

FREQUENTLY ASKED QUESTIONS (FAQs)

Q.No.1. How to file a complaint?

Answer: Consumers can file complaints against gas utility companies i.e. SNGPL & SSGCL, via online form, email or hand written through post or personally submit in the name of Registrar OGRA.

Q.No.2. What are the main requirements of a complaint?

Answer: A complaint may cover all the necessary requirements of the issue along with all the supporting documents and may be written in English/Urdu.

Q.No.3. In which case a complaint can be rejected by the Registrar?

Answer: A complaint will not be accepted by the Registrar if the complainant has not sought redressal of his/her grievances from the company or if a complaint on the date of its filing is already decided or in process with any other court of law.

Q.No.4. What is Complaints Resolution Procedure Regulations, 2003 (CRPR, 2003)?

Answer: CRPR, 2003 provides guidelines following which complaints are decided/resolved in order to redress the grievances of the consumers.

Q.No.5. Who is a Designated officer (D.O)?

Answer: A Designated officer (D.O) is an officer/executive appointed by the Authority to deal with the complaints.

Q.No.6. How long will it take to decide a complaint?

Answer: Complaints are decided within 90 days or earlier as per Complaints Resolution Procedure Regulations, 2003 (CRPR, 2003).

Q.No.7. What are the main types of complaints decided by complaints department?

Answer: Complaints related to delay in provision of gas connections, excessive billing, meter tampering/gas theft, replacement of gas meter, restoration of gas connection, low pressure of gas, delay in issuance of gas bill and

revision of bank guarantee/security are the main types of complaints handled by complaints department.

Q.No.8. How will I know the status of my complaint?

Answer: Complainants can inquire about the status of their complaints through telephone or by written letter from the respective Designated officer at any time. Moreover, copies of all the correspondence made with the gas utility company during the processing of the complaint is also sent to the Complainants.

Q.No.9. How can I get a stay order/temporary injunction on the disputed amount of gas bill?

Answer: Stay orders may be granted against the disputed amounts upon request of the complainants. Domestic consumers are granted stay orders without any payment whereas commercial and industrial consumers are granted stay orders upon payment of 80% of the disputed amount.

Q.No.10. After receiving stay order, how will I get the current gas bill?

Answer: In order to receive a current gas bill, the complainant will have to approach SNGPL/SSGCL offices and get the current bill prepared from the concerned department in light of the temporary injunction/stay order.

Q.No.11. How will I know that my complaint has been decided?

Answer: A copy of the decision is forwarded to both the complainant and the respondent gas utility company and data is also updated.

Q.No.12. How to file an appeal against a decision?

Answer: Complainants and respondent company (SNGPL & SSGCL) can file an appeal with Registrar OGRA within 30 days of decision made by the D.O on the complaint.

Q.No.13. Are the complaints of Sindh, Baluchistan, KPK and Lahore also dealt in OGRA's office Islamabad?

Answer: OGRA has established regional offices in Lahore, Karachi, Quetta and Peshawar and now the complaints of the relevant areas are entertained in the respective regional offices.

Q.No.14. Are the complaints of domestic, commercial and industrial consumers processed in the same way?

Answer: Complaints of all categories of consumers are processed as per CRPR, 2003; however complaints cases involving a monetary value of Rs.2.5 million and above are jointly decided by a designated officer's committee to ensure transparency.

Q.No.15. Which actions are classified under gas theft?

Answer: Tampering with the gas meter, obtaining unregistered gas by removing meter and using gas through a direct bypass, unauthorized enhancement in pressure, reversal of meter readings, illegally restoring gas supply etc.

Q.No.16. How long will it take to obtain gas connection?

Answer: Gas connections are provided by SNGPL & SSGCL on turn/merit basis. Due to very large number of applications, waiting period differs for every region and gas connections are provided accordingly on merit by the respective gas utility.

Q.No.17. What is the difference between estimated and minimum gas bill?

Answer: When actual meter reading could not be recorded due to any reason, an Estimated (Provisional) bill is issued to the consumer by the company whereas Minimum bill is issued when gas consumption is nil/zero.

Q.No.18. What is a sticky meter?

Answer: If a meter registers zero/less gas consumption than it is declared as sticky gas meter.

Q.No.19. How the sticky meter charges are calculated?

Answer: Under billing charges against sticky/defective gas meter are calculated as per clause 10 (iii) of domestic & 10 (iv) of commercial and industrial Sales Contract sales contract.

Q.No.20. What is the Gas Supply Contract?

Answer: Gas Supply Contract is signed between gas utility company (SNGPL & SSGCL) and the consumer which governs the relationship between consumer and the company and its conditions are binding upon both the parties.

Q.No.21. What is Procedure for dealing with theft of gas cases?

Answer: Procedure for dealing with theft of gas cases was approved by OGRA on August 16, 2005 and it is the primary applicable document to deal, process and decide the matters pertaining to gas theft and possible instances which tantamount to theft along with actions to be taken by the company and how the value of gas stolen is to be assessed etc.