



FEDERAL OMBUDSMAN

## WAFAQI MOHTASIB (OMBUDSMAN)'S SECRETARIAT

**REVISED FINDINGS**

No of Original Complaint : WMS-HQR/0007867/18  
 Date of Registration : 26.09.2018  
 Name & Address of the Complainant : RAJA MUHAMMAD AFTAB S/O RAJA MUHAMMAD ZAMAN, VILLAGE MATORE TEH KAHUTA DISTR RAWALPINDI  
 Name of the Agency : Sui Northern Gas Pipelines Ltd (SNGPL)  
 Name and Designation of the Investigating Officer : Dr. Asif ur Rehman, Associate Advisor, H.O. Islamabad  
 In attendance : Mr. Naeem Zafar Abbasi, DCE (Dev), SNGPL, Islamabad  
 Subject of the Original Complaint : NON PROVISION OF GAS FACILITY.  
 Date of Findings in Original Complaint : 26.11.2018  
 Date of Registration of Review Petition by the Agency /Complainant : 13.12.2018  
 Number & Date of Hearing : One: 27.12.2018  
 Name & Designation of the Investigating Officer, if different from(vi) : Syed Tahir Shahbaz, Wafaqi Mohtasib (Ombudsman)  
 Syed Qamar Mustafa Shah, Associate Advisor.

APPROVED ON

31 DEC 2018

Wafaqi Mohtasib (Ombudsman)

**GIST OF ORIGINAL FINDINGS / RECOMMENDATIONS**

The complainant stated that SNGPL laid gas network in his village about two years ago and gas meters were also installed. However, his house alongwith some of his neighbours were not provided gas network despite the fact that he had paid the demand note. The Agency informed that normally gas network was laid for the entire area, and not in isolated pockets, and the complainant's area might have been over looked. The complainant disagreed by stating that demand note was always issued after confirming the availability of network. On the advice of the Agency, the complainant visited the Regional Office, SNGPL on 23.10.2018 and was told that fresh survey was being carried out. The Agency confirmed that the complainant's premises did not fall in the existing gas network and his locality was included in the balance network required in NA-50, comprising Kahuta and Kallar Syedan. Case had been forwarded for approval to the General Manager (Sales) vide letter dated 06.03.2018 and the gas network would be laid after approval and release of funds. The case was closed in terms of Regulation 23(1)(m) of the Wafaqi Mohtasib (Investigation and Disposal of Complaints) Regulations, 2013.

**REASONS FOR RECONSIDERATION**

2. In his Review Petition, the complainant reiterated his earlier stance and added that:-
  - a. Gas connections have been provided to all adjacent localities.
  - b. His locality was being victimized on political grounds.
  - c. Demand notes have already been deposited by him as well as people of his locality.

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**POINT AT ISSUE**

3. Whether the Review Petition filed by the complainant is tenable?

**HEARING PROCEEDINGS**

4. Both parties attended. The complainant reiterated the stance taken in his review petition. The representative of the Agency stated that the funds released against the earlier survey in NA-50 for laying of distribution network have been totally exhausted and approval for release of additional funds was awaited. He, however, could not explain the delay in release of funds since March, 2018.

**REVISED FINDINGS**

5. Maladministration on the part of the Agency is evident as it failed to explain the reasons for the inordinate delay in laying the required distribution gas network in the remaining area of NA-50 comprising Kahuta and Kallar Syedan and providing gas connection to the complainant even after depositing of the Demand Note by him.

**FINAL RECOMMENDATIONS FOR IMPLEMENTATION**

6. In view of the position enunciated in paras 4 & 5 above, the Review Petition of the complainant is accepted and the earlier Findings are recalled. The Agency is recommended to:-
  - i. Lay the required distribution gas network in the remaining area of NA-50, comprising Kahuta and Kallar Syedan which includes the village of the complainant.
  - ii. Provide gas connection within 90 days to the complainant for which he had already deposited the Demand Note.
  - iii. Submit a compliance report within 30 days of providing gas connection to the complainant.
7. In case the Agency continues to be aggrieved by these final recommendations, it may, if it so desires, prefer a representation to the President under Article 32 of P.O. No. 1 of 1983, within thirty days of the receipt of a copy of the final recommendations.

SD/-

(SYED TAHIR SHAHBAZ)  
WAFAQI MOHTASIB (OMBUDSMAN)

APPROVED ON

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