

آئل اینڈ گیس
ریگولیشن اتھارٹی



#OGRACares



میٹر ٹمپرنگ
یا خرابی



ہر قسم کی
گیس چوری

OGRA
- Hazir Hai! -



گیس کنکشن
کی فراہمی



اوور بلنگ یا
غلط بلنگ

مُصیبت نہ جھیلیں شکایت کریں

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بذریعہ ٹال فری نمبر

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بذریعہ ویب سائٹ

اگر اہیڈ آفس، 54 بی، بلیو ایریا، اسلام آباد



بذریعہ ڈاک










اگر اہیڈ آفس، اسلام آباد



ذاتی طور پر

انصاف کی فراہمی کیلئے شکایت کنندہ اور متعلقہ محکمے کو طلب کر کے شنوائی کے بعد
90 دن میں بر صورت فیصلہ دے دیا جائے گا۔

DEPARTMENTS

Departments	Consumer Affairs	
Administration		
Audit		
Building Project		
Consumer Affairs	<p>Consumer Affair Department performs to facilitate consumers of gas utility companies (SNGPL & SSGCL) by handling complaints related to provision of gas connection, excessive/wrong billing, meter tampering/gas theft charges etc in the light of Complaints Resolution Procedure Regulations, 2003. The Department consists of various Designated Officers (D.Os) to perform quasi-judicial functions to process, hear and decide the consumer complaints as per law/Regulations after providing ample opportunity of hearing to either parties. In order to facilitate the domestic consumers, currently hearings on complaints are also conducted in SNGPL/SSGCL Regional offices with a view to administering justice at door step. Complaints are decided by the Designated Officers within 90 days or earlier as per applicable Regulations. At the moment the Designated Officers (D.O's) are also placed at Karachi, Quetta, Lahore and Peshawar in addition to Head office Islamabad, so as to ensure speedy resolution/decision on complaints.</p>	
CNG		
Corporate & Media Affairs		
Finance & Accounts	Complaints Received/Decided for the Period (2003 to 2021)	
Gas	Appointment of Designated Officers under CRPR 2003	
Human Resource		
Legal & Litigation	Complaint Resolution Procedure Regulation, 2003	
LPG		
LNG	Nature/Type of Complaints being handled by OGRA	
LNG	Preface	
Oil		
Registrar	Complaint Friendly Environment	
Secretariat	Complaint Resolution Procedure Form(English)	
	Complaint Resolution Procedure Form(Urdu)	
	Amendment in Complaint Resolution Procedure Regulations, 2003 Dated 10-5-2005	
QUOTES		
	<p><i>No struggle can ever succeed without women participating side by side with men – Muhammad Ali Jinnah (25 Dec 1876 – 11 Sep 1948)</i></p>	



OGRA

CONSUMER AFFAIRS

Preface

- Complaint Resolution procedure Regulations, 2003 provide effective and efficient complaints redressal mechanism
- Complaint against a gas company is entertained if the consumer/person fails to get relief from the licensee
- Designated officers resolve the complaints after getting requisite information from complainant, concerned company and, if required, after giving hearing to the parties
- Any person aggrieved by the decision of the Designated officer has a right to appeal to the Authority for review of the decision
- Any person aggrieved by the decision of the authority has a right of appeal in the high Courts

COMPLAINANT FRIENDLY ENVIRONMENT

To facilitate the Complainants / Applicants, OGRA has adopted the following public friendly approach:-

- Open Door Policy, visitors can see the concerned Officers within 15 minutes without prior appointments
- The complainants are guided how to fill and file the application form
- The complainants are not required to come to OGRA for filing the complaint. They can file the same through e-mail, fax, normal post and personally
- OGRA values the complainants and take into account their very useful feedback
- Every complainant is treated with the same respect and dignity irrespective of his socio-economic status or background
- No act of discrimination

