

NATURE & TYPE OF COMPLAINTS TO BE LODGED WITH OGRA

- 1. Delay in provision of gas to:**
 - (i) Domestic prospective Consumer**
 - (ii) Commercial prospective Consumer**
 - (iii) Industrial / CNG Station prospective Consumer**
 - (iv) Street/Mohallah/Locality**
 - (v) Village/Town/City**
- 2. Excessive/Estimated Billing and over charging**
- 3. Alleged Tampering/Theft Charges**
- 4. Delay in Issuance of Gas Bills**
- 5. Non Provision of Gas Bills**
- 6. Revision in Security/Bank Guarantee**
- 7. Low Pressure of Gas**
- 8. Gas Leakage**
- 9. Waive of Late Payment Surcharge**
- 10. Quantity and Quality of natural gas, LPG, CNG and Oil**
- 11. Discriminatory practices of the Licensee**