

National Electric Power Regulatory Authority
ISLAMIC REPUBLIC OF PAKISTAN
NEPRA Regional Office Hyderabad,
Office No. 10, 2nd Floor, Dawood Centre,
Auto Bhan Road, Hyderabad. Ph:022-3823322



**Consumer Affairs
Department**

3230

ROH/07/ /2024
October 16, 2024

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

Subject: **COMPLAINT FILED BY MR. MOHRAM KHAN UNDER SECTION 39 OF THE
REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF
ELECTRIC POWER ACT, 1997 AGAINST HESCO REGARDING DETECTION
BILL (REFERENCE NO. 30 37318 0026065)
Complaint # HESCO-HYD-40767-07-24**

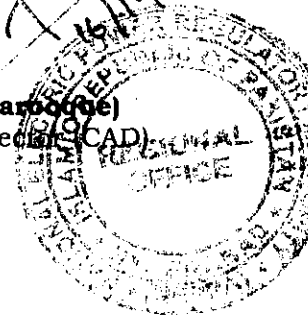
Please find enclosed herewith the decision of the NEPRA Complaints Resolution Committee, dated October 11, 2024 regarding the subject matter for necessary action and compliance within fifteen (15) days, positively.

Encl: As above

(Madeeh Farooque)
Assistant Director (CAD)

Copy to:

- ✓1. Director General,
Consumer Affairs Department, NEPRA,
NEPRA Tower, Attaturk Avenue (East). G-5/1, Islamabad.
2. C.E/ Customer Service Director,
Hyderabad Electric Supply Company (HESCO),
WAPDA Water Wing Complex, Hussainabad, Hyderabad.
3. Superintending Engineer (Opt.),
HESCO Nawabshah Circle, Society, Nawabshah.
4. Executive Engineer (Opt.),
HESCO Nawabshah Division, Mano Abad, Nawabshah.
5. Mr. Mohram Khan,
C/o Niaz Medical Store, Main Road Kaz. Ahmed,
District: Shaheed Benazirabad.
0300-3215437.





BEFORE THE
NATIONAL ELECTRIC POWER REGULATORY AUTHORITY
(NEPRA)

Complaint No. HESCO-HYD-40767-07-24

Mr. Mohram Khan

..... **Complainant**

C/o Niaz Medical Store,
Main Road Kazi Ahmed,
District Shaheed Benazirabad
Cell # 0300-3215437

VERSUS

Hyderabad Electric Supply Company (HESCO)

..... **Respondent**

WAPDA Water Wing Complex, Hussainabad,
Hyderabad.

Date of Hearing: October 03, 2024

On behalf of

Complainant: Mir Hazar Khan

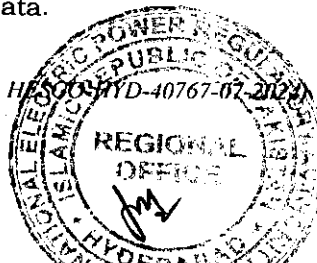
Respondent: Mr. Aziz Ahmed, XEN (Nawabshah), HESCO

Subject: **DECISION IN THE MATTER OF COMPLAINT FILED BY MR. MOHRAM KHAN UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST HESCO REGARDING DETECTION BILL (REFERENCE # 30 37318 0026065 R)**

DECISION


This decision shall dispose of the complaint filed by Mr. Mohram Khan (hereinafter referred to as the "Complainant") against Hyderabad Electric Supply Company Limited (hereinafter referred to as the "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. The Complainant in his complaint submitted that HESCO has wrongly charged him detection bill of 4612 units during the month of June, 2024. Accordingly, the matter was taken up with HESCO and a hearing was held on October 03, 2024 at NEPRA Regional Office, Hyderabad. The hearing was attended by both the parties (i.e. HESCO and the Complainant) wherein the matter was discussed in detail. During the hearing, it was revealed that the meter of the Complainant became defective (display washed) and replaced during the month of October, 2023. The data of the impugned meter was downloaded by M&T Department on June 03, 2024 and therefore the Complainant was charged with detection bill on the basis of retrieved data.



3. In this regard, clause 3.2.4 (d) of NEPRA Consumer Service Manual (CSM) provides that "The consumer's account shall not be liable to any adjustment if the data is not retrieved within three months of display wash. However, if data retrieval is not possible within DISCO and meter is sent to the manufacturer/company for data retrieval, and if its data is retrieved within six (6) months, then the consumer will be charged retrieved units after issuance of notice. In the instant case, data is not retrieved within six (6) months, therefore, the Complainant shall not be liable to pay any adjustment". In the instant case HESCO charged the bill to the Complainant on the basis of downloaded units (4612 units) in June 2024, after eight (08) months such action of HESCO is clear violation of Consumer Service Manual (CSM), therefore, the Complainant is not liable to pay the detection bill of 4612 units.

4. مندرجہ بالا حقائق سے ثابت ہوتا ہے کہ شکایت کنندہ کا میٹر اکتوبر 2023 میں تبدیل کیا گیا جبکہ میٹر کو نے ایم اینڈ ٹی ڈی پارمنٹ کی رپورٹ کی روشنی میں جن 2024 میں (تقریباً آٹھ ماہ بعد) شکایت کنندہ کو 4612 یونٹس کا بل چارج کیا جو کہ کنزومر سروس مینوفول (CSM) کی متعلقہ شقوں کی صریح خلاف ورزی ہے۔ لہذا میٹر کو بدلت کی جاتی ہے کہ وہ شکایت کنندہ کو چارج کیے گئے 4612 یونٹس کا بل ختم کرے اور چارج کیا گیا FPA/LPS کو بھی ایڈجسٹ کرے۔ درج بالا احکامات پر عمل کی رپورٹ پندرہ (15) یوم کے اندر جمع کروائی جائے۔


(Madeeh Farooque)
Member Complaints Resolution
Committee/
Assistant Director (CAD)


(Mansoor Ahmed)
Member Complaints Resolution
Committee/
Advisor (CAD)

Hyderabad October 16, 2024

