



National Electric Power Regulatory Authority

ISLAMIC REPUBLIC OF PAKISTAN

NEPRA Head Office

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

Ph:051-2013200, Fax: 051-2600021


**Consumer Affairs
Department**

TCD.10/ 3340 -2024
August 1, 2024

M/s Judicial Activism Panel, C/o Mr. M. Azhar Siddique Advocate,
M/s Muhammad & Ahmed, (Constitutional, Corporate & Tax Counsel),
Ground Floor, Almas Tower, Begum Salma Tasadduq Hussain Road,
Near E-Plomer Building, 26-The Mall, **Lahore**.
0302-8479997

Subject: **DECISION IN THE MATTER OF WRIT PETITION NO. 43616/2024: M/S JUDICIAL
ACTIVISM PANEL THROUGH MR. MUHAMMAD AZHAR SIDDIQUE ADVOCATE VS
FOP & OTHERS REFERRED BY THE HONORABLE LAHORE HIGH COURT, LAHORE
MISC-37/07/2024**

Please find enclosed herewith the decision / order of the NEPRA Complaints Resolution
Committee (CRC), dated August 01, 2024 regarding the subject matter for information / necessary
action, please.


(Muhammad Abid)
Assistant Director (CAD) A
Islamabad
(CAD)

Copy to:

1. Chief Executive Officer (CEO), LESCO, 22-A, Queen's Road **Lahore**.
2. Chief Executive Officer, FESCO, Abdullah Pur, Canal Bank Road, Faisalabad.
3. Chief Executive Officer, GEPCO, 565/A, Model Town GT Road, **Gujranwala**.
4. Chief Executive Officer, MEPCO, MEPCO Complex, WAPDA Colony, Khanewal Road, **Multan**.
5. C.E/ CSD, LESCO, 22-A, Queen's Road **Lahore**.
6. C.E/ CSD, FESCO, Abdullah Pur, Canal Bank Road, Faisalabad.
7. C.E/ CSD, GEPCO, 565/A, Model Town GT Road, **Gujranwala**.
8. C.E/ CSD, MEPCO, MEPCO Complex, WAPDA Colony, Khanewal Road, **Multan**.



**BEFORE THE
NATIONAL ELECTRIC POWER REGULATORY AUTHORITY
(NEPRA)**

Complaint No. MISC-37-07-2024

M/s Judicial Activism Panel

Through Mr. Muhammad Azhar Siddique Advocate
Ground Floor, Almas Tower, Begum Salma Tassaduq Hussain Road
Near E-Plomer Building, 26-The Mall, Lahore.

.....

Complainant

VERSUS

Lahore Electric Supply Company (LESCO)

22-A, Queens Road, Lahore.

Faisalabad Electric Supply Company (FESCO)

Abdullah Pur, Canal Bank Road, Faisalabad.

Gujranwala Electric Power Company (GEPCO)

565/A, Model Town GT Road, Gujranwala.

Multan Electric Power Company (MEPCO)

MEPCO Complex, WAPDA Colony, Khanewal Road, Multan.

.....

Respondent(s)

Date of Hearing:

July 18, 2024

July 24, 2024

On behalf of

Complainant:

- 1) Mohammad Azhar Siddique, Advocate
- 2) Hafiz Syed Afzal Ahmed, Advocate

Respondent(s):

- 1) Mr. Shahid Haider, CEO LESCO
- 2) Mr. Muhammad Sarwar Mughal, CSD LESCO
- 3) Rao Mubashir Hayat, GM (CS) FESCO
- 4) Mr. Yaseen Badar, CLO GEPCO
- 5) Mr. Muzam Fazal, CSD GEPCO
- 6) Mr. Jawad Mansoor Ahmed, CSD MEPCO
- 7) Mr. Asad Hammad, Director Commercial MEPCO

