

SITE Association of Industry

H-16, Textile Avenue, SITE, Karachi. Tel: 32560704-5, email: sg@site-association.org

Whatsapp (C-32)

Dated: 20th March 2020

To: All Members of SITE Association of Industry

REMINDER TO FILE ENERGY (K-ELECTRIC) COMPLAINTS AT PRIME MINISTER'S CITIZEN PORTAL

Dear Members,

It is to inform you that you should download Prime Minister's Citizen Portal Application from Apple Store / Play Store in your Mobile Phones for filing complaints against Energy Bills.

Following steps will follow to file complaint on the Portal:

1. Download Application
2. Register yourself
3. Open the dialogue box "File Complaint"
4. Select Power & Energy Division
5. Mention your complaint & press submit option

Your immediate action in this regard will be very helpful for rectification of your energy bills. Ratio of resolution of complaints is more than 92%.

We have already sent you a circular (draft letter) this morning for submission to NEPRA via email. You are requested to kindly avail this for immediate relief. If we file complaints in large number at the portal, we may get early result.

Best regards,

Dr. Syed Azhar Ibne Hasan
Secretary General
SITE Association of Industry
Cell: 03008235461