



## **OIL & GAS REGULATORY AUTHORITY**

### **PRESS RELEASE**

#### **OGRA inspected Complaint Centers of Gas Companies**

Oil & Gas Regulatory Authority (OGRA) is always striving to ensure the provision of efficient services by gas companies to their consumers. In this regard OGRA has issued instructions to both Sui Southern Gas Company Limited (SSGC) & Sui Northern Gas Pipelines Limited (SNGPL) to attend consumer complaints regarding bills, defective meters and new gas connections etc. in a transparent and effective manner at their Customer Service Centers. Recently OGRA conducted inspection of both the gas utility companies' i.e SSGC and SNGPL throughout the country including Faisalabad, Lahore, Gujranwala, Islamabad, Abbottabad, Peshawar, Karachi, Hyderabad, Sukkur, Larkana and Nawabshah. During the inspections, overall twenty eight (28) Complaint Centers of both the gas companies were visited which include twenty one (21) Complaint Centers of SNGPL and 7 centers of SSGC. Out of the 21 centers of SNGPL, fifteen (15) were found involved in serious violation of the Performance and Service Standards laid down by OGRA. Resultantly, OGRA taking serious notice of such violations causing inconvenience to its consumers has imposed fine/penalty of Rs. 525,000/- to the Company, in accordance with the Rules and the prevailing Law, besides issuance of warning letter on certain procedural lapses. In the case of SSGC, some minor lapses were noticed during the inspection of the overall five regions to which the Company has been advised to take certain steps for further improvement.

OGRA, in pursuance of Section 6(2)(b) of OGRA Ordinance 2002, framed and notified Performance and Service Standards in September 2003 and both the Gas Utility Companies are bound to follow the same in true letter and spirit for providing best services to their consumers.