

ENFORCEMENT DEPARTMENT

A dedicated Enforcement department was set up in October 2009, for enforcement of OGRA Ordinance, Rules, Regulations, License Conditions. The primary purpose was to monitor the operations / activities of the Licensees to ensure an efficient, reliable & safe mechanism of check and balance as well as delivery of quality products to the consumers in the correct quantity at the official notified prices. The creation of the department provided first hand knowledge / information of the licensees, consumers and stake holders to the Authority and resulted in better implementation of the regulatory framework, removed impediments in implementation of Rules / standards and redressal of consumer complaints effectively. The sector wise list of activities is provided as under:-

Activities

OIL

- Inspections at OMC's Retail Outlets to check and ensure adequate / smooth supply / sale of petroleum products to the consumers at official notified prices and specified quantity.
- Inspections of Lube Oil Blending / Reclamation Plants.
- Monitoring & inspections of Oil movement at OMC's POL Depots / Installations.
- Liaison and communication with the provincial / district governments pertaining to action against illegal (non licensed) activities.
- Inspection to check price and stock through third party inspectors;
- Inspections to check quality of POL products at OMC's outlets.

LPG

- Inspections at LPG Distribution outlets to check adherence to minimum safety requirements.
- Co-ordination with provincial / district governments to take action against non-licensed activities.
- Inspection of distributors to ensure sale of LPG at official notified prices by the companies and as available on OGRA's website.
- Checking of illegal cross filling activity at LPG Storage and Filling Plants;
- Weight / measurement accuracy of LPG Cylinders.
- LPG Stock availability, especially in natural gas starved areas and in winter season.

CNG

- Inspections at CNG Stations to check adherence to CNG Rules, 1992;
- To check for Dispensing Pressure, Measurement Accuracy, Refueling procedure at the CNG Stations as well as Notified price.

GAS

- Inspection in the Natural Gas Sector (Gas Utilities) to check conformance of performance and service standards and other areas of consumer grievances. Details of such inspection are as below:
 - I) Inspection of metering workshops to check implementation of procedure to deal with gas theft cases and sampled meter checking.
 - II) Inspection of Customer facilitation centers to check implementation of minimum performance and service standards.
 - III) Inspections to ensure correct billing of GCV of Natural Gas.
 - IV) Enquire / Analyze excessive gas billing for consumers having recently replaced meters.
 - V) To ensure that new meters are installed in order of merit
- Inspections of CNG Stations during gas holidays to ensure Gas Load Management Plan.