



Oil and Gas Regulatory Authority

GUIDE BOOK/PROCEDURE OF COMPLAINT RESOLUTION

GUIDE BOOK

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.



Complaint before

OIL AND GAS REGULATORY AUTHORITY

Islamabad

Complaint Form Schedule

Name	_____	S/D/W/O	_____
CNIC No.	_____	Consumer No. (if any)	_____
email	_____		
Category	(Domestic / Commercial / Industrial)		
Address	_____	Region / City	_____
Mobile No. / others	_____		
Person / Company (Licencee, dealer) against whom complaint filed			
(SNGPL / SSGCL / Oil Marketing Company (OMC) / Others)			
Complaint related to			
(Excessive Billing / Delay in Provision of Demand Note / Delay in Provision of Gas Connection / Alleged Tampering / Others)			
Nature of Complaint			

Has the Complainant in case of natural gas tried to resolve the complaint directly with the Licensee?			
(Yes / No)			
If yes, please provide brief description			

Has this Complaint earlier filed in any other Court, Tribunal, Wafaqi Mohtasib or any other forum?			
(Yes / No)			
If yes, status / detail documents of case:			

List of documents attached (if any):			

Please tick (where required)

For Office Use Only	
Admitted (Yes / No)	
Complaint No.	

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COMPLAINTS DEPARTMENT

Code of procedure for redressal of complaints against Gas Utilities i.e SNGPL/SSGCL

Complaints department is not issuing any license/approval/permit. However consumer complaints on grievance against Gas Utility companies are processed and decided as per applicable procedure/ regulations which indirectly result in restoring consumer / investors confidence in providing redressal. The procedure adopted along with timelines is tabulated hereunder:

COMPLAINTS

Sl.	Procedure	Action By	Timeline
1	Admission of complaint	REGISTRAR OGRA	Within 10 days
2	Forwarding Complaint to SNGPL / SSGCL by Designated officer.	Designated officer (D.O) of complaints department	03 days
3	Response from SNGPL/ SSGCL on complaint	Gas Utility SNGPL/SSGCL	15 days
4	Hearing / Meeting to adjudicate upon the complaint	Designated officer OGRA	15 days
5	Issuance of decision on complaint after hearing	Designated officer OGRA	7-15 days
6	Action for implementation of D.O Decision	Designated officer OGRA	07 days
7	Anonymous Complaints	No action as per applicable procedure	No action

REGISTRAR DEPARTMENT

APPEAL BEFORE THE AUTHORITY

Sr.	Procedure	Action By	Timeline
1	Admission of Appeal	REGISTRAR OGRA	Within 07 days
2	Forwarding Appeal to SNGPL / SSGCL OR the Consumer	Registrar office OGRA	Within 07 days
3	Response from SNGPL/ SSGCL OR the Consumer.	Registrar office	Within 15 days
4	In case no response is received		Another 15 days
4	Appeal Hearing	OGRA Authority	Within 30 days subject to Authority quorum
5	Issuance of decision on Appeal	Registrar OGRA	Within 07 working days

- Total / maximum time for deciding the Complaint under the applicable Regulations--90 days from the date of its receipt.
- Appeal against decision of D.O can be made within 30 days of the Complaint decision.
- Applicable statute: OGRA Ordinance 2002. Section 11
- Applicable Regulations: OGRA Complaint Resolution Procedure Regulations 2003.
- Applicable Procedure: Procedure for dealing with theft of gas cases.

FREQUENTLY ASKED QUESTIONS (FAQs)

Complaints Department

Q.No.1. How to file a complaint?

Answer: Consumers can file complaints against gas utility companies i.e. SNGPL & SSGCL, via online form, email or hand written through post or personally submit in the name of Registrar OGRA.

Q.No.2. What are the main requirements of a complaint?

Answer: A complaint may cover all the necessary requirements of the issue along with all the supporting documents and may be written in English/Urdu.

Q.No.3. In which case a complaint can be rejected by the Registrar?

Answer: A complaint will not be accepted by the Registrar if the complainant has not sought redressal of his/her grievances from the company or if a complaint on the date of its filing is already decided or in process with any other court of law.

Q.No.4. What is Complaints Resolution Procedure Regulations, 2003 (CRPR, 2003)?

Answer: CRPR, 2003 provides guidelines following which complaints are decided/resolved in order to redress the grievances of the consumers.

Q.No.5. Who is a Designated officer (D.O)?

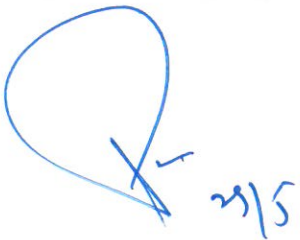
Answer: A Designated officer (D.O) is an officer/executive appointed by the Authority to deal with the complaints.

Q.No.6. How long will it take to decide a complaint?

Answer: Complaints are decided within 90 days or earlier as per Complaints Resolution Procedure Regulations, 2003 (CRPR, 2003).

Q.No.7. What are the main types of complaints decided by complaints department?

Answer: Complaints related to delay in provision of gas connections, excessive billing, meter tampering/gas theft, replacement of gas meter, restoration of





gas connection, low pressure of gas, delay in issuance of gas bill and revision of bank guarantee/security are the main types of complaints handled by complaints department.