Subject: DECISION IN THE MATTER OF WRIT PETITION NO. 43616/2024: M/S JUDICIAL ACTIVISM PANEL THROUGH MR. MUHAMMAD AZHAR SIDDIQUE ADVOCATE VS FOP & OTHERS REFERRED BY THE HONORABLE LAHORE HIGH COURT, LAHORE

DECISION

In pursuance to orders of the honorable Lahore High Court, Lahore dated July 11, 2024 in Writ Petition No. 43616/2024 this decision shall dispose of the referred complaint filed by



M/s Judicial Activism Panel through Mr. Muhammad Azhar Siddique Advocate (hereinafter referred to as the "Petitioner" or the "Complainant") 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 M/s Judicial Activism Panel through Mr. Muhammad Azhar Siddique Advocate (the "Petitioner" or the "Complainant") filed a Petition before the Honorable Lahore High Court, Lahore whereby the Petitioner inter-alia prayed that directions may be issued to LESCO, FESCO, GEPCO & MEPCO (hereinafter referred to as "Respondents" or "Licensees" or "DISCOs") to promptly withdraw bills issued on pro-rate based formula.

3. The Honorable Lahore High Court, Lahore vide order dated July 11, 2024 disposed of the petition. The operative part of the decision is as under:

"2. Petitioners are accordingly directed to ensure their presence before respondent No.4 on 18.7.2024 at 11:00 A.M. through their authorized representative(s) who will be accompanied by certified copy of this Order as well as the petition along with its annexures which will be received as representation. Respondent No.4 will, thereafter, fix a date of hearing not later than five days from the above specified date on which all concerned will be heard and any further dates as may be deemed necessary by the competent authority. An appropriate decision will be passed through a reasoned and speaking order within 20 days of the date of first hearing."

4. Following the appearance of Hafiz Syed Afzal Ahmad Advocate being a representative of the Petitioner on July 18, 2024 before NEPRA for perusal of the instant matter, a hearing was subsequently held on July 24, 2024 at NEPRA Head Office, Islamabad in attendance of all the parties wherein the matter was discussed in detail. During the hearing, the Petitioner submitted that the financial implications ensued by inflated electricity bills based on Pro-Rata mode has affected protected consumers and has also infringed the basis of judicious billing.

5. Meanwhile, it came to the notice of the Authority through reports from various sources, including print, electronic, and social media, that electricity consumers received inflated bills for the month of June, 2024. In this regard, NEPRA conducted inquiry. Already directions have been issued to all the Distribution Companies (DISCOs) / Licensees including the Respondents for adjustment of bills charged on pro-rata mechanism during the months of April to June 2024. A copy of the directive / directions is **enclosed** for ready reference.

6. Hence, the instant matter/complaint is disposed of in above terms.



(Lashkar Khan Qambrani)

Member, Complaints Resolution Committee/
Director (CAD)



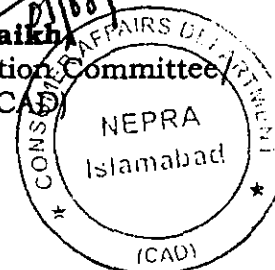
(Moqem ul Hassan)

Member, Complaints Resolution Committee/
Assistant Legal Advisor (CAD)



(Naweed Illahi Shaikh)

Convener, Complaints Resolution Committee/
Director General (CAD)



Islamabad August 01, 2024



OFFICE OF THE
REGISTRAR

NATIONAL ELECTRIC POWER REGULATORY AUTHORITY
ISLAMIC REPUBLIC OF PAKISTAN
NEPRA Tower, Ataturk Avenue (East) G-5/1, Islamabad
Phone: 2013200, Fax: 2600026

