

The FLAME

Capturing vibrancy, diversity and energy of SSGC

AROUND THE CLOCK SUPERIOR SERVICE

Mega Center in North Nazimabad Launched



PRESERVE NATURAL GAS, EVERY DAY

Don't leave the stove ON when not in use. Ensure blue flames, as red and yellow flames indicate gas wastage. A little effort can save you more.

Conserve natural gas NOW.



Sui Southern Gas
Company Limited

Remember! Always use Pakistan Standards and Quality Control Authority (PSQCA)-approved gas products and fittings.

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Message from the Managing Director

Dear Team SSGC,

Muslims all over the world are indeed fortunate to have been blessed with the month of Ramadan. Ramadan is part of one of the five pillars of Islam and is an obligatory ritual. The major goal of fasting is to improve oneself spiritually and attain nearness to God. The act of fasting is said to redirect the heart away from worldly further activities, with purpose being to cleanse the soul by freeing it from harmful impurities.

While we abstain from many worldly things during this holy month and practice self-discipline, self-control, and sacrifice, we must also demonstrate empathy for those who are less fortunate and show generosity and bigheartedness.

The Holy Prophet Muhammad PBUH said, "Whoever fasts during Ramadan with faith and seeking his reward from Allah will have his past sins forgiven." We continue to remain under the spell of COVID-19, a pandemic that has swept through the world, leaving in its wake many dead and millions infected. Ramadan is yet another opportunity for us to profusely pray to Almighty Allah to get rid of this virus so that all of us can resume our normal lives, once again.

May God bless everyone during the month of Ramadan.

Stay safe and stay happy,

Best regards,

Imran Maniar
Managing Director

Ramadan and after



Dear friends,

Fasting during the holy month of Ramadan is a wonderful opportunity to cleanse the body. However, many people do not benefit from it because they fill their dining tables with unhealthy foods that are high in sugar and fat. Fasting removes fats and toxins from the liver and the body. Each meal's carbohydrates are converted into energy by our body. It starts searching for another source of energy, after six hours of fasting, thereby burning stored fat.

Returning to the usual 3-4 meals a day after observing a month of fasting can be challenging for the body. The challenge is to get one's body back on course. And this can be done if refrains from oil and junk food, keeps himself hydrated, plan his diet and practice portion control. Eating whatever you wants, post Ramadan is definitely not a good idea. Adopting healthy eating habits should be the key, regardless of the season.

Have a blessed Ramadan,

Ed

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24/7 Mega Service Centre launched in North Nazimabad





SSGC's Customer Facilitation Centre (CFC) in North Nazimabad, Karachi has been transformed into a 24/7 Mega Service Centre. This is for the first time in the history of SSGC that the Company's CFC is operating around the clock to cater to customers' complaints related to gas supply, billing and new connections. This vital customer-centric step is one of the many approaches being devised by the Company management and the Customer Services Division to cater effectively and efficiently to the customers' grievances.

Imran Maniar, MD, SSGC formally launched the around-the-clock Mega Customer Service Centre in a simple yet impressive ceremony held at the venue in April 2021. In his key note speech, the MD lauded the management and staff of North Nazimabad CFC for making arrangements for a 24/7

service. He reiterated that the customer service representatives at the CFC must continue to display a positive attitude and plenty of politeness and patience towards the customers. The MD, asked the CFC staff to channelize all their energies to deliver the best customer experience.

The MD said that the recent launch of SSGC Mega Service Centre in Korangi, regular convening of online and physical khuli kachehris on the directives of PMDU along with social media platforms including Customer Connect Mobile App have provided much needed shot in the arm to the Company's customer-service efforts. However what the customer is interested in is getting his problems satisfactorily solved, he emphasized. Earlier, while welcoming the MD and other members of his team, Latifullah Khan, ADGM (Customer Relations)

thanked the MD and senior management for supporting the Department in ensuring 24/7 customer services. He also thanked other departments including Corporate Communications, Admin. Services and IT for working swiftly to make around the clock operations at the centre possible.

Mr. Latifullah expressed hope that all the customer services division staff of the Company including the CFC's front desk and Billing personnel would serve their customers diligently while ensuring that their complaints are swiftly resolved.

On the occasion, the MD gave away keys of a motor cycle to a lucky consumer who had won it through a draw held during the Mall Activity held in Karachi to promote SSGC Customer Connect Mobile App. 🏠



SSGC continues to make inroads against the menace of gas theft



SSGC's Security Services and Counter Gas Theft Operations (SS & CGTO) continued to make inroads into the menace of gas theft through fresh raids in Karachi and Hyderabad.

SS&CGTO Team along with Distribution, Customer Relations Department and Sindh Police carried out three successful raids in Nazimabad and Scheme 33 areas in Karachi.

FIRs were registered for direct use of gas for commercial purposes. Total load obtained was 1055 cft/hour. Claims raised accordingly.

Hyderabad: SS & CGTO team also raided Fareed Baba Plaza in Hyderabad and found direct use of gas for power generation, supplying electricity to about 56 flats and shops with two generators of 30 KVA each.

Total load was found to be approximately 600 cft/hour with pressure of found 2.2 psig. FIR was lodged and gas theft claim was raised. Meanwhile, Sindh High Court Hyderabad rejected bail application of accused Shahid, owner of a confectionary factory in Hyderabad and sent him to jail in the case of direct illegal use of gas registered

vide an FIR lodged in the jurisdiction of Police Station in Phuleli, Hyderabad. Gas Utility Court, District Judge East sentenced Waqar Hussain with a hefty fine for direct use of gas for running his milk shop. DM/Prosecutor (Prosecution wing, SS&CGTO) District East, Karachi contested the case.

Sakrand: In Sakrand, Operations Wing Nawabshah conducted an operation and lodged an FIR at PS Sakrand against culprit Atta Kerio for using gas directly for power generation purposes. The culprit was apprehended by the local police. ●



MD, SNGPL visits Meter Manufacturing Plant



In April 2021, Ali Javaid Hamdani, Managing Director/CEO, Sui Northern Gas Pipelines Limited (SNGPL) visited SSGC's Meter Manufacturing Plant (MPP) located inside the Head Office compound. MD, SNGPL was taken on a

