

**ORDER SHEET**

THE HIGH COURT OF SINDH AT KARACHI

**C.P. No.D-3911 of 2020**

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Date

Order with Signature(s) of Judge(s)

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**Present**

**Mr. Justice Muhammad Ali Mazhar.**

**Mr. Justice Amjad Ali Sahito.**

Cancer Foundation Hospital . . . . . Petitioner

Versus

Federation of Pakistan

Ministry of Information Technology & Telecommunication

Islamabad and others . . . . . Respondents

**Date of hearing 19.01.2021**

Mr. Ghulam Rasool Korai, advocate for the petitioner

Mr. Ali Akbar Sahito, advocate for the PTA

Mr. Sakhiullah Chandio, advocate for the PTCL

Mr. Hussain Bohra, Assistant Attorney General

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**Muhammad Ali Mazhar, J.** Learned counsel for the petitioner pointed out page-79 which is the complaint sent to the Chairman PTA, Islamabad for alleged wrong billing by PTCL for February, 2020 and some arrears were also added in the bill of March, 2020. It was further contended that the petitioner received excess bills despite using freedom packages. The bills for some overseas calls charges were added which perturbed the petitioner. Counsel for PTA has referred to Telecom Consumers Protection Regulations, 2009 and argued that under Regulations 14 and 15 detailed procedure is provided for handling all complaints. Learned counsel for the petitioner submits that the complaint was filed keeping in mind the said Regulations so that the grievance of the petitioner may be redressed but after filing complaint, no right of audience was provided to the petitioner

and only through email reply was given that the complaint has been partially resolved. Even it was not mentioned what partial relief was given to the petitioner. Counsel for PTA undertakes that if the petitioner's representative will approach Zonal Director, PTA Karachi, the right of audience will be provided and the complaint will be decided after giving ample opportunity of hearing to the petitioner's representative as well as representative of the operator. This petition is disposed of on the basis of this undertaking. The entire exercise shall be completed within a period of one month and a speaking order shall be communicated to the petitioner. Pending application is also disposed of.

JUDGE

JUDGE

Kamran/PA

