

# What our customers say ...

"I wish to congratulate you on your achievement in setting great standards of customer satisfaction at your organization..."

Dealing with Sui Southern, seems like one is dealing with an organization which is maintaining its standards as per the standards of the Developed world, which is highly unlikely to be seen in any other Pakistani organization. And surely, the credit of such standard goes to you and your Managing Director."

**Shaukat Iqbal**

Managing Director, Saba Textiles (Pvt.) Ltd.  
Ex-President Karachi Chamber of Commerce & Industry

"I wish to offer you my gratitude for the timely and efficient manner in which your good office has helped resolve our low gas pressure problem against our complaints informed to your good self vide our letters dated July 21, 2005 & August 02, 2005.

Here I would like to specifically thank your efforts for paying special interest in determining the prompt and effective solution of the problems faced by the aforementioned.

It is due to organization such as yours that will build and improve the import and export industry and ultimately the economy of Pakistan."

**Muhammad Shafiq Shakir**

Managing Partner, Nazeer Dyeing and Bleaching.



"We, Naveena Group of Companies, present (our) best compliments to your esteemed organisation, and have the honour to encourage your company on its performance, service and working for private sector, home consumer as well as industrial consumer, in respect of supplied pressure / power according to requirements.

It is indeed, and without any doubt, that your performance of customer service is simply outstanding... ."

**Asif Raza Tata**  
Chief Executive  
Naveena Exports (Pvt.) Ltd.

"As a businessman and an active member of various trade bodies and the FPCCI, I often have to lead delegations or make representations in different ministries or call on various utility companies, gas, water and electricity companies, with problems our industrialists face in running their businesses or setting up a new industry.

I must say, SSGC is one company where I feel, and I am sure other people do too, that if you have a case, they listen to you! And, they do not just listen - they take immediate action to resolve our problem.

You see, the idea of service runs across every level at SSGC, from the MD right down to the person at customer centre where you pay your bill."

**Dr. Mirza Ikhtiar Baig**  
Chairman  
Baig Group of Companies

"On 4th May 2005, I called 119 centre of SSGC at about 08:35pm to inform about gas leakage near the cooking range... I was thinking that either the telephone line would be busy (like other public utility companies... and if at all call is answered no one would visit for next 2 to 3 days.

To my surprise the phone was picked up on first bell and a well mannered person responded...after 15 minutes the door bell rang... and I saw SSGC Emergency centre vehicle with a person enquiring about my problem. Within few minutes the person had fixed the leakage... Wow! What a service."

**Akram Siddiqui**  
Customer

"SSGC has shown drastic change in the form of improvement in the customer satisfaction.

The customer facilitation center at Shahrah-e-Faisal is doing a great job by providing excellent services through courtesy, efficiency and addressing the customer problems."

**S. Farid**  
Customer

