



THINK GAS BAGPAT PVT. LTD.
(formerly known as Bagpat Green Energy Pvt. Ltd.)

Customer Satisfaction Survey 2025

Conducted by Operations Research Guild India Private Limited

This web-ready summary highlights customer satisfaction performance across Domestic PNG, Commercial PNG, Industrial PNG and CNG segments, along with key strengths and improvement actions.

1. Domestic PNG

- **CSI Score:** Customer Satisfaction Index Score 97% demonstrates stellar satisfaction.
- **Key Strengths:** Uninterrupted gas supply, high safety awareness and seamless connection process.

2. Commercial PNG

- **CSI Score:** Customer Satisfaction Index Score 99%-100% demonstrates outstanding satisfaction.
- **Key Strengths:** Uninterrupted gas supply, reliability safety awareness and professional service engagement.

3. Industrial PNG

- **CSI Score:** Customer Satisfaction Index Score 95% demonstrates very high satisfaction.
- **Key Strengths:** Uninterrupted gas supply, connection process, safety awareness and strong contract management.

4. CNG

- **CSI Score:** Customer Satisfaction Index Score 91% demonstrates good satisfaction.
- **Key Strengths:** Supply, service timelines and safety precautions.
- **Suggestion for improvement:** Make complaint-raising facilities more easily accessible to customers at outlets.
- **Action Taken Report (ATR):** QR based complaint/feedback facility is rolled out on pilot basis. Same system shall be made available at all THINK GAS COCO stations by Mar'27.

For customer support and feedback, please contact THINK Gas through official customer service channels.