NATURAL GAS
CONSUMER SERVICES MANUAL

SUI SOUTHERN GAS COMPANY LIMITED

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CONSUMER SERVICE MANUAL

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SECTION - 1

GENERAL

1.1 SCOPE OF THE MANUAL

The Consumer Service Manual has been developed by Sui Southern Gas Company Ltd (SSGC). The intention/purpose of this manual is to provide:

Essential information regarding company's procedures and practice being followed in SSGC for serving its Natural Gas Customers.

This manual covers processes for providing services to customers for Gas connection, Billing, Payment, Additions/Alterations in Gas Load, Disconnection / Reconnection and to deal with Gas Emergencies and Complaints of Customers.

The above processes are performed by SSGC's various departments namely Sales, Billing, Customer Relations (CR), Measurement and Distribution.

Upon the request from a customer SSGC shall forward a copy of this manual to the customer at a reasonable charge to cover the cost of Printing and Postage.

The relationship between customer and SSGC can be affected by regulatory requirements. Both SSGC and customer shall comply with regulatory requirements relating to the supply of Natural Gas.

1.2 DEFINITIONS

Unless the context indicated otherwise, the following words have the following meanings.

i)	**The Company:**	Means Sui Southern Gas Company Limited. (SSGC)
ii)	**Authority:**	Means Oil & Gas Regulatory Authority (OGRA)
iii)	**Bank:**	Means a Serving or Commercial Bank or other recognized Institution approved by the Banking Council.
iv)	**Billing Cycle:**	Means the regular recurrent period in which a customer receives a bill from the Company.
v)	**Gas Connection/ Service line.**	Means tieing up of a Natural Gas installation to the Company's Distribution System to natural gas installation.
vi)	**Customer:**	Means a person who is being provided the gas or who buys the gas and whose name appears on the billing database
vii)	**CUP:**	Means case under process.
viii)	**ASO:**	Means Assistant Sales Officer.
ix)	**Bill:**	Means Monthly Gas Bill.
x)	**Supply Address:**	Means the address at which natural gas supply is to be provided to a customer.
xi)	**Contract:**	Means an agreement between the company and the customer, in which terms and conditions have been laid down for gas supply.
xii)	**CMS**	Consumer Meter Station
xiii)	**House line plan:**	Layout drawings for laying of Gas Pipelines and fittings within the boundary of customer premises.
xiv)	**Approved Contractor:**	Means person who is entitled/authorized to carry out the Gas pipeline installation with the permission of the company.

xv)	**Distribution System:**	A network of Pipes, Meters, Controls and Valves, which the company uses to supply Natural Gas.
xvi)	**Emergency:**	Means an emergency due to the actual imminent occurrence of event which in any way endanger or threatens to safety or health of any person or which destroys or damages or threatens to destroy or damage any property.
xvii)	**Heating Value:**	Means units of Energy contained in one cubic meter of gas measured under standard conditions.
xviii)	**Meter:**	An instrument to measure the quantity of Gas passing through it within the designed capacity.
xix)	**Refundable Advance**	Means an amount of money or other arrangement acceptable to the company as Security Deposit against a customer defaulting on payment of bill.
xx)	**Reading:**	Means figures shown on a Meter Register either read or collected directly or transmitted or transformed by electronic, radio or microwave means.
xxi)	**Supply:**	In relation to Natural Gas means the delivery of Natural Gas and related services.
xxii)	**Metering:**	To regulate the basis for the installation of metering equipment and the operation and maintenance of new and existing metering equipment at a customer's supply address.
xxiii)	**Gas:**	Means Natural Gas available at present within the country.
xxiv)	**Month:**	Means a period of time for Billing purpose of 30 consecutive days.
xxv)	**Rates Schedule:**	Means gas rates to be charged from different categories of Customers, which setout the charges for service and certain other Terms and Conditions for a class of service.
xxvi)	**Deposit:**	Means Security Deposit for the supply of Gas to the said premises in accordance with the facilities required. It includes Security and Service line Gas connection charges in case of

Domestic use and for Commercial and Industrial use Equivalent to 3 months (estimated gas Load / Gas consumption) as Security deposit.

xxvii) **Year:** Means a period of 12 consecutive months.

xxviii) **Day:** Means any period of 24 consecutive hours beginning and ending at Midnight (24 Hrs./ 00 Hrs.) Areas specified in the contract.

xxix)**TBS** (Town Border Station) Means a pressure regulating installation that reduces gas from high-pressure supply mains into feeder mains, which have services tapped from them.

xxx)**SMS** (Sales Meter Station) Means an installation that reduces high pressure gas from transmission system to the distribution system at permissible limits of distribution pressure. It may also measure volume of gas being injected into the distribution system and contain equipment/arrangements for odorization of Natural Gas passed through it.

xxxi) **Ø** is the symbol of "Diameter of Pipe".

1.3 ENERGY CONSERVATION AND SAFETY

To create awareness amongst consumers regarding the conservation and safe use of natural gas SSGC launches a comprehensive campaign through print and electronic media including TV and Radio.

Some of the useful hints given to consumers regarding safety and to cut down/reduce gas bill during winter months are as follow:-

a. Gas heaters should be used with great care.
   - Always place the heater at an appropriate distance from bed.
   - Do not use rubber pipes as they are unsafe.
   - Keep a window open while the heater is on.
   - Turn off the heater and gas valve before going to sleep.

b. For reducing gas bills.
   - Use Geyser economically by turning it to WARM and to HOT only 15 minutes before use, then return it to WARM.
   - Minimize use of Room Heater. Turn off Room Heater before going to bed or when leaving the room.
   - Check gas appliances in your home for proper operation and ensure there are no leaks in your houseline.

The consumers are advised to read the advertisement carefully as they contain valuable information for their safety and use of natural gas efficiently. Few examples of such advertisements are enclosed at Annexure-H.

1.4 INTERRUPTION OF GAS SUPPLY

Where the company considers that for reasons of safety or in order to undertake demand management measures to meet its seasonal or emergency requirements, the supply of natural gas to some or all consumers in any specified area must be interrupted, reduce or restricted, it shall, so far as reasonably practicable in the circumstances, interrupt, reduce or restrict natural gas supply to the consumers. The company will interrupt gas supply in accordance with SSGC's licence condition no. 35 and Natural Gas Allocation and Management Policy, 2005 issued by Government of Pakistan. Copy of Natural Gas Allocation and Management Policy, 2005 is enclosed as Annexure-F.

1.5 MISCELLANEOUS PROVISIONS

The vision of SSGC is to be "A Model Utility", providing quality service by maintaining a high level of ethical and professional standard and through the optimum use of resources. The following documents are also attached with this manual.

a) Performance and Service Standard issued by OGRA	Annexure-"A",
b) Procedure for Dealing with Theft of Gas Cases approved by OGRA	Annexure-"B"
c) SSGC's Complaint Resolution Procedure	Annexure-"C"
d) Complaint Resolution Procedure Regulations, 2003	Annexure-"D"
e) Gas Supply Disconnection/Reconnection and Recovery Policy	Annexure-"E"
f) Natural Gas Allocation and Management Policy, 2005	Annexure-"F"
g) 1199 Call Centre	Annexure-"G"
h) Gas Conservation and Safety awareness Advertisements	Annexure-"H"
i) Compensation Procedure	Annexure-"I"

SECTION – II

APPLICATION AND PROCESSING FOR NEW GAS CONNECTIONS

TEXT OF PAGE NOS. 8, 9, 11, 12, 13 & 14 OF CONSUMER SERVICE MANUAL HAS BEEN UPDATED AS APPROVED BY OGRA VIDE LETTER No.OGRA-9-(87)/LC.23/2006 DATED 21 October 2021.

APPLICATION FOR NEW DOMESTIC GAS CONNECTION

2.1.1 Application for new domestic gas connection on application form available on SSGC website, Customer Facilitation Centers (CFCs) and SSGC Mobile App will be submitted by prospective customer along with requisite documents as mentioned in the application form in nearest CFC (Sales Helpdesk)

The Receiving officer will check form filled by customer thoroughly to ensure that all columns are properly filled in and the applicant's signature matches with signature on his Computerized National Identity Card. After checking the application form, application acknowledgment will be given to the applicant for future reference.

2.1.2 Applications for new gas connection would be surveyed on random basis to confirm address as per physical position. Only, those applications complying with licensing condition no. 33.1 will be considered and processed.

2.1.3 Each application will be registered in Customer Care & Billing (CC&B) system for further processing, tracking and monitoring. An SMS alert will also be generated at different stages of application processing and sent to customer on mobile number given on application form, to inform status of application.

2.1.4 SSGC Distribution Department would test the internal houseline to avoid any chance of leakage and provide service/ meter. The above job will be carried out in line with the requirement of license condition no. 41. The time frame for commissioning of gas will be in line with incense condition no. 33.

SUBMISSION AND REGISTRATION OF APPLICATION FORM FOR NEW COMMERCIAL CONNECTION

2.1.5 Application for new commercial gas connection on application form available on SSGC website, Customer Facilitation Centers (CFCs) and SSGC Mobile App will be submitted by prospective customer along with requisite documents as mentioned in the application form in nearest CFC (Sales Helpdesk).

The Receiving officer will check form filled by customer thoroughly to ensure that all columns are properly filled in and the applicant's signature matches with signature on his Computerized National Identity Card.

After checking the application form, application acknowledgment will be given to the applicant for future reference.

2.1.6 Each application will be registered in Customer Care & Billing (CC&B) system for further processing, tracking and monitoring. An SMS alert will also be generated at different stages of application processing and sent to customer on mobile number given on application form, to inform status of application.

2.1.7 Premises will be surveyed after receiving the required documents to ascertain the connected gas load, size and route of internal houseline and nature of business in order to process gas connection. Survey officer will authorize customer to arrange internal houseline fitting as per SSGC approved specifications and submit completion report, if there is no irregularity.

2.1.8 DELETED

PROCESSING OF DOMESTIC AND LOW-PRESSURE COMMERCIAL APPLICATION

2.1.9 In order to have a direct contact with the prospective customers and to simplify the process SSGC will directly receive new connection applications from prospective customers at CFCs (Sales Helpdesk), through SSGC website, and SSGC Mobile App. On SSGC approval, customer will be responsible to arrange internal houseline fitting as per SSGC approved specifications from the outlet of meter up to burner manifold at their cost and submit completion certificate to SSGC.

2.1.10 DELETED

2.1.11 Applications will be technically examined by the Sales Survey Officer and if found correct in all respect, approval for processing of domestic connections is granted and authorized for payment. All applications will be physically surveyed to confirm address and route of houseline as per physical position. Applications will be technically examined by Sales Survey Officer and if found correct in all respect, approval for processing of domestic connections shall be granted and authorized for payment. The commercial connection cases will be 100% physically checked by an Engineer of Sales department. After survey new gas connection charges bill will be issued to customer for payment. Un-approved applications will be returned to the customer mentioning the reason while an SMS will also be sent to customer by the system in this respect.

2.1.12 Approved applications will be processed for payment and new gas connection charges generated in CC&B. A system generated SMS will be sent to customer to collect the new gas connection charges bill from any CFC/online for payment at any Bank.

2.1.13 The Zonal Manager / Officer will generate test form and subsequently survey officer and Zonal Manager will sign the portion of test form pertaining to them. The test form will contain all the relevant information of the applicant.

2.1.14 The Zonal Sales office will check and verify the particulars of test form with the application form, and send test form to Distribution Department for execution of job. Distribution Department will test the houseline and execute the job after ensuring all pipes and fitting meet and laid as per SSGC approved specifications. Distribution Department will not commission any connection which does not meet SSGC approved specifications.

2.1.15 Record/ data of all the applications is regularly updated in CC&B.

GAS CONNECTION CHARGES

2.1.16 The charges for new gas connections are in accordance with those approved and notified from time to time and are subject to change by competent authority.

CONVERSION FROM DOMESTIC TO COMMERCIAL

Customer's own request

2.1.17 Request for the existing domestic customer for change of tariff to commercial would require the following documents along-with the application.

a) Copy of last paid bill
b) Attested copy of valid trade license issued by the concerned Civic Authority.
c) Attested copy of C.N.I.C.
d) Attested copy of ownership document of the property.
e) In case of tenant, tenancy agreement and NOC of landlord.

2.1.18 Physical inspection of the premise will be conducted to ascertain connected load, existing size of houseline and nature of business.

2.1.19 Billing clearance of existing domestic account will be obtained from the concerned billing zone. If the customer is already found using gas for commercial purposes, the difference of gas tariff charges will be recovered from the customer by the Billing Department.

Fresh commercial account number will be allotted and new contract would be signed by the applicant.

2.1.21 Connection charges will be recovered in accordance with those approved and notified, from time to time by competent authority.

Un-authorized use of gas for commercial purposes (detected by company)

2.1.22 Un-authorized use of gas for commercial purposes by the existing Domestic customer in violation of contract, the gas supply of customer will be first disconnected. Before processing of change of tariff, billing clearance is issued for recovery of up-to-date gas bills and difference of gas tariff charges. The procedure for processing shall be same as followed in clause 2.1.17. After the process the Billing Department is advised to bill the customer on commercial tariff.

CONVERSION FROM COMMERCIAL TO DOMESTIC

2.1.23 On receiving the customer's request the premise will be physically checked to confirm whether all burners and gas installation for commercial use have been removed and the premise shall be used for domestic purposes only. New account number will be allotted and commercial contract shall be signed.

2.1.24 Finally, Billing Department will be advised to recover the difference of tariff charges in accordance with those approved & notified, from time to time by competent authority

DOMESTIC GAS CONNECTION TO MULTISTOREY BUILDINGS

2.1.25 Documents submitted by the applicant would be carefully scrutinized. The following documents are required:

a) copy of CNIC of the builder/owner.
b) Copy of ownership documents
c) Copy of approved building plan and completion plan from the competent authority
d). Billing clearance in case of old premise
e) Undertaking from builder / Owner and NOC from all concerned authorities

Sales Engineer/Officer will visit the Site personally and conduct a detail survey to ascertain gas load requirement, confirmation of gas main size / route of House Line, location of meter points and any other relevant information. After conducting physical survey, permission will be granted to the customer to carry out the internal houseline fitting as per SSGC approved specifications. Houseline will be again checked on secondary survey at the time of submission of individual gas connection from.

In case of intermediate pressure line the separate quotation would be issued or otherwise case would be processed though Common House Line at customer's cost, after charging the required CHL maintenance charges from the customer.

After final approval from Head of Department, application forms for individual gas connection would be processed for payment and the case would be sent to Distribution Department for execution of job.

UN-AUTHORISED EXTENSION IN GAS LOAD AND PRESSURE OR BOTH

2.1.29 On receiving information from Billing, Customer Relation, S & M and Measurement Departments regarding un-authorized extension of gas load / pressure, the premises shall be physically checked by an Engineer to regularize unauthorized gas load extension and quotation would be issued to the customer for payment.

2.1.30 If the payment is not received within the specified period, gas supply could be disconnected on account of un-authorized extension as per the terms of contract.

DOMESTIC GAS CONNECTION THROUGH OVERHEAD COMMON HOUSELINE (CHL)

2.1.31 DELETED

PROCESSING OF COMMON HOUSELINE CASES.

2.1.32 DELETED
2.1.33 DELETED
2.1.34 DELETED
2.1.35 DELETED

COMMISSIONING OF GAS SUPPLY

2.1.36 After processing the application form by the Sales Department, gas supply shall be commissioned by the Utilization Department by providing service connection and installation of meter.

2.1.37 Immediately after commissioning of gas supply, the commissioned test form (in original) containing the meter number, date of commissioning gas supply and initial index of meter shall be returned by Utilization Department to Sales. The commissioning entries shall be made in the Sales data base and send the commissioned test form to Billing Department through Data Processing for start of billing.

PAYMENT OF STAMP DUTY

2.1.38 Company shall make payment on account of applicable Stamp Duty on each new gas connection contract form to the Board of Revenue, Government of Sindh.

MATTERS RELATING TO LOW PRESSURE HOUSELINE CONTRACTORS

2.1.39 DELETED

2.1.40 DELETED
2.1.41 DELETED
2.1.42 DELETED.
2.1.43 DELETED.

REFUND OF CONNECTION CHARGES WHERE CONNECTION IS NOT REQUIRED

2.1.44 Customer requests for refund of the amount paid by him before commissioning of gas supply (he no longer desires to have the gas connection) such request would be processed within 30 days. The time frame for refund to customers is subject to change from time to time by competent authority. The following procedure shall be adopted.

2.1.45 Applicant would submit application in Sales Department for refund of connection charges along with the copy of C.N.I.C and original payment receipt issued to him by Sales Department.

2.1.46 Engineering Department would be advised to return the test form without taking any action.

2.1.47 Physical survey would be conducted to verify that the company has not processed gas connection.

2.1.48 The case would be refereed to Finance Department for refund and record would be updated.

CUSTOMER RELATIONSHIP

2.1.49 The primary responsibility of Sales Department is to ensure that customers are provided proper guidance/ prompt service and to resolve any issue/delay in obtaining gas connection and post commissioning problems. To achieve this objective Sales Department has established Customer Facilitation Desk and have Customer Relation Officer to attend customer's complaints and co-ordinate with other section of Sales and other Department in order to promote better service as per company's vision.

2.1.50 The customer's complaints of any nature will be registered and referred for early redressal. Customer will also be informed accordingly.

APPLICATION FOR INDUSTRIAL CONNECTION

2.2 New applications will be received from the prospective customer on SSGC enquiry form for new/extension/ alteration, General Industrial, Power Generation, CNG Station along with all the requisite documents and processing fee as mentioned therein.

2.2.1 Application along with requisite documents will be checked by the officer and allocate a new file number.

Planning and Survey

2.2.2 All the cases of industrial connection would be referred to planning department for main line's capacity evaluation that fulfills the requirement of gas load requested by the customer. If main extension is not required the case would be forwarded to HSE Department to ascertain safety of CMS room. Thereafter survey of the pressure is carried out for internal house line planning.

2.2.3 If the main extension is proposed for the customer, the quotation for mains extension is issued to the customer for payment after approval from the Management as per company's criteria for main extension. After receiving the payment from the customer, job card is sent to the Engineering Department for execution of required main extension.

2.2.4 Engineer will conduct a survey considering existing location of gas mains, calculate the hourly load and estimated monthly consumption of all gas burning equipments.

2.2.5 Engineer will also design CMS, proposed houseline up to gas burning equipment.

2.2.6 List of material, labor and load sheet will be prepared by the concerned engineer and also houseline drawing will be marked showing location of CMS, route of houseline up to gas burning equipments.

Costing and Quotation

2.2.7 Costing will be done by sales person, duly checked by an officer, and on the basis of rates of various items (list of balances) provided by Finance Division.

2.2.8 Quotation will be prepared after approval of the Head of the Department, for issuance to the customer, which comprises the following:

2.2.8.1 Description of the job.

2.2.8.2 Amount of installation charges, which comprise cost of material and labor charges, to be paid by the customer and will be in accordance with the fixed and variable charges approved by the Authority. All material will be provided by SSGC, however in case of non-availability of material, SSGC may ask to the customer to supply the short items to be utilized in the job which should be as per the prescribed standards.

2.2.8.3 Amount of Gas Supply Deposit (GSD), which will be calculated on the basis of 3-months' estimated gas consumption. GSD will be paid in the form of Pay order, Bank Guarantee, Irrevocable Revolving Letter of Credit (IRLC).

2.2.8.4 Customer will be given options in Quotation for various GSD options available to him.

2.2.8.5 Quotation will include all other relevant terms and conditions i.e. road cutting permit, scope of work and time frame for the execution of the job.

2.2.8.6 Enclosures for quotation will include, one set of quotation, specimen for Bank Guarantee/ IRLC, 2-nos of contract forms, specimen of undertaking for gas load.

2.2.8.7 For power generation different contract form will be supplied.

Payment

2.2.9 Payment will be made by the customer in the form of pay order for installation charges as per the quotation issued. Gas Supply Deposit may also be paid in the form of pay order or bank guarantee or Revolving Letter of Credit (RLC). Specimen of relevant papers would be provided to the customer in order to facilitate the customer in providing the relevant documents.

Job Card, Test Form and Meter Approval

2.2.10 Sales & Marketing Department will handover the pay order to the bank and received receipt will be sent to Finance Department for issuance of job card. Test form (containing new account number) and meter approval (containing approved load and gas supply pressure as essential information) will be generated by computer section.

2.2.11 Concerned sales officer will send job card along with load sheet, material sheet, test form and factory/ premises layout plan to utilization department for execution of work, and meter approval sheet will be sent to measurement department for approval of meter.

2.2.12 Utilization department will carry out the execution of the job and will send meter commissioning advise containing account number, meter type, meter number, meter index, gas supply pressure and commissioning date to billing department for billing purpose, to sales & marketing for information and record purpose and to measurement department for their take over of meter station for schedule maintenance of meter station.

Commissioning

2.2.13 Commissioning of all industrial, high pressure, power generation, and CNG stations will be carried out in presence of joint representative of Utilization Department and Measurement Department.

Final Billing of Job Cards

2.2.14 After execution of work Utilization Department will send material requisition sheets and material return vouchers to Sales & Marketing Department for all the materials issued, used, and returned to store in a particular industrial, power generation, CNG station, or High Pressure job.

2.2.15 An officer of Sales & Marketing department prepares summary sheets, based on actual material and labor utilized in the job and subsequently prepares debit or credit note sheet.

2.2.16 Summary sheet along with all the material requisition and material return vouchers, duly signed by the section in-charge, will be forwarded to Finance Division for examining and finalizing the amount to be debited or credited to the customer.

Policies

2.2.17 Gas connection for domestic, commercial and industrial consumers will be provided in accordance with Government of Pakistan/OGRA's decisions and other applicable laws. The company will follow Natural Gas Allocation and Management Policy, 2005. This is subject to change by competent authority from time to time.

CHANGE OF TARIFF FROM COMMERCIAL TO INDUSTRIAL

2.2.18 Existing Commercial Customers which are using Gas for kitchen / Canteen use, located in Industrial areas who are extending / expending their business and require Gas connection for value addition by using Gas for processing through any Gas burning equipments like Boiler, Furnace, Molding Machine, Printing Machine etc, irrespective of the volume of Gas used, can apply for change from Commercial tariff to Industrial tariff.

2.2.19 Survey is conducted by Sales Engineer to calculate Gas requirements and cost of installation. Gas supply deposit (GSD) based on connected load, Material sheet, load sheet is prepared & costing is done as per prevalent prices. Drawings are marked for CMS & gas piping inside factory. Approval sheets are prepared for approval from head of the department for cost of installation & Gas Supply Deposit.

CHANGE OF TARIFF FROM INDUSTRIAL TO COMMERCIAL

2.2.20 Existing Industrial customers using Gas for equipments / processing like Boilers, Furnaces, Dryers, Pharmaceutical, and Glass Industry etc are billed on Industrial Tariff.

However, if any existing Industrial Customer changes its trade and does not require Gas for Industrial processing like spinning weaving (Looms for Textile) etc can apply for change of Tariff from Industrial to Commercial for Canteen / Office kitchen.

This is however subject to the condition that the old Gas burning equipments are no longer in use/removed from the premises.

PROCEDURE FOR CHANGE OF NAME / TENANCY / OWNERSHIP

The change of tenancy may take place under the following situations/circumstances:

1. Change of ownership;
2. Change in favour of tenant/third party;
3. Change of name of existing business;
4. Change on death of Registered customer; and
5. Change to meet the requirements of certain regulations/ orders of competent authority.

Whenever a change in tenancy become necessary following requirements have to be fulfilled to effect the required change.

1. The new owner has to provide proof of ownership in shape of transfer deed, sale deed, allotment letters, and power of attorney to prove ownership;
2. Copy of the CNIC;
3. Copy of the up to date paid Gas bill;

4. Fresh contract with new owner has to be signed in all cases of tenancy change, every contract must bear adhesive stamp of Rs.50. The rate of adhesive stamp is subject to change from time to time as notified by the Government of Sindh;
5. Additional GSD in case of domestic connection if applicable;
6. In case of industrial and commercial connection fresh Gas Supply Deposit (GSD) would be required from new owner / tenant. However from previous owner to transfer the existing GSD in the name of new owner / tenant. This NOC is not required in case of domestic connection;
7. In cases where GSD is held under a bank guarantee, a fresh bank guarantee would be required in new name, existing bank guarantee is not transferable in new name;
8. In case of change in the name of tenant, a copy of rent agreement and NOC from the owner on stamp paper that he has no objection if the gas connection is transferred in the name of tenant. In case of industrial connection, the owner has to provide an additional undertaking in writing on stamp paper that he will be liable to clear any dues left behind by the tenant;
9. In case of change of ownership NOC from concerned Industrial Estate is required where the industry is located;
10. In case of tenancy change at the request of heirs of deceased registered customer, in addition to conditions listed above, a copy of succession certificate and affidavit on stamp paper duly signed by all the beneficiaries to effect the change; and
11. If the new registered customer in whose favor tenancy is required to be changed is a limited company, a copy of certificate of incorporation, Memorandum of Association and Article of Association would also be required.

Upon fulfillment of above condition the tenancy is changed after clearance of dues up to the date of tenancy change.

PERFORMANCE & SERVICE STANDARD

The relevant Performance & Service Standards as approved by OGRA are being followed (Detailed Performance & Service Standards are attached as Annexure-'A')

SECTION – III

BILLING

3.1 NOTICE OF TARIFF & CHARGES

3.1.1 The gas tariff will be determined and notified by Government of Pakistan / Oil & Gas Regulatory Authority (the Authority) from time to time and the Company will comply/apply the applicable tariff rates accordingly. The Company will also *observe/apply other duties / taxes, levies etc.*, imposed by the Authority and or local bodies/Federal or Provincial Government etc. Currently The General Sales Tax (GST) is applicable, which is levied in accordance with "Sales Tax on Natural Gas Rules, 1999". The rate of GST is 15%, which is subject to change from time to time by the Government of Pakistan.

3.1.2 The Authority will notify any change in gas tariff and other applicable charges through Gazette notification. The Company may notify, if directed by the Authority, to its Consumers upon such change of tariff through notices, printed message on gas bills or any other acceptable media.

3.1.3 The Company will apply change of tariff on a pro-rata basis if the tariff is changed during a billing month.

3.1.4 Change of tariff cases among different categories of Consumers may be considered by the Company on written request of the Consumer. The processing time may vary depending on the type of Consumer however such a request may be decided within one month.

3.1.5 The effective date of change of tariff may be based on the following:-

(a) Upon approval of the Company
(b) From the date of change of meter, where applicable
(c) On a pro-rata basis if the change of tariff falls during a billing cycle

3.1.6 The Consumer will be required to give a reasonable notice for change of the nature of use of gas to the Company. If the Consumer fails to give reasonable notice in writing then Company will take necessary action to recover the differential tariff from the Consumer. If the period of such change is reasonably determinable then it will charged on actual basis otherwise the period will be ascertained in accordance with the Policy & Procedure over Theft of Gas and other Irregularities as approved by the Authority.

3.2 GAS BILLS

3.2.1 The Company will issue gas bills to its Consumers on actual meter reading on 30 days basis, or a longer period not extending 45 days, and if for any constraint the reading can not be obtained bill may be issued on a provisional basis.

3.2.2 The Company will arrange delivery of gas bills through a reliable delivery system at the address given in the gas supply contract form.

3.2.3 Following important information may be printed on gas bills however Company may include any additional information or exclude any information relevant to the category of Consumer or as the circumstances warrant:-

(a) Name, Address, and telephone numbers of Billing Zone
(b) Name and address of the Consumer
(c) Consumer number and meter number
(d) Previous & Present Meter reading
(e) Actual or Provisional consumption for the month
(f) Billing month, issue date, and due date of the bill
(g) Arrears, if any
(h) Credit balance, if any
(i) Current gas charges
(j) Meter rent
(k) General Sales Tax or any other applicable tax or charge or levy
(l) Discount on advance payment
(m) Current bill amount and amount payable within due date
(n) Late payment surcharge and amount payable after due date
(o) Telephone Nos., of Sui Gas Emergency Services
(p) Any other special message for the information of Consumer
(q) Consumer Category

3.2.4 The Company will install gas meters at the delivery point at the Consumer's premises to register gas consumption. From the date of commissioning of gas supply the register of the meter will become prima facie evidence of gas consumed by the Consumer. The record of the opening and closing indexes on a monthly interval will be maintained by the Company for billing purpose.

3.2.5 The usual basis of a gas bill will be the meter reading recorded from the meter installed at the delivery point of the Consumer's premises. The meter can malfunction and in that case estimated bill will be issued for the period the meter remained out of order, in accordance with the terms of the Gas Sales Contract (GSC).