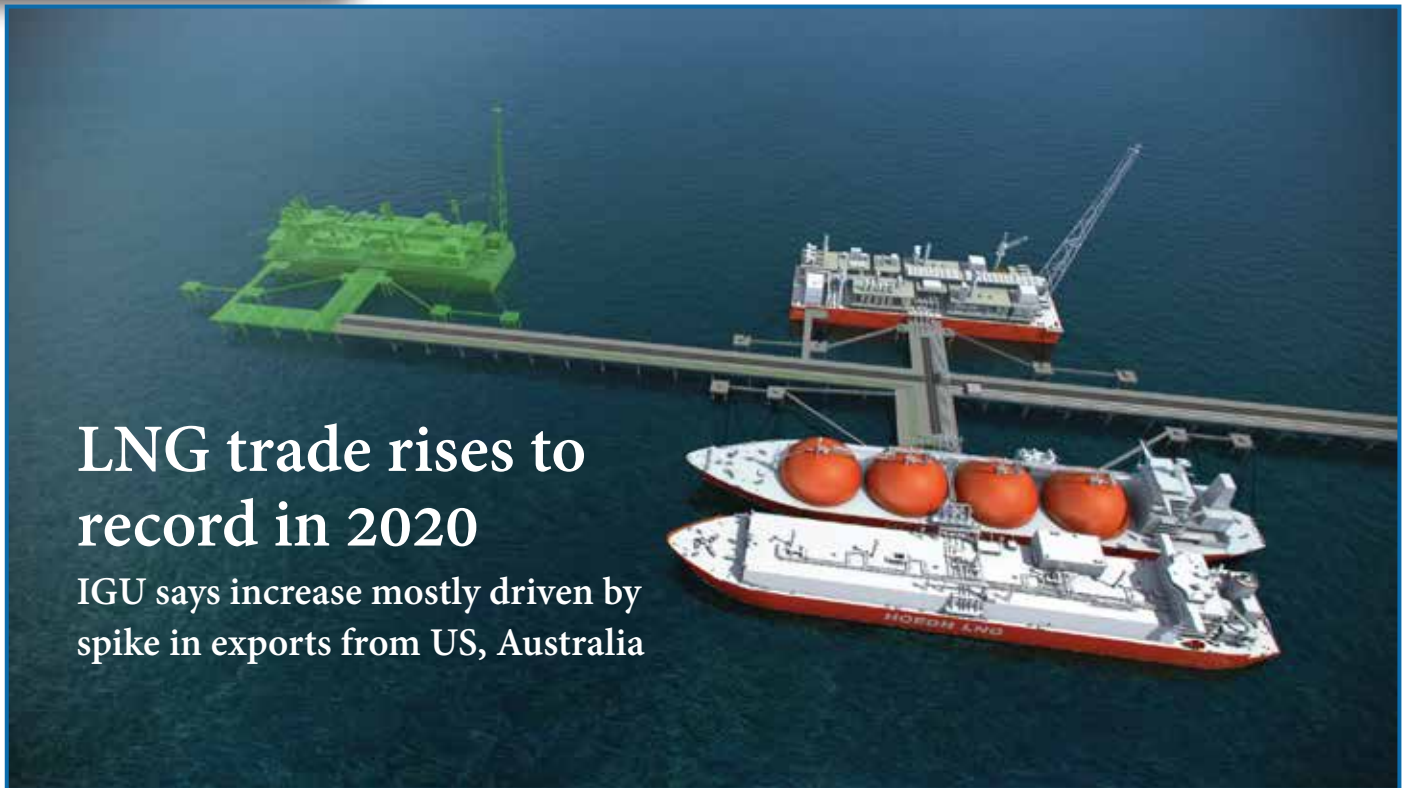
guided tour of the Plant by the SSGC management. Also accompanying the SNGPL head and his team were Imran Maniar, MD, SSGC, Amin Rajput, AMD(F&A)/CFO and Saeed Rizvi, SGM (UFG). The latter explained the manufacturing processes in detail to MD

SNGPL and took him around different sections of the Plant. MPP is Pakistan's only plant of its type, producing domestic, commercial and industrial meters to meet the local demand. 🟡



LNG trade rises to record in 2020

IGU says increase mostly driven by spike in exports from US, Australia



Global liquefied natural gas (LNG) trade volumes rose to a record last year led by Asia, though growth was marginal as demand was slammed by coronavirus-induced restrictions, according to a report by the International Gas Union (IGU).

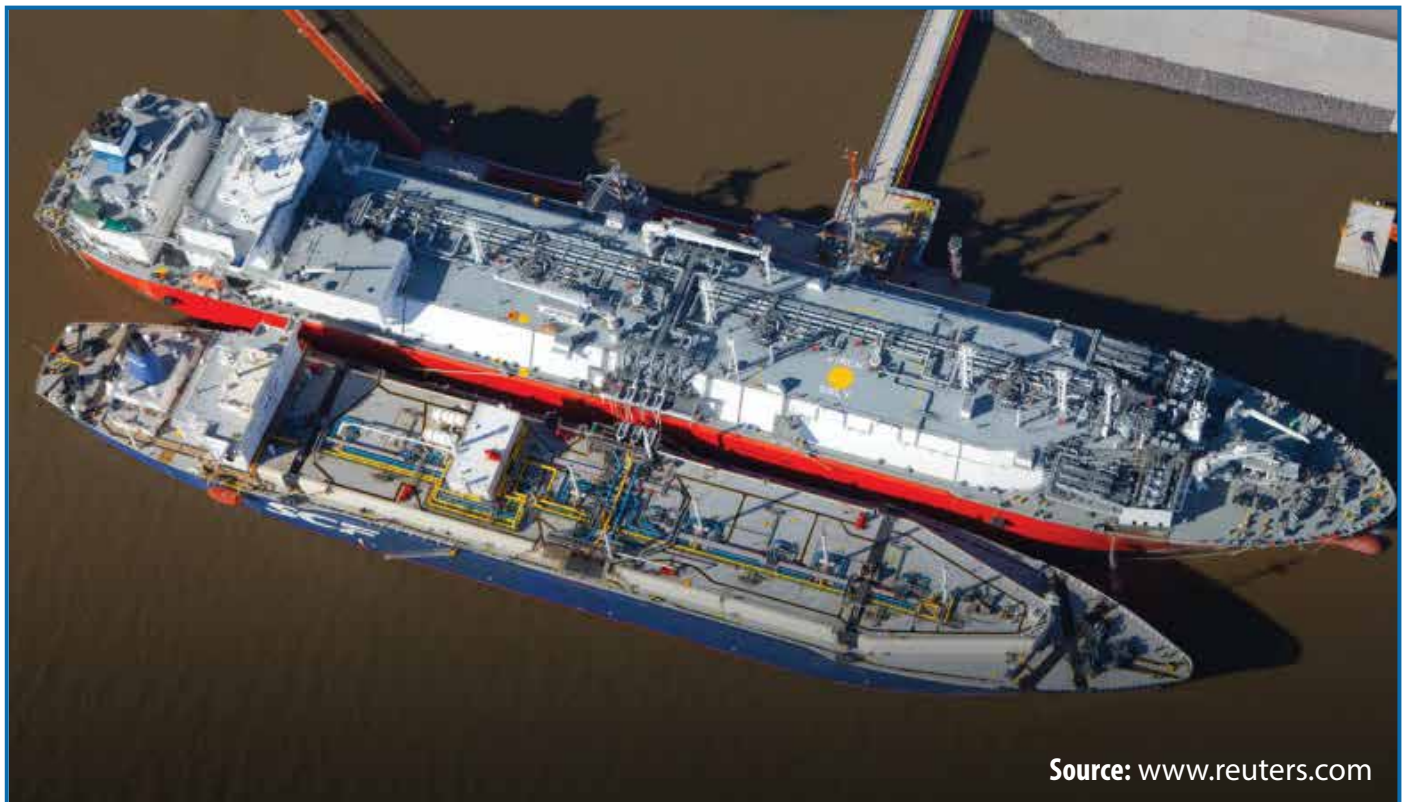
Overall LNG trade increased to 356.1 million tonnes last year, up by 1.4 million tonnes or about 0.4% from 2019, mostly driven by increased exports from the United States and

Australia, the group said in its annual report released on Thursday.

This was smaller than the growth of 40.9 million tonnes, or 11.5%, in 2019, the IGU said. But LNG was one of the few commodities that had an increase in trade in 2020, it said.

