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**PART II**

**Statutory Notification (S.R.O.)**

**GOVERNMENT OF PAKISTAN  
OIL AND GAS REGULATORY AUTHORITY**

**ORDER**

*Islamabad, the 17th November, 2006*

**S. R. O. 1194(I)/2006.**—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 aforesaid Regulations:—

- (I) In Regulation 1(1) the word "and" appearing after the abbreviation "(LPG)" shall be substituted with "," and the words "and refined oil products" shall be added after the abbreviation "(CNG)".
- (II) In Regulation 2(1) (c) the words "or refined oil products" shall be added after the abbreviation "LPG".
- (III) In Regulation 2(1) after clause (f) following new clause shall be inserted:—

✓ (g) "Overcharging" means the charging of a sum or charge over the licensee's prescribed price for refined oil products, as applicable for the specific retail outlet or filling station.

(3473)

(IV) In Regulation 2(1) following new clause (h) shall be added:—

“(h) “pricing” means the determination or fixation of the end selling price of refined oil products, as prescribed by the licensee for the specific retail outlet or filling station.”

(V) In Regulation 3(b) (i) the words “and overcharging” shall be added after the word “billing”

(VI) In Regulation 8(b) (ii) the words “inspect any site; or” shall be substituted with the words “in complaints concerning Natural Gas, LPG and CNG, inspect any site and for complaints regarding quality of refined oil products, the Designated Officer may arrange a sample to be drawn in accordance with applicable rules. The cost of such testing shall initially be borne by the Authority. If the complaint is proven correct, the cost shall be paid by the licensee or the dealer as the case may be.”

(VII) The following new clause (iv) shall be added clause (b)(iii):—

(iv) In case there is a complaint regarding the quantity of oil, the Designated Officer may arrange the quantity measurement of the specific retail site of filling station. The cost of such testing shall initially be borne by the Authority. If the complaint is proven correct, the cost shall be paid by the licensee or the dealer as the case may be.

(VIII) The wording of clause (2) of regulation 8 shall be substituted with the following words “The Designated Officer shall conclude his actions and notify the complainant and the licensee in writing of his decision within 90 days of admission of complaint. Where the decision is delayed beyond the period of 90 days, the Designated officer shall record his reasons for the delay.

(IX) In the Schedule, in Part 4 (b) of the list of instructions for the complainant the following amendments shall be made

(i) In clause (1) the word “overcharging” shall be inserted after the word “billing”.

(ii) In clause (6) the word “refined oil products” shall be added after the word “CNG”

[No. OGRA-5-6(1)/2006-Admn.]

MUNIR AHMAD,  
Chairman.