3.2.6 Where the Company is unable to issue a gas bill based on actual meter reading due to:

(a) *Premises locked / No response from the Consumer,*
(b) Meter not readable,
(c) Meter missing / Building demolished,
(d) No access to meter / Not allowed by Consumer,
(e) Meter defective / Meter index illegible,
(f) Meter passing un-registered gas,
(g) Un-authorized use,
(h) Meter tampered / Seal broken,
(i) Meter installed in reverse position,
(j) Meter reading found negative,
(k) Meter reading found high / abnormal,
(l) *Any other reason,*

The Company will issue gas bills on provisional basis. For estimating the consumption of the Consumer for the month the Company may consider;

(a) Consumer's billing history of last one year (Rolling average),
(b) Seasonal consumption average,
(c) where reasonable billing history is not available, in case of new Consumer, on connected load basis and or on any other appropriate measurement basis in accordance with the methods in use in the industry generally and recommended by the Gas Measurement Committee of the Natural Gas Department of the American Gas Association, applied in practical manner or any such method as approved by the Authority/Government of Pakistan.

3.2.7 The Company shall issue first bill to a new Consumer within 30-60 days from the date of commissioning of the gas supply. The first bill will be for the number of days between commissioning date and the meter reading date.

3.2.8 The Company will reconnect the gas supply of disconnected Consumers who are not yet finally billed within one working day upon clearance of dues (full or allowed part payment), reconnection fee, and other applicable charges.

3.2.9 Finally billed / Service Killed Consumers will be treated like new Consumers and will not be reconnected in the ordinary course of other disconnected Consumers. Upon clearance of outstanding dues, new connection charges, gas supply deposit and inspection fee, as approved by the Authority, they will be reconnected as a new Consumer.

3.2.10 Under Gas Rules 1960 the Company will continue to provide gas connection to premises irrespective of the fact that the user is an owner or an occupier. It will be for the Consumer to inform immediately to the Company regarding change of ownership / possession. The amount in default of the company will remain a liability on the premises for clearance by the Consumer whosoever he may be.

3.2.11 UNDER CHARGING / SHORT BILLING

The Company will recover from the Consumer any volume under charged / short billed either due to use of gas or due to theft of gas because of:-

(a) A defective/slow/PUG/tampered meter
(b) A meter reading error / meter reversal by Consumer
(c) Malfunctioning of meter / EVC
(d) Interchange cases i.e. less payment made due to wrong meter number recorded in the system.

3.2.12 The short billed volume may be recovered through a separate bill or included in the forthcoming bill of the Consumer. Amount so determined will be in accordance with the terms of Gas Supply Contract or Gas Theft Control Policy of the Company. The Company will provide necessary details and justification to Consumer on request.

3.2.13 The Company may offer installments to Consumer upon request to facilitate recovery of claim and will charge LPS/Mark-up on the balance of unpaid amount. In case of default of payment / installment the gas supply of the Consumer will be disconnected.

3.2.14 OVER CHARGING / EXCESS BILLING

The Company will allow credit /adjustment of over charged amount in the gas bills of Consumer if there has been;

(a) A meter reading error / measurement error
(b) Malfunctioning of meter / due to fast meter
(c) Application of wrong tariff
(d) Interchange cases i.e. excess payment made due to wrong meter number recorded in the system.

3.2.15 In such an event either the Consumer will approach the Company or the Company may inform the Consumer of the over charging. The amount over charged will be adjusted in the gas bills of the Consumer and no mark-up will accrue on such amount.

3.2.16 **BILLING CYCLE**

The Company will bill the Consumers through a well defined billing program to account for 365 days Sale in a year. The Consumer will be billed on an approximate 30 days of meter reading each month. The Consumer may be given 15 days margin from the issue date of bill for payment.

3.2.17 Domestic Consumers will be billed on billing month basis through staggered billing program to facilitate monthly meter reading, bill delivery, and to facilitate collection of bills by the nominated banks.

3.2.18 Industrial and Commercial Consumers will be billed on calendar month basis and their meter reading will be collected at the end of each month.

3.2.19 The Company will also recover rent of the meter from the Consumer at the rate prescribed by the Authority from time to time from the date on which the meter is installed up to the date it is removed provided that if the quantity of gas consumption necessitates replacement of meter by a meter of different size, the Consumer will pay rent of the new meter at the rate prescribed by the Authority.

3.2.20 In addition to the price of gas, meter rent and gas supply deposit the Consumer will also pay to the Company all taxes or charges levied or imposed on natural gas or on sale or supply or distribution of gas by the Government/Authority/Local Authorities as notified from time to time and will take effect from the date fixed by the Government/Authority/Local Authority, irrespective of the fact whether the same has been intimated or not to the Consumer by the Company.

3.2.21 If the Company at any time discovers any errors, omissions or discrepancy in the bill due to any reason whatsoever, the Company will be entitled to bring such discrepancy to the notice of the Consumer and send correct bills which the Consumer will pay within 15 days of the date of issue shown on the revised bill provided that no correction or adjustment can be claimed by either party after lapse of six months from the date of issue of the bill.

3.2.22 The Company may use pro-rata basis or any other appropriate method to fairly bill a Consumer where;

(a) the Consumer has been billed for a period other than normal billing cycle;

(b) tariff is changed during currency of a billing cycle;

(c) or in case of wrong billing

All ancillary charges i.e. Meter rent, GST, LPS etc. will also be accordingly calculated.

3.2.23 The Register of the Meter maintained by the Company will be prima facie evidence of the volume of gas (in Cubic Feet/Cubic Meter) delivered at delivery point which with the application of standard factors, such as, pressure, temperature and applicable GCV factor etc., will be converted into heating value (MMBTU's) and billing to the Consumer will be in terms of MMBTU's by the Company.

3.2.24 If the Consumer (or any employee/ agent of the Consumer) in the Company's sole judgment has attempted to tamper with the meter or has attempted to obtain gas at a higher pressure than maintained by the Company, the Consumer will be liable to pay on demand to the Company such amount as determined by the Company in its sole discretion for such period as determined by the Company.

3.2.25 If the Consumer is found using gas at a pressure higher than sanctioned by the Company by tampering with regulator or by any other means the Company will estimate and recover from the Consumer the differential of such volume of gas as consumed at higher pressure for such period as may be determinable or as laid down in the approved Policy & Procedure over Theft of Gas and other Irregularities of the Company.

3.3 ***PAYMENTS***

3.3.1 All bills pertaining to Gas consumption and or other charges will be payable within 15 days of the date of issue hereinafter referred to as "due date" as shown on the bills. The due date may vary according to type/category of Consumer. The bills are to be paid at the authorized banks/ by authorized modes of payments (approved by the Company) within the due date. In default thereof a late payment surcharge will be levied at the applicable rate on periodical outstanding bill in addition to the net amount given on the bill or as amended by the Authority from time to time and will be payable by the Consumer.

3.3.2 Payment will be made within the due date either, by Cash or through a Bank Pay Order or by other authorized modes of payments in favour of "Sui Southern Gas Co. Ltd." at the authorized banks. Payment by cheque will not be considered payment unless it is realized. Failure of any cheque to be realized within 3 days from the date of deposit in the Bank by the Company will render the supply of gas liable to disconnection and render the Contract terminated by the Company.

3.3.3 Payment of gas bills can be made through any of the following methods. The modes of payment may be further enhanced by the Company.

(a) At the branch of any authorized Bank and at Post Offices
(b) At bank booth established in Zonal/Regional billing offices and Consumer facilitation centers
(c) At MCB ATM network
(d) At City Bank and Standard Chartered Easy Payment Centers.
(e) By advance payment / Advance Payment Plan
(f) Through Equal Payment Plan
(g) Through Internet / Credit cards

3.3.4 DETAILS OF LATE PAYMENT SURCHARGE (LPS)

In case of Industrial and Commercial Customers

Surcharge on defaulting customers is continuously accrued on arrears and current bills on monthly basis as per prescribed rates without considering bifurcations of components i.e. principal amount (gas charges, meter rent and adjustments), GST and LPS in full, or part or installment. The part payment received from the customer, first adjusts the arrears which includes all components, and surcharge is applied to the balance amount along with current bill].

In case of Domestic Customers

In case of a domestic customer surcharge is levied one time on current bill only. In the event of default in regular monthly gas bills the total outstanding is recoverable from the customer. If the customer is facilitated with installment / part payments for recovery of outstanding, the part payment collection received from the defaulting customer, firstly adjusts the arrears which includes all components, and the balance of arrears is carried forward along with the current month bill with 10% surcharge (chargeable only on current month gas charges) in the next month billing.

The Company will charge LPS @ 10% of current month's bills in the month of default for Domestic Consumers and for the Commercial and Industrial Consumers @ 1.5% for first 12 months and thereafter @ 2% per month or part thereof. The LPS is subject to change by competent authority from time to time. In addition to this surcharge, the Company will also be entitled to terminate this Contract and to disconnect the supply of gas and to remove its gas meter and other equipment without any notice.

3.3.5 ADVANCE PAYMENT PLAN

(a) The Company will provide an opportunity to pay the gas bill in advance under the Advance Payment Plan. By opting for it the Consumer will have the advantage of discount equivalent to 7.5% per annum on reducing balance method. The scheme is offered for one or two years.

(b) The advance payment bill will be calculated for one or two years on the basis of past one year's average consumption plus 20%. The Consumer is required to pay the advance payment bill through approved mode of payment and submit a copy of paid advance payment bill along with a written request / duly filled application form for processing.

(c) After the advance payment is utilized the Consumer may repeat the procedure.

3.3.6 EQUAL PAYMENT PLAN

The Company will provide an option to the Consumer under Equal Payment Plan to distribute his gas billing charges of one year in an equal amount of monthly payment for convenience of payment. The Consumer will pay an equal amount throughout the year including the bills of winter months. The excess or less paid will be adjusted in the 13th month.

GAS BILLS INSTALLMENTS

The Company may sparingly/prudently allow installment of gas bills/arrears upon Consumer request, on the basis of merit in each case, to facilitate recovery and to ease the financial burden of the Consumer. The installments will be offered as per approved installment policy of the Company. The existing Gas Bills Installment policy is appended:-

1. Domestic Customers

a) Not Yet Disconnected Customers

	Authority to Allow Installments		
	Zonal Mangers at Karachi/Station Incharges/Billing Incharges at outstations	**DGM (Billing)**	**GM (Billing)**
Current Default	Three Equal Installments	Four Equal Installments	Over Four Installments
Sudden High Billing	Four Equal Installments. Outstanding upto Rs.4,000/-	Five Equal Installments. Outstanding upto Rs.6,000/-	Six Equal Installments. Outstanding upto Rs.10,000/-

b) Disconnected Customers

Current Default	40% immediately and balance in two equal installments	40% immediately and balance in three equal installments	30% immediately and balance in three equal installments
Sudden High Billing	30% immediately and balance in three equal installments. Outstanding upto Rs.4,000/-	Four equal installments. Outstanding upto Rs.6,000/-	25% immediately and balance in five equal installments. Outstanding upto Rs.10,000/-

2. Industrial & Commercial Customers.

Installment to Industrial & Commercial customers be discourages as a matter of plicy. However, in hardship cases, installments could be allowed as per authority level given below provided that, at any time, the balance dues plus current unbilled estimated sales does not exceed the Gas Supply Deposit and further that the customer will pay the LPS on balance due in any case.

a) Defaulters Using Gas

With current bill on respective due dates in all situations.

	Manager (I&C) Hyderabad	DGM (Billing)- Karachi/Sindh	GM (Billing	DGM (QR)
Current Default	Two equal installments with current bills on respective due dates	Three equal installments with current bills on respective due dates	Four equal installments with current bills on respective due dates	Four equal installments with current bills on respective due dates, subject to recommendation by Billing Incharge.
Sudden High Billing	Three equal installments with current bills on respective due dates. Outstanding amount upto Rs.10,000/-	Four equal installments with current bills on respective due dates. Outstanding amount upto Rs.20,000/-	Six equal installments with current bills on respective due dates. Outstanding amount upto Rs.50,000/-	Six equal installments with current bills on respective due dates, subject to recommendation by Billing Incharge. Outstanding amount upto Rs.50,000/-

b) Theft cases (Industrial / Commercial)

Claim upto Rs.50,000/-

	DGM (Billing)-Karachi/Sindh	GM (Billing	DGM (QR)
i) Customers on Gas	Three Installments	Six Installments	Six Installments, subject to recommendation by Billing Incharge
ii) Disconnected Customers	40% immediately and balance in two equal installments.	30% immediately and balance in five equal installments.	30% immediately and balance in five equal installments, subject to recommendation by Billing Incharge

Claim from Rs.50,000/- to Rs.100,000/-

i) Customers on Gas	Four Installments	Eight Installments	Eight Installments, subject to recommendation by Billing Incharge
ii) Disconnected Customers	33% immediately and balance in five equal installments.	25% immediately and balance in ten equal installments.	25% immediately and balance in ten equal installments, subject to recommendation by Billing Incharge

Claim above Rs.100,000/-

i) Customers on Gas	Five Installments	Ten Installments	Ten Installments, subject to recommendation by Billing Incharge
ii) Disconnected Customers	30% immediately and balance in four equal installments.	20% immediately and balance in ten equal installments.	20% immediately and balance in ten equal installments, subject to recommendation by Billing Incharge

3.3.8 The Company facilitates and addresses the Consumer complaints through Regional/Zonal/Station Billing Offices and through the setup of Consumer Facilitation Centers. At these Company offices Consumer complaints are received, recorded and as far as possible resolved on the spot. The Company will resolve all Billing complaints in accordance with the Complaints & Disputes Resolution Procedure as approved by the Authority.

3.3.9 COMPLAINTS & DISPUTES RESOLUTION PROCEDURE

A complaints & disputes resolution procedure has been developed as per terms of licensing conditions to promptly and effectively address Billing complaints. The procedure defines the complete mechanism for addressing complaints and sets out clear guidelines for early redressal of billing complaints. The Company will resolve all Billing complaints as set out in the procedure.

3.3.10 GAS THEFT CONTROL POLICY

The Company will address matters pertaining to theft/pilferage of gas, un-authorized use of gas and other irregularities in accordance with approved "Procedure for dealing with theft of gas cases" of OGRA. The policy will deal with the complete mechanism related to detection, control, determination, and processing of claims related to pilferage of gas. The Company will deal all pilferage related cases as set out in the approved policy by the Authority.

3.3.11 A/R Disconnected (Finally Billed Receivables)

The Company will recover finally billed outstanding dues from the finally billed Industrial and Commercial Consumers with a mark-up on finally billed outstanding dues. The rate of mark-up will be in accordance with the Fixed & Variable charges approved by competent authority from time to time.

3.3.12 Any mistake in or dispute about the bills or meter reading will not entitle the Consumer to withhold payment of the bills in time provided however, if the Company finds any mistakes in the bill sent to the Consumer then, irrespective of the fact whether payment has been made or not, the Company will, upon having discovered the mistake at any time, be entitled to send a correct bill and the Consumer will be liable to pay the same as per the contract for supply of gas for Industrial and Commercial use. However in case of domestic consumer no correction or adjustment can be claimed by either party after lapse of six months from the date of issue of the bill. The criteria for claiming the correction or adjustment is subject to change from time to time by competent authority.

3.3.13 The responsibility for making payment is that of the Consumer. If the first bill is not received within 60 days of commissioning of gas supply or the monthly bill is not received by the Consumer the Consumer will communicate with the company in order to ascertain his/her/their liability to the payment of gas bill. If the Consumer fails to pay the bill by the due date, Company will be entitled to disconnect the supply of gas and remove its gas meter and other equipment without any notice. All bills sent by the company on

the address given in the gas supply contract form by ordinary post or any other reliable source will be considered sufficient evidence of delivery of the bills.

3.4 GAS SUPPLY DEPOSIT (REFUNDABLE ADVANCES & SECURITY)

3.4.1 The Company requires a Consumer to pay as the "Secured Sum" or Security Deposit, in cash or in any other form as offered by the Company from time to time. The Consumer may furnish a bank guarantee/revolving letter of credit for the amount of the Secured Sum from a scheduled bank in Pakistan in a form acceptable to the Company. The domestic and commercial Consumers are required to furnish in the form of cash or pay order as Gas Supply Deposit. The Secured Sum will be equivalent to three months consumption of Gas by the Consumer or in terms of alternative options for GSD, for Industrial Consumers, as offered by the Company. The customer shall maintain Security Deposit continuously and shall replenish the Security Deposit to the full required amount either in cash or revising bank guarantee.

3.4.2 The Consumer is required to maintain Security Deposit at the required level throughout the duration of the contract and in the event of any draw or deduction by the Company from the security deposit or the consumption of gas and/or connected load increases for any reason whatsoever beyond the level of current gas supply deposit or gas consumption increases beyond the normal consumption of existing equipments, the Consumer will enhance the Security Deposit as demanded by the Company and the Consumer will on such demand forthwith pay to the Company such amount in the form acceptable to the Company.

3.4.3 The secured sum is a Security Deposit to be retained by the Company for the duration of the contract and the Company may at its option use the security deposit for the purpose of the Company. The Company may set off from the security deposit any amounts certified by the Company as being due from the Consumer to the Company. No connection for gas being supplied hereunder will be activated or maintained in absence of the Consumer paying the appropriate prevailing security deposit to the Company as contemplated in gas supply contract or as agreed by the Consumer under the option for security deposit chosen by him.

3.4.4 If subsequent to the execution of this contract by the Consumer and the Company the prices of gas or rent of the meter is increased or any new tax or charge is levied on gas or on the supply or sale thereof by any Authority or any such tax or charge already levied is increased, then, in addition to the sums mentioned in relevant clause of gas supply contact, the Company will be entitled to demand from Consumer an additional amount as Security Deposit for the supply of gas and the Consumer will on such demand forthwith pay to the Company such amount in the form acceptable to the Company.

3.4.5 The Company may allow as per its approved policy interest on refundable advance if it is in the form of cash deposit.

The Company will refund the balance advance/gas supply deposit after adjusting all amounts due against Consumer after final billing of Consumer's account on his request. The gas supply deposit will be refunded on consumer request within 30 days from the date of final billing of Consumer account.

GAS SUPPLY DEPOSIT (GSD) OPTIONS

Domestic Consumers

(i)	HOUSE ON A PLOT OF LAND MEASURING UPTO 10 MARLAS or 300 SQ.YARDS		
	(a)	For one kitchen only	Rs. 500
	(b)	For one kitchen and water heating (Geyser) only	Rs. 1,000
	(c)	For one kitchen, water heating and space heating	Rs. 1,500
(ii)	HOUSE ON A PLOT OF LAND MEASURING MORE THAN 10 MARLAS or 300 SQ.YARDS		Rs. 2,000

Industrial and Commercial Consumers

The Company offers following options to the Industrial Consumers for GSD. For Commercial Consumers, Option No. 1 is available in normal course of business but Commercial Consumers can also avail other options subject to prior approval from the company.

OPTION NO 1 :

The existing requirement of Bank Guarantee or cash equivalent to three months average billing.

OPTION NO 2 :

Submission of a Revolving Letter of Credit from a Schedule Bank, for an amount equivalent to average billing for 45 days (to be advised by the Company).

OPTION NO 3 :

i) The consumer will maintain G.S.D. equivalent to 45-days average billing.
ii) SSGC will issue monthly bills as usual.
iii) The consumer will agree to the following:

(a) Interim payment against the monthly bill by 5th day of a calendar month equivalent to 50% of higher of the following two amounts:
Preceding month's bill, or
Average bill for preceding three months.

(b) The balance amount after adjustment of ad hoc payment will be payable by the consumer on or before the due date of the bill.

(c) *The consumer will make the two payments every month direct to the* Industrial Billing Section of SSGC through Bank's Pay Order.

iv) SSGC will disconnect gas supply without any notice if any of the two payments required to be made every month is not received as per schedule.

OPTION NO 4 :

The consumer will maintain a G.S.D. equivalent to 30-days average billing and will make interim ad hoc payments on weekly basis. The procedure will be as in Option No.3 above and the payment schedule will be as under:

- 28th of the month in which consumed.
- 5th of the following month
- 12th of the following month
- Due date of the bill (around 20th of the following month)

OPTION NO 5 :

The GSD equivalent to 60-days average billing may be accepted from those consumers who have a track record of making regular monthly payments on due date and have not defaulted more than once in last three years and that too for a short duration. However this concession would be immediately withdrawn as soon as first default is committed by consumer.

SPECIMEN CALCULATION OF GAS BILL (DOMESTIC CONSUMER)
Based on Tariff w.e.f. 01 July, 2006 with 950 GCV

		Rate per			Minimum Charges	For	For	For	For	For
		MMBTU	HM3	MCF	40 CM	50 CM	100 CM	200 CM	300 CM	400 CM
Gas Charges	1st 50 CM	85.03	286.71	80.78	114.69	143.36	143.36	143.36	143.36	143.36
	2nd 100 CM	89.03	300.20	84.58	-	-	150.10	150.10	150.10	150.10
	3rd 100 CM	162.07	546.48	153.58	-	-	-	546.48	546.48	546.48
	4th 100 CM	259.29	874.30	246.33	-	-	-	-	874.30	874.30
	above 300 CM	337.30	1,137.34	320.44	-	-	-	-	-	1,137.34
	Total Gas Charges Per month				114.69	143.36	293.46	839.94	1,714.24	2,851.58
	Meter Rent				20.00	20.00	20.00	20.00	20.00	20.00
					134.69	163.36	313.46	859.94	1,734.24	2,871.58
	Add: 15% General Sales Tax				20.20	24.50	47.02	128.99	260.14	430.74
	Total Gas Bill per month (within due date)				154.89	187.86	360.48	988.93	1,994.38	3,302.32
	10% LPS levied one time on default in current month gas bill				15.49	18.79	36.05	98.89	199.44	330.23
	Total Gas Bill per month (after due date)				170.38	206.65	396.53	1,087.82	2,193.81	3,632.55

SPECIMEN CALCULATION OF GAS BILL (C OMMERCIAL CONSUMER)
Based on Tariff w.e.f. 01 July, 2006 with 950 GCV

	Rate per			Minimum Charges	Billing at 0 PSIG	Billing at 8 PSIG
	MMBTU	HM3	MCF			
Cubic Meter				140	1,000	1,000
Tempreture Factor - 90 i.e. (1000 x 0.9455)					945.50	945.50
Pressure Factor - 8 PSIG i.e. (945.5 x 1.5461)					-	1,461.84
MCF (CM / 28.17385)				4.97	33.56	51.89
MMBTU on 950 GCV (MCF x 950 /1000)				4.72	31.88	49.29
Balance B/F					1,758.94	12,992.84
Gas Charges	298.03	1,004.93	283.13	1,406.91	9,501.65	14,690.50
Meter Rent				100.00	100.00	100.00
				1,506.91	9,601.65	14,790.50
Add: 15% General Sales Tax				226.04	1,440.25	2,218.57
Total Gas Bill per month (within due date)				1,732.94	11,041.89	17,009.07
Total outstanding (within due date)				1,732.94	12,800.83	30,001.92
1.5% LPS is continuously accrued on arrears & current bill on monthly basis rests until payment by the customer in full.				25.99	192.01	450.03
Total Gas Bill per month (after due date)				1,758.94	12,992.84	30,451.95

SPECIMEN CALCULATION OF GAS BILL (INDUSTRIAL CONSUMER)
Based on Tariff w.e.f. 01 July, 2006 with 950 GCV

	Rate per			Minimum Charges	Billing at 0 PSIG	Billing at 8 PSIG
	MMBTU	HM3	MCF			
Cubic Meter				1,000	5,000	5,000
Tempreture Factor - 90 i.e. (1000 x 0.9455)					4,727.50	4,727.50
Pressure Factor - 8 PSIG i.e. (945.5 x 1.5461)					-	7,309.19
MCF (CM / 28.17385)				35.49	167.80	259.43
MMBTU on 950 GCV (MCF x 950 /1000)				33.72	159.41	246.46
Balance B/F					10,775.13	60,570.89
Gas Charges	264.87	893.12	251.63	8,931.21	42,222.28	65,279.87
Meter Rent				300.00	300.00	300.00
				9,231.21	42,522.28	65,579.87
Add: 15% General Sales Tax				1,384.68	6,378.34	9,836.98
Total Gas Bill per month (within due date)				10,615.89	48,900.63	75,416.85
Total outstanding (within due date)				10,615.89	59,675.75	135,987.74
1.5% LPS is continuously accrued on arrears & current bill on monthly basis rests until payment by the customer in full.				159.24	895.14	2,039.82
Total Gas Bill per month (after due date)				10,775.13	60,570.89	138,027.56

PERFORMANCE & SERVICE STANDARDS

The relevant Performance & Service Standards as approved by OGRA are being followed (Detailed Performance & Service Standards are attached as Annexure-'A')

SECTION – IV

DISCONNECTION AND RECONNECTION

4.1 DISCONNECTION

The Company will disconnect gas supply of a Consumer /Premises for the purposes of:

a) recovery of dues in default
b) stop pilferage of gas
c) stop un-authorized use of gas or any other irregularity
d) stop violation of terms & conditions of Gas Supply Contract
e) stop an un-lawful act or to secure safety of Consumer/General Public
f) stop from creating a third party liability by any Consumer / unauthorized extensions to another user.
g) rectifying gas leakage which can create an alarming situation.
h) undertaking of repair & maintenance work
i) maintaining gas load as approved by authority.

4.1.1 DEFAULT OF GAS BILLS

The Company will disconnect gas supply of a Consumer in default of payment of regular gas bills or installment of gas bill or any amount of gas supply deposit etc. The Consumer may be reconnected on payment of amount in default, reconnection charges and any other applicable charges within one working day / 24 hrs.

4.1.2 The Company may adopt following disconnection criteria:

(a)	Domestic:	Default of five consecutive gas bills and amount in default Rs. 1500/- or more.
(b)	Commercial	Default of three consecutive gas bills OR amount in default not secured by Gas Supply Deposit (GSD).
(c)	Industrial:	Amount in default not secured by Gas Supply Deposit (GSD) irrespective of the number of months in default.
(d)	Installment:	Default in payment of installment allowed by the Company.

The above criteria are subject to change by the company from time to time.

4.1.3 DEFAULT OF GSD

The Company may disconnect gas supply of a Consumer who is in default in payment of GSD or Additional Gas Supply Deposit (GSD) or installment of GSD on the expiry of notice period or the period allowed for payment.

4.1.4 THEFT / PILFERAGE

A procedure has also been approved by the OGRA called "Procedure For Dealing with Theft of Gas Cases." According to this procedure theft of gas means use / consumption of gas in unauthorized / unlawful manner for which the user / consumer has neither been billed not he / she paid for such consumption. The completer "Procedure For Dealing with Theft of Gas Cases" is enclosed as Annexure-"B".

The Company will disconnect the gas supply of a Consumer involved in or suspected to be involved in the theft/pilferage of Natural Gas.

4.1.5 UN-AUTHORIZED USE OF GAS / TARIFF

The Company will disconnect the gas supply of a Consumer involved in or suspected to be involved in use of gas for any purpose other than contracted for in accordance with the terms & conditions of Gas Supply Contract (GSC).

4.1.6 UN-AUTHORIZED INCREASE IN PRESSURE/LOAD

The Company will disconnect the gas supply of a Consumer involved in or suspected to be involved in use of gas at a pressure/load higher than the pressure/load sanctioned by the Company in accordance with the terms & conditions of the Gas Supply Contract (GSC) and the "Procedure for dealing with Theft of Gas cases" approved by the competent authority. "Procedure for dealing with Theft of Gas cases" approved by OGRA is attached as Annexure-'B'.

4.1.7 UN-AUTHORIZED EXTENSIONS WITHIN PREMISES

The Company will disconnect the gas supply of a Consumer involved in or suspected to be involved in un-authorized extensions within the premises other than contracted for in accordance with the terms & conditions of the Gas Supply Contract (GSC) and the ""Procedure for dealing with Theft of Gas cases" approved by the OGRA. The Company may give a reasonable notice to the Consumer prior to disconnection through mail, if it deems appropriate.

4.1.8 UN-AUTHORIZED EXTENSIONS TO PREMISES

The Company will disconnect the gas supply of a Consumer involved in or suspected to be involved in un-authorized extension to a premise other than contracted for in accordance with the terms & conditions of the Gas Supply Contract (GSC) and the "Procedure for dealing with Theft of Gas cases" approved by the OGRA.

4.1.9 VIOLATION OF TERMS & CONDITIONS OF GSC

The Company will disconnect the gas supply of a Consumer if the Consumer violates any term or condition of the Gas Supply Contract (GSC). The Company may give a reasonable notice to the Consumer prior to disconnection through mail, if it deems appropriate.

4.1.10 ON CONSUMER REQUEST

The Company will disconnect the gas supply of a Consumer if the Consumer requests in writing for disconnection:

a) on temporary / seasonal basis,
b) permanent basis,

upon clearance of dues / arrears up to the date of final billing of Consumer account.

4.2 MODE OF DISCONNECTION

4.2.1 Disconnection unless for tampering with meter or theft of gas or by any other means may be carried out in two stages:

a) Meter / Service locking through special locks / Meter Removal.
b) Service Killing.

i) If Consumer does not approach the Company for reconnection of gas supply and a reasonable time is lapsed and service line may be killed and all Company installations will be removed if the Consumer does not approach the Company for reconnection within 180 days for domestic Consumers, 60 days for Commercial Consumers, and 30 days for Industrial Consumers.

ii) The company in its sole discretion / judgment will use any of the above noted modes of disconnection to meet with the objectives of disconnection as defined in 4.1.

4.2.2 The Company will kill the gas supply of the Consumer and remove all installations of the Company from the premises without any notice, if the Consumer is found involved in tampering of meter or pilferage of gas and or is involved in pilferage of gas by any other means.

4.2.3 The disconnection will be conducted under appropriate supervision; the disconnection team will bear the Company ID cards and will identify themselves on demand. The disconnection advice may be shown to the Consumer and team will ask for a copy of paid bill from the Consumer, if the same has already been paid by the Consumer. Industrial and high pressures Commercial Consumers' disconnection may be carried out by reducing the supply pressure where required.

4.3 RECONNECTION

4.3.1 (a) The Company will restore the gas supply of the domestic and low pressure Commercial Consumer within 24 hours, provided that the time gap between disconnection and reconnection is not more than one year after clearance of:

i) the amount in default (full or part payment as allowed by the Company as per approved Installments Policy),
ii) reconnection fee,
iii) differential of GSD, if any,
iv) access to the premises is available,
v) service line has not been killed.
vi) final bill has not been raised.

(b) If the time period between disconnection and reconnection is more than one year the company will re-survey the house line installations safety and security and for local assessment etc.

(c) For industrial and high pressure commercial Consumers gas supply may be restored on clearance of default and applicable charges and subject to a re-survey of the houseline / intermediate pressure lines and connected load etc.

4.3.2 The Company will charge reconnection fee for every disconnection. The reconnection fee will be in accordance with those approved and notified from time to time by competent authority.

4.3.3 The Company will recover the following charges for different categories of Consumers as approved by the Authority from time to time:

i) Service line restoration charges
ii) Inspection fee
iii) Service valve, regulator, meter cost etc., if applicable

4.3.4 The Company will update the gas supply deposit of a Consumer with the differential amount at time of reconnection as per terms of Gas Supply Contract. The Consumer will be required to pay the additional gas supply deposit for reconnection, if due.

4.3.5 Restoration of gas supply of Consumers found involved in theft, tampering or any other irregularity will not be in the ordinary course of reconnection process. These cases will be dealt with in accordance with "Procedure for dealing with Theft of Gas cases" approved by the competent authority.

4.4 RECOVERY OF OUTSTANDING GAS BILLS / AMOUNT IN DEFAULT

4.4.1 The Company will recover amount in default of gas bills through various methods. Disconnection of gas supply will be one of such method which will be used as a threat to enhance recovery. Prior to disconnection the Company will notify Consumer in default through following messages printed on gas bill:

		Colour of Bill	Printed Message
i)	1st default (last bill)	Blue	"Reminder"
ii)	2nd consecutive default	Blue	"Warning"
iii)	3rd consecutive default	Red	"Disconnection Notice"
iv)	4th consecutive default	Red	"Your gas supply is already on disconnection"

4.4.2 If the default continues then the disconnection notices will continue to be printed on red coloured gas bills till the clearance of default.

4.4.3 The Company will serve a separate "Final Notice" in Red Colour in Urdu/English language to such Consumers who do not turn up for payment despite issuance of disconnection notice as stated in 4.4.1. The Consumer will be warned to pay outstanding gas bill dues immediately otherwise the gas supply will be disconnected any time without any further notice. The Company may offer a period of 10 days for payment upon serving of final notice. Notices served through messages on gas bills will be deemed as notices served / serviced.

4.4.4 The Company will serve a separate " Reminder Notice" in Urdu/English language to Consumers who do not turn up after making payment of 1st installment or have not made any payment since. The Consumer will be warned to pay outstanding gas bill dues/installment immediately otherwise the gas supply will be disconnected any time without any further notice.

4.4.5 The Company may appoint Recovery Contractors to outsource recovery of outstanding dues from chronic defaulters.

4.4.6 The Company may use electronic and print media to run recovery campaigns throughout in a systematic or random manner. Such campaigns will be aimed to inform, motivate and persuade defaulters of gas bills for payment of outstanding dues. The campaign launched through any media will also be deemed as a service of notice given to the defaulting Consumers.

4.4.7 The Company may depute dedicated Recovery Officers and Field Staff at all Regional/Zonal/Sub-Zonal offices to visit the defaulters / premises for clearance of dues / recovery.

4.5 REFUND OF GAS SUPPLY DEPOSIT

The Company will refund balance of advance/gas supply deposit after adjusting all amounts due against the Consumer after final billing of Consumer's account on the written request of the Consumer for disconnection of gas supply or for close of the account by the Company due to default.

4.5.1 GSD will be refunded within 30 days from the date of final billing of Consumer's account.

4.5.2 In case of temporary/seasonal disconnection the GSD will not be refunded.

4.5.3 The GSD will be refunded to the registered Consumer on production of original receipt. If original receipt is lost then the Company will demand additional evidence from the Consumer in support of his claim.

4.6 METER MISSING (METER NOT AT SITE)

The Company will deal with all such cases where meter is found missing from the Consumer's premises as per its approved policy stated below, due to:

a) demolished building/premises,
b) conversion of plot/premises,
c) theft of meter,
d) meter suspected to be under Consumer's possession.

4.6.1 In case of meter missing from the Consumer's premises the Consumer record will be kept alive on database and billing will be made on provisional basis.

4.6.2 The service line of the Consumer will be killed if meter is found missing for considerable time due to reasons mentioned above in 4.6 in such cases where the service line is outside the premises or access to the premises is available. The action will be aimed at to prevent misuse of gas and or to secure safety purposes. Upon service killing the Consumer account will be finally billed.

4.6.3 The Company will restore gas supply of such Consumers whose meters are missing upon clearance of all dues, reconnection fee, cost of meter and service line charges. The Consumer will be required to submit a written restoration request along with copy of FIR lodged with area Police Station for the missing meter.

4.6.4 The Company may write-off the amount in default after making reasonable efforts for its recovery as per approved Provisioning/Write-off policy of the Company.

4.7 REGULARIZATION OF UN-ACCOUNTED FOR CONSUMERS

The Company will regularize the gas connection of a Consumer, provided by the Company, not being billed due to:

a) Missing commissioning record,
b) Loss of data,
c) Final billing.

The Company may bill the Consumer on the basis of connected load or any appropriate basis from the date of commissioning of gas supply.

RESTORATION OF GAS SUPPLY OF OLD DISCONNECTED/FINAL BILLED DOMESTIC & LOW PRESSURE COMMERCIAL CUSTOMERS.

4.8.1 The case of old disconnected customer will be sent by the concerned Billing Zone to Sales Department on prescribed Performa for physical inspection of the premise. The Billing Performa contains the complete name and address, account/meter number, date and reason of disconnection and amount of arrears recovered by the Billing Zone.

4.8.2 Physical survey will be conducted through Sales Survey Staff to ascertain number of kitchen/water heater, position of houseline/meter point, number of gas burners with connected gas load and status of the premise. The inspection report will be forwarded to the concerned Billing Zone who will recover the Reconnection / testing fee and Gas Supply Deposit in the light of survey report.

4.8.3 In case of commercial disconnected case, following pre-requisite documents will be submitted:

a) Valid Trade License from competent authority.
b) Copy of CNIC.
c) Copy of ownership documents of property/shop. In case of tenant, tenancy agreement and NOC of landlord.

4.8.4 Approval will be obtained from Head of Sales Department after determination of Gas Supply Deposit on the basis of three months billing and connected gas load.

PERFORMANCE & SERVICE STANDARD

The relevant Performance & Service Standards as approved by OGRA are being followed (Detailed Performance & Service Standards are attached as Annexure-'A')

SECTION – V

MODIFICATION AND RELOCATIONS

MAINS EXTENSION (RESIDENTIAL / COMMERCIAL AREA)

These mains are constructed from the outlet of T.B.S up to the prospective consumer premises i.e. in streets of Cities, Towns & Villages. The Normal pressure of gas is maintained from 10 to 60 PSIG.

Every year Physical Targets are fixed by the company, to extend main in residential, commercial and industrial areas. These targets and the amount involved are allocated in the Annual Budget, which is approved by the Board of Directors. Details of physical targets are proposed by the Sales department which contains capital cost/ length and diameter of mains to be extended and number of gas connections to be processed during the financial year. Physical targets for the following are approved by the Company's Board for each financial year.

Major mains extensions.
Minor mains extensions.

As per present practice of the company mains extension for a particular scheme / area for 1 Km or more is categorized as major main. All such cases are approved by the management once in a financial year in the Annual Development Plan.

In case where length of mains extension required is less then 1Km, it is categorized as minor main. In this case also certain number of Kms are got approved by the management. But these cases are processed throughout the year under the limit of approval obtained.

The criteria for investment for extending mains to new areas / towns and villages etc in our authorized area; fixed by the Cabinet Committee on Energy (CCE) is as under.

CAPITAL COST PER CONSUMER (REVISABLE)	
Punjab and Sindh	Rs. 54,000/=
Baluchistan	Rs. 270,000/=

The above Capital Cost per Consumer is subject to change by competent authority from time to time.

In towns where gas main is already available the gas companies would continue to extend their network from their own resources under a phased program.

The Company may also extend network to new schemes/colonies on the basis of self-financing by the plot/house owner, at their request. The recovered amount should be treated as special deposit entailing a markup equal to

25% of State Bank Discount rate than prevailing will be credited to customer's billing account on yearly basis, refundable on permanent disconnection /termination of contract.

Mode of preparation of feasibility reports for new areas/towns/villages:

Applications from Residents and directives from Prime Minister's Secretariat, Parliamentarian and District Government etc. for gasification of new area, town or village is received in SSGC. Survey is conducted for the preparation of cost estimates and feasibility report. Cost estimates for these proposals are worked out on basis of criteria approved by Cabinet Committee on Energy (CCE) of the Government of Pakistan. If the proposal meets the approved criteria cost of Rs.54,000 for Sindh and Rs. 270,000 for Balochistan, then the scheme is treated as feasible and is included in Company's budget for the Annual Development Program (ADP) of new town/village. Cost estimate of new town/village, which exceed the above cost criteria are treated as unfeasible. However, if the portion of cost over & above the criteria is funded by Government of Pakistan, Parliamentarian or any other Head/Source of the consumer, the scheme is executed.

The proposals for gasification in the left over pocket/areas of existing town or villages already on gas is worked out on the least cost basis criteria and all such minor or major schemes are approved under Company's Annual Development Program (ADP) for normal laying of gas distribution network.

PROCEDURE FOR EXTENSION, MODIFICATION / RELOCATION OF SYSTEM / MAINS

If an area not yet provided by gas mains is required to be developed, initiation of the project may be on request of organization/ agency/ government organization or a collection of local people. Such request will result in the opening of a file by Sales Department obtaining of official approved drawing/plan for the area from civic authority. The scheme will be entered in database for monitoring of the status.

Each case is referred to Planning Department (P&D), on preprinted book format of Customer Service Division having Book No. and Serial No. Area drawing is also sent to Planning indicating the location where gas main extension is required, for technical survey and proposal of diameter and length of gas mains to be extended.

Planning Department sends back the area drawing duly marked the required mains along with operation book having the same Book No. and Serial No. Sales Department prepare a feasibility with the help of cost schedule provided by Finance Department If the case is found feasible, the same is put up for management's approval on approval book with the same Book No. and Serial No., along with

the feasibility details. If the case is found un-feasible then the applicant is informed accordingly.

Once Management approval is accorded for an extension case, the case is referred to Finance Department for the capitalization of the amount and issuance of Work Order.

Work order/Job Card along with Management's approval is sent to Planning Department for onward transmission to Distribution Department for execution of work. After execution and commissioning of main extension the Distribution Department send commissioning advice to Sales & Marketing Department. Whenever a new area is opened, SSGC distributes:

a) Circular to registered contractors to launch activity in the area and to book orders for new gas connections.

b) SSGC distributes a printed brochure to the area residents, for their guidance that How to get new gas connection.

When the existing customers apply for extension in gas load, Planning Department checks the capacity of existing gas distribution network. If existing gas mains is incapable to meet additional gas requirements, in that case reinforcement / extension of bigger dia. Mains is planned to cater for the increased gas load requirements.

Reinforcement of gas distribution network is also carried out in areas where low gas pressure occurs due to increase in gas consumption by existing customers/ increase in number of customers due to expansion in area.

In both above cases cost estimates are prepared for approval and subsequently the modifications / reinforcement of system is carried out.

INTERMEDIATE PRESSURE GAS PIPE LINE (I.M.P.L.)

These pipelines will be normally laid for multistoried buildings, departments and housing schemes on customer's cost, where main extension is not possible. These buildings are constructed in shape of numbers of independent blocks and residential units.

The gas supply pressure is normally maintained as 08psig, and the entire job is carried out by SSGC.

Whenever, an application is received for laying of Intermediate Pressure Gas Pipeline, applicant is requested to provide 4-copies of layout plans on scale drawing along with details of Nos. of blocks and Nos. of flats, for which IMP is required.

Details of material and labor charges is prepared by Sales Engineer, which is checked by Sr. Sales Engineer and costing is done by the costing section with the help of list of Balances provided by the Finance Department.

As this pipeline is laid underground and the un-metered gas is supplied through this pipeline, therefore, 50% of total cost is charged as non-refundable maintenance charges.

Finally an approval summary will be prepared and proposed by Deputy Chief Engineer, Sales for according approval by the Head of the Department.

Quotation will be prepared and issued to the party for arranging payment. On receipt of payment job card will be issued and sent to Utilization Department for execution of the job.

After completion of job final billing of material and labor will be done on actual bases.

To avoid leakages due to corrosion in the underground gas pipeline Polyethylene pipes will also be laid at some locations. All connections will be processed at a time however, block-wise connections will also be processed on specific request if, all the blocks are not ready for possession due to shortage of funds.

PERFORMANCE & SERVICE STANDARD

The relevant Performance & Service Standards as approved by OGRA are being followed (Detailed Performance & Service Standards are attached as Annexure-'A')

SECTION – VI

ADDITIONS/ALTERATION IN GAS LOAD

ADDITION/ALTERATION & ENHANCEMENT OF GAS LOAD OF EXISTING DOMESTIC AND LOW PRESSURE COMMERCIAL CUSTOMER

6.1.1 On the request of existing customer, the premise will be physically checked to ascertain the following information:

a) Connected gas load & number/type of gas appliances
b) Size of Houseline.
c) Type of existing meter and regulator.
d) Required proposed gas load.

6.1.2 After conducting survey, the detail of material / labour and Gas Supply Deposit as per connected load will be ascertained and submitted for approval before issuing the quotation.

On receiving the payment towards quotation job card will be sent to Customer Facilitation Department for execution of job.

ENHANCEMENT IN LOAD CASES (INDUSTRIAL)

6.2.1 Those industries who apply for extension in load will submit duly filled-in enquiry form giving details of additional gas burning equipments, gas load requirement, working hours, and factory layout plans showing the proposed location of new gas burning equipment. Ownership and other valid documents already submitted by the customer will not be asked again.

However, company may ask the customer to submit any other legal document like ownership documents, tenancy agreement, copy of NTN certificate, CNIC. etc. incase of the change of name of an industry.

Same procedure will be adopted i.e. planning, survey, approval, quotation, payment of installation charges and GSD etc. as mentioned in the case of Industrial new gas connection.

ALTERATION IN HOUSELINE, RE-ROUTING, SHIFTING OF CONNECTION, LEAKAGE CASES

6.2.2 As soon as houseline leakage cases' information is received from a customer it will be referred to CRD, Measurement or DSM Department for rectification. However, premises will be surveyed on urgent basis to prepare list of material and labor for replacement of houseline for

issuance of quotation to customer for payment and on receipt of payment job card will be obtained from Finance Division and it will be forwarded to Utilization Department along with list of material and layout plans, clearly showing the portion of houseline to be replaced. Utilization Department will carry out the job on priority.

6.2.3 All alteration cases will be surveyed wherever technically feasible. Quotation will be issued to the customer for payment.

UNAUTHORIZED EXTENSION IN LOAD, PRESSURE OR OVERLOADING OF METER CASES

6.2.4 All such cases will be surveyed and processed on priority. Premises will be surveyed to check actual connected load, hours of daily operation and type of industry. The same will be compared with the approved load on record with SSGC of that particular customer and if technically feasible, covered by the approved policy, quotation for unauthorized extension of load will be issued to the customer for payment. This quotation will be comprised of the cost of material and labor involved in modification of CMS, houseline as well as Gas Supply Deposit (GSD).

6.2.5 Customer will be asked to pay the amount within the specified period and with a clear warning that if the payment is not received within the specified period, gas supply would be disconnected.

On receipt of payment a job card will be obtained from Finance Division for execution of work and forwarded to Utilization Department for execution of work.

PERFORMANCE & SERVICE STANDARD

The relevant Performance & Service Standards as approved by OGRA are being followed (Detailed Performance & Service Standards are attached as Annexure-'A')

SECTION – VII

RESPONDING TO COMPLAINTS

INTRODUCTION

1. A Complaints Resolution Procedure has been developed as per terms of licensing conditions to promptly and effectively address the complaints. The procedure defines the complete mechanism for addressing complaints and sets out clear guidelines for early redressal of the complaints. (SSGC's Complaint Resolution Procedure is attached as Annexure-"C"). The customers who directly approach the company for resolution of complaints are dealt in accordance with the procedure laid down in Annexure-'C' of this manual and the customers who have lodged their complaints to OGRA are dealt in accordance with the procedure laid down in the Complaint Resolution Procedure Regulations, 2003. (The Complaint Resolution Procedure Regulations, 2003 approved by OGRA is attached as Annexure-'D').

2. The reputation of the company is dependent to a large degree upon the image projected by its Customer Services Personnel. Customer Service in a gas utility is the service which should be courteous and considerate, polite in attitude and efficient in its operations, which is extended in all contacts with the customer or the prospective customer. This approach and attitude is mandatory for every public utility employee. To achieve a desirable level of public confidence the gas company must give the best service possible.

3. Sui Southern Gas Company Limited is a leading Gas Utility Company in the country. This gas company grew from a small beginning fifty years ago and its character changed as it evolved to reach today's proportions. Today SSGC ranks among the Nations Leading Oil/Gas Industries. Customers are over 1.8 million, spread over in the provinces of Sindh and Balochistan. Cooking/house heating through gas continues to show strong growth besides Commercial/ Industrial uses including Power Generation.

4. This section has been prepared to acquaint the customers with the facilities and services available in Sui Southern Gas Company Limited. It is felt that this manual will provide a convenient reference for Customers/ Services / in general.

   For customer satisfaction various steps have been taken by the Company, which have been explained in depth and a Future plan has also been documented.

DUTIES / RESPONSIBILITIES OF SERVICE CENTRE AND COMPLAINT CENTRE

To provide all guidance/services to customers regarding provision/use of gas in an efficient manner.

2 To receive & record all incoming complaints of customers in a proper and systematic manner through state-of-the-art computerized Complaint Management System.

3 To build company's image and goodwill in the public with a high level of personal interaction, attitude, behaviour & conduct at all contacts / times.

To attend/rectify all complaints within a minimum possible response time by utilizing all available (Company's) resources to the entire satisfaction of the customers.

5 To implement Company's Policy in Letter & spirit in rendering satisfactory services to the customer.

To attend and ensure that all major emergencies are attended properly and in time.

7 To keep close inter departmental liaison i.e. Distribution System, Maintenance and Measurement Departments.

To prepare and submit progress Reports/MIS to the GM (Customer Relation) and Senior Management as advised.

TRAINING OF CUSTOMER SERVICEMEN

To ensure that all personnel are adequately trained to carry out the work for the service program to be successful, the Customer Servicemen have to be very polite, gentle/cooperative, courteous in their behavior and very quick in response to the customer's complaint.

The Company has put in considerable efforts in improving the serviceman's tools, store stocks supplies, service vehicles, manuals / technical literature etc. Utmost attention is being given to the evaluation of each person's performance both in terms of quantity and quality.

We also endeavor to cooperate with the local Government to encourage adequate codes & ethics to provide the highest standards of public safety and at the same time to ensure efficient operations.

COMPANY'S SERVICE-CUSTOMER/CONTACTS

1 Periodic visits to customer's premises to check coordination & functioning of the Meter.

Call by Utility Service Representative to provide help in an efficient manner and to ensure smooth fault free operation of any/ or all gas appliances.

3 Call by House Service Representative helps the housewife *in operation* of an appliance & also educates her in maintaining safety standards.

Call for leaks/pipe repairs.

5 Call for change of meter, being Defective or passing unauthorized gas (PUG).

Other Company Service contacts.

The utility representative should have a high degree of mechanical skill so that he can complete his job in an orderly and efficient manner.

The *utility* personnel / *representative* -should show concern for customers as per following weightage:

1	Interest in customer's problems	40%
2.	Technical and mechanical competence	25 %
3.	Speech	15 %
4.	Politeness	10%
5.	Grooming	10%

The area of customer service is the ideal place to build good customer relations.

SERVICE CALLS

"Order receiving"- means receiving of customer calls 24 Hours a day 365 days a year. To ensure concern for safety and meeting of emergencies of customers, sequence of contacts for different jobs are specified below:

1 Any incoming call from a customer is received at our call centre and is referred to an operator at random out of a group of telephone answering operators and not to any specific person operator.

2 The telephone operator after receiving all calls directs the customers to the proper department / section.

3 To provide various services, the Company has dedicated different telephone numbers for various types of services thus the customer can always call the right department.

Complainant must get proper attention. Courtesy and knowledge of the order receiving operator and his ability to satisfy the customer is an important aspect/ factor in determining the customer's attitude / level of satisfaction toward the utility. The utility employee must understand that he is "the *company" in* the eyes of the customer to whom he is attending.

Complete record of each customer call records is maintained and a high degree of care is taken for additional improvement & development of the system / manner in which redressal of complaint is carried out.

The most useful purpose of a refined record system is to determine what has caused / initiated a *customer* call and then to discover what can be *done* to either eliminate a further call or to upgrade the circumstances surrounding the call. Records should be actively used to promote the business rather than stored for legal purposes.

DISPATCHING ORDERS

The basic purpose of "Dispatching" is to plan efficiently the route and assign work to give the utility and the customer the advantage of lowest possible cost and equally to assure that each customer's order is given proper attention. The Dispatching activity must be organized to follow through an individual customer satisfaction if a good standard of customer service is to be met.

The order taking operator must efficiently and courteously receive the customers request and dispatching of orders must be done with minimum possible delay and with adequate planning to route and assign work efficiently.

Dispatching orders is absolutely essential which includes adjustment of work priorities to balance work load with the manpower available, routing of work efficiently with minimum travel, assign work to personnel who are equipped and trained to carry out / implement and do various types of work.

Assigning work priorities to enable adequate response to emergency calls and calls that are essential to the customer's basic needs are at the heart of an effective dispatching system. However all emergency calls must be replied immediately, with effective priority assignments. Close attention to order priority will ensure giving maximum value to the customer and the company.

BASIC RULES/PRACTICES DURING VISIT TO CUSTOMER'SPREMISES

DRIVING:

Observe all safety requirements during operation driving of a motor vehicle. Upon arrival at the customer premises park the vehicle properly at the curb. Set the brakes and remove the ignition key.

INTRODUCTION

Greet the customer in a friendly and courteous manner. Identify yourself and the company and state the reason for your call/visit. Service personnel must Carry/wear Company's Card to identify them as employees of the company.

APPEARANCE AND CONDUCT

Service personnel must wear suitable attire and maintain a neat appearance. Demonstrate an interest in the customer's needs or problems to provide assurance that he wants to help. Answer the customer's questions accurately and show respect for customer's property at all times. Arrange tools neatly & refix cover/grill if that is removed during the work. Service personnel must not smoke while at customer's premises.

TRANSPORTATION

Bulk of a gas *company's Customer* service work will take place at the customer's premises. This includes meter / regulator work, *Meter* Reading, Leak Repair, appliances etc. Thus to accomplish the job at the customer's premise "effective Transport is must for efficient operation in the field.

The service vehicle should be properly maintained and well equipped with all necessary tools and spares usually needed in an emergency.

The efficient deployment of vehicles and personnel is the only way to ensure efficient operation. *A* mobile Radio equipment/ mobile phone system is installed in the service vehicle to improve mobility, resulting in improved & better service.

STORE

A utility Company maintains *a stock of pipe fittings, Parts,* Supplies and special equipment which are issued to Service crew as and when required. The stores department may have no direct contact with *the* customer; however lack of their support greatly influences the efficiency of customer service. The store must be in close liaison with the operating department.

EXISTING OPERATING PRACTICES AT CUSTOMER RELATIONS DEPARTMENT (C.R.D)

At present, almost in all regions of the Company, Customer Relations Departments (CRD) exists irrespective of number of customers in an area/ location.

Complaint centers operate round the clock throughout the year. Emergency Telephone No. 119 exists in all major cities & PTCL Numbers at all Complaint Centers have been provided. Complaint center is also called as an emergency center. Almost all reported complaints are rectified daily and if for some reasons a few calls are leftover, those are attended the very next day. (Existing procedure to deal with complaints reported at 119 is attached as Annexure "G")

A duty officer always remains present at the Emergency Center. Complaint Service Teams remain alert at all centers that attend to these complaints and take necessary action. The number of Service Teams depends upon the number of customers and the volume of work. Each Service Team has been given a vehicle equipped with wireless Set/ mobile phone system for establishing constant communication contact with Complaint Center.

The record of all lodged complaints and rectification done is maintained and its *MIS* is prepared and sent to GM (CR) daily for his information. All data is readily available at all Centers for subsequent checking/ verification in connection with complaint of any customer.

SERVICES PROVIDED AT CUSTOMER SERVICE CENTRE CUM COMPLAINT CENTRE

The following complaints of Meter/Regulator/Leaks are attended by CRD:

1. Gas caught Fire
2. Main line Leak
3. Gas line Broken / Damaged /Ruptured.
4. Service Valve Broken
5. Meter Damaged /Broken
6. Service Valve Leak
7. No Gas
8. Meter Defective/PUG
9. Gas Leakage
10. Miscellaneous
11. Bomb Blast
12. Building Demolished etc.

NEW INITIATIVE FOR CUSTOMER SATISFACTION

CUSTOMER SERVICE

1 Web-Page on SSGC (www.ssgc.com.pk) provides company profile. The details of activities, on line billing enquiry give access to the customers.

2 Increased number of customer services centers and complaint centers.

3 Establishment of New Zones, in franchise area of SSGC.

CUSTOMER SATISFACTION

1 Customers' education efforts "Letters/notices published in News papers," are also being sent to Customers to obtain their feedback on quality of service, short-comings, default so that continuous improvement in service can be brought about.

2 Letter to customers to create awareness against gas theft and unauthorized use of Gas.

3 Distribution of hand bills/leaflets along with Monthly Gas Bills to create awareness for the need to pay gas bills regularly and in time.

DISTRIBUTION

A new concept "Call Service Team" is being created to respond to emergencies within 30 minutes in all areas of operations of SSGC.

PREVENTIVE MEASURES FOR SAFE USE OF GAS

Please adopt following measures during gas use in daily life:

I. For all types of Gas leaks inside or outside the house, inform Emergency Phone 119 for rectification.

II. Always use standard appliances.

III. Never leave the gas Stove/Heater unattended while in use. When not in use, shut the valve.

IV. Provide adequate ventilation where gas is in use.

V. Always use Heater with an Exhaust Pipe.

VI. Do not use Rubber Pipe: Always use GI pipe.

VII. Always get new gas connection through legal means. Theft of gas *is a national* loss and an unlawful *act! Liable with punishment.*

VIII. Please report gas theft at Phone 119.

IX. Pay your dues within due date.

X. Your safety is our prime objective.

PERFORMANCE & SERVICE STANDARD

The relevant Performance & Service Standards as approved by OGRA are being followed (Detailed Performance & Service Standards are attached as Annexure-'A')

ANNEXURE-"A"

PERFORMANCE AND SERVICE STANDARDS

The attached Annexure-"A" are detailed Performance and Service Standards issued by the Authority on 3 September 2003 vide letter # IOGRA-7(3)-C/03, updated by OGRA vide Gazette Notification dated 19 March 2019. The Company conforms to the Performance and Service Standards as specified by the Authority in respect of all aspects of the Company's performance including service, efficiency and safe operations.

