



Registrar

# National Electric Power Regulatory Authority

## Islamic Republic of Pakistan

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No. NEPRA/DG(CAD)/TCD-11/8809-11


February 18, 2021

Chief Executive Officer,  
Sukkur Electric Power Company (SEPCO),  
SEPCO Headquarter, Old thermal power Station,  
Sukkur.

Subject: **DECISION IN THE MATTER OF COMPLAINT FILED BY ADVOCATE MANSOOR AHMED CHACHAR UNDER SETION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST SEPCO REGARDING REMOVAL OF LT SYSTEM**  
Complaint # SEPCO-394/12/2019

Enclosed find herewith the decision of Member (Consumer Affairs) dated February 18, 2021 (04 Pages) regarding the subject matter for necessary action, please.

Encl: As above

  
( Iftikhar Ali Khan )  
Director  
Registrar Office

Copy to:

1. C.E/Customer Services Director,  
Sukkur Electric Power Company (SEPCO),  
SEPCO Headquarter, Old Thermal Power Station,  
Sukkur.
2. Advocate Mansoor Ahmed Chachar,  
Chachar Colony, Back Side Imam Bargah,  
Rehemwaly Road, Taluka & Distt: Gotki (Sindh).



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

**Complaint No. SEPCO-394/12/2019**

**Advocate Mansoor Ahmed Chachar,**  
Chachar Colony, Backside Imam Bargah,  
Rehemwaly Road, Taluka &  
Distt: Ghotki (Sindh)

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**Complainant**

**Versus**

**Sukkur Electric Power Company (SEPCO)**  
/ SEPCO Headquarter, Old Thermal Power Station,  
Sukkur

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**Respondent**

**Date of Hearing:**

26<sup>th</sup> August, 2020  
14<sup>th</sup> January, 2021

**On behalf of the  
Complainant:**

Advocate Mansoor Ahmed Chachar

**Respondent:**

- 1) Mr. Irshad Ali, XEN (Operations)
- 2) Mr. Zulifqar Ali, SDO (Operations)

Subject: **DECISION IN THE MATTER OF COMPLAINT FILED BY ADVOCATE MANSOOR AHMED CHACHAR UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST SEPCO REGARDING REMOVAL OF LT SYSTEM**

**DECISION**

Through this decision, complaint filed by Advocate Mansoor Ahmed Chachar, R/o Chachar Colony, Backside Imam Bargah, Rehemwaly Road, Tehsil & Distt: Ghotki (Sindh), (hereinafter referred to as the "Complainant") against Sukkur Electric Power Company Limited (hereinafter referred to as the "Respondent" or "SEPCO"), under Section 39 of the Regulation of Generation, Transmission and Distribution of Electric Power Act, 1997 (hereinafter referred to as the "NEPRA Act"), is being disposed of.

2. NEPRA received the subject complaint from the office of Wafaqi Mohtassib (Ombudsman)'s Secretariat, Sukkur wherein the dispute agitated by the Complainant was that in the month of May 2019 the electricity meters of his area having more than 150 residential consumers were shifted about 300 meters away from their houses by SEPCO without any valid justification. The Complainant requested for installation of electricity meter(s) outside the premises of the consumers of his area.

3. The matter was taken-up with SEPCO for submission of parawise comments/report. In response, SEPCO reported that the L.T system in the area of the Complainant was removed and the connections were brought on one point supply for securing and to eliminate the electricity theft as per directions of SEPCO management. Further, SEPCO vide another report also submitted that the distance of the Complainant's premises from the transformer is approximately 350 feet. The reports of SEPCO were shared with the Complainant. The Complainant raised observations over the reports of SEPCO. In order to proceed further into the matter, a hearing was held at NEPRA Regional Office, Sukkur on August 26, 2020, the hearing was attended by both the parties, wherein the case was discussed in detail. During the course of hearing, the Complainant informed that the energy meter is installed 1000 ft. away from his premises. However, the representative of SEPCO negated the Complainant's version and submitted that due to theft of electricity, SEPCO has secured the area and installed meters at one point. Moreover, the meter is not that far away as claimed by the Complainant. In order to investigate the matter further, SEPCO official were directed to conduct a Joint Site Inspection in presence of the Complainant and submit report. SEPCO official conducted Joint Site Inspection along with the Complainant and informed that the energy meter is approximately 400 ft. away from premises and there is no supply or low voltage issue in the area.

