

ISSUES REGARDING PUBLIC HEARING DATED DECEMBER 19, 2023 FOR AMENDMENTS IN CSM

The following proposed amendments may be read in conjunction with Consumer Service Manual (CSM) which is available on NEPRA website.

Sr.#	Clause	Existing Clause	Proposed Clause
1	New Clause 2.4.8	----	<p>Urgent fee for new electricity connections:</p> <p>(a) Domestic connection and commercial connections upto 15 kW as well as industrial and agricultural connections upto 8 kW in those cases where only energy meters and cable are involved and no distribution transformer is required; shall be provided on urgent fee basis.</p> <p>(b) An additional urgent fee will be charged in conjunction with the standard connection installation charges as under:</p> <p style="padding-left: 40px;">Rs. 15,000 for single-phase connections. Rs. 30,000 for three-phase connections.</p> <p>(c) The Demand Notice for obtaining urgent connection shall be issued on the next working day upon completion of formalities by the applicant. The connection shall be installed within two working days after payment of demand notice.</p> <p>(d) A dedicated priority and record-keeping system shall be maintained at the Divisional level to ensure timely installation of urgent fee connections.</p> <p>(e) DISCO shall ensure availability of spare meters and cables to facilitate the prompt installation of urgent fee connections.</p> <p>(f) If a DISCO fails to install an urgent fee connection within the stipulated period, the DISCO shall refund the urgent fees. Disciplinary action shall also be initiated against the officer / official responsible for any delays.</p>

2	2.8.2 Amended	<p>(a) For a premises with separate portions, DISCO shall allow more than one connection at the same premises subject to the following:</p> <ul style="list-style-type: none"> i. Separate portions ii. Separate electric circuits iii. Separate kitchens iv. Separate entrance/ access v. An affidavit on non-judicial stamp paper worth Rs. 50/- submitted to the effect that separate family resides in separate portion of the premises. <p>(b) The above conditions are not applicable where the applicant requests for a separate connection under ToU tariff (5 kW and above) for the separate portion of the premises, provided that separate electric circuits exist. In such a case no request for reduction of load shall be entertained, in order to maintain applicability of ToU tariff.</p>	<p>Residential Connections (New Applicants)</p> <p>Provision of multiple connections will be subject to separate entrance from road/street. A premises having single entrance will only be entitled for ToU meter(s) and in that case the already installed single phase meter will be converted into ToU meter subject to the following:</p> <ul style="list-style-type: none"> i. Separate access to the separate portions. ii. Separate electric circuits. iii. Separate kitchens. iv. An affidavit on non-judicial stamp paper worth Rs. 50/- submitted to the effect that separate family resides in separate portion of the premises. v. There is no restriction on number of ToU meters as far as separate portions exist at any premises, having one entrance from road/street. <p>If the applicant is a tenant or a person other than the landlord then No Objection Certificate from the owner/ landlord, along with the ownership proof and other documents as required as per Clause 2.3.3.</p>
3	2.8.3 New Clause	New	<p>Regularization of existing 2nd / multiple connections (above 10-Marlas)</p> <p>a) DISCOs to review all premises above 10 Marla where more than one connection already exist on one premises and follow as under:</p> <p>Serve 15 days' notice to the consumers having more-than-one non-ToU meters for the following:</p> <ul style="list-style-type: none"> i. To apply for the consolidation of load of existing connections to convert all non-ToU meters into ToU meter; or ii. Produce following documents to maintain already existing connections. <ul style="list-style-type: none"> a) bifurcation / sub division of house/premises b) Separate gate for entrance /access to separate portions c) Separate electric circuits d) Separate kitchens