- **Ensure the facilities for the visitors / complainants:**
 - **Reception**
 - **Seating arrangement**
 - **Safe drinking water**
 - **Washroom**
- **Application form available on the OGRA website**
- **OGRA publicizes the complaint form in the local and major daily newspapers throughout the country**
- **OGRA is protecting the consumers (weakest stakeholders) from unfair treatment and exploitation by the licensees**

NATURE & TYPE OF COMPLAINTS TO BE LODGED WITH OGRA

1. **Delay in provision of gas to:**
 - (i) Domestic prospective Consumer
 - (ii) Commercial prospective Consumer
 - (iii) Industrial / CNG Station prospective Consumer
 - (iv) Street/Mohallah/Locality
 - (v) Village/Town/City
2. **Excessive/Estimated Billing and over charging**
3. **Alleged Tampering/Theft Charges**
4. **Delay in Issuance of Gas Bills**
5. **Non Provision of Gas Bills**
6. **Revision in Security/Bank Guarantee**
7. **Low Pressure of Gas**
8. **Gas Leakage**
9. **Waive of Late Payment Surcharge**
10. **Quantity and Quality of natural gas, LPG, CNG and Oil**
11. **Discriminatory practices of the Licensee**

Complaint before

OIL AND GAS REGULATORY AUTHORITY

Islamabad

Complaint Form Schedule

Name	_____	S/D/W/O	_____
CNIC No.	_____	Consumer No. (if any)	_____
email	_____		
Category	(Domestic / Commercial / Industrial)		
Address	_____	Region / City	_____
Mobile No. / others	_____		
Person / Company (Licencee, dealer) against whom complaint filed			
(SNGPL / SSGCL / Oil Marketing Company (OMC) / Others)			
Complaint related to			
(Excessive Billing / Delay in Provision of Demand Note / Delay in Provision of Gas Connection / Alleged Tampering / Others)			
Nature of Complaint			

Has the Complainant in case of natural gas tried to resolve the complaint directly with the Licensee?			
(Yes / No)			
If yes, please provide brief description			

Has this Complaint earlier filed in any other Court, Tribunal, Wafaqi Mohtasib or any other forum?			
(Yes / No)			
If yes, status / detail documents of case: _____			
List of documents attached (if any): _____			

Please tick (where required)

For Office Use Only	
Admitted (Yes / No)	
Complaint No.	

آئل اینڈ گیس ریگولیٹری اتھارٹی، اسلام آباد

نام: والد/شوہر کا نام: قومی شناختی کارڈ نمبر:

کنز یومر نمبر: ای میل ایڈریس: کمیونٹی (گھریلو/کمرشل/انڈسٹریل):

ایڈریس: تحصیل/ضلع: صوبہ: فون/موبائل نمبر:

کمپنی (لائسنس دار، ڈیلر) جس کے خلاف شکایت داخل کی گئی ہے: (ایس۔ این۔ جی۔ پی۔ ایل/ایس۔ ایس۔ جی۔ سی۔ ایل/آئل مارکیٹنگ کمپنی اور اس کے علاوہ):

شکایت کی نوعیت: (زائد بٹنگ/تاخیر فراہمی گیس کنیکشن/تاخیر فراہمی ڈیمانڈ نوٹس/میٹر ٹیمپرنگ چارجز وغیرہ):

کیا شکایت کنندہ نے براہ راست کمپنی (لائسنس دار) سے شکایت کے ازالہ کی کوشش کی؟ (ہاں / نہیں) (اگر جواب ہاں ہے تو کیا اقدامات کئے اور ان کا کیا نتیجہ برآمد ہوا):

شکایت کنندہ نے اس شکایت کی بابت کسی دوسرے ادارے، کورٹ، ٹرانسپوزل وفاق محتسب وغیرہ کو بھی درخواست دی ہے۔ (ہاں/نہیں) (اگر جواب ہاں میں ہے تو ادارہ داخل کئے گئے کاغذات کی تفصیل بیان کریں):

کیا تمام متعلقہ کاغذات کی کاپیاں لف کی گئیں ہیں۔ (ہاں/نہیں) (اگر جواب ہاں میں ہے تو انکی فہرست مہیا کریں):

