



**TRANSPARENCY
INTERNATIONAL-PAKISTAN**

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Ref: A10BKNNG/1187-1

4th September 2013

Mr. Arif Hameed
Chief Executive/Managing Director
Sui Northern Gas Pipelines Limited
Gas House, 21 Kashmir Road,
P.O.Box No. 56, Lahore 54000,

Subject: LONG AWAITED SNGPL CONNECTION

Dear Sir,

TI Pakistan has received a complaint from Mr. Farrukh Abbas Mirza, resident of House No. 304, Street No. 16, Jammu & Kashmir Housing Society G-15/4 Islamabad regarding the delay in the installation of his SNGPL connection. The detailed complaint is enclosed for your ready reference and is self explanatory.

The complainant applied for a domestic gas connection in September 2012. He was allotted a customer ID: 6646201886 (**Annexure -A**). After 36 weeks, the complainant alleges that he was not contacted by the company and his Demand Notice has not been issued yet. He further alleges that when he visited the concerned office in I-9 Islamabad to inquire about the status of his application, he was given the option to furnish a bribe and resolve his problem without any further difficulty. However, the complainant refused to do this and chose to stay away from any illegal means; since then, he has been demanding a gas connection but to no avail.

Transparency International Pakistan would greatly appreciate if you would kindly look into this matter, and if found genuine/correct take appropriate action under the law so that a citizen may get relief. TI Pakistan is striving to have Rule of Law in Pakistan which is the only way of eliminating corruption and have good governance in the country.

With Regards,

Saad Rashid
Executive Director

Encl: