

# THE NEWS

Islamabad/Rawalpindi Edition

25th June, 2023

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## President directs SNGPL to rectify gas bill, apologise to consumer

Islamabad

President Dr Arif Alvi has directed the Sui Northern Gas Pipelines Ltd (SNGPL) to rectify the gas bill of a consumer and apologise to him as he had been wrongly billed for two solar geysers instead one at his residence.

The contractor had wrongfully mentioned the installation of two geysers in forms, provided his own contact number to manipulate the verification process, submitted the documents to the SNGPL office and then absconded after committing fraud, President Secretariat Press Wing said in a press release on Saturday. It is shameful that the management is ignoring corruption

within SNGPL and harassing the members of the public.

Rather than investigating its contractor, SNGPL is further burdening the public because of its incompetence and connivance by defending its illegal action. An inquiry must be done and persons involved be brought to justice. The president ordered while rejecting a representation filed by SNGPL against a decision of the Wafaqi Mohtasib.

As per the details, Tahir Hussain (the complainant) had lodged a complaint with Wafaqi Mohtasib saying that an SNGPL official installed one solar geyser in his house and told him that the payment for the geyser would be

claimed in installments in bills. The SNGPL, however, issued him the bill with two solar geysers.

He visited the office where he was told that, as per documents, two geysers were installed at his residence. He was informed by the SNGPL's Supervisor that the contractor (Shafqat), who had installed the geyser, had absconded after committing fraud.

He contacted the police who did not intervene in the matter saying that it was an internal issue of the Sui Gas staff and the contractor.

Feeling aggrieved, he approached Mohtasib who directed SNGPL to take corrective measures for the rectification of maladminis-

tration and correct the bill amount in line with the prescribed procedure.

The president rejected the representation and upheld Mohtasib's observation that the contractor could not have committed fraud without the connivance of the Sui gas staff, and if he had done so, SNGPL would have proceeded against him, which was not the case. He noted that SNGPL's representative defended the illegal action without going into the details of the case which was its prime responsibility. He further observed that SNGPL failed to follow its own procedure and had billed the complainant arbitrarily in violation of the law and the prescribed OGRA rules. — APP

# The Nation

Islamabad Edition

25th June, 2023

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## President directs SNGPL to apologise to consumer

**OUR STAFF REPORTER  
ISLAMABAD**

President Dr Arif Alvi has directed the Sui Northern Gas Pipelines Ltd (SNGPL) to rectify the gas bill of a consumer and apologize to him as he had been wrongly billed for two solar geysers at his residence

whereas only one geyser had been installed by the contractor.

The contractor had wrongfully mentioned the installation of two geysers in forms, provided his own contact number to manipulate the verification process, submitted the documents to the SNGPL office, and absconded after commit-

ting fraud. "It is shameful that the management is ignoring corruption within SNGPL and harassing the members of the public. Rather than investigating its contractor, SNGPL is further burdening the public because of its incompetence and connivance by defending its illegal action.

# PAKISTAN TODAY

25th June, 2023

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## Alvi orders gas company to correct billing error and apologise to consumer

ISLAMABAD

STAFF REPORT

President Dr Arif Alvi has instructed Sui Northern Gas Pipelines Ltd (SNGPL) to rectify the gas bill of a consumer who was wrongly charged for two solar geysers instead of one at his residence.

He expressed his disappointment in a statement issued by the press wing of the presidency on Saturday, saying it was shameful for the company management to ignore corruption within the organisation and burden the public due to their incompetence and connivance. He demanded a thorough inquiry into the matter and the prosecution of those involved. According to the complaint filed by Tahir Hussain, an SNGPL official installed a single solar geyser in his house and

assured him that the payment would be claimed in instalments through the bills. However, the SNGPL issued a bill indicating the installation of two solar geysers. On visiting the SNGPL office, Hussain discovered that the contractor responsible for the installation had absconded after committing fraud. Despite seeking assistance from the police, they declined involvement, claiming it was an internal matter. Hussain subsequently approached the federal ombudsman to address the issue. The ombudsman directed SNGPL to rectify the maladministration and correct the billing amount as per the prescribed procedure. However, SNGPL filed a representation against the decision, which was rejected by President Alvi. He supported the ombudsman's observation that the contractor's fraudulent actions could not have occurred without the cooperation of SNGPL staff. Alvi further criticised SNGPL for failing to follow its own procedures and arbitrarily billing the complainant in violation of the law and the prescribed rules set by the Oil and Gas Regulatory Authority (OGRA). In response to the president's directives, SNGPL has been instructed to rectify the consumer's gas bill, issue an apology for the inconvenience caused, and take appropriate action against those involved in the fraudulent activities. The president emphasized the importance of upholding integrity, transparency, and accountability within the company to ensure the public's trust and prevent further instances of corruption.

# Daily Times

Your right to know  
Islamabad Edition

25th June, 2023

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The contractor had wrongfully mentioned the installation of two geysers in forms, provided his own contact number to manipulate the verification process, submitted the documents to the SNGPL office and then absconded after committing fraud, President Secretariat Press Wing said in a press release on Saturday.

"It is shameful that the management is ignoring corruption within SNGPL and harassing the members of the public. Rather than investigating its contractor, SNGPL is further burdening the public because of its incompetence and connivance by defending its illegal action.

An inquiry must be done and persons involved be brought to justice", the president ordered while rejecting a representation filed by SNGPL against a decision of the Wafaqi Mohtasib.

As per the details, Tahir Hussain (the complainant) had lodged a complaint with Wafaqi Mohtasib saying that an SNGPL official installed one solar geyser in his house and told him that the payment for the geyser would be claimed in installments in bills.

The SNGPL, however, issued him the bill with two solar geysers. He visited the office where he was told that, as per documents, two geysers were installed at his residence.

He was informed by the SNGPL's Supervisor that the contractor (Shafqat), who had installed the geyser, had absconded after committing fraud.

He contacted the police who did not intervene in the matter saying that it was an internal issue of the Sui Gas staff and the contractor.

Feeling aggrieved, he approached Mohtasib who directed SNGPL to take corrective measures for the rectification of maladministration and correct the bill amount in line with the prescribed procedure.

The president rejected the representation and upheld Mohtasib's observation that the contractor could not have committed fraud without the connivance of the Sui gas staff, and if he had done so, SNGPL would have proceeded against him, which was not the case.

He noted that SNGPL's representative defended the illegal action without going into the details of the case which was its prime responsibility.

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# Pakistan OBSERVER

Islamabad Edition

25th June, 2023

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## Alvi directs SNGPL to rectify gas bill, apologize to consumer

### OBSERVER REPORT

#### ISLAMABAD

President Dr Arif Alvi has directed the Sui Northern Gas Pipelines Ltd (SNGPL) to rectify the gas bill of a consumer and apologize to him as he had been wrongly billed for two solar geysers instead one at his residence.

The contractor had wrongfully mentioned the installer of two geysers in forms, provided his own contact number to manipulate the verification process, submitted the documents to the SNGPL office and then absconded after committing fraud. President Secretariat Press Wing said in a press release on Saturday.

"It is shameful that the management is ignoring corruption within SNGPL and harassing the members of the public. Rather than investigating its contrac-

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The SNGPL, however, issued him the bill with two solar geysers. He visited the office where he was told that, as per documents, two geysers were installed at his residence.

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