REGISTERED No. M - 302
L.-7646

The Gazette of Pakistan

EXTRAORDINARY
PUBLISHED BY AUTHORITY

ISLAMABAD, TUESDAY, MARCH 19, 2019

PART II

Statutory Notifications (S. R. O.)

GOVERNMENT OF PAKISTAN
OIL AND GAS REGULATORY AUTHORITY

NOTIFICATION

Islamabad, the 27th February, 2019

S.R.O. 396(I)/2019.—In exercise of the powers conferred by Section 6(2) and Section 42 of the Oil and Gas Regulatory Authority Ordinance, 2002 (Ordinance No. XVII of 2002) the Oil and Gas Regulatory Authority is pleased to make the following regulations namely:

1. **Short title and Commencement.**—(1) These Regulations may be called the Performance and Service Standards.

(2) They shall come into force at once.

2. **Applicability.**—These regulations shall be applicable to all such licensees undertaking the regulated activity of transmission, distribution and sale of natural gas.

Price: Rs. 10.00

[498(2019)/Ex. Gaz.]

3. **Compliance Compulsory.**—(1) All such licensees, carrying out the regulated activity of transmission, distribution and sale of natural gas, shall comply with the performance and service standards prescribed in these regulations.

(2) The Authority in consultation with licensees, may review, rescind, change, alter or vary any performance and service standard specified in these regulations.

4. **Performance and service standards.—**

Sr. No.	Action	Required Performance
1	Gas Emergencies	In case of gas escapes, fires or other hazardous situations, attend as quickly as possible but within one hour for uncontrolled escapes, and two hours for controlled escapes.
2	Telephone Calls	All calls to centers to be answered within 60 seconds.
3	Complaints	All complaints shall be recorded whether received by phone, letter, electronically or in person. The Licensee shall intimate the complaint number to the consumer. Complaints about gas smell, asphyxiation, fire, gas pipe breakage, explosion or building collapse, etc., shall be dealt with as per S. No. 1. All other complaints, which are determined to be low risk, *i.e.,* not involving loss of life or property shall be responded to within 24 hours. Complaints about other operational nature shall be dealt with on a planned basis as per other listed activities in these standards. For further explanation, see "Table, Response Time Examples", given at the end of these standards.
4	Investigation of Pressure Complaints	Visit within 36 hours.
5	Making and Keeping Appointments	For planned work as and when required, appointments will be made on a morning or afternoon basis. If an appointment cannot be honored, the company will give a 24- hours notice to the consumer.
6	Notification of Planned work	Work for planned maintenance that requires interruption of the gas supply and entry to the consumer's premises will be subject to a notice of at least 10 working days for the service line, and at least 5 days for the meter alone.

Sr. No.	Action	Required Performance
7	Connection to Distribution System	(a) The company shall promptly respond to all requests for service after the date of their receipt and issue proposal letters as soon as the application fall on turn/merit, if: • It is technically feasible to connect the premises to the gas main; • Such a connection would not create any anomalous situation or discrimination with other prospective consumers in the same locality; • A domestic or commercial premises is located perpendicularly within 25 meters of the existing gas main and where the extension of gas main or re inforcement is not involved; and • An industrial premises is located perpendicularly within 150 meters of the existing gas main and where extension of gas main or reinforcement is not involved. (b) If a domestic, commercial or industrial premises is not located within the distance specified above, the company shall inform the applicant within 45 days of receipt of request as follows: • The company's inability to provide the service; or • The time frame within which the service can be provided to the applicant. (c) The company shall be obligated to provide gas connection to an owner or occupier of a premises on turn/merit subject to payment of gas connection charges, gas supply deposit and availability of road cutting permission if applicable.
8	Energy/Safety advice	Energy and safety advice will be given to consumers visited with problems. Energy / safety advice provided by gas bills / print/ electronic media.
9	Replies to Correspondence	Consumer to receive a reply, in writing, within 5 working days of receipt of correspondence. Attend earlier if necessary. Interim replies will indicate when a full reply may be expected.
10	Visits	Except in emergency, meter reading, suspected pilferage or consumer complaint, if a visit to consumer's premises is required, the company shall first attempt to make a phone contact with the consumer for an appointment within 4 days.

Sr. No.	Action	Required Performance
11	Estimating Procedures for billing	Procedure should favor neither the Company nor the consumer. Differences between actual and estimated gas usage will be settled / resolved as per contractual obligations between the Company and consumer.
12	Meter Alteration and replacement at consumer's request	15 working days following acceptance and payment of relevant dues / charges.
13	Responding to Meter Problems	The company shall respond within 2 days of the receipt of complaint and replace the blocked/not passing gas/burnt/badly damaged meters within 5 working days after the payment of relevant dues/charges, if any. The company shall replace the inaccurate meters *i.e.* sticky/slow/does not register gas meters within two months of the receipt of complaint/ suspicion of inaccuracy.
14	Meter Accounts (Meter reading / billing)	The Company shall deliver / serve gas bills based on actual meter readings on 30 days basis, or a longer period not extending 45 days. Adjustments for price / tariff should be made proportionate to the number of days. • Due date of payment shall be 15 days from date of issuance of bill. However, the company shall make arrangements for delivery of bills such that each consumer gets a minimum period of 7 days to make payment.
15	Meter Reading Frequency	Read meter one month after the previous reading, at least once in each calendar month.
16	Special Meter Readings	Visit within 3 working days of receiving a request.
17	Appointment for final meter reading	Morning or afternoon appointments (at two-day's notice) for final meter reading.
18	Providing additional meter	Additional meter may be treated as a new connection and such a request may be processed on its turn/merit in line with fresh applicants.
19	Notifying Consumer for Non-payment	Notices of non-payment to be printed on forthcoming gas bills in case of default by the consumer.

Sr. No.	Action	Required Performance
20	Termination of Service for Default	Termination of service for default shall be at company's discretion after expiry of notice (s) and period allowed for clearance of dues but no more than 45 days of default of non-clearance subsequent to period allowed in the notice.
21	Reconnection after payment of dues	Within one working day after full payment and access available.
22	Refunds to the Consumers	Refunds to consumers to be dispatched within 30 days.
23	Backfill, Restoration	Trench to be backfilled and site restored to its original or better condition within 15 working days of commissioning of gas supply.
24	Removal of service line after disconnection	The company shall remove service line of the disconnected premises, if the consumer does not procure reconnection: • Within 180 days for domestic consumer • Within 60 days for commercial consumer • Within 30 days for industrial consumer
25	Contractual pressure	The company shall maintain adequate pressure in transmission pipelines and distribution networks and upgrade system where necessary to ensure supply of contractual volume to its consumers at pressures agreed with them in their relevant agreements.
26	Compensation	Payment of compensation to consumer adversely affected by non-compliance of service standards as per the compensation procedure approved by the Authority.
27	Issuance of 1st bill after commissioning of gas supply	The Company shall issue first gas bill based on actual meter readings within ninety (90) days of the commissioning of gas supply of the consumer.
28	Issuance of Provisional Bills	In case for any reason, meter is not read during any billing cycle, the Licensee shall send a provisional bill, in accordance with the provisions of Gas Supply Contract/ Gas Sales Agreement. Such provisional billing shall not continue for more than three billing cycles at a stretch. The amount so paid shall be adjusted against the bill raised on the basis of actual meter reading during subsequent billing cycles.

Sr. No.	Action	Required Performance
29	Identity of Company's Officials	All officials of the Company dealing in consumer handling, visiting the site/complainant's premises and attending the complaint of any nature shall carry Company's Identity Cards for ease of communication and identification.
30	Accuracy Test of Meters / On Site Flow Proving of Commercial & Industrial Meters	Within 15 days of receiving the request for testing the accuracy of gas meter, the company shall test/inspect the meter and if needed, the meter shall be replaced within two months of the receipt of initial request. The Company may however, charge the consumer in accordance with Fixed & Variable Charges approved by the Authority.
31	Visit of Customer Meter Station	The service valve, service regulator, inlet pipe of meter and the meter will be kept in good repair by the company. Additionally, the company shall ensure that customer meter stations shall be visited, by its technical team, as per the schedule given below: • At least once in five years for domestic consumers • At least once in a year for commercial/ special domestic consumers • At least once in three months for industrial consumers The company's authorized representative shall check the meter in the presence of the consumer or his authorized representative and will record after inspection of the meter, its apparent condition, index number, meter reading and the apparent condition of seals.
32	Complaints on billing	The company shall acknowledge and register the complaint immediately, if received in person, or within five working days from the date of receipt if received by post. If no additional information is required, the company shall resolve the complaint and intimate the result to the consumer within fifteen days of receipt of the complaint. In case any additional information is required, the same shall be obtained, the issue resolved and result intimated to the consumer within thirty days of receipt of the complaint.

Sr. No.	Action	Required Performance
33	Change of Name	Any change of name of the consumer shall be effected in two billing cycles after the receipt of complete application/documents by the consumer.
34	Delivery of bills through E-mail	The licensee shall give an option to the consumer to register himself for gas bills through email.
35	Transparency in provision of Gas Connections	The company shall provide a link on its website to the applicants enabling them to find out the status as well as merit No. of their applications.
36	Leak Detection and Control	The company shall carry out leak detection and rectification of Transmission and Distribution Networks, Service lines along with main cock, service regulators inlet pipe and the meter upto outlet meter coupling as per criteria provided in ANSI / ASME B 31.8.
37	Meter Reading Verification	The company shall prepare and follow a monthly program involving meter reading verification and site checking of industrial/bulk sale consumers by its Executives.

5. **RESPONSE TIME EXAMPLES:**

TIME (Max.)	ACTION FOR
One Hour	Fire, explosion.
Two Hour	Minor leak on valve in un-inhabited area. Relief valve discharge
Other	Meter inaccurate. Trench not backfilled.

[F. No. OGRA-5-6(1)/2018-PR.]

MUHAMMAD ASAD LATIF,
Secretary.

PRINTED BY THE MANAGER, PRINTING CORPORATION OF PAKISTAN PRESS, ISLAMABAD.
PUBLISHED BY THE DEPUTY CONTROLLER, STATIONERY AND FORMS, UNIVERSITY ROAD, KARACHI.

ANNEXURE-"B"

PRCEDURE FOR DEALING WITH THEFT OF GAS CASES

The "Procedure for Dealing with Theft of Gas Cases" (Annexure-"B") was approved by OGRA on 16 August 2005 in pursuance of the SSGC's License Condition No. 20. The Para F(i) & F(ii) were added by Authority vide letter dated 09 July 2014. The Para "D" and Para "G" of this procedure was updated by Authority vide letter dated 26 June 2019 further updated vide letter dated 17 July 2019.

According to this procedure theft of gas means use / consumption of gas in an unauthorized / unlawful manner for which the user / consumer has neither been billed nor the consumer paid for such consumption.

Theft cases are dealt in accordance with the enclosed procedure which is approved by the Authority.

DGM(HR)

OIL & GAS REGULATORY AUTHORITY

Ref: OGRA-9(1)/2005 **August 16, 2005**

✓ **The Managing Director**
Sui Southern Gas Company Limited
St-4/B, Block 14,Sir Shah Suleman Road
Gulshan-e-Iqbal,
Karachi.

The Managing Director
Sui Northern Gas Pipelines Limited
Gas House, 21-Kashmir Road
Lahore.

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M.D.S.S.G.C.		
Received on 17/8/05		
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DMD		
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SGM (ES)		
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SGM (IM)		
GM (HR)		
CO. SECY		
DGM (CPA)		
GM/RA	✓	

SUBJECT: **Procedure for Dealing with Theft of Gas Cases**

Dear Sir,

In pursuance of the Licence Condition No.20 of the Licences granted to both the gas utility companies i.e. SSGCL & SNGPL (the Licencees), which stipulates as below;

20. Action against Theft

20.1. " The Licensee shall, within 60 days of the date of issue of the Licence or at such date as is approved by the Authority, submit to the Authority for approval the Licensee's policy and procedure for;

20.1.1. addressing the incidence of the theft of natural gas;
20.1.2. determination of the value of stolen gas; and
20.1.3. recovery of the value of stolen gas.",

the 'Procedure for dealing with theft of Gas' as finalized in consultation with the Licensees has been approved by the Authority. The same is hereby enclosed for implementation at your end with immediate effect.

Yours faithfully,

Shahzad Iqbal
Joint Executive Director (Gas)

PROCEDURE FOR DEALING WITH THEFT OF GAS CASES

Definition: Theft of natural gas: -
Theft of natural gas means use / consumption of gas in unauthorized / un-lawful manner for which the user / consumer has neither been billed nor he/she has paid for such consumption.

A. FOLLOWING ARE POSSIBLE INSTANCES OF ACTS WHICH TENTAMOUNT TO THEFT: -

- Tempering with the meter, volume corrector and recording instruments (flow, pressure and temperature recorders).
- Reverse installation of meter by the consumer i.e. inlet at outlet and vice versa.
- Securing gas by removing meter and connecting inlet/ outlet by rubber pipe or other tubing or using unmeasured gas through by pass point before meter.
- Using gas without obtaining gas connection or reconnection of a disconnected gas supply connection by the consumer.
- Suction of gas from disconnected gas service lines by mechanical device or illegally restoring the service.
- Increasing pressure of gas from pre-set setting / value by tampering with the pressure regulator or securing gas online pressure by removing regulator.
- Taking un-authorized "off-take" from the distribution supply main.
- Reversing of meter reading by back flow of air using a blower / tempering index of meter or by other mechanical means.
- Using un-metered gas by taking off-take before meter inlet coupling/spud.
- Tempering / blocking of sensing elements of volume correctors for less registration of corrected volume.
- Increase in load by the consumer resulting in meter becoming under capacity and consequential under /short billing. Tempering of meter's / regulator's seals to secure more gas than registered by the meter /Tempering of meters / regulators seals to secure more gas than registered by the meter.
- Installation of stolen / unauthorized meter by a disconnected consumer or an unregistered consumer.
- Using un-metered gas by removing meter index.
- Illegally restoring gas supply by damaging / breaking of company's installed disconnection lock.
- Using gas in category of tariff not allowed by the utility.
- Cutting cage of CMS for any kind of tampering and then re-welding.
- Any other mode not specified herein above.

B. **INFORMATION: -**

Any information from company's own sources, outside sources, consumers, members of the public, telephone calls regarding theft, unauthorized and unlawful use of gas by any consumer, person or premises shall be duly registered by designated officials of the company as an important information, which shall be maintained confidentially and will not be ignored and appropriate action for detection, confirmation and recovery shall immediately be initiated.

C. **BASIS OF SUSPICION: -**

One or more of the following events and / or circumstances shall form the basis for suspicion of theft: -

- Index of meter found stuck-up for movement or recording slow and / or meter bearing evidence of such tempering which may allow the meter to pass gas without being registered on the index counter. Seals of the meter found tampered or broken.
- "Gas Pressure regulator" bearing such indication and / or evidence of tampering which may cause flow of gas at higher pressure than pre-set value or that contracted for /Seals of regulators found tempered or broken.
- Unauthorized connection from main/ upstream of meter.
- Gas flowing to the consumption units without being registered on the meter.
- Deliberately taking more than contracted volume over and above rated meter capacity causing wear and tear and consequential slowing/ stoppage of meter.
- Gas flowing to a premises where existence of a legitimate metered connection is not observed / evident.
- Any other reasonable cause not mentioned herein above.

D. **ACTION OF THE COMPANY: -** Para "D" updated See Last Pages

- The company may in association with local and provincial government, acquire services of Magistrate or a judicial officer and police and / or personnel from the Army/ Paramilitary establishment (as an alternative to police force) for conducting raids on suspected consumers.
- Meter testing workshops/mobile-testing workshops shall be established at all regional head quarters as far as possible keeping in view operational requirement, but not later than two years with effect from July 01, 2005.
- In case of strong evidences leading to confirmation of the act of theft, the company will disconnect the gas supply of the consumer / defaulter immediately and will remove all devices which can facilitate the consumer/ defaulter in illegal restoration of gas supply.

Para 'D' updated See last Pages

Following procedure shall be adopted while undertaking disconnection: -

- Physical / visual appearance of the meter and / or pressure regulator shall be documented preferably in the presence of a representative of the defaulter consumer.
- The disconnected meter and / or regulator shall be taken into personal custody by a responsible designated official of the company who shall place the equipment in a bag / container which shall be sealed at the site. Time and date shall be logged.
- The observations made at the time of disconnection shall be logged / documented and signed by all the members of the disconnection team. The document on which the said observations are recorded will be enclosed in the box / container in duplicate with copies to Head of department and local Regional General Manager. The company shall send a quarterly report to OGRA giving addresses of premises where acts of theft are confirmed, as well as brief description of mode of theft.
- The suspected equipment shall be dispatched to the " Local / nearest Testing Workshop/ Laboratory" within two working days of disconnection.
- Safe and secure handling of the equipment shall be ensured during transportation / transit to protect against possible damage.
- The official taking charge of the equipment in testing workshop / laboratory shall break open the seal of the bag in the presence of the person delivering the equipment. Moreover, out of two, one copy of the document accompanying the meter in the container shall be endorsed by the official receiving it and returned to the one delivering it for handling over the same to General Manager / Incharge of the Region to which the meter pertains and would also confirm the physical / visual condition of the equipment as recorded by the inspection/raiding team. Testing of internal parts / operation of meter and flow proving shall be carried out in the laboratory and reported to the G.M of the region within five working days, in case of industrial category and ten working days, in case of commercial / domestic category after the receipt of meter.
- The meter will be tested if desired by the customer in his presence or otherwise the absence of the customer will be noted.

E. DETECTION AGAINST DIRECT TAPPING / UNAUTHORIZED PRESSURE ENHANCEMENT: -

- The direct tapping including 'Self-reconnection / connection' cases shall be checked by company's vigilance team on receipt of any information, preferably in association with a Magistrate or judicial officer and Police/ Army / Paramilitary Personnel.
- The physical evidence shall be documented and photographs of means of direct tapping or ' Self-reconnection / connection' of disconnected premises shall be taken.

- As far as possible the evidence shall be witnessed by the accompanying Magistrate or judicial officer and police contingent / Army /Paramilitary Personnel.
- The cases of un-authorized enhancement in pressure over and above pre-set approved metering / billing pressure shall be substantiated with available evidences , authenticated in the site reports.
- Disconnect the consumer/person / premises using gas un-authorizedly and removed devices /installations used for the purpose.
- Take appropriate action including invoking of Section 27 of Chapter V of OGRA Ordinance, 2002.

F. **ASSESMENT OF VALUE OF GAS STOLEN AND RECOVERY: -**

Meter Tempering Cases: -

When any consumer is established to be involve in a gas theft using gas through tampering with the meter or instruments installed / mounted on or along the meter (i.e. volume corrector, or pressure- temperature recorder), or any act mentioned in clauses "A", "C"or "G" the volume of gas stolen by consumer shall be assessed taking into consideration the following: -

1. Period / duration of suspected theft will be assessed on direct and circumstantial evidence taking into accounts the reports of previous checking / inspection of site by company's technical staff / officer, checking of meter by metering workshop officials. Unless the circumstances specifically necessitate, the period of suspicion shall be counted from the period the consumption behavior of the consumer has shown decline over the normal / connected load or consumption pattern of the past period till the date of raid / confirmation of pilferage. The assessed volume / BTUs shall be compatible with highest consumption of corresponding months in previous three years or on subsequent replaced meter's consumption, provided that the suspected period shall not exceed 12 months.
2. Connected load (connected load shall be based on appliances actually installed and taking load of each in comparison to predetermined load of each appliance). The connected load will be assessed by three members committee comprising of one representative each from Engineering , Sales and Billing Sections.
3. Working hours (the assessed working hours shall be based on type of business. Reference of sales survey report specifying number of hours may be made). The working hours will also be assessed by a three members committee comprising of one representative each from Engineering, Sales and Billing Sections.
4. The Gas flow rate shall be recorded as registered by the installed meter which will latter be flow proved at Metering Workshop to determine the accuracy of measurement, within two weeks.

5. Assessed period of consumption through tempered meter (the assessment will be made taking into consideration the prominent "dips" in billed volume / BTUs. the period of claim will be last three / five years. In case the period of pilferage is determine more than 12 months, the period of claim will be restricted up to 12 months.)
6. The amount to be charged for previous period shall be based on the prevalent sale prices.
7. Flow proving report / meter inspection report in meter testing shop

8. The reconnection of a registered consumer shall be carried out when recovery of at least 25% of the amount levied has been made along with "reconnection charges" as well as written agreement between the company and consumer on the amount agreed upon and mode of payment.
9. An in-house committee headed by a Senior General Manager and comprising Senior level representatives from Finance / Billing, Audit, Distribution, Measurement and Theft Control Department shall be constituted to review the appeals of the consumers charged for theft of gas. The alleged consumer shall have the right to be present before the review committee for presentation of his case.

In case of domestic consumers, the available record alone shall not form basis of recovery because in domestic consumption weather / seasonal affects have significant bearing, therefore consumption of the corresponding months too shall be considered for assessing charges to be claimed for the period as is determinable, however, not exceeding 12 months.

Added Para F(i) & F(ii) - See last Pages

Para "G" updated - See last Pages

G. TAMPERING OF METERS NOT DETECTED AT SITE BUT LATTER DETECTED / PROVED AT COMPANY'S METER SHOP.

Where tampering of meter is not detected at site but later proved in the Central Meter Shop / Regional Meter Shop which inspection shall be carried out within time limit i.e. for industrial 3 weeks, for commercial 6 weeks and for domestic consumers 12 weeks, the basis of assessment of value of gas stolen and recovery of amount from defaulting consumer shall be the same as per clause 'F'. However, the company shall not claim such charges latter than six months after removal / replacement of meter at the site. The recoveries shall have to be evaluated and finalized by the in-house committees within stipulated time frame of 06 months.

- LPS/GST will also be recovered as applicable.
- The cost of meter and other damaged or affected ancillaries / equipment may also be recovered from the consumer.

H. PROCEDURE FOR RECOVERY OF GAS THEFT CHARGES FROM NON-CONSUMERS

Gas theft charges shall be determined as per procedure, and legal notice will be served to the defaulter for depositing the gas theft charges to the company, as per provisions of OGRA Ordinance and Rules / Regulations made there under.

(ii) In view of above, the Authority has decided to amend the Clause "D" of "Procedure for Dealing with theft of Gas Cases, 2005" and the revised / amended Clause "D" is reproduced as under:-

"D. **ACTION OF THE COMPANY: -**

1. The Company may in association with local and provincial governments, acquire services of Magistrate, or Judicial Officer and police and / or personnel from the Army / Paramilitary establishment (as an alternative to police force) for conducting raids on suspected consumers.
2. Meter testing workshops / mobile-testing workshops shall be established at all regional headquarters as far as possible keeping in view operational requirement.
3. In case of strong evidences leading to confirmation of the act of theft, the Company will disconnect the supply of the

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consumer / defaulter immediately and will remove all devices which can facilitate the consumer / defaulter in illegal restoration of gas supply. **The Company shall record the evidence of theft and the connected load in the form of photographs or video recordings.**

Following procedure shall be adopted while undertaking disconnection.

4. Physical /visual appearance of the meter and/or pressure regulator shall be documented, **i.e. on Meter Replacement Advice, Field Order/Meter Disconnection Advice, etc,** preferably in the presence of a representative of the defaulter consumer along with provision of the copy of the same to the consumer.

5. The disconnected meter and /or regulator shall be taken into personal custody by a responsible designated official of the Company as follows:

Category	Description
Industrial, Commercial & Special Domestic Consumers	The equipment shall be placed in a bag/container which shall be sealed at the site.
Domestic Consumer	The equipment shall be placed in a box/container which shall be sealed at the site for safe handling/ transportation of meter.

Time and date shall be logged. **In case of any damage to the meter during transportation, the onus of responsibility shall totally lie on the Company.**

6. The observations made at the time of disconnection shall be logged /documented and signed by In-charge of disconnection team. The consumer shall also be requested to sign the document and in case the consumer refuses to sign, the same will be documented/logged. The document, **i.e. on Meter Replacement Advice, Field Order/Meter Disconnection Advice, etc.** on which the said observation is recorded will be copied to concerned Sectional In-charge. The Company shall send a quarterly report to OGRA giving addresses of premises where acts of theft are confirmed as well as brief description of mode of theft.

7. The suspected equipment shall be dispatched to the "Local /nearest Testing Workshop/Laboratory" as follow:

Category	Description
Industrial Consumers	Within *3* working days of disconnection

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Commercial and Special Domestic Consumers	Within *4* working days of disconnection
Domestic Consumers	Within *5* working days of disconnection

8. Safe and secure handling of the equipment shall be ensured during transportation/transit to protect against possible damage.

9. The official taking charge of the equipment in testing workshop /laboratory shall:

In case of Industrial, Commercial and Special Domestic Consumers:

Break open the seal of the bag in the presence of the person delivering the equipment as well in the presence of the consumer and would also confirm the physical / visual condition of the equipment as recorded by the inspection/ raiding team **on the Meter Replacement Advice, Field Order/Meter Disconnection Advice, etc.**

In case of Domestic Consumers:

Confirm the Physical / visual condition of the equipment as recorded by the inspection/ raiding team **on the Meter Replacement Advice, Field Order/Meter Disconnection advice, etc.**

Moreover, out of two, one copy of the document accompanying the meter in the container shall be endorsed by the official receiving it and returned to the one delivering it for handling over the same to concerned Sectional Incharge of the region to which the meter pertains. Testing of internal parts/ operation of meter and flow proving shall be carried in the laboratory and Meter Inspection Report shall be forwarded to the G.M of the region as follows:

Category	**Description**
Industrial	Within 7 working days of receipt of meter
Commercial / Special Domestic	Within 14 working days of receipt of meter
Domestic	Within 21 working days of receipt of meter

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10. The meter will be tested if desired by the Consumer in his presence or otherwise the absence of the consumer will be noted."

(iii) **"CLAUSE G. TAMPERING OF METERS NOT DETECTED AT SITE BUT LATER DETECTED / PROVED AT COMPANY'S METER SHOP"**

EXISTING Clause "G"	Proposal of SNGPL	Authority's Observations
"Clause G. Tampering of meters not detected at site but latter detected / proved at company's meter shop. Where tampering of meter is not detected at site but later proved on the Central Meter Shop / Regional Meter Shop which inspection shall be carried out within time limit i.e. **for industrial 3 weeks** for commercial 6 weeks and for domestic consumers 12 weeks".	**"Clause G. Tampering of meters not detected at site but latter detected / proved at company's meter shop.** Where tampering of meter is not detected at site but later proved on the Central Meter Shop / Regional Meter Shop which inspection shall be carried out within time limit i.e. **for industrial 8 weeks,** for commercial 6 weeks and for domestic consumers 12 weeks".	**"Clause G. Tampering of meters not detected at site but latter detected / proved at company's meter shop.** Where tampering of meter is not detected at site but later proved on the Central Meter Shop / Regional Meter Shop which inspection shall be carried out within time limit i.e. **for industrial 6 weeks,** for commercial 6 weeks and for domestic consumers 12 weeks".

(iv) In view of above, the Authority has decided to amend the Clause G of "Procedure for Dealing with Theft of Gas Cases, 2005" and accordingly the revised / amended Clause "G" is reproduced as under:

"CLAUSE G. TAMPERING OF METERS NOT DETECTED AT SITE BUT LATER DETECTED / PROVED AT COMPANY'S METER SHOP

Where tampering of meter is not detected at site but later proved in the Central Meter Shop / Regional Mete Shop which inspection shall be carried out within time limit i.e. for industrial **6 weeks**, for commercial 6 weeks and for domestic consumers 12 weeks, the basis of assessment of value of gas stolen and recovery of amount from defaulting consumer shall be the same as per clause "F". However, the company shall not claim such charges later than six months after removal/replacement of meter at the site. The

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recoveries shall have to be evaluated and finalized by the in-house committees within stipulated time frame of 06 months.

- LPS/GST will also be recovered as applicable.
- The cost of meter and other damaged or affected ancillaries/equipment may also be recovered from the consumer."