No. NEPRA/DG(CAD)/TCD-10/ 11474-11505

July 30, 2024

- 1) Chief Executive Officer, Faisalabad Electric Supply Company Ltd. (FESCO), Abdullahpur, Canal Bank Road, Faisalabad
- 2) Chief Executive Officer, Gujranwala Electric Power Company Ltd. (GEPCO), 565/A, Model Town, G.T. Road, Gujranwala.
- 3) Chief Executive Officer, Hyderabad Electric Supply Co. Ltd. (HESCO), WAPDA Offices Complex, Hussainabad, Hyderabad.
- 4) Chief Executive Officer, Islamabad Electric Supply Co. Ltd. (IESCO), Street # 40, Sector G-7/4, Islamabad.
- 5) Chief Executive Officer, Lahore Electric Supply Company Ltd. (LESCO), 22-A, Queens Road, Lahore
- 6) Chief Executive Officer, Multan Electric Power Co. Ltd. (MEPCO), Headquarter, Khanewal Road Multan.
- 7) Chief Executive Officer, Peshawar Electric Supply Company (PESCO), WAPDA House, Shami Road, Sakhi Chashma, Peshawar.
- 8) Chief Executive Officer, Quetta Electric Supply Company Ltd. (QESCO), Zarghoon Road, Quetta.
- 9) Chief Executive Officer, Sukkur Electric Power Company Ltd. (SEPCO), Administration Block, Thermal Power Station, Old Sukkur.
- 10) Chief Executive Officer, Tribal Areas Electric Supply Company Limited (TESCO), Room No. 213, 1st Floor, WAPDA House, Shami Road, Sakhi Chashma, Peshawar.

Subject: DIRECTIVE ON BILLING ISSUES IN EXERCISE OF POWERS UNDER SECTION 48 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997

Misc. 39/07/2024

It has come to the notice of the Authority through reports from various sources, including print, electronic, and social media, that electricity consumers received inflated bills for the month of June, 2024. The perusal of the information and data solicited from Power Information Technology Company (PITC) and field visits conducted by the officers of the Authority reveal following, prima facie issues and violation of the applicable documents:

- (i) The scope of pro-rata billing has been expanded beyond its original intent i.e. instead of solely revising bills for periods exceeding 30-days, Licensees have also started applying pro-rata adjustments to bills for periods less than 30 days which has resulted in a significant number of consumers being reclassified from protected to un-protected categories, from lifeline to non-lifeline, and from lower to higher tariff slabs, which resulted in inflated bills.
- (ii) The pro-rata adjustments were made for readings taken in periods less than 30 days and subsequently scaled up to a 30/31-day, with projected units for lesser days, using pro-rata calculations and as a result a significant number of consumers were impacted by pro-rata billing for billing periods shorter than 30 days.
- (iii) A significant number of consumers were pro-rated continuously for three months i.e. April-June, 2024 contrary to the meter reading schedule, which is a violation of Consumer Service Manual.
- (iv) The Licensees have not replaced the defective meters within two months as required by Consumer Service Manual, which resulted in average billing, which in turn resulted in inflated bills.

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- (v) The Licensees, in significant cases, recorded readings much earlier than the scheduled date and used a pro-rata calculation to adjust the readings during April to June, 2024. This resulted in readings that were higher than what was actually recorded on the meter.
- (vi) Bills issued by Licensees over the period of three months i.e. April-June, 2024 have a serious discrepancy that the snap date does not match with the schedule data.

2. In view of the above and in order to protect the interest of consumers all the Licensees are directed as under:

- (i) The consumers charged on pro-rata basis during April 2024 to June 2024 for the readings less than defined billing months be adjusted with actual units so recorded. However, the over and above units of remaining days which have been charged on pro-rata basis be adjusted on the rates, as determined by actual meter reading units, but the category of consumer will remain the same. The examples for revision of such bills are as under:

