



National Electric Power Regulatory Authority

NEPRA Tower

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

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Consumer Affairs Department

TCD.07/1670-2025
April 30, 2025

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

Subject: **DECISION IN THE MATTER OF COMPLAINT FILED BY MR. MUHAMMAD ATTIQUE UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST HESCO REGARDING DETECTION BILL & EXCESSIVE BILLING (AC # 01 37337 0071800)**

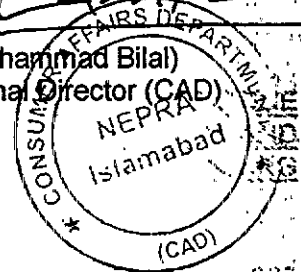
Complaint # HESCO-HYD-31930-12-23

Please find enclosed herewith the decision of NEPRA Complaints Resolution Committee, dated April 30, 2025 regarding the subject matter for necessary action and compliance within fifteen (15) days, positively.

Copy to:

1. C.E/Customer Services Director,
Hyderabad Electric Supply Company (HESCO),
WAPDA Water Wing Complex, Hussainabad,
Hyderabad.
2. Mr. Muhammad Attique,
Rajput Colony Hala Chowk, Shahdadpur,
Distt: Sanghar (Sindh).
0305-3170529

(Muhammad Bilal)
Additional Director (CAD)





BEFORE THE
NATIONAL ELECTRIC POWER REGULATORY AUTHORITY
(NEPRA)

Complaint No. HESCO-HYD-31930-12-23

Mr. Muhammad Attique

Rajput Colony Hala Chowk, Shahdarpur,

Distt: Sanghar

0305-3170529

..... **Complainant**

VERSUS

Hyderabad Electric Supply Company (HESCO)

WAPDA Water Wing Complex, Hussainabad,

Hyderabad.

..... **Respondent**

Date(s) of Hearing: December 18, 2024 & January 01, 2025

Complainant: Mr. Muhammad Attique

Respondent: Mr. Ikhtiar Ahmed Memon, XEN, HESCO

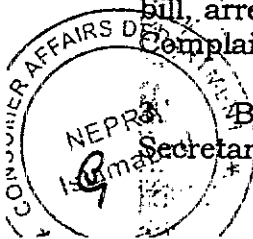
SUBJECT: DECISION IN THE MATTER OF THE COMPLAINT FILED BY MR. MUHAMMAD ATTIQUE UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST HESCO REGARDING DETECTION BILL & EXCESSIVE BILLING (AC#01 37337 0071800)

DECISION

The Honorable, High Court of Sindh, Circuit Court Hyderabad, vide order dated November 21, 2024 in CP.No.D-1519 of 2024, directed NEPRA to dispose of complaint/grievance of Mr. Muhammad Attique S/o Khalil Ahmed (hereinafter referred to as "the Complainant") within four (04) weeks as per the Rules and Procedures. Pursuant to the above-said order of honorable High Court, this decision shall dispose of the complaint 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. Brief facts of the case are that Mr. Munir S/o M. Sharif is a domestic consumer of HESCO bearing A/C No. 01 37337 0071800 with sanctioned load of 2.60 kW and the applicable tariff category is A-1a. HESCO's team checked the premises of the Complainant various times and the Complainant was found involved in direct theft of electricity, therefore, the Complainant has been charged average and detection bills by HESCO for a long period. During the "Anti-Theft Campaign" of HESCO, the Complainant was found involved in direct theft of electricity. FIR No.287/2023, dated 11.09.2023, was lodged against him by HESCO due to the theft of electricity. Due to non-payment of the bill, arrears accumulated to the tune of Rs.438,635/- against the billing account of the Complainant.

Being aggrieved, the Complainant initially approached the Wafaqi Mohtasib Secretariat Hyderabad against the irregular billing done by HESCO since the year 2019.

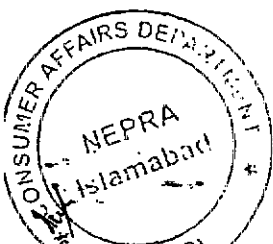


Wafaqi Mohtasib vide order dated 21.11.2023 referred the same matter to NEPRA for adjudication. This issue was taken up with HESCO under NEPRA Complaint Handling and Dispute Resolution (Procedure) Rules, 2015. In response, HESCO vide letter dated January 19, 2024, submitted that the Complainant was involved in direct theft of electricity since the year 2019; therefore, the detection and average bills total amounting to Rs.438,635/- have been charged to the Complainant. The said report of HESCO was shared with the Complainant on 29.01.2024 for comments. The Complainant replied that HESCO's report is not based on the real facts and informed further that there was no use of electricity on his premises in the last five (05) years. Subsequently, a hearing was held on September 11, 2024, which was attended by the officials of HESCO only, whereas the Complainant failed to attend the same. Thereafter, the Complainant approached the Honorable High Court of Sindh, Circuit Court, Hyderabad, for the same matter vide C.P No. D-1519 of 2024, which was disposed of by the honorable High Court via the order dated November 21, 2024.

