



Payment Procedure for PNG Usage (PNG Usage Charges)





Payment Policy

- In general, the meter reading process shall be carried out in the first or second week of every month.
- The current rate for domestic consumers is **Rs. 56 per Standard Cubic Metre**, however, the rates are subject to change as per the policy of HNGPL.
- As per the Current Institute policy, the security amount for each connection has been paid by the Institute.
- Normally 2 to 3 weeks time is provided for the payment of due bill.
- Users can check the exact dates in their respective bill and pay timely before the due date.



Payment Procedure to HNGPL

- An authorized official of Haridwar Natural Gas Private Limited (HNGPL) shall visit each house **monthly** to generate the bill with POS machine.
- Kindly allow the HNGPL authorized official;
 - **to access the meter**
 - or**
 - **provide him/her the latest clear photo of the meter reading.**

Payment Procedure

- Based on the meter reading, the official will generate the bill on monthly basis.

- Every HNGPL Customer will be identified by an Unique 10-digit numeric BP Number
- The 10-digit unique BP number along with the registered mobile number (noted during commissioning of PNG connection) will be used for monthly payment of bill or viewing the details of account (including the previous bills etc)



Sample of Bill



Payment Procedure

- Users need to pay the billed amount directly to HNGPL as per generated bill.
- Payment can be made to official through POS Machine.
- OR**
- Payment can be made ONLINE (through HNGPL website).

- Kindly check the identity card of the HNGPL Official.

(HNGPL officials have been instructed to comply with the guidelines and carry the official ID card during meter reading process)

- It is suggested that payments be made online after verifying the authenticity of the official website of HNGPL

- IIT Roorkee and HNGPL will not be responsible for any unauthorized payment.

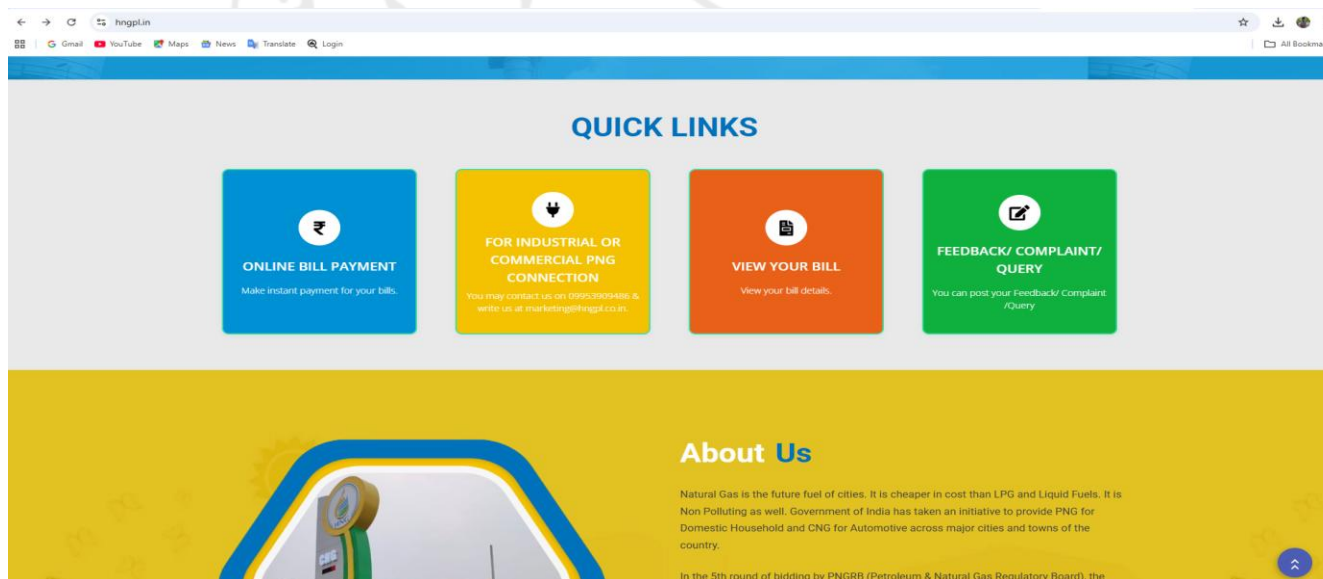
Payment Procedure to HNGPL

STEP 1: Visit HNGPL website using the following URL

← → ↻  cs.hngpl.org/v/customer.php

OR


(navigate to the link from the main website of HNGPL,
<https://hngpl.in/>)





Payment Procedure to HNGPL

STEP 2: Login Dashboard appears where user has to enter login credentials (<https://cs.hngpl.org/v/customer.php>)

**Haridwar Natural Gas**
Piped Gas Supply Company

Welcome to HNGPL Customer Portal

Access your gas connection details, view bills, make payments, and raise support tickets all in one place. Safe, reliable, and convenient energy for your home and business.

- View & Pay Bills**
Check your current and past bills with detailed breakdown
- Payment History**
Track all your payments and download receipts
- 24/7 Support**
Raise tickets for connection issues or billing inquiries

📞 Emergency: 9997399976 / 9412073660
📞 Customer Support: 7617714400
✉ Operations: operations@hngpl.co.in
✉ General: info@hngpl.co.in

Customer Login

Enter your BP Number and ID to access your account

BP Number

ID / Mobile / Email

Security Verification

[Login to Your Account](#)

Need Help?