13. The Authority, after scrutiny of the applications, hearing the arguments of the Licensees and the participants of Public Hearings at length as well as on the basis of all available information, hereby disposes of the said applications in term of para-12, accordingly. Both the licensees are directed to comply with the aforesaid decision of the Authority in letter and spirit.

(Dr. Abdullah Malik)
Member (Oil)

(Noorul Haque)
Member (Finance)

(Uzma Adil Khan)
Chairperson

REGISTRAR
Oil & Gas Regulatory Authority
Islamabad

Islamabad,
June 26, 2019

Added Para F(i) & (ii)

10.3 However, in the cases of theft of gas by direct bypass, sub clause (i) &(ii) shall be added to clause F(1) of the Procedure for Dealing with Theft of Gas Cases, 2005 shall be added as under:

F (1) ASSESSMENT OF VALUE OF GAS STOLEN AND RECOVERY
Meter Tempering Cases / Direct Bypass

F(1)(i)

'The period of theft in the cases of direct bypass shall be assessed only subject to the provision of concrete physical / circumstantial and documentary evidence which may authenticate the actual period of theft of gas. The company will be responsible for correct assessment of the theft period through a Head Office Detection Evaluation Committee headed by an officer of DMD level of the concerned Gas Utility Company. However, impugned period may not exceed more than three (03) years, in accordance with the spirit of Limitation Act, 1908'.

F(1)(ii)

In the cases, where actual period of theft of gas through direct bypass could not be assessed due to non-provision of any credible documentary / physical / circumstantial evidences by the licencees, then the period of claim shall be restricted to (12) twelve months only.

11. Keeping in view above, the Authority hereby rejects the requests of the petitioners and disposes off the case to the extent of addition in Procedure for Dealing with Theft of Gas Cases, 2005 as given at Para 10.3 above, accordingly.

Dated: July 03, 2014

(Aamir Naseem)
Member (Gas)

(Sabar Hussain)
Member (Oil)/Vice Chairman

(Saeed Ahmad Khan)
Chairman

Registrar
Oil & Gas Regulatory Authority
Islamabad

ANNEXURE-"C"

SSGC'S COMPLAINT RESOLUTION PROCEDURE

Sui Southern Gas Company Limited is committed to provide timely response to the Customers' complaints. To fulfill this obligation, the Complaint Resolution Procedure (Annexure-"C") is formulated indicating the mechanism of attending complaints promptly by different departments. This Complaint Resolution Procedure comprises of following sections:

I. Billing
II. Sales
III. Measurement
IV. Customer Relation
V. Distribution

COMPLAINTS FORWARDED BY OGRA:

If the complainant continuous to feel unsatisfied with the redress provided by SSGC, he/she may submit his/her complaint to OGRA under clause 4 (c) of Complaint Resolution Procedure Regulations, 2003. The said complaint is forwarded by OGRA to SSGC's MD/GM(RA)'s office. The GM(RA)'s office sends the complaint to relevant department for investigation and thorough examination in accordance with SSGC's Complaint Resolution Procedure. After necessary checking/investigation a comprehensive response is prepared and submitted to OGRA through Regulatory Affairs department.

SUI SOUTHERN GAS COMPANY LIMITED

SECTION - I

BILLING DEPARTMENT

COMPLAINT RESOLUTION PROCEDURE

BILLING COMPLAINTS

Following type of complaints are dealt with by billing department.

Nature of Complaints:

1 Incorrect Reading
2 Adjustments in the bills
3 Wrong Billing
4 Non-Delivery of Bills
5 Late Delivery of Bills
6 Late Payment Surcharge
7 Delay in issuance of First Bill
8 Payment missing / Late receipt of customer payments
9 Tenancy change
10 PUG Estimation

Methods of Registering Complaints:

A Customer can lodge complaint in any of the following manners:

(i) In person at the Zonal, Regional, or Station Office
(ii) By letter to Zonal, Regional, Station Manager or to GM (Billing) or any other senior level.
(iii) By Telephone
(iv) By fax and e-mail available on company's web-site.

Complaint Resolution Mechanism

+ **Register of Complaints**

In person complaints are generally resolved at the CFC's. Those not immediately resolvable are retained and the customer is advised of the likely time of the resolution. The complaints are noted at all levels. Complaint registers are maintained for registering and resolving of the complaints at the Zonal/ Regional/ Station levels. GM (Billing) monitors volume of complaints and their timely resolution.

+ **Step-1: Billing Offices at Zonal / Regional / Station level**

Customer complaints not immediately resolvable at the Customer Facilitations Centers are passed on to concerned Billing Zones / Regional Billing offices. These complaints are generally resolved in the same billing month and exceptionally in next billing month because cycle of billing has progressed. The nature of these complaints is as under:

- Meter Reading errors
- Tenancy change
- Adjustments
- Non- delivery of gas bills
- Late delivery of gas bills
- High gas bills

The resolution of complaint is reflected on next bill of the customer which is intimation.

+ **Step-2: General Manager (B)/ DGM (B)/ RM (B) Offices**

Complaints are usually resolved at the CFC and billing Zone or Regional billing office level. However the customers have access up to General Manager (Billing) office and the MD's complaint cell level. Customers are intimated with the outcome of their complaints appropriately. GM (Billing) monitors that complaints are resolved promptly and that there are no accumulations or rising trend in the complaints.

Complaints of the type noted below are resolved on the spot by Customers Facilitation Centers/ Billing Offices/ located at approachable distances by customers:

- Late delivery of bills
- Non-delivery of bills
- Late receipt of customer Payment
- Meter Reading errors
- Provisional Billing etc.

+ **Step-3: Managing Director's Complaint Cell**

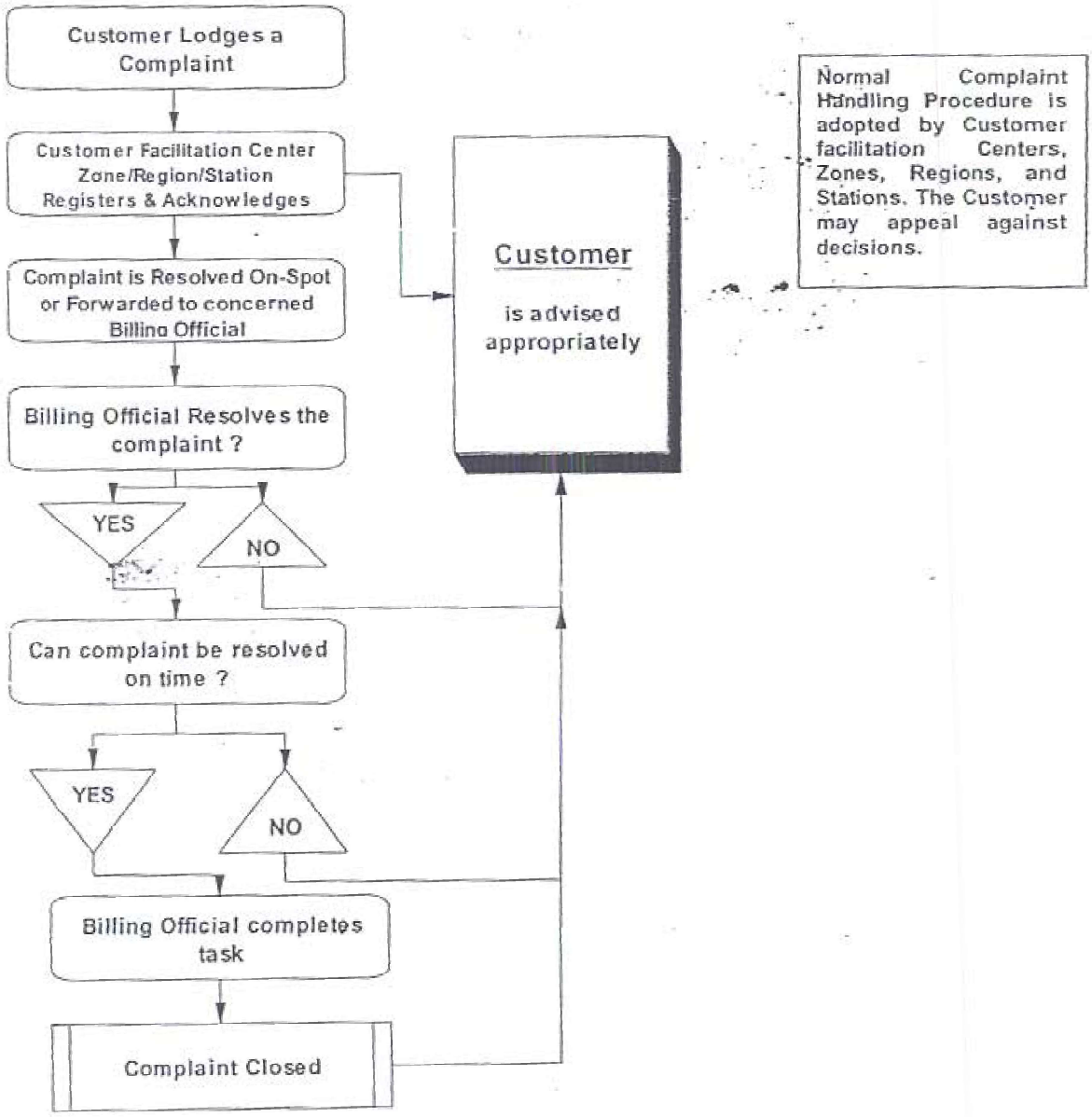
Managing Director's "Complaint Cell" receives customer complaints with a view to redress and monitor efficiency of the internal systems. Complaints received by

the Cell are recorded and are followed-up for resolution. The complaints are resolved and replied within a week.

+ **Step-4: Complaints through Complaints/suggestion boxes**

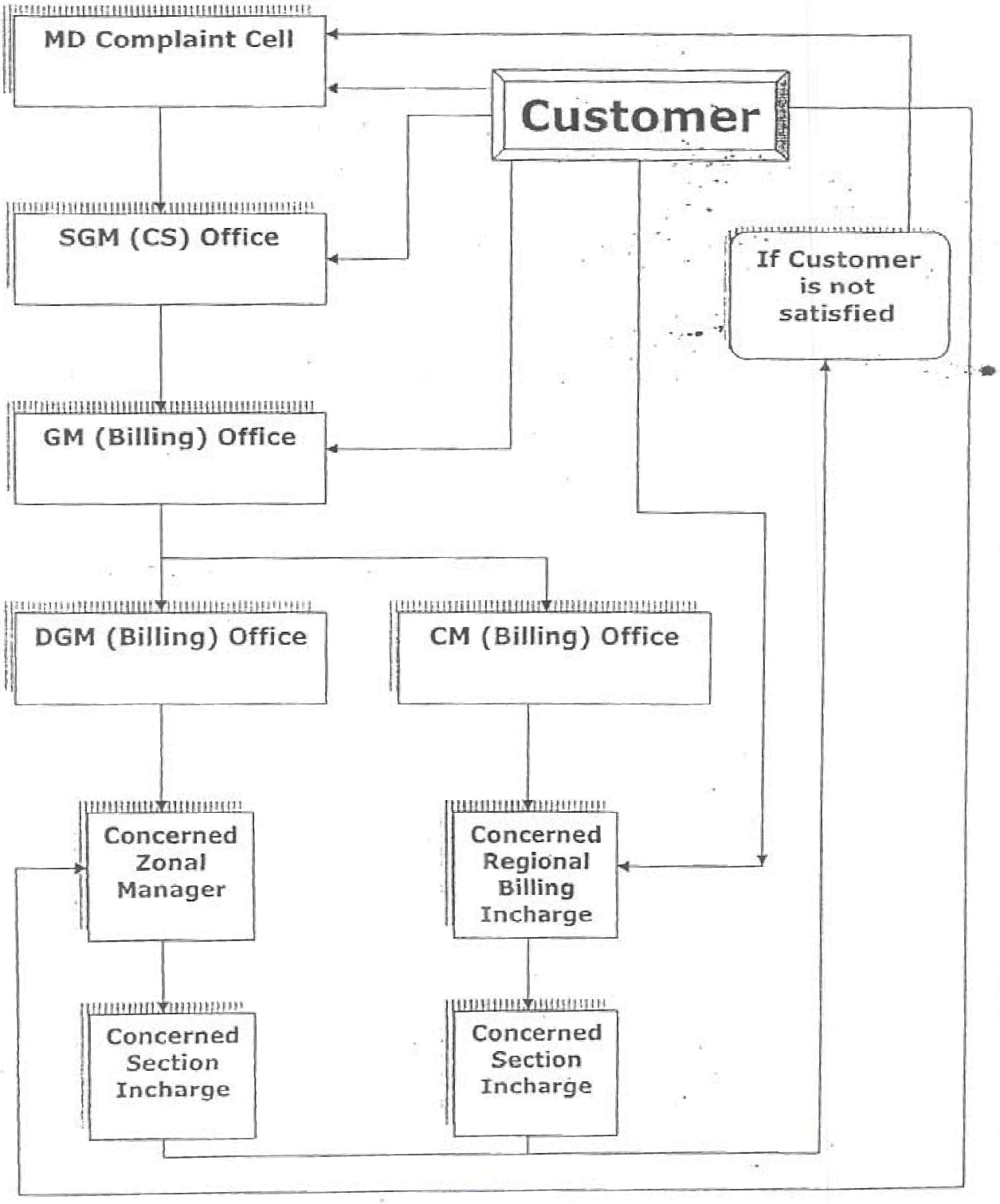
Complaints/Suggestions boxes are placed at all billing offices. Customers are facilitated with complaints/suggesfion forms. The complaints/suggestions boxes are locked/un-locked by officials other then billing and pursuance and follow-up of complaints/suggestions thus received is monitored by SGM (CS).

COMPLAINT RESOLUTION FLOW CHART



I-5/6

HIERARCHY OF COMPLAINTS RESOLUTION FLOW CHART



I- 6/6

SSGC

SUI SOUTHERN GAS COMPANY LIMITED

CUSTOMER SUGGESTION / COMMENT FORM

Dear Customer,

In our continuing endeavour to improve the quality of our service, we need your suggestions / comments, because at SSGC, we care.

Suggestions / Comments:

Kindly also provide your feedback by marking ☑ the most appropriate box.

		High	Medium	Low
1.	Reliability of gas supply in terms of continuity and pressure	☐	☐	☐
2.	Accuracy of bills	☐	☐	☐
3.	Adequacy of time for payment of bill between receipt and due dates	☐	☐	☐
4.	Responsiveness and courtesy level of 119 Helpline	☐	☐	☐
5.	Promptness in redressal of complaints	☐	☐	☐

Name : _____ *Account Number: _____

Address : _____

_____

Phone No.: _____

Date: _____ Signature: _____

*(if readily available)

We value your comments

SUI SOUTHERN GAS COMPANY LIMITED

COMMERCIAL DIVISION

SECTION - II

SALES DEPARTMENT

COMPLAINT RESOLUTION PROCEDURE

Complaint Resolution Procedure

Type/Nature of Complaint

Following type of complaints are dealt by Sales Department:-

1. Complaints regarding delay in gas connections
2. Tariff Change
3. Complaints against contractors

Recording Customer's Complaint

It is important to record customer's complaint in order to:

- Track progress of complaints.
- Ensure accountability.
- Identify and fix root causes.

Registering a complaint

Customer may lodge a complaint with head of Sales Department on the attached Form. All complaints will be recorded in the register by the concerned dealing staff. The complaint may be lodged through the following sources:

- By a letter.
- In person at Sales Department.
- Through telephone / Fax. / Email.
- By contacting the head of Sales Department.
- Through Customer Facilitation Centre.

Complaint Resolution Mechanism.

- It is the responsibility of staff to respond to customer's complaint in a courteous manner and to provide him with the required information/relief. If the complaint is received which the concerned staff are unable to handle / redress themselves, the complaint will be recorded and referred to appropriate person. Receipt of the complaint will be acknowledged on the next working day.

- In case of any dispute between landlord, tenant / neighbor or any other dispute regarding gas connection, the premise will be physically checked to find out the resolution as per the Company's procedure. If necessary, legal opinion will be obtained from Company's Legal Department for resolution.

- In case of complaint against the registered low-pressure gas piping contractor, the matter will be investigated by taking the following steps:

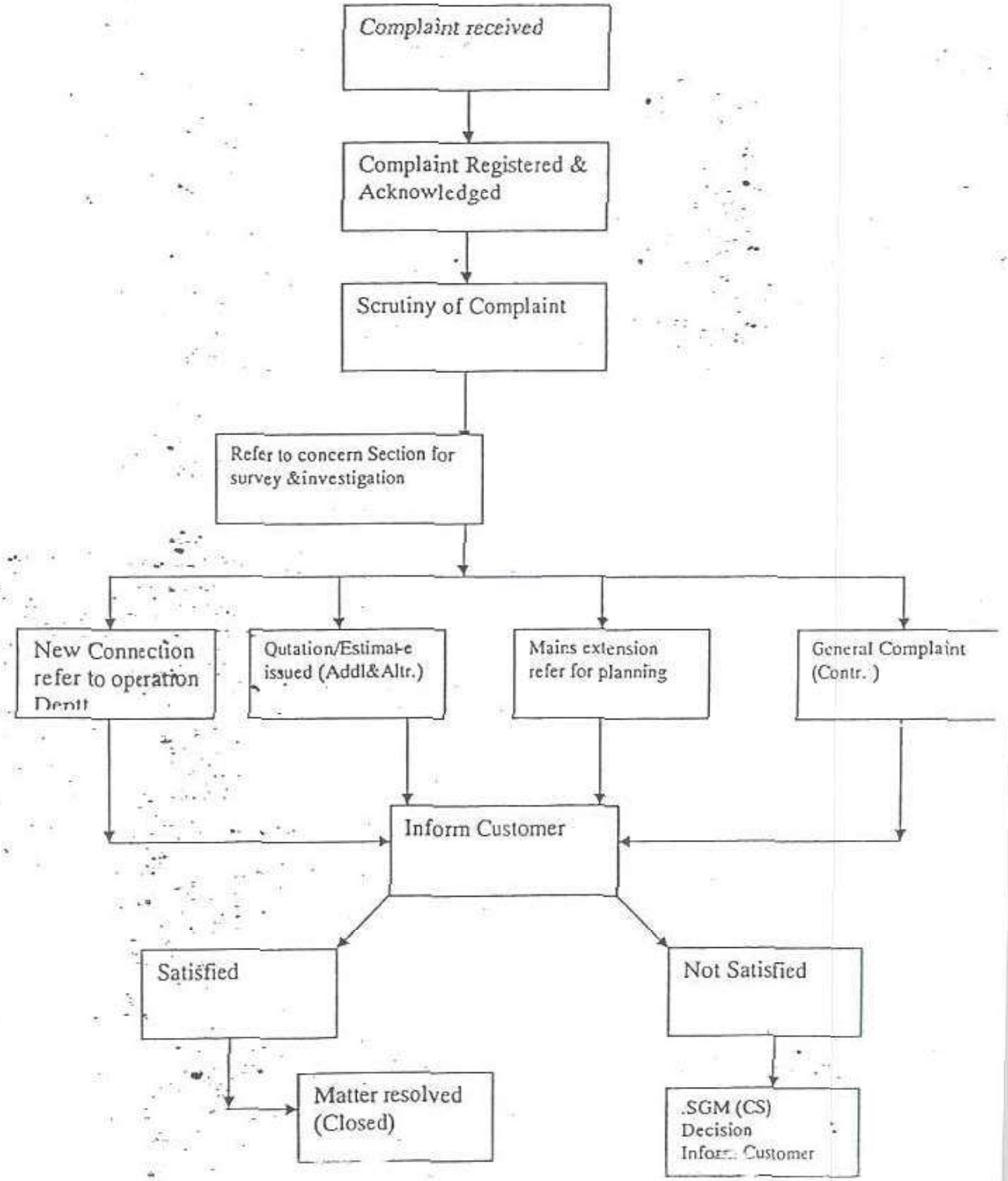
    - Physical inspection of the premises in question.
    - Written statement of the complainant.
    - Verification of documents produced by the complainant.
    - Disciplinary action against the contractor if the facts are found correct.
    - Remedy is provided to the complainant.

- Complaint regarding delay in providing gas connection / extension of distribution gas main will be immediately referred to concerned Department for obtaining report and instructions to sort out the complainant's matter. Simultaneously, complainant will be informed of the position through the letter or telephone.

- Complaint received from a customer will be handled ~~immediately by the relevant officer / staff~~ if possible, or refer to some one who can resolve the matter immediately. Where a matter cannot be resolved immediately, the complainant's name and telephone number will be recorded. The complainant's matter will be sorted out within 5 working days. In case of any further enquiry/investigation, complainant will be given interim reply on the next working day.

- If possible, complainant will be responded immediately by telephone. If the complaint cannot be resolved immediately due to its nature, it will be resolved within 5 working days.

Sales Department
Resolution flow chart



II-5/5

SUI SOUTHERN GAS COMPANY LIMITED

Customer Complaint Form

1. Customer ☐ Company/Organization ☐ Civic authority ☐

1.2 Name: _____

1.3 Address: _____

1.4 _____ City: _____

1.5 Telephone Nos. i) Office Code ( ): _____ E-Mail: _____

ii) Home Code ( ): _____

2. Person/Contractor/ Department (against whom Complaint is filed) _____

_____

3. Nature of Complaint (Describe briefly)

_____

_____

_____

Date & Time: _____ Signature: _____

_____

For Office Use Only

Complaint No. _____ Dated: _____

Complaint forwarded to (Section I/C: _____

(Attending Officer)

6. Response required on _____ from Section/Department _____

7. Complaint resolved (Tick) Yes/No. If Yes Complaint Closed on _____

8. Customer informed on _____

9. In case of No, appeal forwarded to CE (Sales) / SGM (Commercial) on _____

10. Final Out Come _____

11. Complaint resolved customer informed _____

12. Complaint closed _____

Date: _____ Signature (Dealing Officer): _____

S.M.F.A

SUI SOUTHERN GAS COMPANY LIMITED

SECTION - III

MEASUREMENT DEPARTMENT

COMPLAINT RESOLUTION PROCEDURE

III-1,

MEASUREMENT DEPARTMENT

COMPLAINTS RESOLUTION MECHANISM

TYPE/NATURE OF COMPLAINTS

Following types of complaints of our valued Industrial and HP commercial customers are dealt with by Measurement department.

a) Complaints regarding replacement of DPG meter (Do not pass gas)

b) Replace of PUG meter (Passing un-registered gas)

c) Replace of Damage meter, such as sticky, jerky meter.

d) Regulator Leak /damage

e) High gas pressure

f) Service valve leak/damage

g) Complaints regarding low pressure

METHOD/TIME FRAME OF REGISTERING COMPLAINTS

Receive and register customer complaint in 119 call centre through phone and in person or through letter, e-mail and fax.

The complaints regarding gas emergencies are attended within stipulated time as defined in Performance and Service Standard approved by OGRA

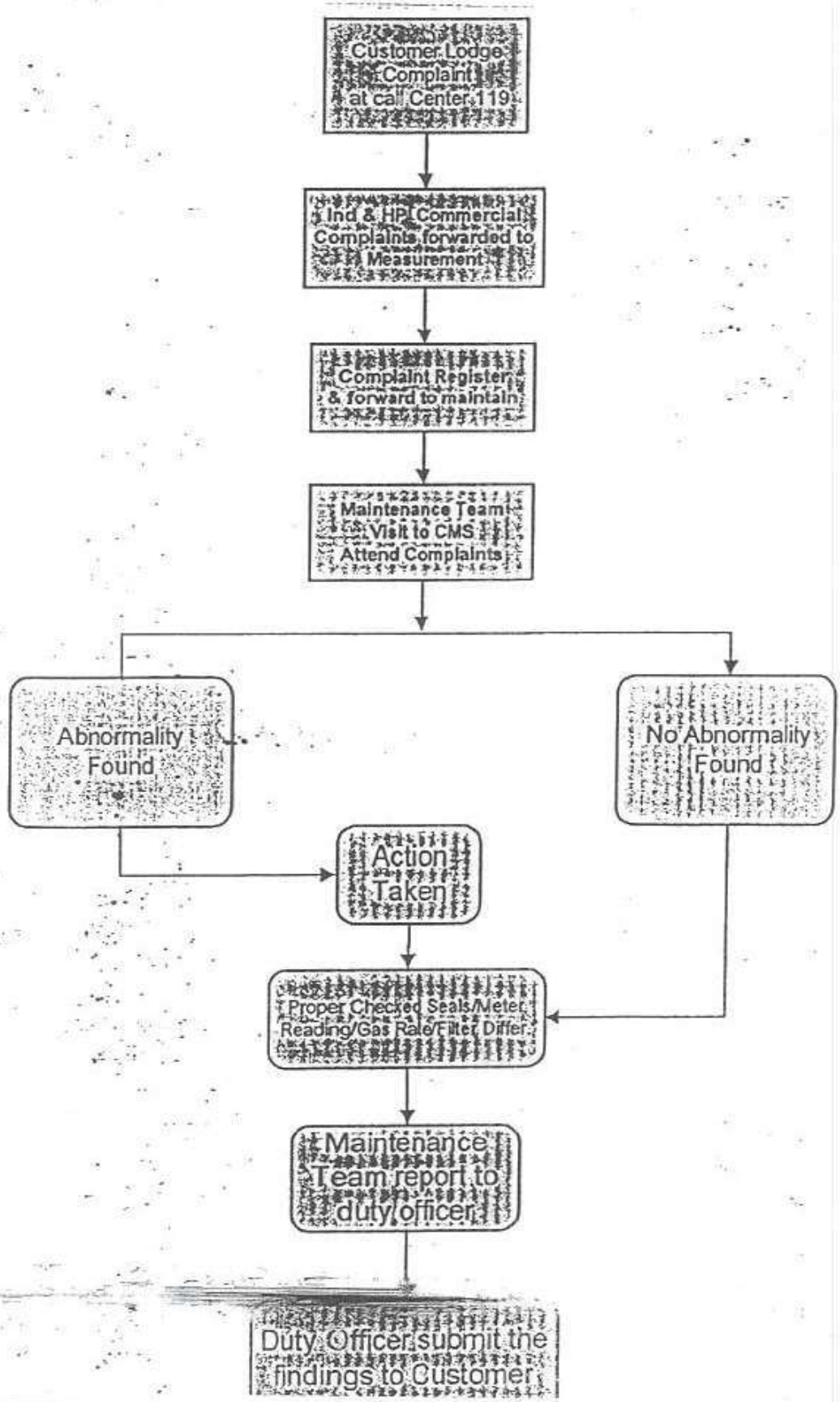
SUSPECTED METER

In such cases, when SSGC observes that the Seal of the meter is broken or they suspect that meter has been tampered, the customer is being informed of these discrepancies vide our letters. The Measurement department replaces the meter with new meter of equivalent capacity and the old/suspected meter is enclosed in a plastic bag and is dispatched to meter repair shop for testing in presence of customer representative.

GM/DGM (Measurement)

The GM/DGM (Measurement) shall plays monitoring/supervising role to ensure that complaints are resolved promptly within stipulated time frame.

COMPLAINT RESOLUTION FLOW CHAT



SUI SOUTHERN GAS COMPANY LTD.

SECTION - IV

CUSTOMER RELATION DEPARTMENT

COMPLAINT RESOLUTION PROCEDURE

1 -TYPE / NATURE OF COMPLAINT

Following type of complaints are attended by Customer Relation Department.

- Complaints regarding change of DPG (Did not pass gas) Meter
- Change of PUG (Passing un-registered gas) Meter
- Change of Damage Meter
- Sticky Meter
- Jerky Meter
- Under size Meter
- Over size Meter
- Low pressure,
- Pre- paid Meter
- Meter faulty ,
- Meter reinstall ,
- F.N.C (figure not clear) / Index glass broken , Not read able ,
- Duplicate Meter , Meter remove.
- Common House Line Leak ,
- Un-metered gas use ,
- Un-authorized extension use
- Theft of Meter
- Regulator leak / damage
- High pressure ,
- Pipe fitting leakage ,
- Under ground leak
- Plastic Pipe leak / damage
- Meter Lock/ cock leak / damage
- Line Rupture
- Leak in water tank,
- S/V leak/damage
- Gas caught fire.
- Complaints regarding Low pressure
- Meter shifting (Comm. & Dom.)
- Additional Service line requested ,
- Service Buried
- Service Shifting
- Service killing.
- Encroachment
- Any other complaint

2- Method of registering Customer Complaints :-

- Receive and register customer complaints in 119 call center through phone and in person or through letter , e-mail , fax at CRD / CFC's with courtesy and smile

3. Time Frame of registering customer complaints :-

To register the complaint immediately on receiving customer's complaint through telephone or through letter, fax, e-mail etc. immediate redress of complaint received from customers.