4. In order to arrive at an informed decision, another opportunity of hearing was provided to both the parties (i.e. SEPCO and the Complainant) on January 14, 2021 at NEPRA Regional Office, Sukkur which was attended by SEPCO officials' in-person and the Complainant via video link. Both the parties advanced their respective arguments in the matter. During the proceedings of the hearing; the Complainant submitted that his PVC wire is passing over many houses and there is a chance that other consumers are using electricity from his PVC through direct hook. In order to substantiate the claims made by the Complainant, an instant survey was conducted in presence of the Complainant at the same time as the Complainant was connected via video link; however no such discrepancy was found at site.

5. The case has been examined in detail in light of the record made so available by the parties, arguments advanced during the hearing(s), site inspection(s) and applicable law. The following has been observed:

- i. According to the Consumer Service Manual (CSM) metering installation of all categories of consumers shall be fixed at any convenient/proper place outside the premises of the consumer. It will be the responsibility of the consumer to provide a safe and accessible location to DISCO for setting up the metering installation at his/her premises. In such cases, safe custody of the metering installation is the responsibility of the consumer. In case, DISCO fixes the metering installation at its pole/structure then safe custody of the metering installation is the responsibility of the DISCO.

- ii. CSM further envisages that the DISCO shall have the right at any time to change the place and position of the metering equipment to conform with the provisions of the schedule of tariff enforced from time to time, Consumer Eligibility Criteria - 2003, Grid Code and Distribution Code. However, the safe custody of metering installation is responsibility of DISCO if meter is shifted away from the premises.
- iii. There is no force in arguments of the Complainant that the electricity meter is needed to be installed at his premises.
- iv. In the instant case SEPCO removed L.T line on the 11kV feeder including area of the Complainant and electricity meters were shifted away from Complainant's area and installed at one point to eliminate theft of electricity.
- v. The area of the Complainant is being fed from 11 kV Anwarabad Feeder. The line losses of the said feeder (i.e. from July 2018 to June 2020), as provided by SEPCO, is depicted hereunder:

Month	MONTHLY LOSSES		% Inc/Dec
	FY 2018/2019	FY 2019/2020	
	% Loss	% Loss	
July	79.1	49.1	-29.9
August	79.4	46.0	-33.4
September	82.5	40.8	-41.7
October	74.3	38.5	-35.8
November	64.1	31.0	-33.1
December	64.1	40.0	-24.1
January	90.1	44.0	-46.1
February	74.6	45.3	-29.3
March	64.6	54.1	-10.5
April	69.5	52.2	-17.3
May	66.4	50.4	-16.0
June	56.5	50.7	-5.8

From the above feeder line losses history, it is evident that there were considerable Line Losses from July 2018 to June 2019 before securing i.e. availability of L.T system. While from July 2019 to June 2020 there is a significant drop in the Line Losses of the said feeder when L.T system was removed by SEPCO on the said feeder.

- vi. There is no issue regarding low voltage and over loading of the transformer in the complainant's area.
- vii. SEPCO is of the view that the Complainant was involved in theft of electricity before shifting of electricity meters at one point. In this regard it is necessary to examine the billing history of the complainant. The billing history of the Complainant (i.e. from January 2017 to December 2020) bearing reference No. 06381220394404, as provided by SEPCO, is illustrated hereunder:

Month	Unit Consumed			
	Before Securing		After Securing	
	2017	2018	2019	2020
January	9	14	0	112
February	12	18	28	85
March	23	32	11	124
April	27	27	14	346
May	15	43	0	467
June	18	23	284	684
July	0	0	401	965
August	0	92	517	853
September	111	0	817	744
October	39	5	433	549
November	69	62	245	255
December	69	31	132	112
<b>Total Units</b>	392	347	2882	5296
<b>Average Units per month</b>	<b>32</b>	<b>29</b>	<b>404</b> <b>(June to December)</b>	<b>441</b>

viii. From the above billing history, it is evident that there is noticeable variation in the average consumption of the complainant. Prior to removal of L.T system; the average consumption of the complainant was 32 units and 29 units per month during the years 2017 and 2018 respectively. While, after removal of L.T system; the average monthly consumption is 404 units and 441 units during the years 2019 and 2020 respectively. On a query about increase in consumption after removal of L.T system; the Complainant submitted that his PVC is passing over many houses and there is a chance that other consumers are using electricity from his PVC. Accordingly, an instant survey was conducted in presence of the Complainant on the same time as the Complainant was connected via video link, however, the said ground was not found during the joint site inspection.

6. Foregoing in view, removal of L.T system is justified to eliminate theft of electricity and the complaint is dismissed.

(Rehmatullah Baloch)  
Member (Consumer Affairs)

Islamabad, February, 18 2021.