

OIL AND GAS REGULATORY AUTHORITY (OGRA)



PUBLIC NOTICE

OVERCHARGING, PRODUCT UNAVAILABILITY, LESS FILLING AND SALE OF ADULTERATED / LOW QUALITY PETROL & DIESEL AT PETROL PUMPS

1: It is informed to the general public, consumers and all stakeholders that OGRA is taking action against the Oil Marketing Companies (OMCs) and their respective Petrol Pump Dealers, who are found involved in the violation of overcharging, product unavailability, less filling and sale of low quality / adulterated petrol & diesel.

2: No Petrol Pump Dealer can sell petrol & diesel at rates higher than the official notified rates. The official notified retail prices of petrol & diesel are communicated by the OMCs to their respective Petrol Pump Dealers, immediately after the change in notified prices. The applicable retail prices of petrol & diesel for each petrol pump, operating in the Country, may also be checked at the OGRA's website (www.ogra.org.pk) at the link: district / pump wise oil prices. Consumers are advised not to pay more than the official notified prices of petrol & diesel.

3: Petrol Pump Dealers are obligated to provide the petrol & diesel to the consumers in correct quantity, quality and rates. Consumers can ascertain the dispensing of correct quantity by using the graduated cylinders (1 Liter capacity), available at the respective Petrol Pumps. Primarily, the responsibility to take action against the Petrol Pump Dealers, involved in less filling, lies with the Labour Officers / Inspectors (Weight & Measures Department) of the provincial / district governments. Moreover, the District Coordination Officers (DCOs) can take action against the Petrol Pump Dealers found involved in sale of low quality / adulterated petrol & diesel. Consumers can lodge their complaints against less filling and low quality / adulterated petrol & diesel to the DCOs / Labour Inspectors, of their respective districts. However, in the larger public interest, OGRA also conducts surprise inspections at Petrol Pumps to check the quantity and quality of petrol & diesel.

4: The complaints against overcharging, product unavailability, less filling and sale of low quality / adulterated petrol & diesel at Petrol Pumps may be sent to the DCO of respective area, under intimation to OGRA in accordance with the following format:

- a) Name / address & phone no. of the Complainant: _____
- b) Complainant's CNIC No: _____ (Copy of CNIC to be attached)
- c) Name & address of the violating Petrol Pump and OMC: _____
- d) Brief account of the complaint: _____
- e) All such complaints must be accompanied with original receipt / cash memo of the Petrol Pump, duly signed / stamped by the dealer and clearly indicating the date of receipt and selling price.

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