In case of serious gas emergencies like Bomb blast ,Line rupture , Main line damage , High pressure ,Gas leak in water tank , Gas caught fire , complaints must be attended with in one hour and in case of non serious gas emergencies like Common House Line Leak , S/V Leak , Change of Meters in different categories , Low pressure , Pipe fitting leak etc. Complaints must be attended with in 24 hours except in case of query (House found lock ,Address not found , No way ,Job calls)

4- Resolution Mechanication :-

After receiving and registering customer complaints, Area incharge dispatched complaints to relevant area service team and follow up with them . In case of any query regarding house found locked an appointment for next visit is made then phone no. provided by customer.

Flow chart of Complaint resolution procedure

J - 4/2

Calls received on phone 119 Call center and in person , Through letter, e-mail, fax at CRD and CFC,s in various locations

Print Complaint

Call center staff sort out complaints area wise and nature wise

Complaints are handed over to concerned Area incharges

Area incharges dispatched complaints to Area service teams

In case of any query, area incharge makes an appointment on phone with Customer for resolution of complaints

Area incharges make fresh complaint for next visit

Generate MIS of pending calls on daily basis for the purpose of complaints resolution positively

If serious gas emergencies received in 119 call center from 134;15,919 Civic agencies / law enforcing agencies call handed over to duty officer.

Duty officer dispatches complaint to service team immediately

Serious gas emergencies call is also passed to DSM, information given to DGM / A. CE(CR) and SE(HSE)

Service team reach and provides interim relief as first aid, wait for DSM(Site)team (if required) and inform back to Duty Officer

Duty officer prepare report

Report submit to DGM / GM(CR), SGM (CS)

SUI SOUTHERN GAS COMPANY LIMITED
CUSTOMER RELATIONS DEPARTMENT
FIELD ORDER

SSGC

50 Years of Service

Type of complaint

1.	Emergency
2.	Area
3.	Planned Work
4.	Other

Dated: _____
Through: _____
Time: _____
Site: _____

FIELD ORDER No.: _____

Account No. | | | | | | | | | | |

Meter No. | | | | | | | | |

Name / Address

Nearest Address

5- (Copy of Performa to be used)

Telephone No. Mobile: Arrears

Work Nature:

Field Order Passed To. Emp. No. Passed by: Exec. No.

OBSERVATIONS / FINDINGS

Existing Meter No. | | | | | | | | | Index: | | | | | | | | Cuft. ☐ m^3 ☐

Type of Meter _____ Lock No: _____ Type of Regulator: _____

Meter Position Inside ☐ Outside ☐ CHL ☐ Multistoreyed. ☐

Theft of Gas: Yes. ☐ No. ☐ Gas Generator / Chiller Yes. ☐ No. ☐ Capacity: KVA:

Gas Pressure PSIG. WC Gas Load Cuft/hr.

Material Used	Fitter Remarks
	Time Attended _____ Fitter's Signature

Amount Debited Rs. Dated:

CUSTOMER'S REMARKS

Service: Good ☐ Satisfactory ☐ Unsatisfactory ☐ Notice Stating Nature of Defect / violation Received ☐

Please debit above mentioned amount in my Bill.

Customer's Remarks (If any) : .....

.....

.....

Customer's Signature

DEFECT FINDING / ACTION TAKEN

METER				REGULATOR			
Changed ☐	Removed ☐	Installed ☐	Unlocked ☐	Changed ☐	Removed ☐	Installed ☐	Type: _____
Defect Finding Report:	[ ]			[ ]		[ ]	
Action Taken:	[ ]			[ ]		[ ]	

FIELD ORDER HANDED OVER TO DEPARTMENT

Sales ☐ DSM ☐ Measurement ☐

Checked By : Sec. Incharge _____ Exec. No. _____

For Meter Change Advice Please Turn Over

SUI SOUTHERN GAS COMPANY LIMITED

SECTION - V

DISTRIBUTION DEPARTMENT

COMPLAINT RESOLUTION PROCEDURE

1. TYPE & NATURE OF COMPLAINTS PERTAIN TO DISTRIBUTION DEPARTMENT:

1.1 Application for new connections

a) Cases returned to Sales Department for refund of amount to the applicant in case of unfeasible cases

b) Cases returned to Sales Department for for processing of MECs in case of feasible cases

1.2 Safety

a) Complaint regarding leakages from CMS

b) Complaint regarding leakages from house-line

c) Complaint regarding leakages from service line, F/M, D/M, SM

d) Complaint regarding theft from serviceline

1.3 Metering

a) Complaint regarding change of DPG Meters

b) Complaint regarding change of damaged meters

1.4 Services

a) Complaint regarding low pressure

b) Request for shifting of Service lines

c) Complaint regarding gas quality

V-2/c

2. **METHOD AND TIME FRAME OF REGISTERING COMPLAINTS:**

Complaints are received through:

a) Personal visit of complainants at CFC (Verbal)

b) Telephone calls on help line 119

c) Courier service or in person (Written)

a) **Verbal complaints received through personal visits of complainants at CFC**

CRD Department will be responsible to maintain Customer Facilitation Centres at Regional Headquarters and Zonal offices for one window operation to facilitate the customers. Representative of each deptt:, viz Distribution, Customer Service, Billing, Sales and Metering will perform the duty at CFC. Each representative of the departments will be responsible to note the complaints on the prescribed form available in the form of complaint book (format attached as Annexure "A") and will issue the acknowledge slip to the customer for reference. They will be responsible to forward the complaints to the concerned department.

b) **Complaints received through Telephone calls on help line 119**

CRD deptt: will be responsible to arrange round the clock service on help line 119 at telephone complaint centres established at regional headquarters and zonal offices. Any call received on help line 119 is required to be answered within 60 seconds. The officer / staff on duty will collect the data from the complainant like name & address, nature of complaint and the customer number if available, lodge the same in the complaint book and will provide the complaint number to the complaintant for future reference. The concerned staff member will forward the complaint to the concerned department.

c) **Written complaints received at CFC through courier service or in person**

Any complaint received through courier service or in person will be forwarded to the concerned deptt: for action by the officer / staff on duty at CFC

3. **RESOLUTION MECHANISM:**

The officer / staff performing duty at CFC / complaint centre 119 will be responsible to forward the complaints to the concerned deptt: on the prescribed advice within the 15 minutes time for action. Complaints regarding application for new connection, metering and services will be resolved by the concerned departments as per procedure and time frame given in the relevant performance and service standards and SSGC's license conditions. Complaints regarding safety and gas leakages will be responded / attended promptly. CRD deptt: will provide adequate strength of skilled workers, vehicles and tools at CFC / complaint centres. In case of overhead gas leakage, the officer / staff on duty will issue advice / work order to the concerned fitter / supervisor on duty and ensure prompt action. In case of underground leakage, officer / staff on duty will arrange site visit through the emergency team, comprising of

~~fitter / supervisor / driver, to provide interim relief~~ and will forward the complaint on prescribed advice to the Distribution Department. If any leakage found in severe in nature or the staff on duty feels any chance of mishap, same will be communicated immediately to the concerned zonal / sub-zonal manager on phone.

Zonal Managers will be responsible to establish special teams for attending the complaints where the welding jobs are required as per advice issued by the CFC or by Complaint Centers 119 throughout the Zones promptly but not later than 24 hours in normal leaks and if any customer is effected due to leakage, same must be attended within 06 hours time. After attending, each and every resolved complaint must be acknowledged through returning the duplicate copy of the advice duly filled-in to the concerned CFC / 119 Center for incorporation of the same in the master complaint book. At Sub Zonal level, all Sub Zonal Managers will be responsible to arrange welding teams from Zones and ensure the resolution of the complaints within the timeframe given above.

~~At Zones and Sub-Zones where GRD staff is not~~ available, the concerned Zonal and Sub-Zonal Managers will be responsible for establishment of 119 Complaint Centre, provision of staff, tools, vehicle etc and ensure the services round the clock.

V-7

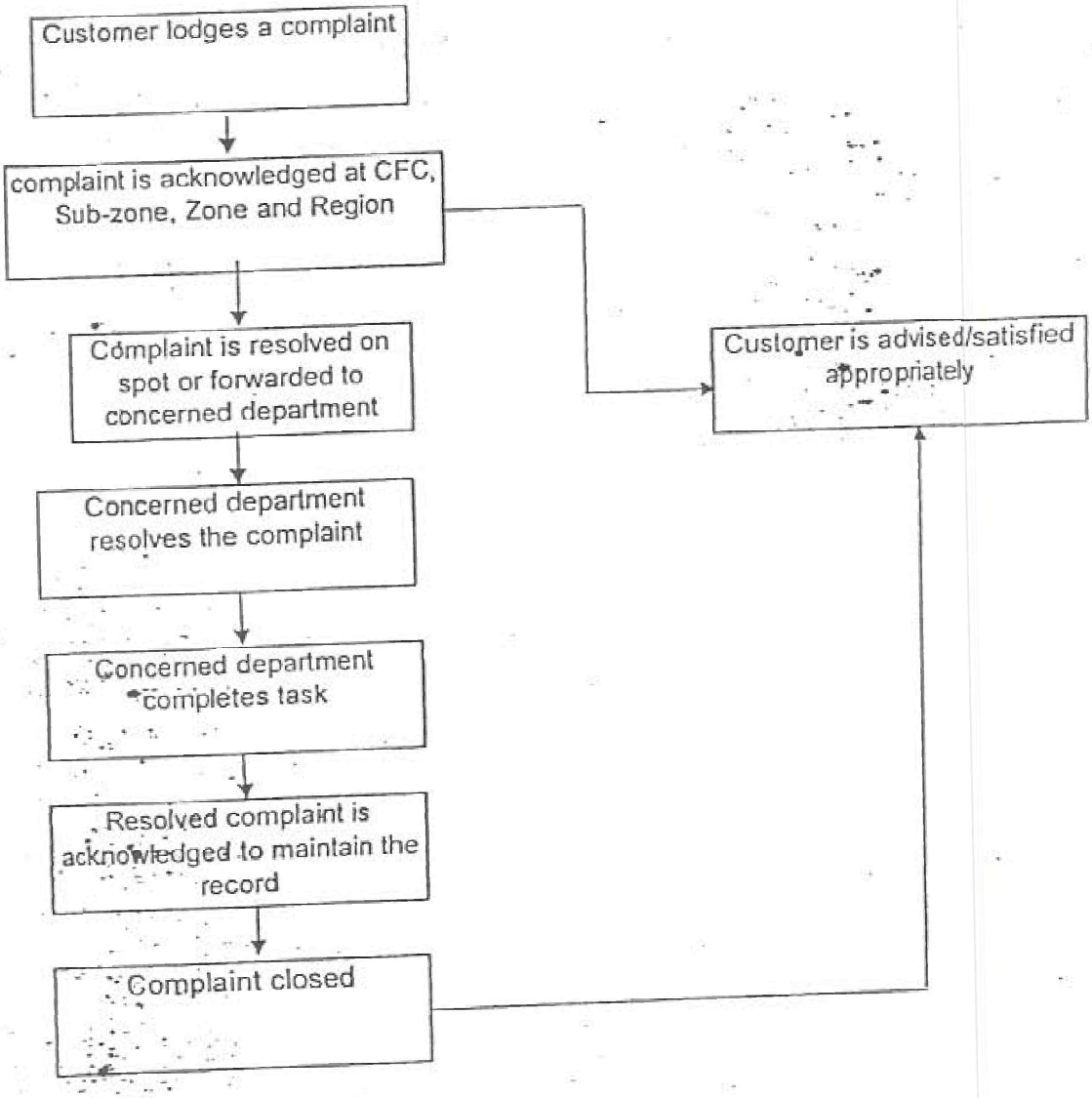
SSGC

Sui Southern Gas Company Limited

Distribution Department

S.No.	Complaint		Account No.	Meter No.	Name of Customer / Complainant	Nature of Complaint / Query	Action Taken	Complaint Resolution		Remar (if an
	Date	Time						Date	Time	

Complaint Resolution Flow Chart



OIL AND GAS REGULATORY AUTHORITY

Complaint Resolution Procedure Regulations, 2003

Notification No...../2003. In exercise of the powers conferred by section 42 of the Oil and Gas Regulatory Authority Ordinance, 2002, (XVII of 2002), the Oil and Gas Regulatory Authority, makes the following regulations, namely:-

1. **Short title and commencement.** (1) These regulations may be called the Complaint Resolution Procedure (for Natural Gas, Liquefied Petroleum Gas (LPG) and Compressed Natural Gas (CNG)) Regulations, 2003.

(2) They shall come into force at once.

2. **Definitions.** (1) In these regulations unless there is anything repugnant in the subject or context.-

(a) **"application"** means a complaint filed under these regulations.

(b) **"complainant"** means any one dealing as a retail consumer who files an application under these regulations;

(c) **"dealer"** includes an agent, broker, wholesaler and a person who sells or distributes under an agreement in writing with a licensee, LPG.

(d) **"Designated Officer"** means Authority's

(i) Executive Director;
(ii) Head of Department; or
(iii) An officer appointed by it;
to deal with an application.

(e) **"Registrar"** means a person designated as such by the Authority to register and record the receipt of communications and complaints submitted to the Authority, and to perform such other duties under these

regulations as may, from time to time, be assigned by the Authority.

(f) **"complaint resolution system"** means a system established by a licensee and approved by the authority, to address the complaints;

(2) The words and expressions used but not defined in the regulation shall have the meaning respectively assigned to them in the Ordinance.

3. **Nature of Complaints: -** Any person may submit an application with the Registrar for –

(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;
(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.

4. **Application Requirements.** An application may be;

a. in the format specified in the Schedule to these regulations, in triplicate, with all of the supporting documents; and

b. 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.

c. Submitted within

i. 90 days of the date, complainant failed to obtained redress from the licensee or
ii. any other period approved by the Registrar.

5. **Redress from licensee:** The Registrar shall not accept an application unless the complainant has;-

a. sought redress from the licensee pursuant to the complaint resolution system.
b. failed to obtain the desired redress.

6. **Initial Assessment:** (1) the Registrar shall complete his assessment of the application within ten days of receiving it.

(2) The Registrar may reject the application if;

(a) it does not meet the requirements of regulation 4;
(b) it concerns matters outside the jurisdiction of the Authority; or
(c) in the opinion of the Registrar, it does not merit further consideration.

(3) If the Registrar;

(a) rejects the application, he shall notify the complainant in writing providing reasons for his rejection; or

(b) accepts the application, he shall;

(i) forward the application to the Designated Officer for further action; and
(ii) notify the complainant.

7. **Licensee to respond.** (1) The Designated Officer shall forward a copy of the application to the licensee requiring a response from the licensee or dealer within;

(a) 15 days of receiving the copy of the application; or
(b) any other period specified by the Designated Officer provided that such other period is not less than the period set out in (a) above.

(2) The response from the licensee shall be comprehensive stating the licensee's position in relation to the complaint and to the extent the licensee's position warrants, may include matters set out in (a) to (e) below;

(a) actions taken in addressing the complaint;
(b) reasons for its actions and lack of satisfaction by the complainant;
(c) any proposed remedy;
(d) implementation plan;
(e) any other factor relevant to the application.

8. **Complaint Resolution:-** (1) The Designated Officer prior to reaching his decision;

(a) shall take into consideration the response of the licensee and
(b) may take other reasonable steps to deal with the application including;

(i) arrange a meeting between the complainant and the licensee;
(ii) inspect any site; or
(iii) require additional information or any record relevant to the complaint, from the licensee or the complainant.

(2) The Designated Officer upon conclusion of his actions under clause (a) or (b) of subsection (1), shall notify the complainant and the licensee in writing of his decision.

9. **Appeal: -** If the complainant or the licensee is not satisfied with the decision under these regulations, within thirty days of the decision, either party may appeal against the decision to the Authority pursuant to section 12 of the Ordinance. The memorandum of appeal shall be filed along with fee prescribed in the rules.

Schedule

Complaint before
Oil and Gas Regulatory Authority

For Authority's Use Only

----------Vs----------

Complainant **Licensee/Dealer**

PLEASE PRINT

(1) Information about Complainant:

Name:_____

Address:_____

City:_____Province:_____

Home Telephone: Area Code(_____)_____

Office Telephone: Area Code(_____)_____

Email:_____

(2) Person/company (Licensee, dealer) against whom complaint filed:

_____

(3) What is the Complaint (describe problem):

_____

_____

_____

(4) Has complainant tried to resolve the complaint directly with the Licensee:

Yes No

If yes, explain steps taken and results:_____

_____

_____

_____

(5) What remedy/relief being sought from?

OGRA:-_____

_____

Licensee: _____

_____

(6) Has complainant filed this complaint with any other body? (e.g. court)

Yes No

If yes, provide details about the body and copy of documents submitted to the body:

_____

_____

_____

_____

(7) Any other information:_____

_____

_____

(8) Have copies of all relevant documents been attached?

Yes

No

If yes, itemize the list:_____

_____

_____

_____

_____

_____

_____
Signature of
Complainant

_____
Date

For Registrar's Use Only

Date Received:_____ File#_____

Date Resolved:_____

Comments:_____

_____

_____

_____

_____

_____

_____

شیڈول

شکایت روبرو:

آئل اینڈ گیس ریگولیٹری اتھارٹی
اسلام آباد

دفتری استعمال کیلئے
----------(شکایت کنندہ)
بنام
----------(کمپنی/ڈیلر)

برائے مہربانی واضح طور پر تحریر کریں۔

(۱) شکایت کنندہ کے کوائف:

نام:----------

پتہ:----------

شہر:----------صوبہ:----------

ٹیلی فون نمبر دفتر----------رہائش----------

(۲) کمپنی (لائسنس دار/ڈیلر) جس کے خلاف شکایت داخل کی گئی ہے۔

----

(۳) شکایت کی نوعیت:

) کیا شکایت کنندہ نے براہ راست کمپنی (لائسنس ہولڈر) سے شکایت کے ازالہ کی کوشش کی۔

ہاں

نہیں

اگر جواب ہاں میں ہے تو کیا اقدامات کئے اور انکا کیا نتیجہ برآمد ہوا۔

---

۵) دادرسی کی نوعیت جو مانگی گئی ہے۔

اوگرا سے ---

کمپنی سے ---

(۶) کیا شکایت کنندہ نے اس شکایت کی بابت کسی دوسرے ادارے کو بھی درخواست دی ہے۔ (مثلاً عدالت وغیرہ)

ہاں

نہیں

اگر جواب ہاں میں ہے تو ادارہ اور داخل کئے گئے کاغذات کی تفصیل بیان کریں۔

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(۷) دیگر معلومات:

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(۸) کیا تمام متعلقہ کاغذات کی کاپیاں لف کی گئیں ہیں۔

ہاں

نہیں

اگر جواب ہاں میں ہے تو انکی فہرست مہیا کریں۔

دستخط شکایت کنندہ: _____

مورخہ: _____

رجسٹرار کے استعمال کیلئے

تاریخ وصولی: _____

تاریخ فیصلہ: _____

ہدایات برائے شکایت کنندہ:

۱۔ درخواست اردو یا انگریزی میں تحریر کردہ ہو۔ سادہ کاغذ پر یا اس فارم کو پر کر کے بھیجی جا سکتی ہے۔

۲۔ درخواست کی تین کاپیاں بمع کاغذات رجسٹرار کو مہیا کی جائیں۔

۳۔ شکایت کنندہ درخواست کے ہمراہ اپنا مندرجہ ذیل بیان حلفی لف کرے۔

"میں حلفیا بیان کرتا ہوں کہ اس شکایت نامہ کے تمام واقعات اور تفصیل میرے علم کے مطابق درست ہے اور کوئی بات مخفی نہیں رکھی ہے۔"

۴۔ کوئی بھی شخص مندرجہ ذیل امور کی بابت رجسٹرار کو درخواست دے سکتا ہے:

ا۔ جب کمپنی یا لائسنس دار نے آرڈیننس، رولز، ریگولیشن، اتھارٹی کے احکامات یا لائسنس کی شرائط کی خلاف ورزی کی ہو۔

ب۔ کمپنی/لائسنس دار نے سروس سٹینڈرز سے انحراف کیا ہو جو کہ مندرجہ ذیل امور سے متعلق ہو:۔

۱۔ بلنگ کی بابت۔

۲۔ کنکشن یا کنکشن منقطع کرنے کی بابت۔

۳۔ میٹرنگ کی بابت۔

۴۔ سروس کی فراہمی میں غیر ضروری تاخیر کی بابت۔

۵۔ سیفٹی کی بابت۔

۶۔ گیس یا سی این جی کی کوالٹی کی بابت۔

۷۔ امتیازی برتاؤ کی بابت۔

نوٹ: مکمل رہنمائی کیلئے پڑھئے۔

Complaint Resoulation Procedure (For Natural Gas, CNG & LPG)

Regulation - 2003

ANNEXURE-"E"

GAS SUPPLY DISCONNECTION / RECONNECTION AND RECOVERY POLICY

In pursuance to SSGC's license Condition No. 42, the Company submitted to the Authority, a detailed policy and procedure for disconnection and restoration of supply of Natural Gas. (Annexure-"E")

SUI SOUTHERN GAS COMPANY LIMITED

GAS SUPPLY
DISCONNECTION / RECONNECTION
A N D
RECOVERY POLICY

4.1 DISCONNECTION

The Company will disconnect gas supply of a Consumer /Premises for the purposes of :

a) recovery of dues in default
b) stop pilferage of gas
c) stop un-authorized use of gas or any other irregularity
d) stop violation of terms & conditions of Gas Supply Contract
e) stop an un-lawful act or to secure safety of Consumer/General Public
f) stop from creating a third party liability by any Consumer / Unauthorized extensions to another user.

4.1.1 DEFAULT OF GAS BILLS

The Company will disconnect gas supply of a Consumer in default of payment of regular gas bills or installment of gas bill or any amount of gas supply deposit etc. The Consumer may be reconnected on payment of amount in default, reconnection charges and any other applicable charges within one working day / 24 hrs. as mentioned in clause 4.3

4.1.2 The Company may adopt following disconnection criteria:

(a)	Domestic:	Default of five consecutive gas bills and amount in default Rs. 1500/- or more.
(b)	Commercial:	Default of three consecutive gas bills OR amount in default not secured by Gas Supply Deposit (GSD).
(c)	Industrial:	Amount in default not secured by Gas Supply Deposit (GSD) irrespective of the number of months in default.
(d)	Installment:	Default in payment of installment obtained from the Company.

4.1.3 DEFAULT OF GSD

The Company may disconnect gas supply of a Consumer who is in default in payment of GSD or Additional Gas Supply Deposit (GSD) or installment of GSD on the expiry of notice period or the period allowed for payment.

4.1.4 THEFT / PILFERAGE

The Company will disconnect the gas supply of a Consumer involved in or suspected to be involved in the theft/pilferage of Natural Gas in accordance with, as contained in the clause # 1 of "Policy and Procedure for the Control of Theft of Natural Gas, other Irregularities and Recovery etc".

4.1.5 UN-AUTHORIZED USE OF GAS / TARIFF

The Company will disconnect the gas supply of a Consumer involved in or suspected to be involved in use of gas for any purpose other than contracted for in accordance with the terms & conditions of Gas Supply Contract (GSC) and as contained in the clause # 2 of "Policy and Procedure for the Control of Theft of Natural Gas, other Irregularities and Recovery etc."

4.1.6 UN-AUTHORIZED INCREASE IN PRESSURE/LOAD

The Company will disconnect the gas supply of a Consumer involved in or suspected to be involved in use of gas at a pressure/load higher than the pressure/load sanctioned by the Company in accordance with the terms & conditions of the Gas Supply Contract (GSC) and the "Policy and Procedure for the Control of Theft of Natural Gas, other Irregularities and Recovery etc".

4.1.7 UN-AUTHORIZED EXTENSIONS WITHIN PREMISES

The Company will disconnect the gas supply of a Consumer involved in or suspected to be involved in un-authorized extensions within the premises other than contracted for in accordance with the terms & conditions of the Gas Supply Contract (GSC) and the "Policy and Procedure for the Control of Theft of Natural Gas, other Irregularities and Recovery etc". The Company may give a reasonable notice to the Consumer prior to disconnection through mail, if it deems appropriate.

4.1.8 UN-AUTHORIZED EXTENSIONS TO A PREMISES

The Company will disconnect the gas supply of a Consumer involved in or suspected to be involved in un-authorized extension to a premises other than contracted for in accordance with the terms & conditions of the Gas Supply Contract (GSC) and the "Policy and Procedure for the control of Theft of Natural Gas , other Irregularities and Recovery etc." .

4.1.9 VIOLATION OF TERMS & CONDITIONS OF GSC

The Company will disconnect the gas supply of a Consumer if the Consumer violates any term or condition of the Gas Supply Contract (GSC). The Company may give a reasonable notice to the Consumer prior to disconnection through mail, if it deems appropriate.

4.1.10 ON CONSUMER REQUEST

The Company will disconnect the gas supply of a Consumer if the Consumer requests in writing for disconnection:

a) on temporary / seasonal basis,
b) permanent basis,

upon clearance of dues / arrears upto the date of final billing of Consumer account.

4.2 MODE OF DISCONNECTION

4.2.1 Disconnection unless for tampering with meter or theft of gas or by any other means may be carried out in two stages:

a) Meter / Service locking through special locks / Meter Removal.
b) Service Killing.

i) If Consumer does not approach the Company for reconnection of gas supply and a reasonable time is lapsed and service line may be killed and all Company installations will be removed if the Consumer does not approach the Company for reconnection within 180 days for domestic Consumers, 60 days for Commercial Consumers, and 30 days for Industrial Consumers.

ii) The company in its sole discretion / judgment will use any of the above noted modes of disconnection to meet with the objectives of disconnection as defined in 4.1.

4.2.2 The Company will kill the gas supply of the Consumer and remove all installations of the Company from the premises without any notice, if the Consumer is found involved in tampering of meter or pilferage of gas and or is involved in pilferage of gas by any other means.

4.2.3 The disconnection will be conducted under appropriate supervision, the disconnection team will bear the Company ID cards and will identify themselves on demand. The disconnection advice may be shown to the Consumer and team will ask for a copy of paid bill from the Consumer, if the same has already been paid by the Consumer. Industrial and high pressures Commercial Consumers' disconnection may be carried out by reducing the supply pressure where required.

4.3 RECONNECTION

4.3.1 (a) The Company will restore the gas supply of the domestic and low pressure Commercial Consumer within 24 hours, provided that the time gap between disconnection and reconnection is not more than one year after clearance of:

i) the amount in default (full or part payment as allowed by the Company as per approved Installments Policy),
ii) reconnection fee,
iii) differential of GSD, if any,
iv) access to the premises is available,
v) service line has not been killed.
vi) Final bill has not been raised.

(b) If the time period between disconnection and reconnection is more than one year the company will re-survey the house line installation and security deposit assessment

(c) For industrial and high pressure commercial Consumers gas supply may be restored on clearance of default and applicable charges and subject to a re-survey of the houseline / intermediate pressure lines and connected load etc.

4.3.2 The Company will charge reconnection fee for every disconnection. The reconnection fee may be changed with the approval of the Authority. Presently the rates are as under:

i)	Domestic	Rs. 200
ii)	Commercial	Rs. 500
iii)	Industrial	Rs. 1000

4.3.3 The Company will recover the following charges for different categories of Consumers as approved by the Authority from time to time:

i) Service line restoration charges
ii) Inspection fee
iii) Service valve, regulator, meter cost etc., if applicable

4.3.4 The Company will update the gas supply deposit of a Consumer with the differential amount at time of reconnection as per terms of Gas Supply Contract. The Consumer will be required to pay the additional gas supply deposit for reconnection, if due.

4.3.5 Restoration of gas supply of Consumers found involved in theft, tampering or any other irregularity will not be in the ordinary course of reconnection process. These cases will be dealt with in accordance with clause 10 of the Policy & Procedure over Control of Theft of Natural Gas, other Irregularities and Recovery etc.

4.4 RECOVERY OF OUTSTANDING GAS BILLS / AMOUNT IN DEFAULT

4.4.1 The Company will recover amount in default of gas bills through various methods. Disconnection of gas supply will be one of such method which will be used as a threat to enhance recovery. Prior to disconnection the Company will notify Consumer in default through following messages printed on gas bill:

		Colour of Bill	Printed Message
i)	1st default (last bill)	Blue	"Reminder"
ii)	2nd consecutive default	Blue	"Warning"
iii)	3rd consecutive default	Red	"Disconnection Notice"
iv)	4th consecutive default	Red	"Your gas supply is already on disconnection"

4.4.2 If the default continues then the disconnection notices will continue to be printed on red coloured gas bills till the clearance of default.