Australia overtook Qatar as the largest LNG exporter in the world, while the US and Russia remained as the third and

fourth-largest exporters respectively, it added. In 2020, the US exported 11 million tonnes, or about 33%, more than in 2019 due to new production from Freeport LNG, Cameron LNG and Elba Island. Exports, however, declined from Trinidad and Tobago, Malaysia, Egypt, Algeria and Norway, the IGU said. For imports, Asia made up 70% of overall volumes with growth mainly driven by China, India, Taiwan and South Korea, with Myanmar being a new importer. 📍



Source: www.reuters.com

Virtual kachehris held to speedily resolve complaints



Virtual khuli kachehris to resolve the complaints of the local customers were arranged in SSGC's Karachi, Hyderabad, Larkana, Sukkur and Quetta regions, as per PMDU's directives in April 2021. SSGC started convening such sessions

in May 2020 to respond effectively to customers' gas-related complaints and has arranged such open forums on monthly basis. Apart from 45 plus virtual kachehris, two physical kachehris have also been held so far. The sessions are organized by the

Company's Corporate Communication Department. SSGC's senior management, regional heads and representatives from Distribution and Customer Services reply to the customer's queries from calls made from a dedicated number. 📞



Company provides support to DUHS to expedite COVID-19 control efforts



Under its CSR ambit, SSGC continues to provide support to healthcare institutions in their fight against COVID-19. The Company recently provided monetary support to Dow University of Health Sciences (DUHS) to procure materials

and kits needed to fight this pandemic while continuing their service to humanity by providing exceptional healthcare service even during these trying times. Shahbaz Islam, GM (Corporate Communications) handed over a cheque to Shahzad Hussain,

COO, DUHS at his office. Also present on the occasion was CSR team members including Corporate Communications' DGM Salman Siddiqui, Manager, Huda Qureshy, Dy Manager Sadaf Abbas and Executive Zubia Sadiq. 📞

Celebrating eid festivities with orphan children



On the occasion of World Orphans Day in April 2021, Al-Khidmat, Karachi organized an Eid Shopping event for the orphans it has been taking care of this Ramadan at the Chase Departmental Store in Karachi.

The CSR Section of SSGC's Corporate Communication Department participated in this activity.

Shahbaz Islam, General Manager, Salman Siddiqui, Dy. General Manager and Sadaf

Abbas, Dy. Manager attended the event and interacted with the children while they shopped for Eid-ul-Fitr. Also among the beneficiaries were those ten orphans whom SSGC has supported over the past few years as a CSR initiative. ●



Motivating the youth



An annual youth motivational conference organized by The Innovators, Gohar-e-Nayyab is a platform that not only invigorates the feeling of confidence in youngsters but also becomes a driving force for them to achieve their dreams. The latest edition of the

conference, held in April 2021, featured opportunities for learning, motivation, and life changing success stories by the achievers. Shahbaz Islam, GM (Corporate Communications) was one of the leading public speakers at the event who motivated the youth by instilling in them the belief that

they can achieve everything they set their mind to.

Mr. Islam further shared life changing skills and tools that can aid the youngsters in accomplishing their goals and making good use of their lives. 📍

Acknowledging the Support

SSGC sponsored JTECH 2021, an annual technology extravaganza organized by Department of Computer Science and Software Engineering, Jinnah University for Women, Karachi.

SSGC has been sponsoring this event for last few years. To acknowledge SSGC's support, senior lecturer of the host department Kanwal Zahoor presented a memento to DGM Corporate Communications Salman A. Siddiqui. 📍



Management By Wandering Around

- Involves direct participation by the managers in the work-related affairs of their subordinates, in contrast to rigid and distant management.
- In MBWA, managers spend a significant amount of their time making informal visits to work area and listening to the employees.
- The purpose of this exercise is to collect qualitative information, listen to suggestions and complaints, and keep a finger on the pulse of the organization





Sui Southern Gas
Company Limited



Small
Actions
**lead to
big changes**

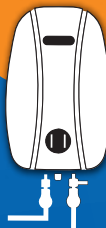
**Show GASDARI...
Conserve Natural Gas**

Manage your bills **better**

Install
Conical baffle



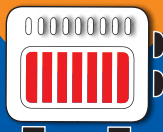
Use Instant
geyser



Check for
Gas Leakage



Turn off heater
when sleeping



Ensure
Blue flame



The best of Social Media official pages – April 2021

SSGC MEDIA ALERT
CUSTOMERS ARE NOT CHARGED WITH OVER BILLING.
 Customers are not charged with over billing. The charges from customers in the case of slow or no meter readings are based on the previous period. Meters get slow over the period due to wear and tear and external environment/ conditions. Sometimes Civic agencies damage SSGC's underground pipes with the result that causes meter malfunctions. Those customers whose meters get damaged or stop working should record the readings get their meters changed on request. Customers are then charged on the basis of the previous consumption. OGRA permits levying of 10% penalty on customers facing billing issues. Customers facing billing issues can always contact their CFCs in their neighbourhood, the Company's main office in Korangi Karachi, call 1199 Call Center, and reach out to our social media platforms and Customer Care Center.

Act SMART
 Make sure that all of your cooking equipments are dry before using to help SAVE GAS.

PROSECUTION SUCCESS
 The Gas Utility Court, District Judge East Mr. Khalid Shahani Waqar Hussain, wherein he has been sentenced for using Rs. 2000/- The convicted person was booked in FIR No. 10478 on the charge of Direct Use of gas for Milk Shop. The person was sentenced to 1 year imprisonment and a fine of Rs. 100,000/- in Quantum of Loss. The Public Prosecutor (Prosecution wing, SSGC-10) District East Karachi, contested the case. **PROSECUTION WILL CONTINUE.**

SURROUND YOURSELF WITH PEOPLE WHO CHALLENGE YOU TO BE YOUR BEST SELF.
-BILL GATES

Act SMART
 30 minutes of the cooking time can help you CONSERVE GAS

HUNDREDS OF RAIDS are regularly conducted & FIRs are lodged against gas thieves under Gas Theft Control & Recovery **ACT 2016**

CHECK YOUR STOVE NOBS REGULARLY to ensure there is no wastage of gas.

OPERATION SIFT
 Operations Wing Nawabshah conducted operations and lodged FIR at PS Sakrand against culprit using direct gas for commercial purpose. Culprit was apprehended by Police. **RAIDS & PROSECUTIONS WILL CONTINUE.**

2021 SOCIAL MEDIA TRENDS



1. Live streams will remain popular

The global health crisis of 2020 saw many businesses going digital however they could to maintain social distancing and prevent the spread of COVID-19. Face-to-face meetings turned into Zoom conferences and live concerts turned into live streams of artists playing from their homes.

So naturally, there's an uptick in the use of live streaming features on social media. Facebook saw a massive rise in messaging and live streaming, especially in COVID-19 hotspots like Italy. For instance, the number of views on Instagram and Facebook Live doubled there in just a week.

While the situation continues to evolve in 2021, people have gotten used to being able to interact with brands live without ever leaving their homes. So live streaming will continue to gain popularity and should definitely be a part of an organization's or brands' social media marketing strategy.

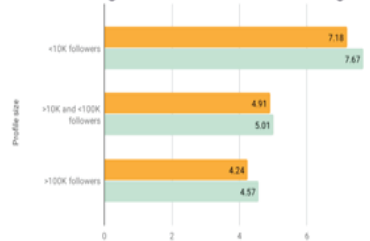
2. Stories as a content format

More than 500 million users interact with Instagram Stories every day. So although Instagram Stories were already dominant content format in the previous year, they're not going away any time soon.

Brands will need to take a more organized approach and plan for Stories as a content

format for their publishing calendars, if they aren't already doing so. More importantly, the use of video as Stories will increase since they appear to outperform photos.

Average exit rate for video Stories compared with average exit rate for Stories with image



Source: Socialmedia today | Data range: August 2019 - August 2020

3. Virtual reality will become more popular on social media

Amid the stay-at-home orders and the need for social distancing, people are seeking more meaningful interactions virtually. Virtual reality (VR) is one of the current technological trends that can provide them with those interactions. Interacting with people through VR gives you a sense of actually being together even if they're halfway across the world. This is the exact kind of experience that people need at a time when they have to socially distance.

2021 is likely to see virtual reality gaining more popularity on social media as platforms push forward with incorporating this

technology.

4. Augmented reality as a media trend

Similar to virtual reality, recent events have accelerated the adoption of Augmented reality (AR) experiences, including in the social space. AR doesn't require additional hardware beyond a smartphone, making it even more readily accessible than VR. It's also familiar from experiences like dynamic photo filters that have been on multiple social platforms for years.

Augmented reality experiences are inherently interactive and highly effective for engagement.