دفتری کارروائی کے لئے:

کمپلیٹ داخل (ہاں/نہیں)

کمپلیٹ نمبر:

THE GAZETTE



OF PAKISTAN

EXTRA ORDINARY

PUBLISHED BY AUTHORITY

ISLAMABAD, WEDNESDAY, SEPTEMBER 3, 2003

PART II

Statutory Notification (S.R.O)

GOVERNMENT OF PAKISTAN

OIL AND GAS REGULATORY AUTHORITY

**Complaint Resolution Procedure
Regulations, 2003**

NOTIFICATION

Islamabad, the 3rd September, 2003

S.R.O. 867(I)/2003.— In exercise of the powers conferred by section 42 of the Oil and Gas Regulatory Authority Ordinance, 2002, (XVII of 2002), the Oil and Gas Regulatory Authority, makes the following regulations, namely:—

1. Short title and commencement.— (1) These regulations may be called the Complaint Resolution Procedure [for Natural Gas, Liquefied Petroleum Gas (LPG), Compressed Natural Gas (CNG) and refined oil products] Regulations, 2003.

(2) They shall come into force at once.

2. Definitions.— (1) In these regulations, unless there is anything repugnant in the subject or context.—

- (a) **“application”** means a complaint filed under these regulations;
 - (b) **“complainant”** means any one interested person who files an application under these regulations;
 - (c) **“dealer”** includes an agent, broker, wholesaler and a person who sells distributes LPG or refined oil products under an agreement in writing with a licensee.
 - (d) **“Designated Officer committee ”** means Authority’s
 - (i) Executive Director;
 - (ii) Head of Department; or
 - (iii) An officer committee appointed by it; to deal with an application.
 - (e) **“Registrar”** means a person designated as such by the Authority to register and record the receipt of communications and complaints submitted to the Authority, and to perform such other duties under these regulations as may, from time to time, be assigned by the Authority.
 - (f) **“complaint resolution system”** means a system established by a licensee and approved by the authority, to address the complaints;
 - (g) **“Overcharging”** means the charging of a sum or charge over the licensee’s prescribed price for refined oil products, as applicable for the specific retail outlet or filling station.
 - (h) **“pricing”** means the determination or fixation of the end selling price of refined oil products, as prescribed by the licensee for the specific retail outlet or filling station.
- (2) The words and expressions used but not defined in the regulation shall have the meaning respectively assigned them in the Ordinance.

3. Nature of Complaints.—Any person may submit an application with the Registrar for -

- (a) any act or thing done or omitted to be done by a licensee or dealer in violation or alleged violation of the ordinance, rules, regulations, order of the Authority or terms and condition of the license;
- (b) non-compliance by the licensee or dealer with the service standards in the areas including but not limited to;
 - (i) billing and overcharging;
 - (ii) connection and disconnection of service;

- (iii) metering;
 - (iv) undue delay in providing service;
 - (v) safety practices; or
 - (vi) quantity and quality of natural gas, LPG or CNG being supplied;
or
- (c) discriminatory practices of the licensee or dealer.
- (d) for redressal of complaints in respect of matters relating to easements as given in section 32 of the Ordinance.

4. Application Requirement.—An application may be:

- a. in the format specified in the Schedule to these regulations, with all of the supporting documents; and
- b. on a paper having all necessary particulars of the complainant and the complaint may be written in English or Urdu, verified by an affidavit and with all supporting documents.
- c. Submitted within
 - i. 90 days of the date, complainant failed to obtain redress from the licensee or
 - ii. any other period approved by the Registrar.
- d. No action shall be taken on anonymous complaints or any such complaints which on the date of its filing is pending or earlier decided by any court of law or tribunal.

5. Redress from licensee:—The Registrar shall not accept an application unless the complainant has;—

- a. sought redress from the licensee pursuant to the complaint resolution system.
- b. failed to obtain the desired redress.

6. Initial Assessment:—(1) The Registrar shall complete his assessment of the application within ten days of receiving it.