4.4.3 The Company will serve a separate "Final Notice" in Red Colour in Urdu/English language to such Consumers who do not turn up for payment despite issuance of disconnection notice as stated in 4.4.1. The Consumer will be warned to pay outstanding gas bill dues immediately otherwise the gas supply will be disconnected any time without any further notice. The Company may offer a period of 10 days for payment upon serving of final notice. Notices served through messages on gas bills will be deemed as notices served / serviced.

4.4.4 The Company will serve a separate " Reminder Notice" in Urdu/English language to Consumers who do not turn up after making payment of 1st installment or have not made any payment since. The Consumer will be warned to pay outstanding gas bill dues/installment immediately otherwise the gas supply will be disconnected any time without any further notice.

4.4.5 The Company may appoint Recovery Contractors to outsource recovery of outstanding dues from chronic defaulters.

4.4.6 The Company may use electronic and print media to run recovery campaigns throughout in a systematic or random manner. Such campaigns will be aimed to inform, motivate and persuade defaulters of gas bills for payment of outstanding dues. The campaign launched through any media will also be deemed as a service of notice given to the defaulting Consumers.

4.4.7 The Company may depute dedicated Recovery Officers and Field Staff at all Regional/Zonal/Sub-Zonal offices to visit the defaulters / premises for clearance of dues / recovery.

4.5 **REFUND OF GAS SUPPLY DEPOSIT**

The Company will refund balance of advance/gas supply deposit after adjusting all amounts due against the Consumer after final billing of Consumer's account on the written request of the Consumer for disconnection of gas supply or for close of the account by the Company due to default.

4.5.1 GSD will be refunded within 30 days from the date of final billing of Consumer's account.

4.5.2 In case of temporary/seasonal disconnection the GSD will not be refunded.

4.5.3 The GSD will be refunded to the registered Consumer on production of original receipt. If original receipt is lost then the Company will demand additional evidence from the Consumer in support of his claim.

4.6 METER MISSING (METER NOT AT SITE)

The Company will deal with all such cases where meter is found missing from the Consumer's premises as per its approved policy stated below, due to:

a) demolished building/premises,
b) conversion of plot/premises,
c) theft of meter,
d) meter suspected to be under Consumer's possession.

4.6.1 In case of meter missing from the Consumer's premises the Consumer record will be kept alive on database and billing will be made on provisional basis.

4.6.2 The service line of the Consumer will be killed if meter is found missing for considerable time due to reasons mentioned above in 4.6 in such cases where the service line is outside the premises or access to the premises is available. The action will be aimed at to prevent misuse of gas and or to secure safety purposes. Upon service killing the Consumer account will be finally billed.

4.6.3 The Company will restore gas supply of such Consumers whose meters are missing upon clearance of all dues, reconnection fee, cost of meter and service line charges. The Consumer will be required to submit a written restoration request alongwith copy of FIR lodged with area Police Station for the missing meter.

4.6.4 The Company may write-off the amount in default after making reasonable efforts for its recovery as per approved Provisioning/Write-off policy of the Company.

4.7 REGULARIZATION OF UN-ACCOUNTED FOR CONSUMERS

The Company will regularize the gas connection of a Consumer, provided by the Company, not being billed due to:

a) Missing commissioning record,
b) Loss of data,
c) Final billing.

The Company may bill the Consumer on the basis of connected load or an appropriate basis from the date of commissioning of gas supply.

NATURAL GAS ALLOCATION AND MANAGEMENT POLICY, 2005

GOVERNMENT OF PAKISTAN
Ministry of Petroleum & Natural Resources

2005

1. INTRODUCTION

Pakistan has limited natural gas deposits. At present, recoverable natural gas reserves in Pakistan are 32 Trillion Cubic Feet (TCF) and Reserve to Production (R/P) ratio based on current production of 3.7 Billion Cubic Feet per Day (BCFD) is 23 years. One of the significant developments in local gas market is the increase of natural gas share in primary energy supply mix from about 40% in 1999-2000 to over 52% in 2004-05 in about five years. If the demand/supply trend of past five years is maintained, the R/P ratio reduces significantly necessitating urgent need to increase natural gas supply. The Government of Pakistan has accordingly placed the highest priority to (a) enhance indigenous natural gas supplies through intensified exploration efforts, and (b) import natural gas through pipeline from neighbouring countries as well as LNG.

While the Federal Government is making concerted efforts to enhance natural gas supplies to meet growing demand, it is extremely important to establish a natural gas allocation and management plan to promote efficacious utilization of precious depleting natural resource particularly given the dominant role of natural gas in domestic energy landscape. Therefore, the Federal Government has set out these policy guidelines for the purpose in the paragraphs that follow.

2. CURRENT POSITOIN

2.1 CONSUMERS' MIX

As on 30th June 2005, natural gas is being supplied to various categories of consumers that are either connected to the pipeline system or independent pipeline network directly from Exploration and Production (E&P) Companies as per details given below:

On the SNGPL/SSGC system	**Percentage load**
Domestic Sector	15.6
Commercial Sector	2.4
Fertilizer Plants	5.2
Industrial Units	19.4
WAPDA's and KESC Power Plants	32.5
Cement Plants	1.2
Captive Power Plants	4.2
CNG	0.5
Sub-Total (A)	**81**
On independent network	**Percentage load**
Fertilizer Plants	8.5
WAPDA's and KESC Power Plants	7.2
Independent Power Plants	3.3
Sub-Total (B)	**19**
Grand Total (A+B)	**100**

2.2 EXISTING DEMAND MANAGEMENT

supplies from E&P companies is met through following management progr...me:

(a) Domestic and commercial consumers get continuous gas supply;

(b) Fertilizer plants are supplied continuous gas;

(c) Gas supply to industries having nine month contracts are curtailed or totally disconnected;

(d) Power plants get gas supply after meeting the requirements of domestic, commercial, fertilizer and industrial sectors; and

(e) Cement plants are supplied gas on "as and when available" basis.

3. GAS ALLOCATION CRITERIA

3.1 For provision of new gas connections to consumers from the network system, the Gas Utility Companies will market gas under the following guidelines:

3.1.1 Gas supply to consumer in the Domestic Sector will be as per yearly target determined by the Federal Government.

3.1.2 Gas supply to consumers in Commercial Sector will be encouraged.

3.1.3 Gas allocation for the Fertilizer Sector will be made by the Federal Government keeping in view the domestic needs and gas supply position.

3.1.4 Gas supply to the consumers in the General Industrial Sector will be based on the following criteria:

(a) To the extent of process gas, the gas supply will be made on twelve months basis; and

(b) Assured gas supply for all other usages will be for nine months basis and for the remaining period, gas supply will be on the best effort basis.

3.1.5 Gas supply to all consumers in the Power Sector other than Captive Power Sector will be regulated as under:

(a) All those existing consumers in Power Sector who have yet to sign Gas Sales Agreements (GSAs), will sign GSAs with the respective Utility Company within six months;

(b) Assured gas supply to all existing consumer in Power Sectors will be on nine months basis and for remaining period, gas supply will be on the best effort basis unless otherwise specified in the GSA; and

(c) For new power generation, only those plants having combined cycle dual fired power technology will be supplied gas for the contract period with appropriate safeguards to protect the interest of the gas supplier and/or the Federal Government against non-availability or curtailment of gas supplies for events beyond their reasonable control.

3.1.6 Gas supply to all consumers in Captive Power Sector will be made after first meeting the requirement of Domestic, Fertilizer, Commercial, Industrial, and Power (both WAPDA/KESC and IPPs) Sectors on the following basis:

employ combined cycle or cogenerative technology, shall be

encouraged for allocation of gas. In order to ensure the optimal gas use for power generation, industrial units collectively setting up merchant power plants for self-consumption only will also be included in this category.

(b) Gas supply for self-power generation would be on "as and when available basis" at different locations.

(c) The pipeline extension, if required, would be at the cost of the sponsor of the industrial unit.

3.1.7 Supply of gas to Service Industry for captive power generation will be subject to the following:

(a) The sponsor makes an investment of over Rs. 500 million; and

(b) The gas load does not exceed 1 MMCFD.

3.1.8 Gas supply to CNG Sector will be continued as per existing arrangement.

3.1.9 Cement Sector will receive gas supply on "as and when available basis".

3.1.10 Gas supply to any special project of strategic nature will be given priority.

3.2 Gas supply from independent network will be made to Fertilizer Sector and Power Sector as allocated by the Government or any special project of strategic nature with the approval of the Federal Government.

3.3 For any project other than an IPP, requiring gas load in excess of 10 MMCFD, the allocation will be made subject to the following:

(a) The project sponsor shall make payment of commitment fee to the Federal Government on monthly basis as per the following formula till the GSA is initialed by the contracting parties and submitted to OGRA for approval. In case the initialed GSA is not submitted to OGRA for approval within 24 months from the issuance of the allocation letter, the allocation will automatically stand expired:-

Monthly Payment = Allocated daily quantity in MMBtu
X
Rs. 30 (US $0.5) /MMBtu.

The first monthly payment of the commitment fee will be made within 30 days after issuance of the allocation letter.

(b) If the project sponsor fails to make the above payment(s) within a maximum of 30 days after it becomes due, the gas allocation will automatically stand expired.

(c) The aforesaid payments will be non-refundable.

3.4 The cost of pipeline and other infrastructure for supplying gas to industrial consumers will be borne by gas Utility Companies on the basis of a transparent and objective criteria which shall be presented to and approved by the respective Board

4. PROPOSED LOAD MANAGEMENT POLICY

To ensure optimal utilization of natural gas for the best socio-economic development of the country, the merit gas dispatch order outlined in sub-sections below will be observed during high demand and/or short supply periods.

4.1 For the consumers connected to the system, following priority order will be observed by Gas Utility Companies:

S.No	Category of Consumers	Priority Order
1	Domestic and Commercial Sectors.	First
2	i) Fertilizer Sector; and ii) Industrial Sector to the extent of their process gas.	Second
3	Independent Power Plants as well as WAPDA and KESC's Power Plants having firm gas supply commitment under GSAs.	Third
4	General Industrial and CNG Sectors.	Fourth
5	i) WAPDA's and KESC Power Plants other than those listed against S.No. 3 above. ii) Captive Power Sector.	Fifth
6	Cement Sector.	Sixth

4.2 For the consumers on independent network, gas supply will be made in the following priority order:

S.No	Category of Consumers	Priority Order
1	Fertilizer Plants;	First
2	Power Sector including WAPDA, KESC and IPPs having firm gas supply commitment under GSAs.	Second
3	Power Sector other than those listed against S.No. 2 above.	Third

5. AUGMENTING GAS SUPPLIES

5.1 The Federal Government will continue to make efforts to increase gas supplies from indigenous sources.

5.2 To meet ever-growing demand of natural gas, the Federal Government will fast track gas import plans. Imported LNG will be utilized to enhance gas supply to southern market and any resultant surplus gas will be diverted to northern market.

6. NETWORK EXTENSION

6.1 It is the endeavor of the Federal Government to facilitate augmentation of natural gas network for the best socio-economic development of the country.

6.2 For supply of gas to those economically backward areas, which do not meet cost criteria determined by the Federal Government for supply of gas, the Federal and/or Provincial Government(s) will make available the resources to the extent of the amount ov[illegible]

6.3 All Khushhal Pakistan Schemes and other schemes of similar nature for upliftment of underdeveloped areas will be exempted from PC-1 requirement as per existing arrangement.

7. OTHER MEASURES

7.1 For expeditious lifting of gas from new fields to meet urgent needs of domestic market, the Utility Companies will be allowed to construct, operate and own the gas pipeline connecting such fields to the transmission system subject to approval of the Federal Government.

7.2 In order to facilitate early gas supplies to market, OGRA will clear within 30 days all GSAs submitted by licensees for approval.

8. IMPLEMENTATION OF POLICY

A committee to be notified by the Federal Government will review/oversee the allocation and management policy set forth in this document on regular basis.

9. APPLICABILITY AND EFFECT OF THE POLICY

9.1 This policy will come in force with immediate effect and will apply to all consumers connected on natural gas network or independent network.

9.2 This policy supersedes all previous instructions, directives, orders and policies issued by the Federal Government from time to time in respect of the matters specifically covered in this policy.

9.3 OGRA will amend its rules and regulations as well as licence terms of its licencees where necessary, to give effect to this policy.

Sui Southern Gas Company Limited

1199

Call Centre

119 Call Centre

Objective

To receive customer complaints on phone in a polite and courteous manner, including response/reply to customer queries/questions, round the clock. To ensure complaints are resolved within the prescribed time frame.

Working Procedures

1 Receive and register customer complaints in the call center, through phone, letter, e-mail and fax with courtesy and smile.
2 Obtain customer's A/c. No. and feed into computer.
3 Confirm the address / telephone No. from the customers.
4 Note down / register customer's query / complaint.
5 Intimate the complaint No. to the customer for future reference.
6 Feed relevant code in computer, print call form and hand over to the Duty Officer and area incharge.
7 Ensure the complaint is attended at the earliest/within time frame.
8 Respond to various queries of the customers.

Complaints without A/c. No.

1 Note name, address, nearest prominent place and telephone No. and take action as above.

Industrial complaints.

1 Receive and register complaints on 119 and on dedicated phoneline for industrial complaints.
2 Prepare complaint forms.
3 Get two prints of complaints.
4 Hand it over to the concerned officer.
5 Feed in computer and note in register for record.
6 Forward daily report to SGM(T&D)/SGM(CS)/SGM(ES)
7 Reconcile

Complaints for other departments.

1 Hand over the complaints to concerned zonal incharge for action.
2 Maintain record of these complaints manually / on computer.

In case of queries from the customers.

1 In case of any query, obtain complaint No. / Account No./ Meter No.
2 Check for the action taken on the complaint.
3 Inform the customer about the actions taken.
4 If the customer is not satisfied connect the telephone line to incharge area complaint for resolution of complaint and customer's satisfaction.

Address not found.

1 In case address is not found, ask customer for nearest land mark and re-visit.
2 Confirm to the customer new complaints No.

House found Locked.

1 In case the house is found locked, make a new call and set an appointment on phone with the customer and ensure call is attended.

Customer Relations Department

Flowchart

1199 Call Centre

Receive complaint on phone, through letter e-mail, fax.

↓

Print complaint / work order.

↓

Sort out complaints area and nature wise.

↓

Dispatch service team.

↓

Hand over emergency call to D/O & keep record.

↓

Hand over complaints to concerned Area incharges.

↓

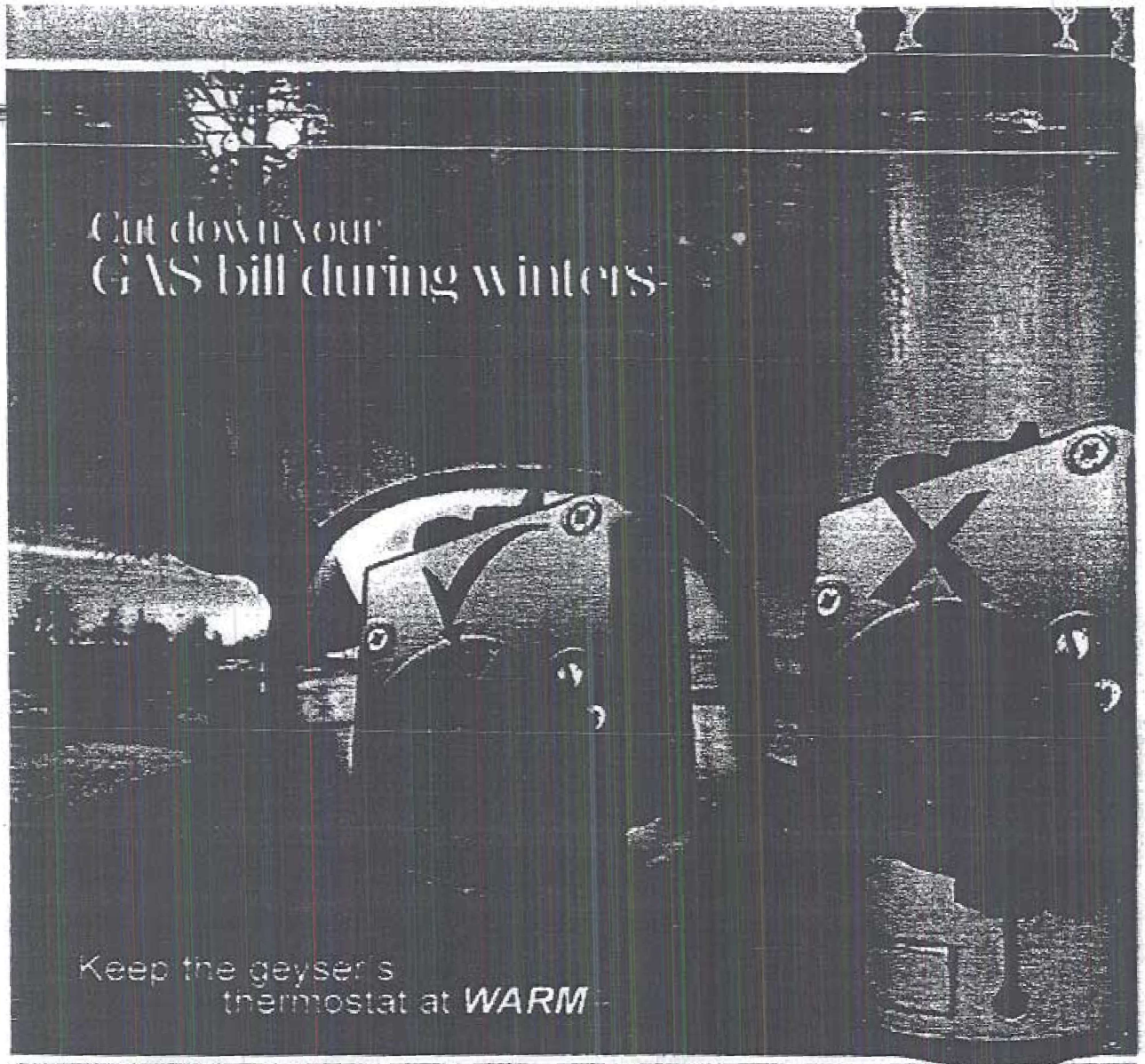
Hand over industrial complaints to concerned office for passing to measurement department, keep record.

↓

Keep daily weekly and monthly data by summary and hand over to concerned officer for record.

↓

Generate MIS of Telephone calls received on 1199


Cut down your
GAS bill during winters-
Keep the geyser's
thermostat at WARM

A geyser consumes four times more energy than a stove. Careful use of geyser and setting on WARM in winter will save you a substantial amount.

- Keep your geyser on "WARM" only. Turn it to HOT/VERY HOT 15 minutes before usage and then turn it back to WARM.
- Turn off your geyser if you are out of the home for more than 24 hrs.
- Get your geyser properly checked, serviced and fixed before the onset of winters.
- Ensure that all other gas appliances are serviced and maintained regularly.
- Always use good quality gas fittings.
- Ensure there is no leakage in appliances or fittings.

Follow the above safety guidelines and reduce the bill.

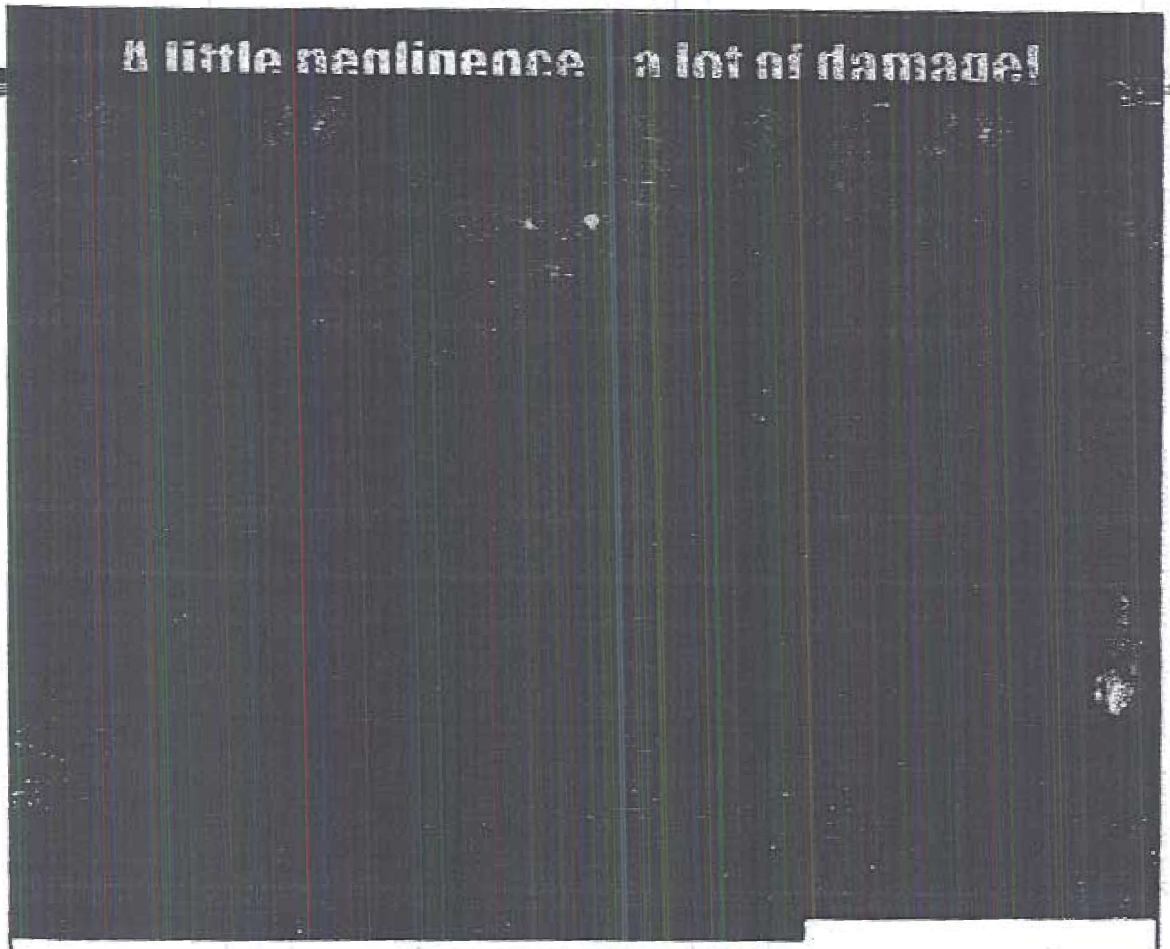
SERVICE WITH A SMILE

SSGC

www.ssgc.com.pk

Sui Southern Gas Company Limited

Fueling National Progress


A little negligence a lot of damage!

Gas heaters should be used with great care.
Your safety is in your own hands.

- Always place the heater at an appropriate distance from the bed.
- Use good quality heater & fittings, and ensure proper exhaust connection
- Do not use rubber pipes as they are unsafe. Always install steel pipes with your gas heater.
- Keep a window open while the heater is on. Using heater in a closed room can cause suffocation and death.
- **Turn off the heater and gas valve before going to sleep.**

A little caution can lead to a safer life.

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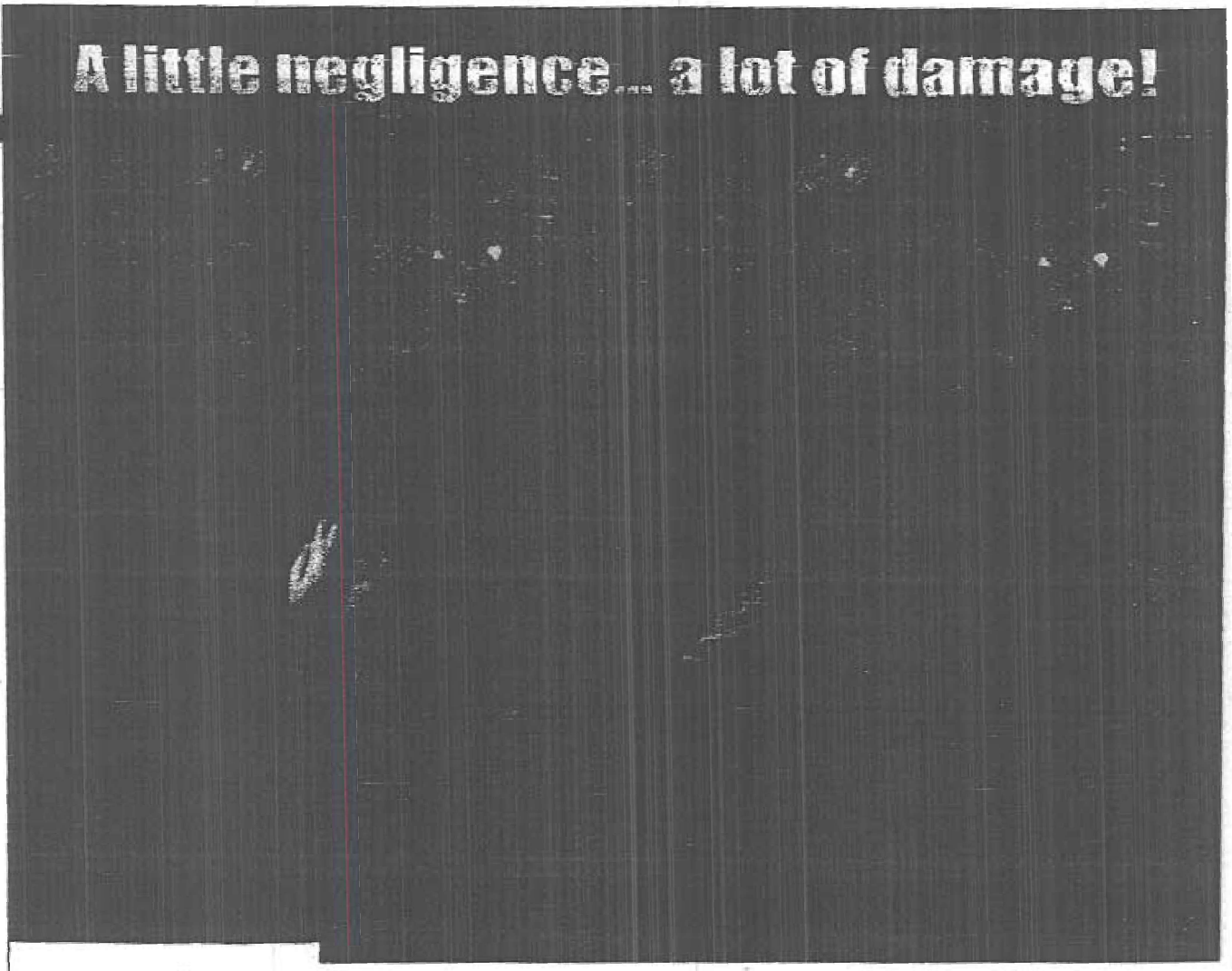
In case of emergency
115

PID (F) 974

SYNERGY

A little negligence... a lot of damage!



Using an open stove to keep your room warm in winter is dangerous and puts your life at great risk. For the safety of your home, do take every care while using any gas appliance.

- Do not use a stove to keep your room warm. It can cause a fire to erupt and damage your home.
- Using a stove in an airtight room depletes the oxygen level and can cause suffocation.
- If a burning stove goes off at night and the gas keeps flowing, it can lead to a serious accident or damage as well.

