

آئل اینڈ گیس
ریگولٹری اتھارٹی
حکومت پاکستان



Oil & Gas
Regulatory Authority
Government of Pakistan

(Regional Office, Karachi)

H. No. D-2, Datari Villas, Frere Town, Bath Island, Karachi

No. OGRA-8(2) C-2428/2022(RO) Karachi

Dated: April 27, 2022

The Managing Director

Sui Southern Gas Company Limited,
St. No. 4/B, Block-14, Sir Shah Suleman Road Gulshan-e-Iqbal,
KARACHI.

SUBJECT: GAS CURTAILMENT BY SSGCL TO THE INDUSTRIES/ALLEGED VIOLATION OF ECC'S DECISIONS & M/O ENERGY GAS LOAD MANAGEMENT POLICY(COMPLAINT NO.2428/2022)
CONSUMER NO: 89761000

Dear Sir,

In exercise of the powers conferred under section 2 (d) and 7 of the Complaint Resolution Procedure Regulations, 2003 the undersigned is forwarding a copy of the application/complaint lodged by **Mr. Khadim Rasool**. SSGCL (licensee) is required to furnish its response within 15 working days of the receipt of this letter. The response from SSGCL shall be comprehensive stating SSGCL's position in relation to the complaint and including following:

- Actions taken in addressing the complaint.
- Reasons for its actions and lack of satisfaction by the complainant.
- Any proposed remedy.
- Implementation plan.
- Any other factor relevant to the application

2. You are, therefore, requested to furnish the required response within the above stipulated time enabling the undersigned (Designated Officer) to decide the matter as provided in section 7 & 8 of Complaint Resolution Procedure Regulations, 2003.

Yours faithfully,


(Khalil Ahmed Sheikh)
Joint Executive Director (Complaints)

Copy to:-

Mr. Khadim Rasool

Secretary General, Pakistan Hosiery Manufacturers & Exporters Association

Central Office: P.H.M.A. House No. 37-H, Block-6, P.E.C.H.S. Karachi.

Contact: 021-39933326



(Regional Office Karachi)

H. No. D-2, Datari Villas, Frere Town, Bath Island, Karachi

No. OGRA-8(2) C-1751/2022(RO) Karachi

Dated: April 27, 2022

The Managing Director

Sui Southern Gas Company Limited,
St: No. 4/B, Block-14, Sir Shah Suleman Road,
Gulshan-e-Iqbal, Karachi.

Mr. Khadim Rasool

Secretary General, Pakistan Hosiery
Manufactures & Exports Association,
Central Office PHMA House NO.37-H,
Block-6. PECHS, Karachi.
Contact: 021-9933326

SUBJECT: **DECISION IN (COMPLAINT NO.1751/2022)- LOW PRESSURE OF GAS**

Reference the complaint received in OGRA from Mr. Khadim Rasool of Karachi-Sindh (the Complainant) against the Company (SSGCL)/ (Respondent) for redressal in the matter regarding the above subject.

2. The complaint was referred to the Respondent vide this office letter dated 25.03.2022 for investigation and detailed report thereof but the Respondent reply/report is still awaited which adhere non-serious respond of the Respondent Company which should be avoided at the Respondent's part. The Respondent Company should improve its system and counseling its relevant/concerned officials to submit conclusive report/comments timely in order to finalize the matter to redress the Complainant's grievances appropriately.

Decision

3. In view of the contents of the record/examination of documentary evidences submitted by the Complainant and the Respondent and while scrutiny of the Complainant's rejoinder in continuation of his complaint, it has been ascertained that the Complainant suffering with sever low pressure and frequent disruption of gas supply at his premises. Accordingly, keeping in view the contents of the Complainant's application/complaint contained genuine grievances to be resolved/addressed, the Respondent is hereby directed that site visit should be conducted at the Complainant's premises/area immediately imperative to rectify the low gas pressure problem for long term basis as to the Respondent is obligate to provide gas supply to its valued Industrial Consumers without any interruption in pursuance of "Industrial Gas Supply Contract" as per sanctioned pressure and in line with the "Minimum Performance and Service Standards" notified by the OGRA. The Respondent's concerned should carry out necessarily maintenance work if required for rectification/restoration of the problem of low gas pressure of the Complainant's premises on permanent basis. The compliance report depicting clear redressal of the Complainant's grievances may be submitted by the Respondent within 30 days of receipt of decision along with satisfactory note of the Complainant.

Decision/Order under (CRPR) 2003:

4. This order issues under the powers conferred on the undersigned under the Complaint Resolution Procedure Regulations (CRPR), 2003, this 27th Day of April, 2022.


(Khalil Ahmed Sheikh)
Joint Executive Director (Complaints)