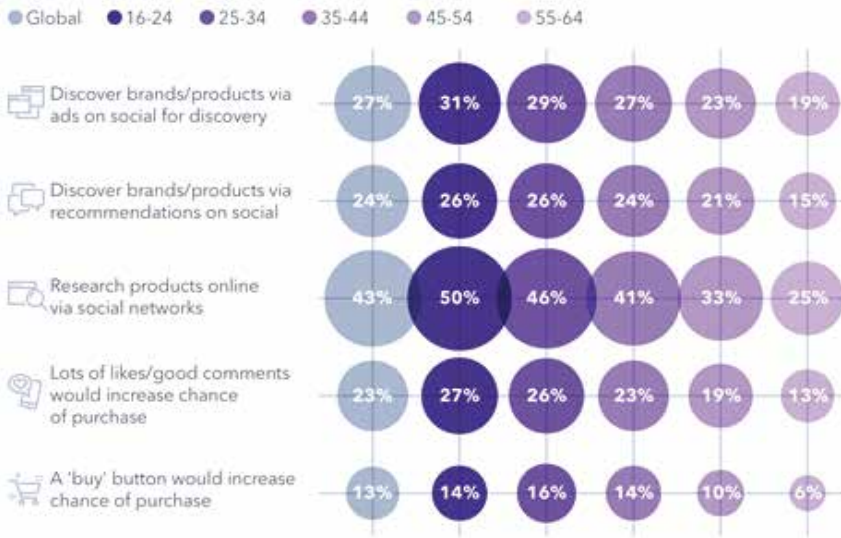
Brands are quickly buying into this latest social media trend by creating AR filters to promote new products or encourage fan interaction. This keeps your audience

What makes a brand's social presence stand out

What marketers think	What consumers think
1. Creative	1. Creative
2. Memorable	2. Memorable
3. Impactful	3. Impactful
4. Unique	4. Entertaining
5. Interactive	5. Unique

THE SOCIAL PATH TO PURCHASE

% who say they do the following applies to them



engaged and entertained, and could even help you attract new customers with the right promotion.

Creatively implementing AR into your social media marketing strategy for 2021 could very well help your brand stand out. The 2020 Sprout Social Index even found that creative and entertaining content are some of the top factors that make a brand's social presence stand out.

5. Social commerce will continue to grow

With the social media industry constantly adapting to enhance the user experience, we're seeing more features and tools that support quick and easy shopping. Instagram, for instance, allows you to add product tags and enable easy checkout without ever leaving the platform. On Facebook, you can set up a Shop that people can browse and buy right on the platform.

This could be the perfect tool for marketers to capitalize on in 2021, especially considering the role of social media in purchase decisions. Keep in mind that 54% of social media users research products using social media. And social media referrals can influence the purchase decisions of 71% of users.

And when you add social commerce to the equation, you have something that simplifies and shortens the customer journey. Now when your audiences see a product they like

on social media, they no longer have to go to the website and search for it. They can buy it straight from the platform, which is likely to reduce abandoned transactions.

In fact, simply having a buy button increases the likelihood of purchase and helps move transactions forward on social.

So setting up social media storefronts and making your posts shoppable are among the top social media best practices for 2021. If you don't adapt your strategy to fit changing audience behavior, you could lose out on prospective customers.

6. Purpose-driven campaigns to take center stage

While social media has always driven engagement with causes, the global pandemic has shined an even brighter spotlight on these causes. People want to help more than ever, and they expect brands to pitch in.

In fact, 74% of respondents in a Twitter survey want brands to showcase acts of kindness. And 77% feel more positively about brands that try to support society during this crisis.

So even for 2021, we're likely to see brands helping out however they can through purpose-driven social media campaigns. 86% of respondents in the survey want brands to support vulnerable members of the

community. And 82% of respondents expect more support for frontline health staff.

7. Inclusivity will matter more than ever

Brands are increasingly under pressure to make meaningful strides for inclusion in their business operations and marketing. Audiences are more aware than ever that they have plenty of options, leading them to put their money behind companies that show investment in the communities and issues they are passionate about.

And brands need to keep up. You can no longer afford to be silent and passive about issues that your target audience passionately cares about. An Accenture study found that 29% of all shoppers would switch to a brand that's committed to inclusivity and diversity.

However, audiences are also increasingly aware of performative activism that looks more like a marketing play rather than a meaningful contribution – make sure your content on inclusivity is well-informed and make sure your brand is ready to act. These important social issues can't just be treated like another trending topic.

So in 2021, inclusivity will become an even bigger focus for brands that want to build deeper connections with their customers. If your brand's social presence doesn't reflect your audience's views on identity and diversity, you'll end up missing a crucial opportunity to connect with them.

8. Authenticity and transparency will be paramount

Consumers want brands to get real. That means maintaining authenticity and transparency about your products and operations. If you want people to trust you, you need to be honest with them.

And what better way to do that than through social media? According to the 2020 Sprout Social Index, transparency and engagement with the audience are the top two factors that make a brand's social best in class. If you made a mistake, own up to it through a heartfelt social media message. Allow your customers to freely reach out to you in case of any problems or disappointments. And instead of deleting negative comments, openly address them and show them how much you care about their problems. 📍

Source: sproutsocial.com





A regular section that provides useful tips and ideas on maintaining a healthy lifestyle.

5 Tips for Ramadan

1. Drink **two 8-ounce** glasses of water at every Suhoor.
2. Avoid drinking sugar-laden colas & juices. They dehydrate you more.
3. At Iftaar, eat a mix of **Protein, Fiber, Healthy Fats & Water.**
4. Choose foods with **high water content.**
5. Eat **Daliya** at Suhoor to release energy throughout the day.



RAMADAN AT THE TIME OF CORONA

Ramadan in the time of Corona will have its own challenges and opportunities.

Give Even More Generously

This Ramadan is the time to commit to helping those in need – whether it's shopping for an elderly person, giving rations to those who can't afford them or delivering iftar to someone who might not be able to cook for themselves. We, as an Ummah, do always give generously in Ramadan but this year it's time for those who can to dig deeper. To forgo some of our little luxuries to make this time easier for someone else.

Be Thankful

It's a time to focus on gratitude, to appreciate what we have no matter how little or how much. Be mindful in your gratitude – take the time to savour your blessings.

Contemplate

Try to read the meaning of the Holy Quran as well as the Arabic. Take the time to contemplate what this time has taught you about yourself, about your deen and about what is important to you.

