

PROCEDURE FOR OBTAINING DOMESTIC GAS CONNECTION

Submission of Application through SSGC approved Contractor.

Following documents are required: **1)** Filled application form **2)** Copy of ownership documents **3)** CNIC **4)** Neighbors' gas bill (preferable) **5)** NOC from Relevant Authority SBCS / KBCA etc., where applicable



Customer Registration in CC&B (Customer Care & Billing System)

Account opening against customer application
Time line: 2 days after customer application submission



Scrutiny of Document
2 days after registration



SITE Survey
Time line: 12 days



Approval of application if feasible
Time line: within 07 days after Survey



Start of Service Agreement (SA) in computerized system
2 days after approval of feasible application



Field activity / order for service line & meter installation
1 day after start of service agreement



Installation of Meter at premise
15 Days after creation of Field activity



Meter reading & Billing on monthly basis
Time line: Issuance of first bill in the next bill cycle



Issuance of regret/
Intimation on non-feasible
Application to contractor /
customer

PROCEDURE FOR OBTAINING COMMERCIAL GAS CONNECTION

Submission of Application through SSGC approved contractor.

Following documents are required: **1)** Filled application form **2)** NTN & Trade license **3)** Copy of ownership documents **4)** CNIC **5)** Neighbors' gas bill (preferable) **6)** NOC from Relevant Authority SBCS / KBCA etc. where applicable



Customer Registration in CC&B

Account opening against customer application
Time line: 2 days after customer application submission



Scrutiny of Document

2 days after registration



SITE Survey

Time line: 12 days



Approval of application if feasible

Time line: within 07 days after Survey



Start of Service Agreement (SA) in computerized system

2 days after approval of feasible application



Field activity / order for service line & meter installation

1 day after start of service agreement



Installation of Meter at premise

15 Days after creation of Field activity



Meter reading & Billing on monthly basis

Time line: Issuance of first bill in the next bill cycle



Issuance of regret/
intimation on non- feasible
Application
Time line: One week after
survey

Note: All Time lines may
vary subject to the
following policy
constraints:

- E) Lifting of Moratorium
- F) Provision of sufficient gas supply
- G) Timely commissioning of private sector LNG re-gasification terminals
- H) Number of all category wise connections allowed by OGRA on yearly basis.

PROCEDURE FOR OBTAINING INDUSTRIAL GAS CONNECTION

Submission of Application

Following documents are required: **1)** Filled Application Form **2)** Copy of CNIC **3)** Property Title Document
4) Layout Scaled plans (4 copies) **5)** NOC from Govt. Agencies/Relevant Authority (where applicable)
6) Partnership Deed/ Memorandum/ Articles of Association.

Customer Registration in CC&B

Account opening against customer application
Time line: 3 days after customer application submission

Scrutiny of Document

3 days after customer registration

SITE Survey

Time line: 12 days

HSE Clearance

Time line: within 7 days after Survey

Mains Planning / Approval / Quotations

Time line: 30 days after Survey

Mains Payment by Customer

Time line: 30 days

House Line Quotation

Time line: 7 days

Approval of application if feasible

Time line: within 10 days after Survey

Start of Service Agreement (SA) in computerized system

3 days after approval of feasible application

Field activity / order and case creation for service line & meter installation

1 day after start of service agreement

Installation of Meter at premise

15 Days after creation of Field activity

Meter reading & Billing on monthly basis

Time line: Issuance of first bill in the next bill cycle

Issuance of regret/
intimation on non- feasible
Application
Time line: One week after

Note: All Time lines may vary subject to the following policy constraints:

- A) Lifting of Moratorium
- B) Provision of sufficient gas supply
- C) Timely commissioning of private sector LNG re-gasification terminals
- D) Number of all category wise connections allowed by OGRA on yearly basis.