[Raise Support Ticket](#) [Call Customer Care](#)

[Forgot Credentials](#)

[Privacy Policy](#) [Terms of Service](#) [FAQs](#) [Official Website](#)



Payment Procedure HNGPL

STEP 3: After successful login the following page will appear.
The user may navigate to check the relevant details

Haridwar Natural Gas
Customer Portal - BP Ledger

BP: [Redacted] Logout

Home Customer Profile **Detailed Ledger** Quick Actions

Detailed Ledger

BP No: [Redacted]

Excel PDF Print

Search transactions...

#	Date	Transaction ID	Type	Description	Invoice Amt	Payment Amt	Outstanding	Status
1	25/03/2026	1234567890	Invoice Bill	Outstand + Billed	₹905.00			
2	30/03/2026		Outstanding	Balance			₹905.00	

Show 25 entries

Previous 1 Next

Download PDF Download Excel Print Ledger

Payment Procedure HNGPL



STEP 4 : In Quick Actions tab, the user has to Click on Pay Bill Online tab

The screenshot displays the 'Quick Actions' section of the HNGPL customer portal. At the top, there is a navigation bar with four tabs: 'Home', 'Customer Profile', 'Detailed Ledger', and 'Quick Actions'. The 'Quick Actions' tab is active and highlighted in green. Below the navigation bar, the 'Quick Actions' section is titled with a lightning bolt icon. It contains three main action cards:

- Make Payment:** Features a green icon of a document with a dollar sign. Below the icon, it says 'Make Payment' and 'Pay your outstanding bill securely online'. A green button labeled 'Pay Bill Online' is positioned at the bottom of this card.
- Support Ticket:** Features a blue icon of a headset. Below the icon, it says 'Support Ticket' and 'Raise a support ticket for any issues'. A blue button labeled 'Raise Ticket' is positioned at the bottom of this card.
- Download Statements:** Features a yellow icon of a document with a download arrow. Below the icon, it says 'Download Statements' and 'Download your account statements'. A yellow button labeled 'Download All' is positioned at the bottom of this card.

At the bottom of the page, there is a footer with the text: 'Haridwar Natural Gas Private Limited © 2026. All rights reserved.' followed by links for 'Privacy Policy', 'Terms of Service', and 'Contact Us'.

Payment Procedure to HNGPL



STEP 5 :Following page will open

← → ↻ billing.hngpl.org/hngpl-api/payment

☰ | Gmail YouTube Maps News Translate Login

 Haridwar Natural Gas Pvt Ltd

Online Gas Bill Payment

BP Number

E.g. BP Number on bill = 1051110207 (DOMESTIC) => Enter BP Number = 1051110207

[View Bill](#)



Payment Procedure to HNGPL

STEP 6 : In make payment options, enter the BP Number (mentioned in bill) , after which the details of current bill will appear.



Haridwar Natural Gas Pvt Ltd

Online Gas Bill Payment

BP Number

E.g. BP Number on bill = 1051110207 (DOMESTIC) => Enter BP Number = 1051110207

[View Bill](#)

Current Bill Details

Bill Number:
47550

Consumer Name:
MR. _____

Last Invoice Amount (if any):
905

Outstanding (if any):
905.00

Amount to Pay:
905.00

[Pay](#)



Payment Procedure to HNGPL

STEP 7 : Click on make payment option, the site will take to the payment gateway.

HDFC BANK SmartHub

Pay through EASYEMI with HDFC Bank Credit Cards

Your session will expire in 14:55 minutes

Billing Information

Total Amount
₹905.00

Order No
12[REDACTED]

Merchant
Billing.hngpl

Website
https://billing.hngpl.in/hngpl-api/payment

Get 2.0% CashBack points on your online spends* with Millennia Debit Card

PAY WITH ▼

Credit Card Verified VISA MasterCard SecureCode RuPay p2i DSS SmartHub



Payment Procedure to HNGPL

STEP 8 : Now select through listed bank payment options.

HDFC BANK SmartHub

Pay through EASYEMI with HDFC Bank Credit Cards

Your session will expire in 14:42 minutes

Billing Information

Total Amount
₹905.00

Order No
12[redacted]

Merchant
Billing.hngpl

Website
https://billing.hngpl.in/hngpl-api/payment

Get 2.8% Cashback points on your online spends* with Milennia Debit Card

PAY WITH

- HDFC BANK CREDIT CARD
- HDFC BANK DEBIT CARD
- OTHER BANK CREDIT CARD
- OTHER BANK DEBIT CARD
- NET BANKING
- UPI

Logos: Verified VISA, MasterCard SecureCode, RuPay, pcdv DSS, SmartHub



For Safety and Relevant Issue (s)

Office Address

- Haridwar Natural Gas Pvt. Ltd. (HNGPL)
129, New Haridwar Colony,
Behind Matrichaya Medical
Centre, Ranipur Mode
Haridwar
249401 UTTARAKHAND
- **Office Contact Details:**
Landline: 01334-220333
Toll Free: 1800 1804 131
- Email: info@hngpl.co.in
- Web site: <https://hngpl.in/>

In the Case of Emergency

- **Emergency Contact:**
9997399976 / 9412073660
 - **Customer Care No: 7617714400**
 - **Fire & Safety (HNGPL, Haridwar):**
9068880762 / 7982445322
 - **Fire & Safety (Roorkee)**
101 / +91-1332-27-3099
 - **Fire & Safety (IIT Roorkee)**
4026, 203, +91-1332-28-4026
- Email: operations@hngpl.co.in
fireandsafety@hngpl.co.in
