



**Oil and Gas Regulatory Authority**

# **CHECK LIST/PROCEDURE OF COMPLAINT RESOLUTION**

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# CHECKLIST

## **NATURE OF COMPLAINTS:**

Under the regulation 3 of Complaint Resolution Procedure Regulations (copy attached), any interested person may file an application with Registrar, OGRA related to following issues:

- 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 OGRA Ordinance, 2002.

## **APPLICATION REQUIREMENTS:**

### **CHECK LIST AT THE TIME OF FILING OF COMPLAINTS IN OGRA:**

Under the regulations 4 & 5 of Complaint Resolution Procedure Regulations, 2003, an applicant is required to submit his/ her application on :

- i) Application form as per format (Available on OGRA's Website, hard copy attached below), with all of the supporting documents such as: National Identity Card (NIC), Copy of application for supply of gas, gas Bill & Decision by the Review Committee of Licensee, whether the same issue has already been filed with any other body, detail may be attached etc.; Or
- ii) Application 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. Or
- iii) Online submission of application at OGRA's Website.

N.B: Person may file his/ her application, provided the Complainant failed to obtain desired redress from the licensee(SNGPL, SSGCL etc.), further the Complainant must submit his complaint/ application within 90 days of his/her application lodged with the licensee.