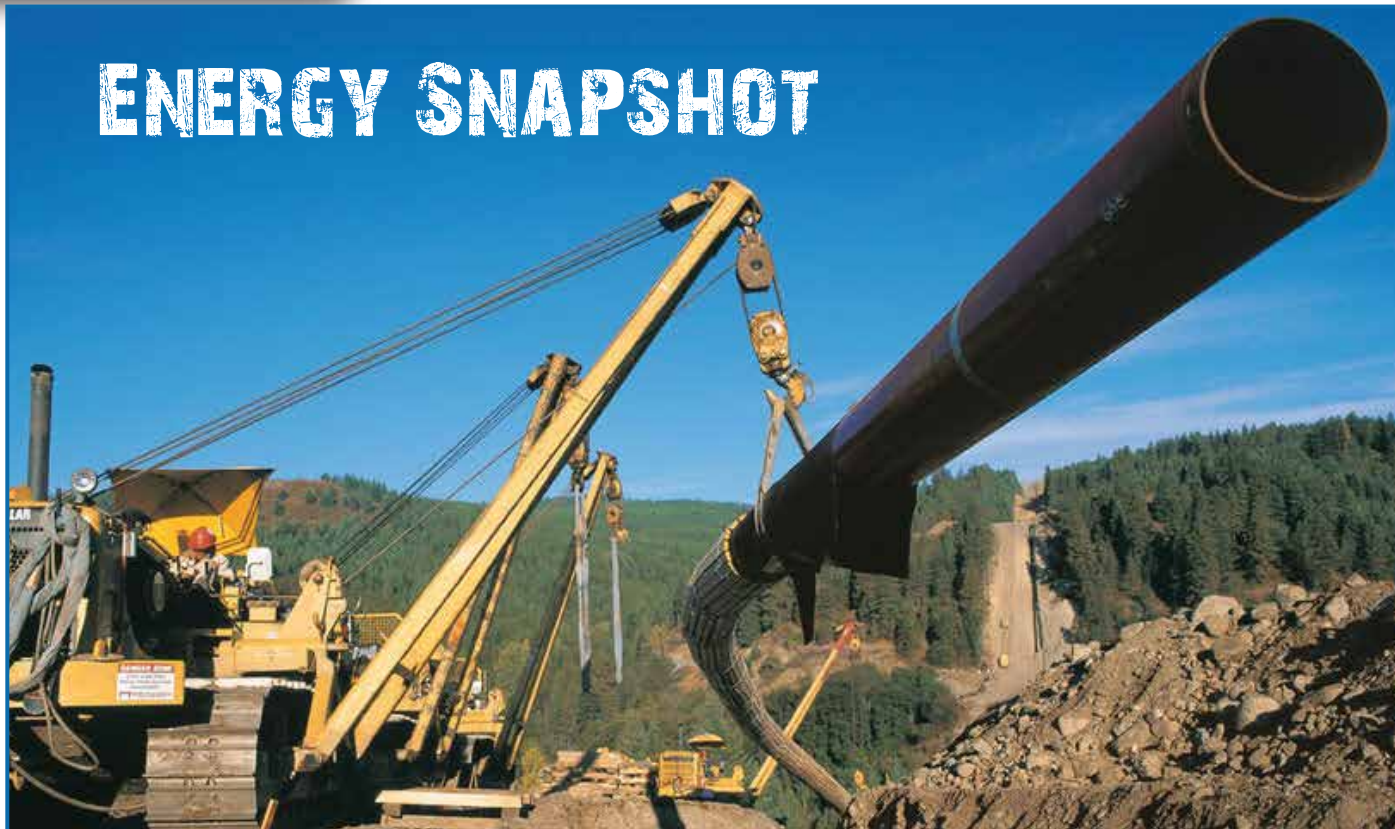
Pray

Prayer has so many functions. It is our farz but it is also a solace and a guiding light. It also helps to remember some of the many reasons for prayer, which include

- ✓ Giving thanks
- ✓ Praising and glorifying almighty Allah
- ✓ Supplication or asking for blessings
- ✓ Asking for forgiveness
- ✓ Seeking Spiritual upliftment
- ✓ Following Allah's commandment- which keeps us on the straight path
- ✓ Seeking solace – in times of trouble, prayer gives you hope, courage and patience



ENERGY SNAPSHOT



Qatar invests billions, undercuts rivals to maintain LNG market dominance

The world's top exporter of liquefied natural gas is ramping up production dramatically and undercutting competitors in a bid to squeeze them out the market.

Qatar is dropping prices and pushing ahead with a \$29 billion project to boost its exports of the fuel by more than 50%, stymieing the prospects of new plants elsewhere. It's also established a trading team to compete in the nascent spot market and pushing into Asia more aggressively, according to people familiar with the matter.

The strategy marks a shift for Qatar, which has barely raised production in the past five years and traditionally prioritized prices over market share. Increased competition, especially from the U.S. and Australia, has

forced the Persian Gulf state to become more nimble and attract buyers in Asia, a hot spot for gas demand.

The global transition to renewable energy is adding to the country's sense of urgency. While LNG was until recently touted as a bridge from coal and oil to the likes of solar and wind power, it's falling out of favor with some governments as they step up efforts to slow climate change. "Qatar's expansion plan is so huge that there are questions on the need for other supply options," said Julien Hoarau, head of EnergyScan, the analytics unit of the French utility Engie SA.

"It's still the number one, but the U.S. has never been so close, so Qatar needed to move if it wanted to keep its leading position." The U.S. came close to overtaking Qatar's monthly exports for the first time in April, while

Australia has been neck-in-neck with the Middle Eastern nation for the last year, according to ship-tracking data compiled by Bloomberg. As Gulf Coast projects develop, the U.S. is slated to briefly become the world's top supplier by 2024, before Qatar regains that status later in the decade, according to BloombergNEF.

Several factors are playing into Qatar's hands. China, one of the fastest growing LNG markets, has been reluctant to import more from the U.S. or Australia due to trade and geopolitical tensions. But Qatar's main advantage is that it has the world's lowest production costs thanks to an abundance of easy-to-extract gas, most of it contained in the giant North Field that extends into Iran. ❏

Source: worldoil.com



Dubai launches region's 'first industrial scale' green hydrogen plant



Dubai-based project described as the “first industrial scale, solar-driven green hydrogen facility in the Middle East and North Africa” has been inaugurated, with those behind the development hoping it will help catalyze the region's renewable energy sector.

In a statement, Siemens Energy said power for the pilot project — a collaboration with the Dubai Electricity and Water Authority and

Expo 2020 Dubai — would come from the Mohammed bin Rashid Al Maktoum Solar Park, a vast solar facility slated to have a production capacity of 5,000 megawatts by 2030.

Described by the International Energy Agency as a “versatile energy carrier,” hydrogen has a diverse range of applications and can be deployed in sectors such as industry and transport.

It can be produced in a number of ways. One method includes using electrolysis, with an electric current splitting water into oxygen and hydrogen.

If the electricity used in the process comes from a renewable source, such as wind or solar, then some call it “green” or “renewable” hydrogen. **◉**

Source: Cnbc.com

Pakistan's largest Chinese-built nuclear plant to start operating

Pakistan's largest nuclear power plant was opened recently, generating electricity for the national grid as the country tries to wean itself off its reliance on fossil fuels.

The facility, built with Chinese assistance, in Karachi is Pakistan's sixth nuclear power plant and dramatically increases its nuclear energy capacity.

China is a close ally of Pakistan and has invested billions in the energy sector, largely coal-fired power production.

At a ceremony in Islamabad, Prime Minister Imran Khan said that the plant would produce 1,100 megawatts of clean energy, taking the country's total nuclear energy production capacity to 1,400 megawatts.

"This is important for us because Pakistan is

among the top 10 countries at risk due to climate change," he said.

Pakistan has struggled with energy shortages and rising power prices. Large-scale construction of new power plants – mostly coal-fired – has year boosted the country's energy capacity, but come with an environmental cost.

The PM said last year that Pakistan would not pursue any more power based on coal, though it was not clear the impact on a number of coal projects still being planned.