Q.No.8. How will I know the status of my complaint?

Answer: Complainants can inquire about the status of their complaints through telephone or by written letter from the respective Designated officer at any time. Moreover, copies of all the correspondence made with the gas utility company during the processing of the complaint is also sent to the Complainants.

Q.No.9. How can I get a stay order/temporary injunction on the disputed amount of gas bill?

Answer: Stay orders may be granted against the disputed amounts upon request of the complainants. Domestic consumers are granted stay orders without any payment whereas commercial and industrial consumers are granted stay orders upon payment of 80% of the disputed amount.

Q.No.10. After receiving stay order, how will I get the current gas bill?

Answer: In order to receive a current gas bill, the complainant will have to approach SNGPL/SSGCL offices and get the current bill prepared from the concerned department in light of the temporary injunction/stay order.

Q.No.11. How will I know that my complaint has been decided?


Answer: A copy of the decision is forwarded to both the complainant and the respondent gas utility company and data is also updated.

Q.No.12. How to file an appeal against a decision?

Answer: Complainants and respondent company (SNGPL & SSGCL) can file an appeal with Registrar OGRA within 30 days of decision made by the D.O on the complaint.

Q.No.13. Are the complaints of Sindh, Baluchistan, KPK and Lahore also dealt in OGRA's office Islamabad?

Answer: OGRA has established regional offices in Lahore, Karachi, Quetta and Peshawar and now the complaints of the relevant areas are entertained in the respective regional offices.


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Q.No.14. Are the complaints of domestic, commercial and industrial consumers processed in the same way?

Answer: Complaints of all categories of consumers are processed as per CRPR, 2003; however complaints cases involving a monetary value of Rs.2.5 million and above are jointly decided by a designated officer's committee to ensure transparency.

Q.No.15. Which actions are classified under gas theft?

Answer: Tampering with the gas meter, obtaining unregistered gas by removing meter and using gas through a direct bypass, unauthorized enhancement in pressure, reversal of meter readings, illegally restoring gas supply etc.

Q.No.16. How long will it take to obtain gas connection?

Answer: Gas connections are provided by SNGPL & SSGCL on turn/merit basis. Due to very large number of applications, waiting period differs for every region and gas connections are provided accordingly on merit by the respective gas utility.

Q.No.17. What is the difference between estimated and minimum gas bill?

Answer: When actual meter reading could not be recorded due to any reason, an Estimated (Provisional) bill is issued to the consumer by the company whereas Minimum bill is issued when gas consumption is nil/zero.

Q.No.18. What is a sticky meter?


Answer: If a meter registers zero/less gas consumption than it is declared as sticky gas meter.

Q.No.19. How the sticky meter charges are calculated?

Answer: Under billing charges against sticky/defective gas meter are calculated as per clause 10 (iii) of domestic & 10 (iv) of commercial and industrial Sales Contract sales contract.

Q.No.20. What is the Gas Supply Contract?

Answer: Gas Supply Contract is signed between gas utility company (SNGPL & SSGCL) and the consumer which governs the relationship between consumer and the company and its conditions are binding upon both the parties.





Q.No.21. What is Procedure for dealing with theft of gas cases?

Answer: Procedure for dealing with theft of gas cases was approved by OGRA on August 16, 2005 and it is the primary applicable document to deal, process and decide the matters pertaining to gas theft and possible instances which tantamount to theft along with actions to be taken by the company and how the value of gas stolen is to be assessed etc.

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Annex C

COMPLAINANT BLOCK DIAGRAM

Complaint Received in Registrar Office

Not Accepted

Shall be informed by Registrar Office of not acceptance

Complaint accepted shall be forwarded to Complaints Department

Delay in Provision of Demand Notice / Gas Connection

Waiting Period Complete

Directions to Gas Co. to provide demand notice / gas connection immediately

Waiting Period InComplete

Directions to Gas Co. to provide gas as fixed by the Co. on trun / merit basis

Excessive / Estimated Billing

Initial Forwarding to Gas Co. to obtain report within 15 days.

Report not received, send reminder / call hearing

Forward Co.'s report to Complainant / Directions to gas Co.

Report received; meter sticky

If report is in accordance to Clause 10 of Contract, forward to Complainant otherwise direct Co. to charge as per Clause 10.

Delay in Issuance of Gas Bills
Low Pressure of Gas
Gas Leakage

Appropriate directions to Gas Co. in order to resolve the issue of the Complainant.

Report received; bill as per meter reading with HHU / billing card evidence

Forward Co.'s report to Complainant / Directions to Complainant to pay bills.

Late Payment
Surcharge/compensation
Miscellaneous

Report not received, send reminder / call hearing

Decision alongwith Directions to gas Co. to withdraw if it is unjustified or otherwise

Report received, hearing, if concluded Co. is not justified to charge.

Decision alongwith Directions to gas Co. withdraw its unjustified charges.

Alleged Tampering / Theft charges

Initial Forwarding to Gas Co. to obtain report within 15 days.

Report received, hearing, if concluded Co. is justified to charge.

Decision with the Directions to the Complainant to pay the charge.

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