

**OIL AND GAS REGULATORY AUTHORITY**

*Islamabad, the 10th May, 2005*

**S. R. O. 419(I)/2005.**— 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 is pleased to make the following amendments in the Complaint Resolution Procedure Regulations, 2003, namely:—

In the afore-said Regulations:—

- (i) in Regulation 2(1)—
  - (a) “in clause (b) the words “one dealing as a retail consumer” shall be substituted by the words “interested person”
  - (b) in clause (d) the word “committee” shall be inserted after the words “Designated Officer” and in clause (d)(iii) after the words “An officer” respectively.
- (ii) in Regulation 3, following new clause (d) shall be added at the end:-

“(d) For redressal of complaints in respect of matters relating to easements as given in section 32 of the Ordinance”.
- (iii) in Regulation 4—
  - (a) “in clause (a) the words “in triplicate” shall be deleted”;
  - (b) “in clause (c) (i) the word “obtained” shall be replaced by the word “obtain”;
  - (c) after clause (c) the following new clause (d) shall be inserted:—

“(d) No action shall be taken on anonymous complaints or any such complaints which on the date of its filing is pending or earlier decided by any court of law or tribunal.”
- (iv) in Regulation 8 following new sub-Regulation (3) shall be added:—

“(3) The Designated Officer may, by order, grant such temporary injunction on such terms as to the duration of the injunction, as the Designated Officer thinks fit”.

(v) new Regulation "10" as given below shall be added:—

"10. *Recall of Complaint Case.*—The Authority may either on receipt of a specific reference, application or of its own motion, at any time, call for any case in which complaints have been instituted under these Regulations, and pass such orders as it may deem fit".

(vi) in the Schedule, following amendments shall be made:—

(a) "in clause (4) the words "in case of natural gas" shall be inserted after the words "Has complainant";

(b) "clause (5) shall be deleted";

(c) "after clause (7) following new clause (8) shall be added:—

"(8) I hereby affirm that all the facts and information given in the application is correct and that no material facts have been concealed from the Authority."

[No. OGRA-7/1/C/03.]

Sd/-  
MUNIR AHMAD,  
Chairman.