			<p>e) An affidavit on non-judicial stamp paper worth Rs. 50%-submitted to the effect that separate family resides in separate portion of the premises.</p> <p>iii. In case of failure the supply will be disconnected as per procedure laid down in Chapter 8 of CSM.</p> <p>b) After the lapse of 15 days' notice period, the concerned Assistant Manager (Operation) shall conduct field survey through Line Superintendent to confirm that the consumer has neither applied for consolidation of load nor submitted the required documents as mentioned in Clause 2.8.3(a)(ii). In case of failure of the consumer on this account, DISCO will proceed for disconnection of more than one non-ToU connections installed in one premises.</p>																					
4	Amended	<p>EXTENSION OF DUE DATE FOR PAYMENT AND INSTALLMENTS OF ELECTRICITY BILLS:</p> <table><tr><th>Competent Officer</th><th>Extension of due date for payment of bills</th><th>Installments of bills</th></tr><tr><td>SDO/AM(O) RO/AM(CS)</td><td>maximum 03 days for bills up to Rs. 50,000/-</td><td>03 monthly installments for amount of bill up to Rs. 50,000/-</td></tr><tr><td>XEN/DM(O)</td><td>maximum 03 days for bills up to Rs. 200,000/-</td><td>03 monthly installments for amount of bill up to Rs. 200,000/-</td></tr><tr><td>SE/Manager (O)</td><td>maximum 05 days for bills up to Rs. 500,000/-</td><td>04 monthly installments for amount of bill up to Rs. 500,000/-</td></tr><tr><td>Director Commercial</td><td>maximum 05 days for bills up to Rs. 1000,000/-</td><td>05 monthly installments for amount of bill up to Rs. 1000,000/-</td></tr><tr><td>CSD</td><td>maximum 08 days for bills up to Rs. 20 Million</td><td>12 monthly installments for amount of bill up to Rs. 20 Million/-</td></tr><tr><td>CEO</td><td>maximum 10 days for all amount</td><td>full powers for all amount</td></tr></table>	Competent Officer	Extension of due date for payment of bills	Installments of bills	SDO/AM(O) RO/AM(CS)	maximum 03 days for bills up to Rs. 50,000/-	03 monthly installments for amount of bill up to Rs. 50,000/-	XEN/DM(O)	maximum 03 days for bills up to Rs. 200,000/-	03 monthly installments for amount of bill up to Rs. 200,000/-	SE/Manager (O)	maximum 05 days for bills up to Rs. 500,000/-	04 monthly installments for amount of bill up to Rs. 500,000/-	Director Commercial	maximum 05 days for bills up to Rs. 1000,000/-	05 monthly installments for amount of bill up to Rs. 1000,000/-	CSD	maximum 08 days for bills up to Rs. 20 Million	12 monthly installments for amount of bill up to Rs. 20 Million/-	CEO	maximum 10 days for all amount	full powers for all amount	<p>EXTENSION OF DUE DATE FOR PAYMENT AND INSTALLMENTS OF ELECTRICITY BILLS:</p> <p>6.8.1 Current Bill: If request for installment of current month's bill is made then:</p> <p>a) First installment if paid within the due date, there shall be no markup or LPS.</p> <p>b) The remaining installments shall be paid with markup @ 14% (per annum) on pro rata basis.</p> <p>6.8.2 Arrear Bill/Detection Bill: In case of arrears and/or unpaid detection bill, if request is made for installments then applicable LPS and markup @ 14% (per annum) on pro rata basis shall be charged.</p> <p>6.8.3 Extension in Due Date: The request for extension in due date for payment of bill shall be made before the due date and there shall be no LPS, however, markup @ 14% (per annum) on pro rata basis shall be charged.</p> <p>6.8.4 Regarding No. of installments and No. of days for extension of due date DISCO shall decide as per their business requirements.</p>
Competent Officer	Extension of due date for payment of bills	Installments of bills																						
SDO/AM(O) RO/AM(CS)	maximum 03 days for bills up to Rs. 50,000/-	03 monthly installments for amount of bill up to Rs. 50,000/-																						
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		Note: Late Payment Surcharge (LPS) will not be imposed where due date is extended.	6.8.5 The DISCO shall generate computerized bills upon allowing installments and extension in due date.
5	9.1.1	<p>DIRECT THEFT OF ELECTRICITY BY REGISTERED/ UN REGISTERED CONSUMERS OF DISCO:</p> <p>If a premises/person is found to be hooked directly with DISCO's (DISCO to insert its name) supply line by bypassing the metering installation or the metering installation is missing at site (where the safe custody of the meter is the responsibility of the consumer) , or supply is restored illegally on disconnected premises, or if the consumer is using electricity direct from DISCO's (DISCO to insert its name) supply line and/or the person living in the premises is not a consumer of DISCO (DISCO to insert its name), or meter is installed at site but no record exists then DISCO (DISCO to insert its name) shall inter-alia process the case as theft of electricity. Information of such offense is provided to the police in writing by the concerned officer (not below Grade 17) of DISCO (DISCO to insert its name) or by an officer of an equivalent grade.</p>	<p>The presence of one or more of the following shall constitute prima facie evidence of illegal use or theft or electricity:</p> <ol style="list-style-type: none"> If a person / premises is found to be drawing power by hooking or is connected directly with DISCO's supply/Distribution line without any metering installation; The metering installation is missing at site (where the safe custody of the meter is responsibility of the consumer) A meter is found to be tampered with in any way which effects the normal operation or registration of an electricity meter; The presence of a current reversing transformer, jumper, shorting and/or shorting wire and/or loop connection or other similar device is found in any part of the building or its premises which is subject to the control of the consumer or is used in electric meter; Supply is restored illegally on a disconnected connection/premises; If a meter is installed at site but no record of such installed meter exists; Electricity is being used for a purpose other than purpose for which it was authorized; If money or any other valuable consideration is offered or supplied to any official of DISCO for any of the reason related with supply of the electricity. <p>Then DISCO shall inter-alia process the case as theft of electricity. Information of such offence shall be provided</p>

