

Ownership Proof

Index copy of ownership of property

Identity Proof Number

3423423423423

Ownership Proof Number

654456SW5654

View All

View All

Scheme and Connection Details

Scheme Type

EMI

EMI

Rs.200/- for 20 months

Payment Via

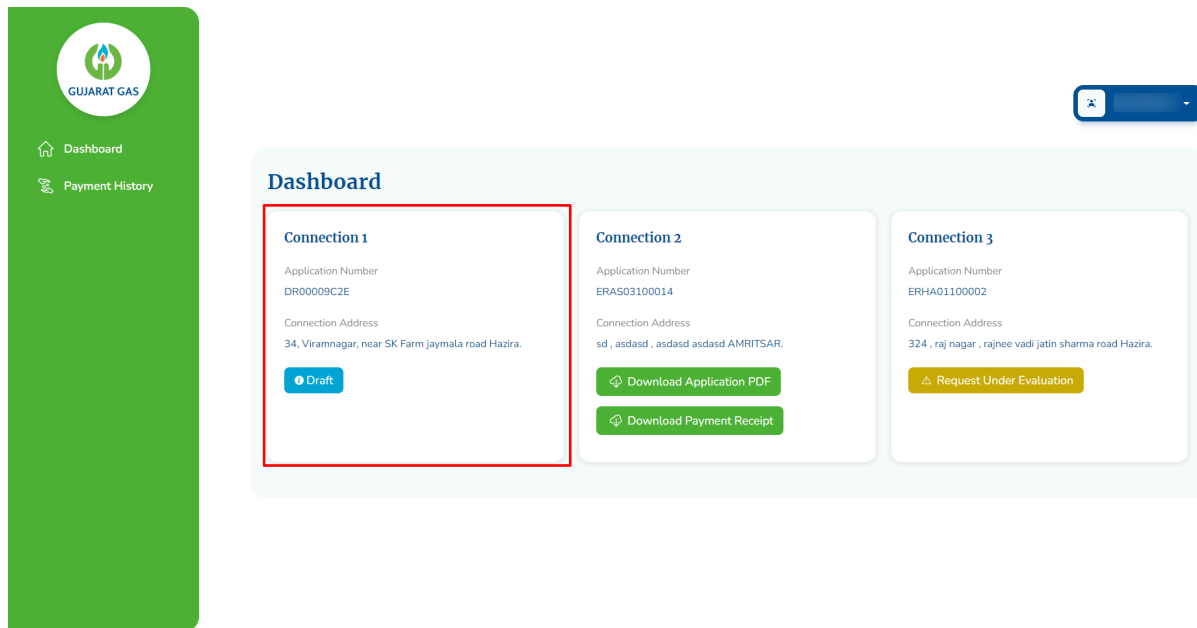
Online Payment

Amount

₹ 1618.00

- In the **Connection Details(View Details)** page you can see all your submitted details with Id proof and ownership details with images. You can download their document in PDF format from the download and view document image by view option.

11.Edit Draft



- If you do not have submitted your complete PNG connection detail, you will see the **Draft** status in that particular connection detail in the dashboard.
- By clicking on that box, you see the entered details as a draft with a document image(if you uploaded), you can update the details from there and can submit the remaining PNG connection request.