4. Pursuant to the aforesaid order of the honorable High Court in the matter, notices of hearing were issued to both parties, and hearings were held on December 18, 2024, and January 01, 2025, wherein both parties were present. The Complainant apprised that he has been charged various excessive average and detection bills by HESCO from November 2019 & onwards without any reasonable justification even though no supply of HESCO on his premises after the removal of his electricity meter by HESCO illegally from the site at the time of inspection in November 2019. Furthermore, the Complainant stated that he had been paying his monthly bills regularly in installments before the dispute in question. On the contrary, XEN HESCO apprised that the Complainant's connection was checked multiple times, and the Complainant was allegedly found stealing electricity directly through hook wires, therefore, FIR No.287/2023 dated 11.09.2023 was also lodged against him. XEN apprised that the huge arrears of Rs.583,707/- are outstanding against the Complainant and are justified.

5. The matter has been examined in light of the record made so available, arguments advanced by both parties during the hearing, and applicable law. Following has been observed.

- i. HESCO visited the premises of the Complainant various times, and the Complainant was allegedly found stealing electricity directly; therefore, detection and average bills were charged to the Complainant to recover the revenue losses sustained due to the theft of electricity.
- ii. HESCO reported that the Complainant is a habitual stealer of electricity, and consequently, his electricity supply has been disconnected numerous times; however, he reconnected the supply himself through the direct wire. FIR was also lodged against him on 11 September 2023, vide crime No. 287/2023 at P.S. Shahdampur.
- iii. Now, the huge arrears of Rs. 583,707/- accumulated against the billing account of the Complainant till January 2025, whereas, the bill amounting to Rs. 15,469/- was outstanding in October 2019 on account of regular monthly bills as per the meter reading index record of PTC data i.e. 41717 kWh. To verify HESCO's statement, the billing record has been checked, and it was found that the Complainant was using the electricity supply without making any payments of bill w.e.f November 2019 and onwards.
- iv. Upon reviewing the matter, it has been revealed from the PTC record that meter No. 296607 installed at the Complainant's premises became defective in November 2019 and HESCO



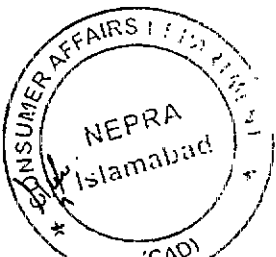
replaced the same with a new meter No. 1056452 in December 2019 when the dues of Rs. 12,903/- accumulated with new meter reading index i.e. 00012.

- v. The aforesaid meter again became defective in November 2020, and HESCO replaced the same with meter No. 115521 in November 2021. Meanwhile, the Complainant was being charged average and detection bills during the disputed period. Later on, the meter became defective for the third time in December 2023, and the same was replaced by HESCO in January 2024 with meter No. 140500. Bills were also being charged on the active connection of the Complainant without taking into account the actual meter dial/snaps of meter readings recorded by the staff of HESCO; therefore, the stance of HESCO the supply was being used at the site directly.
- vi. Further, the record made so available was perused, wherein no evidence was depicted in respect of the actual meter readings record and copy of MCOs against the disputed meters and proof of theft of electricity whereas HESCO failed to provide any authentic document. On the other hand, it has been proven from the sufficient statement record of the gas connection that the supply is continuously being used at the complainant's premises.
- vii. Clause 8.9 of the Consumer Service Manual 2021 (the "CSM-2021") stipulates that, in case the Consumer fails to pay the arrears, all legal measures/actions shall be initiated against such consumer for recovery of outstanding dues. In addition, as per Clause 9.1.1 & 9.1.2 of CSM-2021, if a premises/person is found to be hooked directly with DISCO's supply line by bypassing the metering installation or the metering installation is missing at the site, then DISCO shall process such cases as theft of electricity.
- viii. As per the billing statement of HESCO, the bill of Rs15,469/- was recoverable from the Complainant till October 2019 with a reading index, i.e., 41717 of the first meter bearing No. 296607. Subsequently, the first (DF) billing meter was replaced with a new meter bearing No.1056452 (the "second meter") in December 2019 by HESCO, and since then, the complainant has stopped making the bill payments. Later, two other meters were replaced by HESCO in November 2021 & January 2024. As a result, the arrears increased from the first month of dispute, i.e., Rs. 15,469/- to the tune of Rs 583,707/- till January 2025. During this period, the following detection/average bills were charged to the Complainant without taking into account the actual meter readings by the officials of HESCO, and the Complainant was charging monthly bills based on the tentative load, which may be higher than the sanctioned load of the bill, i.e., 2.60 kW. However, HESCO neither provided any detail of the connected load of premises of the Complainant nor regularized the same, as evident from the bill of December 2024. Thus, the disputed bills can be compared with the units/month assessed based on the sanctioned load as per CSM-2021.