			to the police in writing by the concerned officer (not below Grade-17) of DISCO or by a Government Officer of an equivalent grade.
6	9.1.2	All theft cases as mentioned above would be dealt by DISCO (DISCO to insert its name) strictly in accordance with relevant sections of Pakistan Penal Code, 1860 (Act XLV of 1860) and the Code of Criminal Procedure, 1898 (Act V of 1898). The disconnection of electricity shall be carried out immediately under the supervision of concerned Officer of DISCO (DISCO to insert its name) by removing such facility. The removed material shall be preserved as a proof of theft i.e. the case property and the same shall be produced before the court during the trial. After conclusion of the legal proceedings the material so removed shall be retained by DISCO (DISCO to insert its name).	<p>All cases of theft of electricity as mentioned above shall be dealt by DISCO strictly in accordance with relevant sections of the Pakistan Panel Code, 1860 (Act XLV of 186), Code of Criminal Procedure, 1898 (Act V of 1898), and any other relevant law inforce at the time. The following steps shall be taken in this regard.</p> <ol style="list-style-type: none"> The disconnection of electricity shall be carried out immediately under the supervision of concerned officer of DISCO by removing the means through which theft of electricity is being carried out. The removed material shall be preserved as a proof of theft i.e. the case property and the same shall be produced before the Court during the trial. After conclusion of the legal proceedings the material so removed shall be retained by DISCO. In the event that the same premises / person is again found to be involved in the aforementioned offence, the identical procedural steps delineated in Clause (a) shall be executed. In the event that the same person/premises is found 3rd times to be involved in the theft of electricity, then in addition to the steps set out in Clauses 9.1.2, electrical equipment and appliances used by such person / premises, for consumption of the stolen electricity shall also be removed. For this purpose, concerned law enforcement agencies shall, after lodging of the FIR, issue search warrant for such person / premises and shall enter and remove all electrical equipment and appliances being used for the consumption of stolen electricity. This

			process shall be carried out in the presence of the concerned DISCO representative. The removed materials, equipment and appliances shall be preserved as case property, serving as tangible evidence of the theft of electricity.
7	9.1.3	<p>DISCO (DISCO to insert its name) shall be authorized to recover its loss by raising a detection bill as follows provided that the maximum period of charging in such cases shall be restricted to twelve months for unregistered consumers and up to six months for registered consumers:</p> <p>a. Detection Bill for Unregistered Consumers</p> <p>No of detection units = Load x Load Factor x 730 x Months Where:</p> <ul style="list-style-type: none"> • Load means the connected load or running load in kW whichever is higher • Months = Period for charging detection bill • Load Factor as per Annexure-V • 730 = Average number of hours in a month <p>b. Detection Bill for Registered Consumers</p> <p>The detection bill shall be issued as per the following methods in the order of priority:</p> <ol style="list-style-type: none"> Previous consumption/Billing History On the basis of future undisputed consumption if no previous credible consumption is available. No of detection units = Load x Load Factor x 730 x Months Where: <ul style="list-style-type: none"> • Load means the connected load or sanctioned load in kW whichever is higher • Months = Period for charging detection bill • Load Factor as per Annexure-V • 730 = Average number of hours in a month 	<p>DISCO shall be authorized to recover its loss by theft detection bill as per following:</p> <ol style="list-style-type: none"> First Instance: <ul style="list-style-type: none"> • Unregistered consumer will be charged for twelve months. • Registered consumers will be charged for six months. Second Instance: <ul style="list-style-type: none"> • Unregistered consumer will be charged three times of twelve months. • Registered consumers will be charged three times of six months. Third Instance: <ul style="list-style-type: none"> • Unregistered consumer will be charged five times of twelve months. • Registered consumers will be charged five times of six months. • All appliances utilized for direct hooking of electricity within the premises shall be confiscated (for unregistered and registered consumers). <p>Calculation of detection bill:</p> <p>a. Theft Detection bill for Unregistered consumers</p> <p>No. of theft detection units = Load x Load Factor x 730 x Months x T where:</p> <ul style="list-style-type: none"> • Load means the connected load or running load in kW whichever is higher

		<p>Provided that the units already charged in routine billing during the detection bill period will be adjusted.</p>	<ul style="list-style-type: none"> Months = Period for charging theft detection bill Load Factor as per Annexure-V 730 Average number of hours in a month T = 1 for first instance, 3 for second and 5 for third instance. <p>b. Theft Detection bill for Registered consumers</p> <p>The theft detection bill shall be issued as per the following methods in the order of priority:</p> <ol style="list-style-type: none"> Previous consumption / Billing history On the basis of future undisputed consumption if no previous credibility consumption is available. No. of theft detection units = Load x Load Factor x 730 x Months x T where: <ul style="list-style-type: none"> Load means the connected load or running load in kW whichever is higher Months = Period for charging theft detection bill Load Factor as per Annexure-V 730 Average number of hours in a month T = 1 for first instance, 3 for second and 5 for third instance. <p>Provided that the units already charged in routine billing during the theft detection bill per shall be adjusted.</p>
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