(a)	Lifeline Consumers		
(1)	Explanation/Example for Lifeline Consumers (Upto 50 Units)		
	No. of days in billing month	-	30 Days
	Days for which reading was recorded	-	27 Days
	Units recorded for 27-days reading	-	46 Units
	Units charged for 30-days with projected units for lesser days using pro-rata calculations	-	51 ($46/27=1.7 \times 30=51$)
	Rates charged by Licensees @ slab (51-100 units)	-	(Say Rs. 7.74/kWh)
	Revision to be made by Licensees		
	<ul style="list-style-type: none"> • Rates to be charged by licensees @ slab (up to 50 units), as actual units recorded at meter were 46 units; 		
	<ul style="list-style-type: none"> • Applicable Tariff up to 50 Units say Rs. 3.95/kWh 		
	<ul style="list-style-type: none"> • This rate shall be applicable for all 51 units. 		
(2)	Explanation/Example for Lifeline Consumers (51-100 Units)		
	No. of days in billing month	-	30 Days
	Days for which reading was recorded	-	27 Days
	Units recorded for 27-days reading	-	96 Units
	Units charged for 30-days with projected units for lesser days using pro-rata calculations	-	107 ($96/27=3.5 \times 30=107$)
	Rates charged by Licensees @ slab (101 to 200 units)	-	Say Rs. 10.06/kWh
	Revision to be made by Licensee		
	<ul style="list-style-type: none"> • Rates to be charged by licensees @ slab (up to 51-100 units), as actual units recorded at meter were 96 units; 		
	<ul style="list-style-type: none"> • Applicable Tariff for 51-100 Units say Rs. 7.74/kWh 		
	<ul style="list-style-type: none"> • This rate shall be applicable for all 107 units. 		
(b)	Explanation/Example for Protected Consumers		
	No. of days in billing month	-	30 Days
	Days for which reading was recorded	-	27 Days
	Units recorded for 27-days reading	-	188 Units
	Units charged for 30-days with projected units for lesser days using pro-rata calculations	-	209 ($188/27=6.9 \times 30=209$)
	Rates charged by Licensees @ slab (200 to 300 units)	-	Say Rs. 27.14/kWh
	Revision to be made by Licensees		
	<ul style="list-style-type: none"> • Rates to be charged by licensees @ slab (100-200 units), as actual units recorded at meter were 188 units; 		
	<ul style="list-style-type: none"> • Applicable Tariff for 100-200 units say Rs. 10.06/kWh. 		
	<ul style="list-style-type: none"> • This rate shall be applicable for all 209 units. 		

(c)	Explanation/Example for lower Slab to Higher Slab (Unprotected consumers)		
	No. of days in billing month	-	30 Days
	Days for which reading was recorded	-	27 Days
	Units recorded for 27-days reading	-	275 Units
	Units charged for 30-days with projected units for lesser days using pro-rata calculations	-	305 (275/27=10.1x30=305)
	Rates charged by Licensees @ slab (301 to 400 units)	-	Say Rs. 32.03/kWh
Revision to be made by Licensees			
<ul style="list-style-type: none"> • Rates to be charged by licensees @ slab (201-300 units), as actual units recorded at meter were 275 units; • Applicable Tariff for 201-300 units say Rs. 27.14/kWh • This rate shall be applicable for all 305 units. 			

- (ii) The consumers charged on pro-rata basis for the readings less than defined billing month who could not pay the bills shall not be levied with Late Payment Surcharge (LPS) and the consumers who paid the bills with LPS be adjusted also.
- (iii) One time corrections/adjustments be made in light of Para-2 (i) & (ii) above for the period of April to June, 2024 within thirty (30) days.
- (iv) The Licensees are directed to replace defective meters immediately to avoid average billing.
- (v) The Licensees are directed to follow the provisions of Consumer Service Manual in true letter and spirit in meter readings, printing of accurate snaps, percentage checking to ensure accuracy of meter readings, issuance of detection bills and replacement of defective meters.
- (vi) Any revenue shortfall arising out on account of aforementioned directions of the Authority, shall not be claimed by Licensees in their tariff.

3. The above directions of the Authority are forwarded for strict compliance. This directive is issued without prejudice to right, obligation and duty of the Authority to initiate appropriate action against the Licensees, on account of above stated violations and contraventions, in accordance with the law. Any failure to comply with this directive will result in initiation of appropriate action in accordance with law. A compliance report shall be submitted within thirty (30) days of the date of this directive.