The nuclear plant was designed by China National Nuclear Corporation (CNNC) and construction started in 2015. A seventh nuclear power plant is planned to begin operations by 2022. **◉**

Source: reuters.com



ايس ايس جي سي جون گئس چورن خلاف ڪارروايون جاري



ڪري ڇڏي ۽ کيس جيل اماني ڇڏيو. جوابدار تي غيرقانوني طور تي گئس استعمال ڪرڻ قبيلي حيدرآباد جي پوليس اسٽيشن تي ايف آءِ آر داخل ڪئي وئي هئي. گئس يوٽيلٽي ڪورٽ جي ڊسٽرڪٽ جج ايسٽ ڪير جي دڪان کي هلائڻ لاءِ گئس جي سڌي استعمال تي جوابدار وقار حسين ڳري ڏنڊ سان سزا ٻڌائي. ڊي ايم / پراسيڪيوٽر (پراسيڪيوشن ونگ ايس ايس اينڊ سي جي تي او) ضلعو اوڀر ڪراچي کيس وڙهيو. ▣

حيدرآباد: ايس ايس اينڊ سي جي تي او تيمر حيدرآباد ۾ فريد بابا پلازه ۾ ڇاپو هنيو ۽ بجلي حاصل ڪرڻ لاءِ گئس جو سڌو استعمال ڪيو پئي ويو ۽ 30 ڪي وي اي جي بن جنريٽرن سان 56 فليٽن ۽ دڪانن کي بجلي فراهم ڪئي پئي وئي. ڪل لوڊ تقريبن 600 سي ايف ٽي / آوور ساڻ 2.2 پريشر سان حاصل ڪيو ويو جڏهن ته جوابدارن خلاف ايف آءِ آر پڻ داخل ڪئي وئي. سنڌ هاءِ ڪورٽ حيدرآباد ڪنفيڪشنري فيڪٽري جي مالڪ جوابدار شاهد ضمانت واري درخواست رد

ايس ايس جي سي جي سيڪيورٽي سروسز اينڊ ڪائونٽر گئس ٽيفٽ آپريشنز (ايس ايس اينڊ سي جي تي او) ڪراچي ۽ حيدرآباد ۾ تازو ڇاپا ذريعي گئس چورن خلاف ڪارروايون جاري رکيون. ٻئي ڏينهن ايس ايس اينڊ سي جي تي او تيمر ڊسٽريبيوشن. ڪسٽومر ريليشنز ڊپارٽمينٽ ۽ سنڌ پوليس سان گڏجي ڪراچي جي ناظم آباد ۽ اسڪيم 33 وارن علائقن ۾ ڪامياب 3 ڇاپا هنيا ڪمرشل طور گئس جي سڌي استعمال ڪرڻ تي ايف آءِ آر داخل ڪيون ويون. ڪل لوڊ 1055 سي ايف ٽي / آوور حاصل ڪيو ويو.

ورچوئل ڪچهريون ڪوٺائڻ سان شڪايتن کي تيزي سان حل ڪرڻ



سيشنز ڪارپوريت ڪميونيڪيشنز پاران ڪوٺايا ويا. ايس ايس جي سي جي ڊسٽريبيوشن ۽ ڪسٽومر سروسز مان سينئر مئنيجمينٽ، ريجنل هيڊز ۽ نمائندن صارفين جي سوالن جا جواب وڏي انگ ۾ ڏنا. ▣

بابت شڪايتن کي اثرائتي نموني ٻڌڻ ۽ حل ڪرڻ لاءِ اهڙيون ڪچهريون شروع ڪيون ۽ ماهوار بنياد تي اهڙن فورمن جو انعقاد ڪيو. 45 کان وڌيڪ ورچوئل ڪچهرين مان ٻه فزيڪل ڪچهريون پڻ ڪوٺايون ويون.

ٻي ڊي ايم يو جي هدايتن موجب مقامي صارفين جي شڪايتن کي حل ڪرڻ لاءِ ايس ايس جي سي ڪراچي، حيدرآباد، لاڙڪاڻو، سکر ۽ ڪوئيٽا ريجنل ورچوئل ڪچهريون ڪوٺايون ويون هيون. ايس ايس جي سي مئي 2020 ۾ صارفين جي گئس

ميگا سروس سينتر جونارت ناظم آباد ۾ افتتاح ڪيو ويو 7/24



جو هر وقت آپريشنز کي ممڪن بڻائڻ ۽ تيزي سان ڪم ڪرڻ تي پڻ ٿورو مڃيو. هن اميد جو اظهار ڪيو ته ڪمپني جي سمورن ڪسٽومرز سروسز ڊيزائن اسٽاف گڏ سي ايف سي فرنٽ ڊيسڪ ۽ بلنگ عملو پنهنجن صارفين جي خدمت ڪندو ۽ اهو يقيني بڻائي رهيو آهي ته سندن شڪايتون تيزي سان حل ڪيون وڃن. جناب منيار اميد ظاهر ڪئي ته ميگا سروس سينٽرز جي ڪاميابي وانگر سمورن علائقن جي فرينچائيز تي سهولتن سان پڻ خدمتون فراهم ڪيون وينديون. ان موقعي تي ايمر ڊي صارفين کي موٽر سائيڪلن جون چابيون ڏيڻون جن قرضه اندازي ذريعي کڻيون هيون اها قرضه اندازي ڪراچي ۾ مال ايڪٽيوٽي منعقد ٿي جنهن ۾ ايس ايس جي سي ڪسٽومر ڪنيڪٽ موبائيل اپ کي پروموت ڪرڻ هو. ●

سي عملي کي هدايتون ڏنيون ته اهي پنهنجون سموريون بهترين توانايون صارفين لاءِ ڪتب آڻين. ايمر ڊي چيو ته ڪورنگي ۾ ايس ايس جي سي ميگا سروس سينٽر تازو شروعات ڪئي روزانو جي بنياد تي آن لائين ۽ ڪليل ڪچهريون پي ايم ڊي بوجي ڊائين تي سوشل ميڊيا جي پليٽ فارم ساڻ ڪسٽومر مينيڪٽ موبائيل اپ جي ذريعي منعقد ڪيون جنهن سان ڪافي مسئلن جي حل ۾ مدد ملي هن زور ڀريو ته صارفين ڪهڙن مسئلن جي حل ۾ دلچسپي رکن ٿا اسان انهن کي پنهنجي اعتماد ۾ وٺڻو آهي. تازو ايمر ڊي ۽ سندس ٽيم جي بين ميمبرن پليڪار ڪيو ويو، لطيف الله خان اي ڊي جي ايمر (ڪسٽومر ريليشنز) ايمر ڊي ۽ سينئر مئنيجمينٽ جو 7/24 ڪسٽومر سروسز جي يقيني بڻائڻ ۾ ڊپارٽمينٽ جي سهڪار تي شڪريو ادا ڪيو. هن بين ڊپارٽمينٽس ساڻ ڪارپوريت ڪميونيڪيشنز ايڊمن سروسز ۽ آءِ ٽي

ايس ايس جي سي فيسبيلٽيشن سينٽر (سي ايف سي) کي نارٽ ناظم آباد ۾ 7/24 ميگا سروس سينٽر ۾ تبديل ڪيو ويو آهي. هي پهريون ڀيرو آهي ته ايس ايس جي سي جي تاريخ ۾ ڪمپني جي سي ايف سي هر وقت صارفين جي گئس جي فراهمي، بلنگ ۽ ڪنيڪشنز سان لاڳاپيل شڪايتن جي ازالو لاءِ ڪم ڪري رهي آهي. ڪمپني انتظاميا ۽ ڪسٽومر سروسز ڊويزن پاران ڪنيل اهو ڪارائتو قدم صارفين جي شڪايتن جي ازالو لاءِ اثرائتو ثابت ٿيندو. عمران منيار ايمر ڊي ايس ايس جي سي هر وقت ڪم ڪندڙ ميگا ڪسٽومر سروس سينٽر خميس جي شام افتتاح ڪيو. پنهنجي تقرير ۾ 7/24 سروس لاءِ ڪيل انتظامن تي نارٽ ناظم آباد سي ايف سي جي انتظاميا ۽ عملي جي تعريف ڪئي. هن سي ايف سي ڪسٽومر سروس جي نمائندن تي زور ڀريو ته هو صارفين سان پنهنجي مثبت رويي سان يقيني پيش اچن. هن سي ايف



مزید ورچوئل کچہریوں کا انعقاد۔



کی سینٹر مینجمنٹ، ریجن ہیڈز اور ڈسٹری بیوشن اینڈ کسٹمر سروسز کے نمائندوں نے ایک مخصوص مقررہ نمبر کے ذریعے موصول ہونے والی صارفین کی شکایات کے جواب دیئے۔