Units/month assessed = S/L (kW) x LF x No. of Hrs.

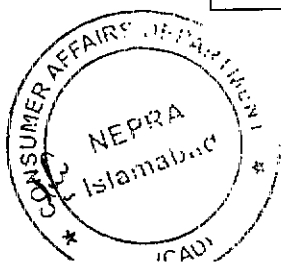
$$= 2.60 \times 0.20 \times 730 = 379 \text{ units}$$

- ix. The billing history and detection bills charged to the Complainant are as under:



Billing Comparison								
Month	2017	2018	2019	2020	2021	2022	2023	2024
January	144	161	98	413	465 DF	0	0	296 RP
February	106	99	92	428	472 DF	0	199	0
March	63	188	159	611	611 DF	0	0	198
April	199	216	213	281	503 DF	479	197 ⁺	199
May	311	0	281	620	620 DF	297	199	198
June	165	99	219	0	503 DF	0	197	194
July	108	110	221	0	503 DF	198	498	195
August	592	71	255	0	503 DF	0	495	185
September	202	193	170	0	503 DF	0	297	1
October	144	146	0	0	503 DF	0	198	194
November	451	202	211 DF	394 DF	199 RP	299	198	197
December	110	398	11 RP	458 DF	0	296	296 DF	198
Average Consumption	216	157	161	268	449	131	231	171

Detail of Detection Bills					
Month	Units	Amount (Rs.)	Month	Units	Amount (Rs.)
May-20	798	13450	Jun-22	590	6923
Jun-20	1660	42483	Jul-22	389	4415
Jul-20	680	7156	Aug-22	396	4749
Aug-20	395	3216	Sep-22	698	11395
Sep-20	410	3368	Oct-22	680	9795
Oct-20	250	2682	Sep-23	690	22038
Nov-20	370	6045	Oct-23	596	11490
Feb-22	290	3093	Apr-24	584	21188
Mar-22	390	4694	May-24	490	17445
Apr-22	290	3204	Jun-24	520	18177
May-22	560	6721	Jul-24	596	20879
Total Detection bills charged during the period from May 20 to July 24				12322	244606



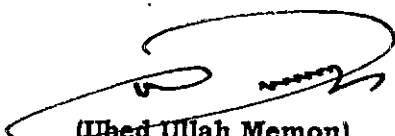
x. The above billing comparison shows that the Complainant was charged the average/detection bills during the period from November 2019 to December 2024, which are considerably higher than the 379 units/month assessed as per the CSM-2021. If presumed the Complainant was involved in direct theft of electricity as to why HESCO did not take action timely as per Clause 9.1 of the CSM-2021. Hence, we are of the considered view that the detection/average bills charged for the period from November 2019 to December 2024 are unjustified as being on the higher side, and the same are to be canceled. The Complainant may be charged the revised bills @ 379 units/month for the period for the above disputed period as per CSM-2021, and the payments already made by the Complainant during the disputed period be adjusted accordingly.

xi. With regard to the registration of FIR, both parties may approach the competent court of law by law.


6. HESCO has mishandled this case since the year 2019 to date; as such, the huge outstanding arrears accumulated to the tune of Rs. 583,707/- till January 2025 against the complainant.

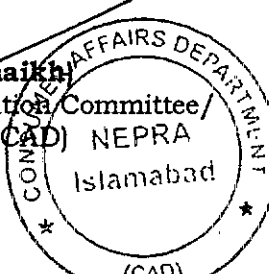
7. Foregoing in view, it has been concluded that the detection/average bills charged for the period from Number 2019 to December 2024 are unjustified being inconsistent with the provisions of the CSM-2021, and the same along with LPS are cancelled. HESCO is directed to charge the revised bills @ 379 units/month for the period from November 2019 to December 2024 and adjust the payments made by the Complainant during the disputed period. HESCO is further directed to restore the electric supply of the Complainant's connection subject to payment of the dues of the revised bills.

8. A compliance report in this regard be submitted within fifteen (15) days.


(Ubaid Ullah Memon)
Member Complaints Resolution Committee/
Director (CAD)


(Irfan ul Haq)
Member Complaints Resolution Committee/
Assistant Legal Advisor (CAD)


(Naweed Illahi Shaikh)
Convener, Complaints Resolution Committee/
Director General (CAD)



Islamabad April 30, 2025