- (2) The Registrar may reject the application if;
 - (a) it does not meet the requirements of regulation 4;
 - (b) it concerns matters outside the jurisdiction of the Authority; or

- (c) in the opinion of the Registrar, it does not merit further consideration.
- (3) If the Registrar;
 - (a) rejects the application, he shall notify the complainant in writing providing reasons for his rejection; or
 - (b) accepts the application, he shall;
 - (i) forward the application to the Designated Officer for further action; and
 - (ii) notify the complainant.

7. Licensee to respond.— (1) The Designated Officer shall forward a copy of the application to the licensee requiring a response from the licensee or dealer within;

- (a) 15 days of receiving the copy of the application; or
- (b) any other period specified by the Designated Officer provided that such other period is not less than the period set out in (a) above.

(2) The response from the licensee shall be comprehensive stating the licensee's position in relation to the complaint and to the extent the licensee's position warrants, may include matters set out in (a) to (e) below;

- (a) actions taken in addressing the complaint;
- (b) reasons for its actions and lack of satisfaction by the complainant;
- (c) any proposed remedy;
- (d) implementation plan;
- (e) any other factor relevant to the application.

8. Complaint Resolution.—(1) The Designated Officer prior to reaching his decision:

- (a) shall take into consideration the response of the licensee and
- (b) may take other reasonable steps to deal with the application including;
 - (i) arrange a meeting between the complainant and the licensee;
 - (ii) in complaints concerning Natural Gas, LPG and CNG, inspect any site and for complaints regarding quality of refined oil products, the Designated Officer may arrange a sample to be drawn in accordance with applicable rules. The cost of such testing shall initially be borne

by the Authority. If the complaint is proven correct, the cost shall be paid by the licensee or the dealer as the case may be.

- (iii) require additional information or any record relevant to the complaint, from the licensee or the complainant.
- (iv) In case there is a complaint regarding the quantity of oil, the Designated Officer may arrange the quantity measurement of the specific retail site of filling station. The cost of such testing shall initially be borne by the Authority. If the complaint is proven correct, the cost shall be paid by the licensee or the dealer as the case may be.

(2) The Designated Officer shall conclude his actions and notify the complainant and the licensee in writing of his decision within 90 days of admission of complaint. Where the decision is delayed beyond the period of 90 days, the Designated officer shall record his reasons for the delay.

(3) The Designated Officer may, by order, grant such temporary injunction on such terms as to the duration of the injunction, as the Designated Officer thinks fit.

9. Appeal.— If the complainant or the licensee is not satisfied with the decision under these regulations, within thirty days of the decision, either party may appeal against the decision to the Authority pursuant to section 12 of the Ordinance. The memorandum of appeal shall be fixed alongwith fee prescribed in the rules.

10. Recall of Complaint Case.—The Authority may either on receipt of a specific reference, application or of its own motion, at any time, call for any case in which complaints have been instituted under these Regulations, and pass such orders as it may deem fit.

**OGRA Complaint Form
Schedule**

**Complaint before
Oil and Gas Regulatory Authority**

For Authority's Use Only	
_____ vs _____	
Complaint	Licensee/Dealer

PLEASE PRINT

(1) Information about Complainant:

Name: _____

Address: _____

City: _____ Province: _____

Home Telephone: Area Code (_____) _____

Office Telephone: Area Code (_____) _____

Email: _____

(2) Person/company (Licensee, dealer) against whom complaint filed:

(3) What is the Complaint (describe Problem);

(4) Has complainant in the case of natural gas tried to resolve the complaint directly with the Licensee:

Yes

No

(5) Has complainant filed this complaint with any other body? (e.g. court)

Yes

No

If yes, provide details about the body and copy of documents submitted to the body:

(6) Any other information: _____

(7) Have copies of all relevant documents been attached?

Yes

No

If yes, itemize the list: _____

(8) I hereby affirm that all the facts and information given in the application is correct and that no material facts have been concealed from the Authority.

Signature of
Complainant

Date

For Registrar's Use Only

Date Received: _____ File# _____

Date Resolved: _____

Comments: _____