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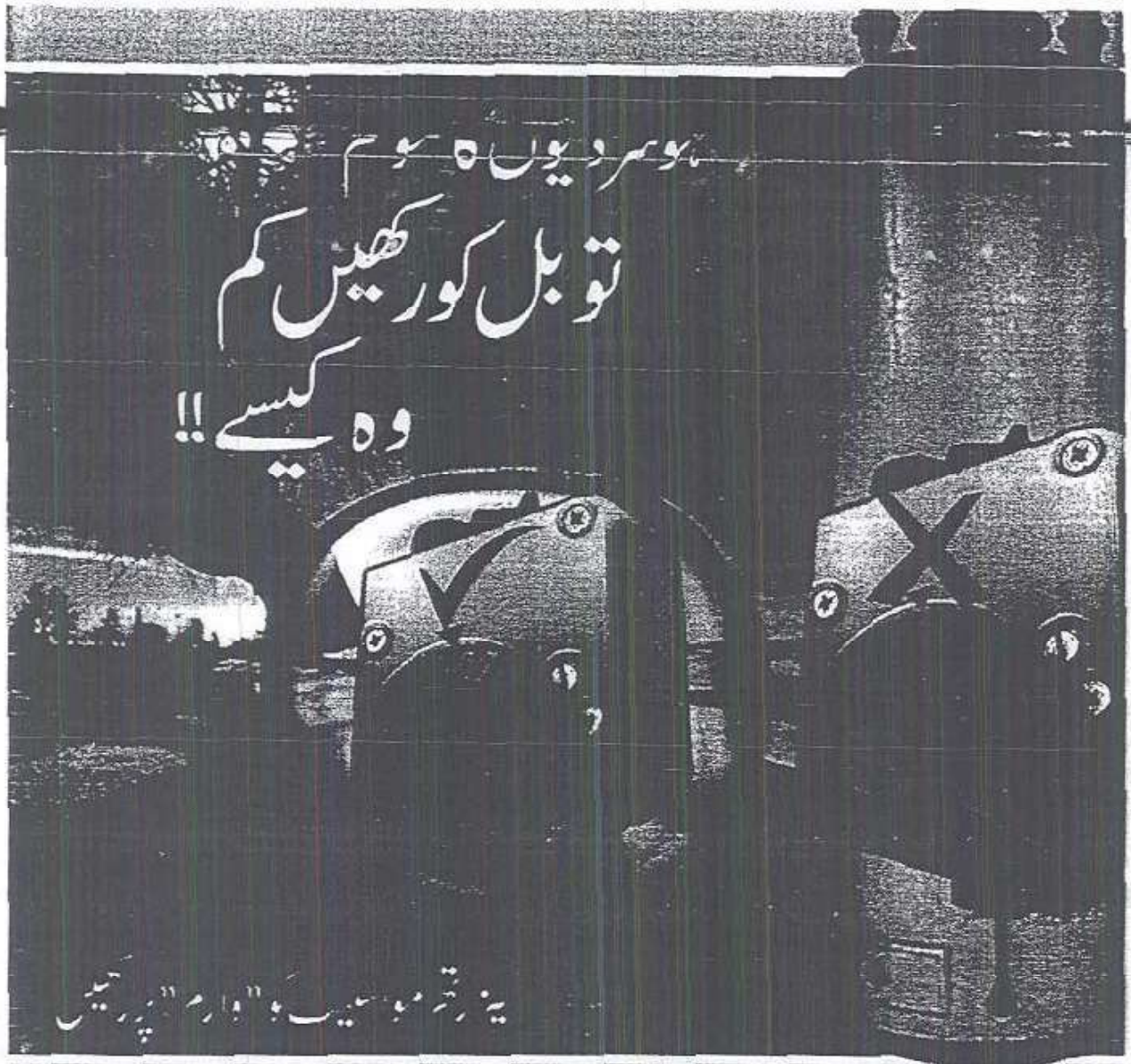
In case of emergency call on 1199


ہو سردیوں کا موسم
تو بل کو رکھیں کم
وہ کیسے!!
یہ مرتبہ موسمیت کو "وارم" پر رکھیں

گیزر کا استعمال

(Warm) پر رکھ کر ماہانہ بجٹ کنٹرول کریں۔

(Warm) پر رکھ کر اسے یا کفایت تقریباً سے استعمال کریں۔ گیزر کے استعمال سے

15 منٹ کل سے ہاٹ لوبری ہاٹ (Hot/Very Hot) پر کر دیں۔ پھر دوبارہ "وارم" (Warm) پر کر دیں۔

24 گھنٹے سے زائد گھر سے باہر رہنے کی صورت میں گیزر بند رکھیں۔

موسم سرما کے آغاز سے قبل گیزر کو چیک اور حسب ضرورت مرمت کروائیں۔

اس بات کا اطمینان کریں کہ گیس کے دیگر آلات درست ہیں اور باقاعدہ کام کر رہے ہیں۔

بجٹ گیس کے معیاری آلات استعمال کریں۔

اس بات کو یقینی بنائیں کہ گیس کے آلات یا فٹنگ میں کوئی لیکج نہیں ہے۔

رہنما اصولوں پر عمل کریں۔۔۔ بھاری بل کم کریں۔

SERVICE WITH A SMILE

SSGC

www.ssgc.com

Sui Southern Gas Company Limited

New SSGC Field Service Vans
- now at your service!

Our fleet of new, custom-designed, fibre body, fuel-efficient, environment-friendly CNG vans add strength to the SSGC Field Service Teams, and enable them to provide even better "Service with a Smile".

Equipped with the necessary tools and trained, technical staff, the new Field Service Vans are ready to respond to any Customer Service Call or Emergency, round the clock.

119
24 hours service
Rapid Response Round the Clock

Call 119 for Faster Response and
Service with a Smile - at your doorstep.

SSGC
Sui Southern Gas Company Ltd.
Enabling Nation's Progress

ایس ایس جی سی کی نئی فیلڈ سروس گاڑیاں
اب آپ کی خدمت کے لیے

119
24 hours service
Rapid Response
Round the Clock

ایندھن کے استعمال میں باکفایت اور ماحول دوست، سی این جی سے چلنے والی نئی فائبر باڈی گاڑیوں کے بیڑے کی شمولیت سے سوئی سدرن گیس کی فیلڈ سروس ٹیمیں صارفین کو خدمت مسکراہٹ کے ساتھ اب اور بھی بہتر انداز سے فراہم کر رہی ہیں۔

تربیت یافتہ تکنیکی عملے اور ضروری ساز و سامان سے لیس یہ گاڑیاں ہمہ وقت صارفین کی شکایات یا کسی بھی ہنگامی صورتحال سے نمٹنے کے لئے تیار رہتی ہیں۔

119 ملائیے اور فوراً پائیے

خدمت مُسکراہٹ کے ساتھ۔ آپ کے دَروازے پر

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Unauthorized Gas Connections in Apartment Buildings

Sui Southern Gas Company (SSGC) has taken serious notice that in several apartment buildings, disconnected customers are obtaining unauthorized gas supply from common house-lines or from neighbours, through rubber pipes. This not only amounts to gas theft, but is also extremely hazardous.

SSGC **cautions** all persons engaged in extending, obtaining or accepting such **unauthorized gas supply.** The Committees and Associations of apartment buildings, who are responsible for maintenance of such property, are also advised to ensure that the residents/occupants desist from such activities.

SSGC is actively pursuing this matter and reserves the **right to disconnect gas supply of the entire building,** where such illegal practice is detected, and initiate administrative/legal action against those responsible.

At SSGC we are committed to delivering "Service with a Smile" to our valued customers, along with safe, reliable and uninterrupted supply of gas. And we seek our customers' cooperation to be able to continue to do so in future.

SSGC

SUI SOUTHERN GAS COMPANY LTD.

Fuelling National Progress

www.ssgc.com.pk

PID(Q)1558

Manhattan Lee Burnett

اپارٹمنٹ بلڈنگز میں بغیر اجازت گیس کنکشن

سوئی سدرن گیس کمپنی نے اس بات کا سنجیدگی سے نوٹس لیا ہے کہ مختلف اپارٹمنٹ بلڈنگز میں مقیم ایسے صارفین جن کے گیس کنکشن منقطع کئے جا چکے ہیں وہ بلا اجازت گھروں کو فراہم کی جانے والی گیس کی مشترکہ لائنوں یا پڑوسیوں کی لائن سے ربر پائپ کے ذریعے گیس استعمال کر رہے ہیں۔ یہ عمل نہ صرف گیس چوری کے زمرے میں آتا ہے بلکہ انتہائی خطرناک بھی ثابت ہو سکتا ہے۔

ایس ایس جی سی ایسے افراد کو جو **بلا اجازت گیس کے حصول یا فراہمی** میں ملوث ہیں، **تنبیہ کرتی ہے** کہ ایسے عمل سے گریز کریں۔ ان اپارٹمنٹ بلڈنگز کی دیکھ بھال کی ذمہ دار کمیٹیوں اور ایسوسی ایشنز کو بھی ہدایت کی جاتی ہے کہ وہ اس امر کو یقینی بنائیں کہ وہاں رہنے والے ایسے اقدامات اختیار نہ کریں۔

ایس ایس جی سی اس سلسلے میں ضروری کارروائی کر رہی ہے اور یہ حق محفوظ رکھتی ہے کہ ایسی بلڈنگ میں جہاں گیس کا غیر قانونی استعمال ہو رہا ہو، **بلڈنگ کو گیس کی فراہمی مکمل طور پر منقطع کر دے** اور ذمہ دار افراد کے خلاف محکمہ جاتی و قانونی کارروائی کرے۔

سوئی سدرن گیس کمپنی یہ عہد کرتی ہے کہ وہ اپنے معزز صارفین کو "خدمت مسکراہٹ کے ساتھ" فراہم کرتے ہوئے گیس کی محفوظ، قابل اعتماد اور بلا رکاوٹ فراہمی جاری رکھے گی۔ خدمت کے اس جذبہ کو مستقبل میں بھی قائم رکھنے کے لئے ہم آپ کے تعاون کے طلبگار ہیں۔

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Manhattan Leo Burnett

PID(K)1558

Shot Colored Urdu

Beware of Unauthorized Service Personnel

It has come to the Company's notice that certain unauthorized persons are approaching SSGC's valued customers on the pretext of providing various services, such as:

- Checking and adjusting gas meters to reduce the gas bill;
- By-passing the meter to record minimal consumption of gas; or
- Providing unauthorized pipeline extensions

The objective of such unscrupulous persons is to involve unsuspecting customers in the theft of gas, through illegal and fraudulent means, reducing gas bills and eventually resulting in losses to them as well as to SSGC.

The Company wishes to inform its valued customers that no person is authorized to provide any service unless he is in possession of SSGC's Identity Card and Work Order for a specific job.

Customers are requested to ask for proper identification before allowing any service person to enter their premises or to do any work on their gas meter or associated gas pipelines. Customers are also advised not to make any cash payment to such persons, as all payments for services or against gas bills should be made directly to SSGC at any Customer Facilitation Centre (CFC) or a bank, post office, through ATM or the Internet.

We are confident that customers would cooperate with SSGC in this matter and assist the Company in controlling and eliminating illegal use of gas, which is a national asset and must be conserved for the benefit of the nation.

SSGC is committed to fulfill its obligation of "Fuelling National Progress" and providing quality services to all its customers 'with a smile'.

For further information and assistance,
please call SSGC on Tel. 9231272 or 119.

SSGC **SUI SOUTHERN GAS COMPANY LTD.**

Fuelling National Progress
www.ssgc.com.pk

PID(K)1525

Manhattan Lee Burnett

.0 mm x 3 col

Ever wondered why you get...

- You use additional gas appliances such as Geyser and Room Heater during winter months
- Your gas consumption increases several times
- This leads to a change in gas rates
- Your gas bill increases by 20 to 25 times where the climate is extreme and near freezing point

- Use Geyser economically by turning it to WARM and to HOT/VERY HOT only 15 minutes before use, then return it to WARM
- Minimise use of Room Heater. Turn off Room Heater before going to bed or when leaving the room
- Check gas appliances in your home for proper operation and ensure there are no leaks in your houseline

ITEMS	SUMMER		WINTER	
1 Stove	Daily Usage 6 Hours	Monthly Bill Rs. 220	Daily Usage 6 Hours	Monthly Bill Rs. 220
1 Geyser	-	-	Daily Usage 12 Hours	Monthly Bill Rs. 3,000
1 Heater	-	-	Daily Usage 10 Hours	Monthly Bill Rs. 2,260
Total Monthly Bill	Rs. 220		Rs. 5,480	

Estimated comparison of gas bill during summer and winter

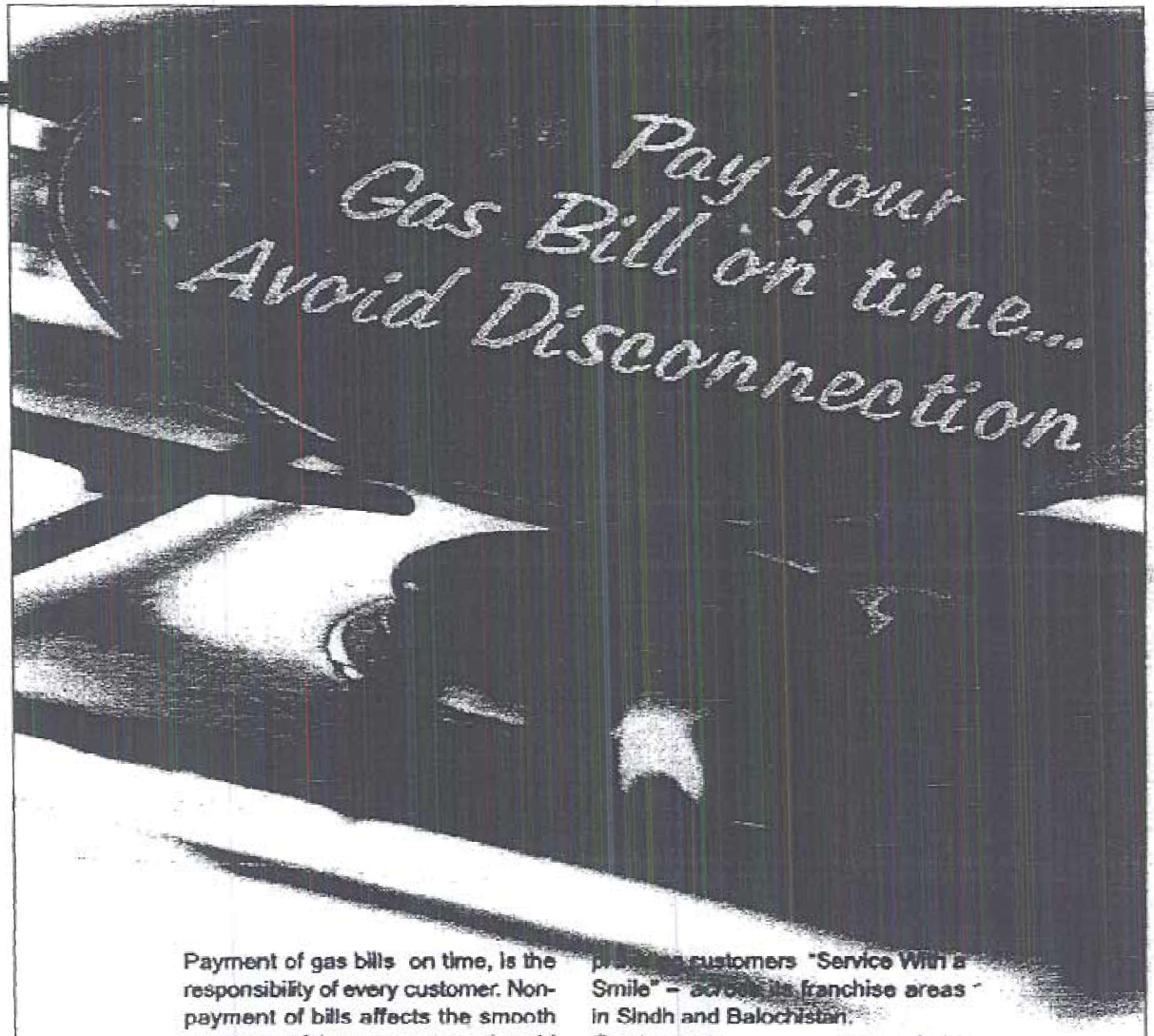
Call Helpline 119 for further information

SSGC **Sui Southern Gas Company Ltd.**

Fuelling National Progress

www.ssgc.com.pk

Service with a Smile



Payment of gas bills on time, is the responsibility of every customer. Non-payment of bills affects the smooth operation of the company, and could result in disconnection of supply of gas.

As a model gas utility, Sui Southern Gas Company is committed to [illegible] customers "Service With a Smile" – across its franchise areas in Sindh and Balochistan.

Customers are requested to cooperate with us by paying bills on time so that we can also continue to maintain the highest standards of service.

SSGC

SUI SOUTHERN GAS COMPANY LTD.

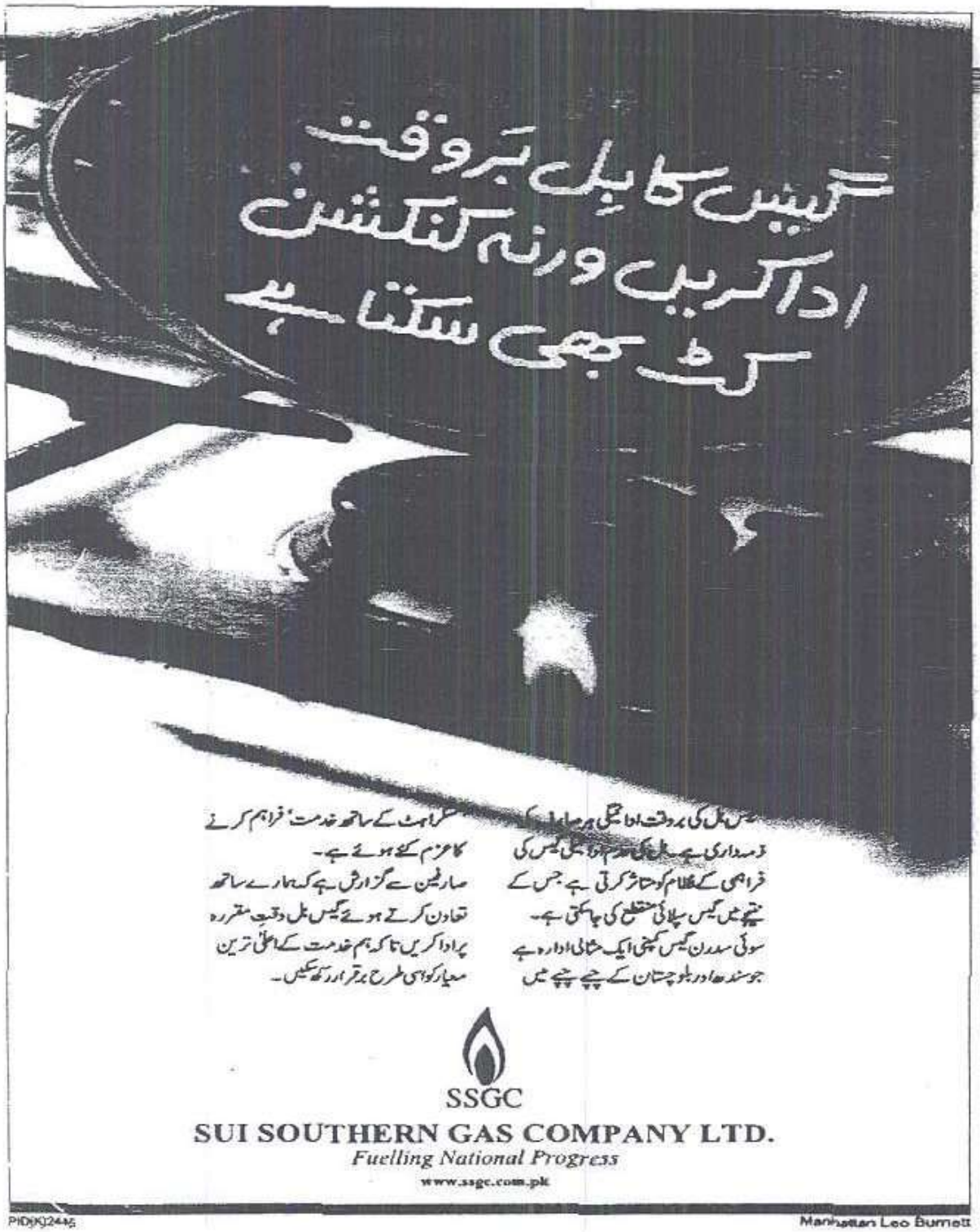
Fuelling National Progress

www.ssgc.com.pk

Manhattan Leo Burnett

PID(K)2445

Ad Size : (20cm x 3col)



گیس بل کی بروقت ادائیگی ہر صارف کی ذمہ داری ہے۔ بل کی عدم ادائیگی گیس کی فراہمی کے نظام کو متاثر کرتی ہے جس کے نتیجے میں گیس سپلائی منقطع کی جا سکتی ہے۔ سوئی سدرن گیس کمپنی ایک مثالی ادارہ ہے جو سندھ اور بلوچستان کے چپے چپے میں

شرافت کے ساتھ خدمت' فراہم کرنے کا عزم کئے ہوئے ہے۔ صارفین سے گزارش ہے کہ ہمارے ساتھ تعاون کرتے ہوئے گیس بل وقتِ مقررہ پر ادا کریں تاکہ ہم خدمت کے اعلیٰ ترین معیار کو اسی طرح برقرار رکھ سکیں۔

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PIDJK)2445

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ANNEXURE-"A"

COMPENSATION PROCEDURE

The attached Annexure-"A" is procedure to deal with the matter of compensation. The Basic objective of formulating this procedure is determination and payment of compensation to claimant adversely affected by the regulated activities of the licensee.

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2. Definitions: ---------- 3
3. Scope:---------- 3
4. Procedure to claim compensation and payment thereof; ---------- 5
5. Dispute Resolution; ---------- 7

PROCEDURE TO DEAL WITH THE MATTER OF COMPENSATION

1. Objective:

Basic objective of formulating this procedure is determination and payment of compensation to claimant adversely affected by the regulated activities of the licensee.

2. Definitions:

2.1 *"Authority"* means the Oil and Gas Regulatory Authority established under section 3 of Oil and Gas Regulatory Authority Ordinance 2002.

2.2 *"Licensee"* means Sui Northern Gas Company (SNGPL) and Sui Southern Gas Company (SSGCL) having license(s) under Oil and Gas Regulatory Authority Ordinance 2002 and rules specified for the purpose thereto for carrying out Transmission, Distribution and Sale of Natural Gas activities in their respective authorized areas.

2.3 *"Regulated Activities"* means the regulated activities of Transmission, Distribution and Sale of Natural Gas as defined in the licence issued to the licensee(s) under Oil and Gas Regulatory Authority Ordinance 2002.

2.4 *"Claimant"* means the person registered with licensee (including his legal heirs) as gas consumer under whose name connection has been installed and regular bills are issued for specific premises, claiming compensation under the provisions of these procedure being adversely affected by the regulated activities of the licensee.

2.5 *"Adversely affected" means* and include loss of life, physical injury and loss of property.

2.6 *"NIC"* means National Insurance Company Limited.

3. Scope:

3.1 This procedure provides parameters to the Licensee for Assessment and Payment of compensation to:

3.1.1 All registered consumers of the Licensee;

3.2 A registered consumer can claim compensation if,

3.2.1 He / She is adversely affected due to:

3.2.1.1 negligence of licensee during construction, maintenance and operational activities of Transmission and Distribution pipeline; and

3.2.1.2 gas escapes, fires, and other hazardous situation from licensee's network, due to negligence of the licensee; and

3.2.2 Claimant has proof of licensee's negligence; and

3.2.3 Reasonable care has been carried out by the claimant but he/she is affected; and

3.2.4 Circumstances are not beyond the control of the licensee.

3.3 The licensee shall be not responsible for any compensatory damage if the claimant:

3.3.1 The Licensee shall not be responsible for any compensatory damage if the claimant is adversely affected due to leakage in its internal houseline.

3.3.2 has unauthorized gas connection; or

3.3.3 acts in disregard of normal safety precautions; or

3.3.4 is claiming the compensation of collateral damages; or

3.3.5 is adversely affected due to gas escapes, fires or other hazardous situations from licensees network resulting from an act of terrorism or sabotage; or

3.3.6 is adversely affected due to damage or interference in the gas pipeline network by any person / agency other than authorized person of licensee(s).

3.4 Licensee's Liability for Claim and Payment thereof under this procedure shall be limited to the extent of coverage available under the "Public Liability Policy" obtained by the Licensee from NIC.

3.5 Exceptions mentioned in the Public Liability Policy of Licensee shall also apply to the claims under this procedure as well.

4. Procedure to claim compensation and payment thereof;

4.1 The claimant shall file his/her application of claim with the licensee, as per format at Annexure-I, within 10 days from the date when he/she was adversely affected within the meaning mentioned in clause 3.2 above.

4.2 Concerned Regional Head/Location Incharge / GM will be responsible to inform within 15 days regarding the incidence and particulars of the claim to Insurance Section (Finance / Accounts) Department.

4.3 Process for the Claim of Insurance Policies;

4.3.1 On receiving report of damage or loss, Insurance Section shall enter the loss in insurance register and allot a file number; this file number is to be the reference number of that claim for further process.

4.3.2 Within 5 working days of receiving the report of damage or loss, a formal notice of claim shall be served upon NIC/Insurers.

4.3.3 Insurance Section of Finance / Accounts Department will make liaison with the surveyors appointed by Insurance Company and arrangements are to be made to take him to the place of survey in consultation and co-ordination with the concerned department.

4.3.4 After completion of survey, Finance / Accounts department will co-ordinate with concerned department to provide documents requested by the surveyor. Concerned department will arrange the requisite documents for onward submission to surveyor / NIC. Documents generally required for claim are listed below:

4.3.4.1 Claim Form: This form is completed and signed by concerned department and forwarded to Finance department for onward submission to the surveyors and insurers.

4.3.4.2 Copy of FIR where required.

4.3.4.3 Statement of loss.

4.3.4.4 Departmental Enquiry Report.

4.3.4.5 Details of repair works.

4.3.4.6 Documents in support of expenses incurred such as cash memo, receipts etc.

4.3.4.7 Any other document as required by surveyors/ insurers.

4.3.5 Provision of Documents with particular reference to the nature and extent of loss of the claimant and its justifications thereof shall be the responsibility of the claimant. However other documents related to the licensee shall be prepared and arranged by concerned department, and provided to Finance department for onward submission to the surveyors/ insurer.

4.3.6 Documents will be prepared in duplicate sets one each for the surveyors and the insurers.

4.3.7 After completion of his findings the surveyors shall submit a survey report to NIC in which he reports the total claim amount assessed.

4.3.8 When Insurer / NIC Receives survey report and is satisfied with the report than it shall issue a loss voucher (A loss voucher is total amount of claim accepted by NIC).

4.3.9 Upon receipt of loss voucher finance department will send the loss voucher to the concerned department for obtaining acceptance from the claimant.

4.3.10 After receiving duly accepted loss voucher NIC will issue cheque; to be submitted to Treasury Section of Finance Department.

4.3.11 Finally Finance / Accounts department will issue the cheque against the loss to the claimant that will be delivered to concerned department for onward submission to the respective claimant.

4.3.12 Concerned department will deliver the cheque to the claimant after receiving written acknowledgment alongwith an undertaking that the claimant shall thereafter not claim any

compensation from any forum duly signed by two executives of the concerned department as witness.

4.3.13 The assessment of loss and compensation by NIC will be final against the claim the Licensee shall not be responsible for any amount claimed by the claimant in addition to the claim assessed by the NIC.

4.4 In the event if NIC rejects a claim due to time barred on account of delayed submission of documents by the Licensee he/ she may appeal, within 30 days of the rejection of the claim to the licensee. The appeal of the claimant shall be reviewed by a Review Committee comprising executives not below Grade VI from Internal Audit, Finance, Legal and respective concerned department. Incharge of Insurance Section Finance Department will act as secretary to the committee. The claimant shall have the right to be present before Review Committee for presentation of his/her case.

4.5 However Review Committee will not entertain such request wherein NIC has already accepted the claim and assessed the value of the claim or rejected the claim on grounds other than referred under paragraph 4.4 above.

5. Dispute Resolution;

All the disputes between licensee and claimant shall be resolved in accordance with Complaint Resolution Procedure Regulations 2003 approved by the Authority however Licensee's liability towards the claimant remained within claim assessed by NIC.

Annex-A

CLAIM FORM

Name of the Complainant .....

Consumer Reference No. .....
(Attached evidence of last gas bill paid)

Father's Name .....

CNIC No. ..... (copy enclosed)

Telephone No. Land Line ..... Cell No. .....

Date of incident ..... Time of incident .....

FIR Ref./Date .....

Nature of Incident .....

.....

DETAILS OF LOSS

(A) LOSS OF LIFE NO. .....

	NAME	AGE	CNIC NO.	EXPIRY DATE	REASON OF EXPIRY
▪	.....	.....	.....	.....	.....
▪	.....	.....	.....	.....	.....
▪	.....	.....	.....	.....	.....

(B) INJURED LIST NO. .....

	NAME	AGE	CNIC NO.
▪	.....	.....	.....
▪	.....	.....	.....
▪	.....	.....	.....

(C) LOSS OF PROPERTY

Address .....
Nature of Loss .....
.....

Approximate amount received involved Remarks, if any .....

(D) AMOUNT CLAIM .....

Dated: _____

(SINGATURE)
(CLAIMANT)

Note: In case of a casualty, the applicant must be bonafide legal heir of the deceased.