



National Electric Power Regulatory Authority

NEPRA Tower

Attaturk Avenue (East) Sector G-5/1, Islamabad.

Ph:051-2013200, Fax: 051-2600021

Consumer Affairs Department

5851
TCD.07/ -2023
December 20, 2023

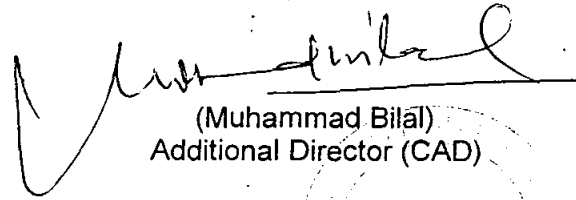
Chief Executive Officer,
Hyderabad Electric Supply Company (HESCO),
WAPDA Water Wing Complex, Hussainabad, Hyderabad.

Subject: **COMPLAINT FILED BY MR. MUHAMMAD AHMED UNDER SECTION 39 OF THE
REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF
ELECTRIC POWER ACT, 1997 AGAINST HESCO REGARDING DETECTION BILL (AC
20 37115 0401100)**

Complaint # HESCO-NHQ-21719-05-23

Please find enclosed herewith the decision of NEPRA Consumer Complaints Tribunal dated December 20, 2023 regarding the subject matter.

Encl; As above


(Muhammad Bilal)
Additional Director (CAD)

Copy to:

1. C.E/Customer Services Director,
Hyderabad Electric Supply Company (HESCO),
WAPDA Water Wing Complex, Hussainabad,
Hyderabad.
2. Executive Engineer(Opt.),
HESCO Gari Khata Division,
G.O.R. Colony, Hyderabad.
3. Mr. Mansoor Ahmad, Advisor (CAD),
NEPRA Provincial Office, C-64, Phase-I,
Near Post Office, Qasimabad, Hyderabad.
022-2672538
4. Mr. Muhammad Ahmed,
House No.270-271, Block-B, Near United Bakery,
Muhallah Fareed Illahi Housing Scheme,
Hyderabad.



BEFORE THE
NATIONAL ELECTRIC POWER REGULATORY AUTHORITY
(NEPRA)

Complaint No. HESCO-NHQ-21719-05-23

Mr. Muhammad Ahmed,
House No.270-271, Block-B, Near United Bakery,
Muhallah Fareed Illahi Housing Scheme, Hyderabad.

..... **Complainant**

VERSUS

Hyderabad Electric Supply Company (HESCO),
WAPDA Water Wing Complex, Hussainabad, Hyderabad.

..... **Respondent**

Date(s) of Hearing: November 13, 2023.

Complainant: Muhammad Ahmed,
Respondent: Executive Engineer (Operation), HESCO.

Subject: COMPLAINT FILED BY MR. MUHAMMAD AHMED UNDER SECTION 39 OF THE
REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF
ELECTRIC POWER ACT, 1997 AGAINST HESCO REGARDING DETECTION BILL
(AC # 20 37115 0401100)

DECISION

This decision shall dispose of the complaint filed by Mr. Muhammad Ahmed (hereinafter referred to as the "Complainant" or "Consumer") against Hyderabad Electric Supply Company (hereinafter referred to as "Respondent" or "HESCO"), under Section 39 of the Regulation of Generation, Transmission and Distribution of Electric power Act, 1997 (hereinafter referred to as the "NEPRA Act").

2. NEPRA received a complaint from Mr. Muhammad Ahmed, dated April 26, 2023 wherein, he submitted that HESCO charged him exorbitant bills since long, thereafter, HESCO had been approached several times for removing of said bill(s) but his issue stands unresolved. Additionally, the Complainant added that he has been issued other detection bills i.e. Rs.95645/- in September, 2019 and Rs.10986/- in March, 2023 and has requested NEPRA to direct HESCO for correction of said bills which are due against him.

3. In relation to the grievance of the Complainant, the matter was taken up with HESCO and a hearing was also held at NEPRA Head Office Islamabad on June 15, 2022 wherein both the parties participated and advanced their arguments. During the hearing, the representative of HESCO i.e. XEN (Opt.) informed that a detection bill for Rs.95645/- has been charged to the Complainant in December, 2019 based on the audit note, dated May 20, 2016. XEN failed to provide any authentic information in support of the said disputed amount specially the Audit

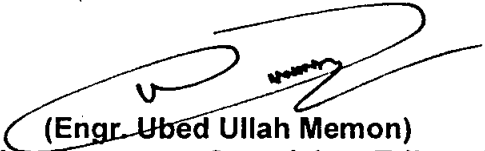
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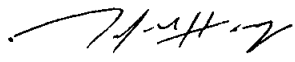
report pertains to year 2015 and 2016, wherein the omission against officials of the HESCO has been pointed out by Audit that they were failed to perform their responsibilities at that time. Hence, HESCO has no right to charge any obligated amount to its consumer at belated stage.


4. Clause-6.1 of Consumer Service Manual (CSM) provides mechanism of meter reading and Clause-6.2 envisages the procedure of percentage checking to ensure accuracy of meter reading. Recording of correct meter reading is the responsibility of Licensee i.e. (HESCO). Furthermore, according to Clause-6.1.4 of Consumer Service Manual (CSM), meter readers are responsible to check irregularities/ discrepancies in the metering system at the time of reading meters and report the same in the reading book/ discrepancy book or through any other appropriate method as per the practice. The concerned officer/official failed to establish at any stage about discrepancy as reported vide its report, dated July 12, 2023 (copy enclosed). The Complainant is paying electricity bills regularly and the (old) meter is running at premises normally.

5. HESCO raised Audit Para in May 2016 against the Complainant whereas, the consumer legitimate expectancy that what was being billed to him was actually the cost of electricity consumed. HESCO cannot be allowed to recover the loss of revenue from any consumer which is sustained due to its own mismanagement, inability, incompetence and negligence on part of HESCO. It is pertinent to mention that the Audit para is an internal matter between HESCO and its Audit department. The consumer cannot be made liable for payment of any amount/arrears which is pointed out by the Audit at later stage even which could not yet be proved by operation field formation to the Audit party. Furthermore, the consumer cannot be penalized due to negligence of HESCO officials, therefore, arrears charged against the Complainant are illegal, unjustified and unwarranted. Moreover, reliance is also placed on ruling of the Lahore High Court in the case of WAPDA VS UMAID KHAN (1988 CLC 501), as per which the Honorable High Court ruled that audit report could not make consumer liable for payment of any amount.

6. In view of above, HESCO is directed to withdraw the disputed amount which are alleging to the years 2015 & 2016 and issue a revised bill to the Complainant accordingly. The compliance report in this regard be submitted to this office within fifteen (15) days positively.


(Engr. Ubaid Ullah Memon)
Member Consumer Complaints Tribunal/
Director (CAD)


(Muhammad Irfan-ul-Haq)
Member Consumer Complaints Tribunal/
Assistant Legal Advisor


(Naweed Illahi Shaikh) 20/12/23
Convener, Consumer Complaints Tribunal/
Director General (CAD)

Islamabad, December 20, 2023