



Circular # HR 25-2021

14 Apr 2021

SOPHANDLING OF EMERGENT CUSTOMER COMPLAINTS

1. **Prelude.** GO strives to facilitate excellent Customer Service and amiable environment. In this regard, Customer Complaint and Feedback Management Cell is being created to address emergent issues.
2. **Purpose.** To streamline process of handling emergent situations that arise at GO Retail Outlets or in the field.
3. **Emergency Helpline.** Emergency Helpline number **0302-8464646** is allocated for emergent situations, which shall be displayed at prominent location of all Retail Outlets.
4. **Responsibility.** Emergency helpline number shall be manned 24/ 7 on weekly basis under the responsibility of following as against the timelines mentioned:-

S. No	Designation	Timeline
1.	Chief Strategy & Business Development Officer	19/4/21 to 25/4/21
2.	GM Lubricants	26/4/21 to 2/5/21
3.	DGM COCO	3/5/21 to 9/5/21
4.	DGM Retail Development	10/5/21 to 16/5/21
5.	DGM Retail Engineering	17/5/21 to 23/5/21
6.	Senior Manager S&M – Central	24/5/21 to 30/5/21
7.	HoD - Operations	31/5/21 to 6/6/21

**Gas & Oil Pakistan Ltd.****Corporate Office:**

23-T, Gulberg II, Lahore, Pakistan.

UAN : (+92 42) 111 46 46 46

Fax : (+92 42) 357 787 70

Web : www.gno.com.pk

**Regional Office:**Suite # 209, 2nd Floor, Park Towers,  
Clifton, Karachi, Pakistan.

Tel : (+92 21) 352 902 01-4

Fax : (+92 21) 352 902 05



8.	DGM – Security & External Affairs	7/6/21 to 13/6/21
9.	DGM - Finance & Company Secretary	14/6/21 to 20/6/21
10.	GM Corporate Coordination	21/6/21 to 27/6/21
11.	GM - HR & A	28/6/21 to 4/7/21
12.	DGM Banking & Cash Management	5/7/21 to 11/7/21
13.	Senior Manager IT	12/7/21 to 18/7/21
14.	DGM Systems Support and Training	19/7/21 to 25/7/21
15.	DGM Internal Audit	26/7/21 to 1/8/21
16.	Chief Operating Officer	2/8/21 to 8/8/21

#### 5. Operating Modality

- a. Customer`s emergent complaint/ feedback received on the designated number shall be serially recorded and numbered on the Register.
- b. ID of the compliant shall be issued by the “Designated Employee of the Week” to the concerned Zone Manager/ Regional Manager or Field Staff with copy to the concerned HoD.
- c. ID number of the complaint shall also be shared with the complainant for facilitation in tracking.
- d. Concerned Zone Manager/ Regional Manager or Field Staff shall address and resolve the issue within 2 x working days. He/ she would inform the respective Reporting Line, who would share the response in writing with attachment/ picture(s) as proof with the “Designated Employee of the Week”.

#### Gas & Oil Pakistan Ltd.

##### Corporate Office:

23-T, Gulberg II, Lahore, Pakistan.  
 UAN : (+92 42)111 46 46 46  
 Fax : (+92 42) 357 787 70  
 Web : www.gno.com.pk

##### Regional Office:

Suite # 209, 2nd Floor, Park Towers,  
 Clifton, Karachi, Pakistan.  
 Tel : (+92 21) 352 902 01-4  
 Fax : (+92 21) 352 902 05



- e. Compliant would only be closed by “Designated Employee of the Week” after concerned customer is notified through e-mail or telephone call, which shall be endorsed in the Complaint Register.
  - f. CEO shall be informed in case complaint cannot be addressed. Complainant shall be apprised as per the decision of CEO.
6. Sales and Marketing Dept shall be the custodian of this SOP.

---

**Brig Muhammad Naeem Sarwar (Retd)**  
**GM HR**

---

**Khalid Riaz**  
**CEO**

---

**Gas & Oil Pakistan Ltd.**

**Corporate Office:**

23-T, Gulberg II, Lahore, Pakistan.  
UAN : (+92 42)111 46 46 46  
Fax : (+92 42) 357 787 70  
Web : www.gno.com.pk

**Regional Office:**

Suite # 209, 2nd Floor, Park Towers,  
Clifton, Karachi, Pakistan.  
Tel : (+92 21) 352 902 01-4  
Fax : (+92 21) 352 902 05