اس نوعیت کی سرگرمیوں کا آغاز مئی 2020 میں کیا تھا اور ایسے کھلے فورم کا ماہانہ بنیادوں پر اہتمام کیا گیا۔ 45 سے زیادہ ورچوئل کچہریوں کے علاوہ، دفتری میکل کچہریاں بھی منعقد کی گئیں۔ ان سیشنز کا اہتمام کارپوریٹ کمیونٹی کیشنز نے کیا۔ سوئی سدرن

مقامی صارفین کی شکایات کے حل کیلئے PMDU کی ہدایات کے مطابق سوئی سدرن کے کراچی، حیدرآباد، لاڑکانہ، سکھر اور کوئٹہ ریجن میں ورچوئل کچہریوں کا انعقاد کیا گیا۔ سوئی سدرن نے صارفین کی گیس سے متعلق شکایات کو موثر طور پر دور کرنے کیلئے



سوئی سدرن گیس
کمپنی لمیٹڈ | SSGC

آپ کی سہولت ہماری ترجیح

اب نئے گیس کنکشن کا حصول بنا اور بھی آسان

عوامی سہولت کو مد نظر رکھتے ہوئے سوئی سدرن گیس کمپنی نے نئے کنکشن کا حصول اور بھی آسان کر دیا۔ اب صارفین ایس ایس جی سی موبائل ایپ، ویب سائٹ، قریبی کسٹمر فیسلٹیٹیشن سینٹر یا میگا سروس سینٹر، کورنگی کراچی پر بغیر کسی ٹھیکیدار کو شامل کیے نئے گیس کنکشن کے لئے درخواست دے سکتے ہیں۔

یاد رہے اس ضمن میں ٹھیکے دار کے ذریعے دیئے جانے والے گیس کنکشن کا پرانا طریقہ کار مورخہ **یکم جنوری 2021** سے ختم کر دیا گیا ہے۔

* اس تاریخ کے بعد سے کمپنی کا اپنا کوئی رجسٹرڈ ٹھیکیدار نہیں۔ کمپنی کے سابقہ ٹھیکیداروں کے ذریعے نئے کنکشنز کے حصول کی سوئی سدرن گیس کمپنی ذمہ دار نہ ہوگی۔

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آپریشن گرفت تیزی سے جاری



ڈسٹرکٹ جج ایسٹ نے وقار حسین کو اپنی دودھ کی دکان کیلئے براہ راست گیس استعمال کرنے پر قید اور بھاری جرمانے کی سزا سنائی۔ ڈی ایم/پروسیکیوٹر (پروسیکیوٹر ونگ، SS&CGTO) ڈسٹرکٹ ایسٹ کراچی نے یہ کیس لڑا۔

سکرٹنڈ: سکرٹنڈ میں آپریشن ونگ نوابشاہ نے ایک کارروائی میں پاور جنریشن کے مقاصد کیلئے براہ راست گیس استعمال کرنے کے جرم میں عطا کیریو کے خلاف پی ایس سکرٹنڈ میں ایف آئی آر درج کرادی۔ ملزم کو مقامی پولیس نے گرفتار کیا تھا۔

میں چھاپہ مارا جہاں گیس کے براہ راست استعمال سے پاور جنریشن کیلئے 30 KVA کے دو جینریز کے ذریعے تقریباً 56 فیٹس اور دکانوں کو بجلی فراہم کی جارہی تھی۔ 2.2 psig کے پریشر کے ساتھ کل لوڈ تقریباً 600 مکعب فٹ فی گھنٹہ پایا گیا۔ ایف آئی آر درج کروائی گئی اور گیس چوری کے ہر جانے دعویٰ دائر کیا گیا۔

سندھ ہائی کورٹ حیدرآباد نے حیدرآباد میں کنفیڈنسی فیئری کے مالک ملزم شاہد کی ضمانت کی درخواست مسترد کردی اور اس کو جیل میں پولیس اسٹیشن کی عملداری میں گیس کے غیر قانونی براہ راست استعمال کی ایف آئی آر کی بناء پر جیل بھیج دیا۔ گیس یونٹی کورٹ،

سوئی سدرن کے سیکورٹی سروسز اینڈ کاؤنٹر گیس تھیٹ آپریشنز (SS&CGTO) نے کراچی اور حیدرآباد میں تازہ چھاپوں کے ساتھ گیس کی چوری کے خطرے کے خلاف کارروائیاں جاری رکھیں۔ اگلے دن SS&CGTO کی ٹیم نے ڈسٹری بیوشن، کسٹمر ریلیشنز ڈیپارٹمنٹ اور سندھ پولیس کے ہمراہ کراچی کے علاقوں ناظم آباد اور اسکیم 33 میں تین کامیاب چھاپے مارے۔ گیس کے براہ راست کمرشل مقاصد کیلئے استعمال پر ایف آئی آر درج کروائی گئیں۔ کل 1055 مکعب فٹ فی گھنٹہ لوڈ حاصل کیا گیا تھا۔ اس کے مطابق ہر جانے کے دعوے دائر کئے گئے۔

حیدرآباد SS&CGTO کی ٹیم نے حیدرآباد میں فرید بابا بلازہ

ایم ڈی، سوئی ناردرن کا میٹر مینوفیکچرنگ پلانٹ کا دورہ



میں 2020 میں اضافہ ہوا ہے۔ اس نے مزید کہا کہ آسٹریلیا نے قطر سے دنیا میں LNG کا سب سے بڑا برآمد کنندہ ہونے کا اعزاز چھین لیا ہے اور قطر دوسرے نمبر پر ہے جب کہ امریکہ اور روس بالترتیب تیسرے اور چوتھے نمبر پر سب سے بڑے برآمد کنندگان ہیں۔ IGU کے مطابق 2020 میں امریکہ نے 11 ملین ٹن گیس برآمد کی جو 2019 کے مقابلے میں 33% زیادہ تھی۔

اس کی وجہ فری پورٹ LNG، کیکرون LNG اور ایلیا آئی لینڈ کی پیداواری صلاحیت میں اضافہ تھی۔ تاہم ٹریڈ اینڈ انورٹمنٹ، مصر، الجزائر اور ناروے سے برآمدات میں کمی واقع ہوئی۔ ایشیا نے برآمدات کی مجموعی مقدار کا 70% حاصل کیا جب کہ چین، انڈیا، تائیوان اور جنوبی کوریا اور نئے درآمد کنندہ کے طور پر میانمار کی درآمدات میں اضافہ دیکھا گیا۔

انٹرنیشنل گیس یونین کا کہنا ہے کہ یہ اضافہ امریکہ، آسٹریلیا سے برآمدات میں اتار چڑھاؤ کے باعث ہوا۔ انٹرنیشنل گیس یونین (IGU) کی رپورٹ کے مطابق گلوبل لیکوئیٹیفا ٹیو گیس (LNG) کی تجارت کی مقدار میں گزشتہ سال ریکارڈ اضافہ ہوا جس میں سرفہرٹ ایشیا ہے اگرچہ یہ اضافہ معمولی حد کا تھا کیونکہ کورونا وائرس کی پابندیوں سے طلب بری طرح متاثر ہوئی تھی۔ گروپ نے اپنی سالانہ رپورٹ میں کہا کہ گزشتہ سال مجموعی طور پر LNG کی تجارت میں 356.1 ملین ٹن کا اضافہ ہوا جو 2019 کے مقابلے میں 1.4 ملین ٹن یا تقریباً 0.4% زیادہ ہے جس میں امریکہ اور آسٹریلیا سے ہونے والی برآمدات میں اضافہ شامل ہے۔ IGU کا یہ بھی کہنا ہے کہ یہ اضافہ 2019 میں ہونے والے 40.9 ملین ٹن یا 11.5% کے اضافے کے مقابلے میں کم ہے لیکن اس کے مطابق LNG ان چند ایشیا میں شامل ہے جن

