



Petroleum & Natural Gas
Regulatory Board, India



FICCI Alliance for Consumer Care (FACC)



सत्यमेव जयते

Petroleum & Natural Gas Regulatory Board (PNGRB) &
FICCI Alliance for Consumer Care (FACC)

Cordially invites you to the

Interactive Workshop on
Code of Practice for Quality of
Service to City Gas Consumers

Shri. S Sundareshan

Secretary, Ministry of Petroleum & Natural Gas

has kindly consented to inaugurate the workshop

at 10:30 a.m. on Monday, 29th November 2010

FICCI, Federation House, Tansen Marg, New Delhi

(Programme Overleaf)

Programme

S. No.	Topic	Speaker	Time
Inaugural Session- Chaired by Secretary, Ministry of Petroleum & Natural Gas			
1.	Registration		10:30 a.m.
2.	Welcome Address	Member (Distribution), PNGRB	10:45 a.m.
3.	Theme Address	Chairman, PNGRB	10:50 a.m.
4.	Key Note Address	Secretary, Ministry of Petroleum & Natural Gas	11:00 a.m.
5.	Vote of Thanks	CEO, FICCI Quality Forum	11:10 a.m.
6.	Tea Break		11:15 a.m.
Technical Session- Chaired by Member (Distribution), PNGRB			
7.	Regulation -Code of Practice for Quality of Service for Consumer Gas Distribution Networks.	Joint Advisor, PNGRB	11:30 a.m.
8.	Consumer Care Management Systems & Practices in IGL	Managing Director, IGL	12:00 p.m.
9.	Interaction and participant feedback	VCOs	12:15 p.m.
10.	Concluding Remarks	Member (Distribution), PNGRB	12: 45 p.m.
11.	Lunch		

R.S.V.P

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