(Masroor Khan)
Director

30/07

Copy to:

- 1) Chief Executive Officer, Power Information Technology Company (PITC), WAPDA House, Lahore
- 2) Chief Engineer / Customer Services Director, Faisalabad Electric Supply Company Ltd. (FESCO), Abdullahpur, Canal Bank Road, Faisalabad
- 3) Chief Engineer / Customer Services Director, Gujranwala Electric Power Company Ltd. (GEPCO), 565/A, Model Town, G.T. Road, Gujranwala.
- 4) Chief Engineer / Customer Services Director, Hyderabad Electric Supply Co. Ltd. (HESCO), WAPDA Offices Complex, Hussainabad, Hyderabad.
- 5) Chief Engineer / Customer Services Director, Islamabad Electric Supply Co. Ltd. (IESCO) Street # 40, Sector G-7/4, Islamabad
- 6) Chief Engineer / Customer Services Director, Lahore Electric Supply Company Ltd. (LESCO) 22-A, Queens Road, Lahore
- 7) Chief Engineer/ Customer Services Director, Multan Electric Power Co. Ltd. (MEPCO), MEPCO Headquarters, Khanewal Road, Multan.
- 8) Chief Engineer/ Customer Services Director, Peshawar Electric Supply Company (PESCO), WAPDA House, Shami Road, Sakhi Chashma, Peshawar.
- 9) Chief Engineer/ Customer Services Director, Quetta Electric Supply Company Ltd. (QESCO), Zarghoon Road, Quetta.

- 10) Chief Engineer/ Customer Services Director, Sukkur Electric Power Company Ltd. (SEPCO), Administration Block, Thermal Power Station, Old Sukkur.
- 11) Chief Engineer / Customer Services Director, Tribal Areas Electric Supply Company Limited (TESCO), Room No. 213, 1st Floor, WAPDA House, Shami Road, Sakhi Chashma, Peshawar.
- 12) Director General, Power Information Technology Company (PITC), WAPDA House, Lahore
- 13) Mr. Muhammad Rehan, Assistant Director (CAD), NEPRA Regional Office, Room#1, 2nd Floor, Rehman Plaza 7A, Opp. Nadra Office, Model Town, Hali Raod, Quetta.
Tel:081-2822036.
- 14) Mr. Imtiaz Khan, (Deputy Director CAD) , NEPRA Provincial Office, 6th, Saddar Road, 2nd Floor, Tasneem Plaza, Peshawar. Tel: 091-5271238.
- 15) Dr. Bilal Masood, Provincial Office, 1st Floor, Link Arcade, 54B, GECH Society, Phase 3, Link Road, Model Town, Lahore. Tel: 042-99333931.
- 16) Mr. Raheel Azhar, Deputy Director (CAD), NEPRA Regional Office, Office No. 39, First Floor, Orient Mall, Khanewal Road, Multan. Tel: 061-6784537.
- 17) Mst. Hudaima, Assistant Director (CAD), NEPRA Regional Office, Office No. 87, Block-M, Trust Plaza, Gujranwala. Tel: 055-3822766.
- 18) Ubaid Khan, Assistant Director (CAD), NEPRA Regional Office, 1st floor, Plaza No. C-6B, Opposite National Bank, Kohinoor City, Faisalabad. Tel: 041-8727800.
- 19) Mr. Abid Hussain, Advisor (CAD), NEPRA Regional Office, 1st Floor, Office No. 101, Balad Trade Center, Alamgir Road, Plot No. 15/118, Block No. 3, Bahar Muslim Housing Society, Karachi. Tel: 0213-4893001
- 20) Mr. Adeel Mushtaque, Assistant Director, NEPRA Regional Office, House No. D-10, Hammad, Housing Society, Airport Road, Sukkur. Tel: 071-580456.
- 21) Mr. Mansoor Ali, Advisor (CAD), NEPRA Regional Office, C-64, Phase-I, Qasim Abad, Hyderabad. Tel: 022-2672538.

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