



National Electric Power Regulatory Authority
ISLAMIC REPUBLIC OF PAKISTAN

PRESS RELEASE

July 30, 2019

Subject: NEPRA ISSUED DIRECTIVE TO ALL DISTRIBUTION COMPANIES REGARDING DELAYS IN REPLACEMENT / REPAIR OF DAMAGED TRANSFORMERS

It came to the notice of NEPRA that Distribution Companies have been repeatedly failing to repair/replace damaged distribution transformers on timely basis due to which their consumers have been suffering, particularly during summer months. Further, the distribution company officers/officials have been demanding payments from affected consumers for replacement of concerned distribution equipment. This constitutes violation of the provisions of Consumer Service Manual and NEPRA Licensing (Distribution) Rules, 1999.

Accordingly, NEPRA has directed all Distribution Companies (i) to take necessary measures to ensure timely repair/replacement of damaged distribution equipment/transformers, (ii) to take necessary action under applicable law against distribution company officers/officials who have taken money from consumers otherwise than as provided under law, and (iii) to take necessary measures to ensure that distribution company officers/officials refrain from demanding payments from consumers for replacement of transformers.