

## PRESS RELEASE

### **Increased Domestic Gas Supply & Improved Consumer Satisfaction Feedback Compared to Last Year, SUIs present data to Petroleum Minister Ali Pervaiz Malik**

**Islamabad, December 08, 2025**

On the directions of the Prime Minister, Federal Minister for Petroleum Ali Pervaiz Malik chaired a meeting today to review the overall gas supply situation with onset of winter months and assess the performance of the complaint redressal mechanisms at the Sui gas companies.



Managing Directors of SNGPL and SSGC briefed the meeting in detail, noting that gas supply this year is significantly better than the previous winter, with an approximate 26% increase in overall gas supply to households. They further informed that both companies are actively addressing consumer complaints on a priority basis.

Federal Minister Ali Pervaiz Malik acknowledged the improved performance and emphasized that adequate measures are being taken to ensure the cooking requirements of the public are met during the winter weather. He directed that optimum gas pressure must be maintained during supply hours and that individual complaints should be resolved promptly to prevent inconvenience to consumers.

During the briefing, the MDs highlighted that the Complaint Management System and the 1199 helpline are fully functional, and that both Sui companies have established Control Rooms / Situation Rooms for swift monitoring and resolution of complaints. They added that the overall complaint resolution performance has improved compared to last year.

The Federal Minister reiterated that maximum relief should be extended to consumers, particularly by addressing low-pressure complaints on a priority basis. The MD SSGC further informed the meeting that the gas supply duration to Quetta has been increased by two hours, providing additional relief to consumers in the region.

Federal Minister Ali Pervaiz Malik directed the companies to ensure uninterrupted and efficient service delivery throughout the winter season to provide relief to public.

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