اپریل 2021 میں سوئی ناردرن گیس پائپ لائن لمیٹڈ (SNPGL) کے جیننگ ڈائریکٹر اسی ای او جناب علی جاوید ہمدانی نے سوئی سدرن کے میٹر مینوفیکچرنگ پلانٹ (MPP) واقع اندرون ہینڈ آفس کمپاؤنڈ کا دورہ کیا۔ سوئی سدرن کی انتظامیہ نے پلانٹ کے دورے میں ایم ڈی، سوئی ناردرن کی رہنمائی کی۔ سوئی ناردرن کے سربراہ اور ان کی ٹیم کے اس دورے میں عمران منیار، ایم ڈی، سوئی گیس، امین راجپوت، اے ایم ڈی اسی ایف او اور سعید رضوی، ایس جی ایم (یو ایف جی) بھی ان کے ہمراہ تھے جنہوں نے سوئی ناردرن کے ایم ڈی کو میٹرو فیکچرنگ کے پروجیکٹ کی تفصیلات سے آگاہ کیا اور ان کو پلانٹ کے مختلف سیکشنز دکھائے۔

MPP پاکستان میں اپنی نوعیت کا واحد پلانٹ ہے جو مقامی طلب کیلئے گھریلو، تجارتی اور صنعتی میٹرز تیار کر رہا ہے۔ 2020 میں LNG کی تجارت میں ریکارڈ اضافہ ہوا۔

ایک اور میگا سروس سینٹر کا افتتاح



کیلیے دیگر ڈپارٹمنٹس بشمول کارپوریٹ کمیونٹی کیسٹمز، ایڈمن سروسز اور آئی ٹی کے تیزی سے کام کرنے پر ان کا بھی شکریہ ادا کیا۔ انہوں نے امید ظاہر کی کہ کمپنی کا تمام کسٹمر سروسز ڈویژن اسٹاف، بشمول سی ایف سی کا ڈیسک فرنٹ اور بئنگ کا عملہ تندی سے خدمات انجام دے گا اور اس بات کو یقینی بنائے گا کہ صارفین کی شکایات تیزی سے حل کی جا رہی ہیں۔ منیر صاحب نے امید ظاہر کی کہ میگا سروس سینٹرز کی کامیابی دوسرے فرچائز علاقوں میں بھی ایسے سروس سینٹر کے قیام میں بھی نظر آئے گی۔

اس موقع پر ایم ڈی نے خوش نصیب صارف کو موٹر سائیکل کی چابیاں دیں جس نے کراچی میں ایس ایس جی سی کسٹمر کوئیکٹ موہائل ایپ کی آگاہی کیلئے کراچی کے ایک مال میں منعقدہ سرگرمی کے دوران میں ایک قرضہ اندازی میں یہ انعام جیتا تھا۔

روئے اور انتہائی نرمی اور برداشت کا مظاہرہ کرنا چاہیے۔ انہوں نے سی ایف سی اسٹاف سے کہا کہ وہ اپنی تمام تر توانائیاں صارفین کو بہترین خدمات کی فراہمی کیلئے صرف کریں۔

بینجنگ ڈائریکٹر نے کہا کہ حال ہی میں ایس ایس جی سی میگا سروس سینٹر کورنگی کا آغاز کیا گیا جو PMDU کی ہدایات پر باقاعدگی کے ساتھ آن لائن اور روایتی طور پر سوشل میڈیا پلیٹ فارم پر کھلی کچھریاں منعقد کر رہا ہے جو ہماری کسٹمر سروس کی کاوشوں کا ایک اہم مطلوبہ ہدف پورا کرتا ہے۔ انہوں نے مزید کہا کہ صارف کو اپنے مسئلے کے اطمینان بخش حل میں دلچسپی ہوتی ہے۔

اس سے پہلے ایم ڈی اور ان کی ٹیم کے دیگر ممبران کا استقبال کرتے ہوئے اے ڈی جی ایم (کسٹمرز ریلیشنز) لطیف اللہ خان نے 24/7 کسٹمر سروسز کے قیام میں ڈپارٹمنٹ کی مدد کیلئے ایم ڈی اور سینئر انتظامیہ کا شکریہ ادا کیا۔ انہوں نے دن رات کام کو ممکن بنانے

نارتھ ناظم آباد میں سوئی سدرن کسٹمر فیسلٹییشن سینٹر (CFC) کو 24/7 میگا سروس سینٹر میں تبدیل کر دیا گیا ہے۔ یہ سوئی سدرن کی تاریخ میں پہلی بار ہوا ہے کہ گیس کی فراہمی، بئنگ اور کنکشنز کے بارے میں صارفین کی شکایات کے حل کے سلسلے میں سی ایف سی دن رات کام کر رہا ہے۔ صارفین پر توجہ مرکوز رکھتے ہوئے یہ قدم کمپنی کی انتظامیہ اور کسٹمر سروسز ڈویژن کی جانب سے صارفین کی شکایات کے حل کیلئے نئے انداز اور ذرائع اختیار کرنے کی ہے۔

سوئی سدرن کے بینجنگ ڈائریکٹر عمران منیر نے جمعرات کی شام کو ایک سادہ مگر پراثر تقریب میں راؤنڈ دی کلاک میگا کسٹمر سروس سینٹر کا باقاعدہ افتتاح کیا۔ افتتاحیہ تقریر میں بینجنگ ڈائریکٹر نے 24/7 سروسز کا انتظام کرنے پر انتظامیہ اور نارتھ ناظم آبادی ایف سی کے اسٹاف کی تعریف کی۔ انہوں نے اس بات کا اعادہ کیا کہ سی ایف سی پر کسٹمر سروسز کے نمائندوں کو صارفین کے ساتھ مثبت



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اپریل ۲۰۲۱

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محترم قارئین کرام!

رمضان کے مبارک مہینے میں روزے ہمارے جسم و روح کو پاک رکھنے کا بہترین موقع فراہم کرتے ہیں۔ تاہم کئی لوگ اس سے پوری طرح فائدہ نہیں اٹھا سکتے کیونکہ وہ اپنے دسترخوان کو غیر صحت بخش غذاؤں سے بھر لیتے ہیں جو مٹھاس اور چربی سے بھری ہوتی ہیں۔ روزہ جسم اور جگر سے فالٹو چربی اور زہریلے مادوں کو نکال دیتا ہے۔ ہر کھانے کے کاربوہائیڈریٹس ہمارے جسم میں توانائی میں بدل جاتے ہیں۔ اس کے بعد جسم توانائی کا دوسرا ذریعہ تلاش کرنے لگتا ہے، چھ گھنٹے بغیر کھائے پینے رہنے کے بعد، چربی گھلانا شروع ہو جاتی ہے۔

عید الفطر پر رمضان کے ایک مہینے کے روزے گزارنے کے بعد روزانہ تین سے چار مرتبہ کھانے کا سلسلہ شروع ہو جاتا ہے جو جسم کیلئے ایک چیلنج ہے۔ آپ گزشتہ ماہ صبح سے پہلے سحری کھاتے تھے اور پھر شام کو افطار کرتے تھے اور تقریباً 12 گھنٹے کا روزہ گزارتے تھے جس کے بعد جسم کو روزانہ کے معمول پر لانا ایک چیلنج ہو سکتا ہے۔ اس پر چکنائی اور جبک فوڈ (گند بلا) سے پرہیز، خوب پانی پینے اور خوراک کا پلان بنانے سے قابو پایا جاسکتا ہے۔ رمضان کے بعد مٹھی سے اور بے وقت کھانا یقیناً ایک اچھا قدم نہیں ہے۔ اس لئے موسم کی مناسبت سے صحت بخش کھانے عادت اپنانی چاہیے۔ شکریہ

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دکتر فلیپ

سوئی سدرن گیس کمپنی کا اندرونی جریدہ



اور جب وہ امت کو بخشنے پر آتا ہے
تو تحفے میں رمضان دیتا ہے

رمضان کریم

