



Registrar

National Electric Power Regulatory Authority

Islamic Republic of Pakistan

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No. NEPRA/DG(CAD)/TCD-11/ 5628

April 26, 2024

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

Subject: Order of the Authority in the matter of Hearing held on October 31, 2023 regarding Show Cause Notice issued to Sukkur Electric Power Company Limited (SEPCO) under Regulation 4(1) & (2) of NEPRA (Fine) Regulations, 2021 for Charging of Detection Bills on account of Slowness of Energy Meters for more than Two (2) billing cycles

Enclosed please find herewith the Order of the Authority (total 02 Pages) in the subject matter for information and compliance.

Enclosure: As above

(Engr. Mazhar Iqbal Ranjha)



BEFORE THE
NATIONAL ELECTRIC POWER REGULATORY AUTHORITY
(NEPRA)
SEPCO-15-11-23

Date of Hearing: October 31, 2023

Authority:

Mr. Waseem Mukhtar	Chairman
Mr. Rafique Ahmed Shaikh	Member (Technical)
Engr. Maqsood Anwar Khan	Member (Licensing)
Mr. Mathar Niaz Rana (NSC)	Member (Tariff/Finance)
Ms. Amina Ahmed	Member (Law)

**On behalf of
SEPCO:**

Mr. Saeed Ahmed Dawach	Chief Executive Officer
Mr. Abdul Karim Memon	Customer Services Director

Subject: **ORDER OF THE AUTHORITY IN THE MATTER OF HEARING HELD ON OCTOBER 31, 2023 REGARDING SHOW CAUSE NOTICE ISSUED TO SUKKUR ELECTRIC POWER COMPANY LIMITED (SEPCO) UNDER REGULATION 4 (1) & (2) OF NEPRA (FINE) REGULATIONS, 2021 FOR CHARGING OF DETECTION BILLS ON ACCOUNT OF SLOWNESS OF ENERGY METERS FOR MORE THAN TWO (2) BILLING CYCLES**

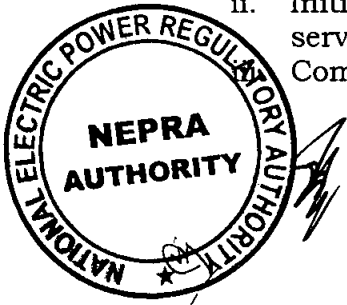
ORDER

This Order shall dispose of proceedings under show cause notice issued to Sukkur Electric Power Company Limited (SEPCO) under Regulation 4 (1) & (2) of NEPRA (Fine) Regulations, 2021 for charging Detection Bills on account of slowness of energy meters for more than two (2) billing cycles.

2. In response to the various complaints received regarding detection bills due to slowness/ defectiveness of meters for more than two billing cycles, SEPCO vide letter No. TCD, 10/6226-2022 dated November 29, 2022 was directed to furnish division wise list/data of detection bills with effect from January, 2021. The report was submitted by SEPCO vide letter No. CEO/SEPCO/SUK/COO/5559-61 dated December 13, 2022 whereby it was noted that SEPCO has charged detection bills to 15 No. of consumers on account of slowness in violation of Consumer Service Manual (CSM).

3. Accordingly, SEPCO vide letter No. NEPRA/DG (CAD)/TCD-11/2111-12 dated February 07, 2023 was directed to proceed as per following:

- i. Adjust the detection bills issued in lieu of slowness/ defectiveness of energy meters for more than two billing cycles in future billing of the affected consumers.
- ii. Initiate proceedings against the delinquent officials as per SEPCO's services rules who violated provisions of the CSM.
Comply with the provisions of CSM in letter & spirit.



4. SEPCO vide letter No. NEPRA/DG(CAD)/TCD-11/2088 dated February 07, 2023 was issued an Explanation regarding charging of detection bills to consumers on account of slowness of energy meters for more than two (2) billing cycles in violation of Clause 4.3 of CSM. However, SEPCO failed to submit its response against the said Explanation. Accordingly, a Show Cause notice was issued to SEPCO being non-compliant DISCO vide letter No. NEPRA/DG(CAD)/TCD-11/20271 dated August 01, 2023. In response, SEPCO vide letter No. CEO/SEPCO/SUK/COO/2952 dated August 18, 2023 submitted the following for consideration:

- a. The report submitted by SEPCO dated 13-12-2022 was in respect of slowness charged to various consumers.
- b. Clause 4.3 of CSM covers the meter replacement and bill adjustment. As per Clause 4.3.3 (C) (i) in case slowness is established, DISCOs shall enhance Multiplying Factor for charging actual consumption till replacement of defective metering installation".
- c. With respect to above quoted Clause of CSM, SEPCO has charged the difference of slowness units to the consumers whose meters have been declared slow and not the detection as described in the previously submitted statement.
- d. Keeping in view of above facts, the proposed penalty against SEPCO may not be imposed as the SEPCO has followed the Consumer Service Manual (CSM) and no any violation is made.

5. In order to proceed further, an opportunity of online hearing was provided to SEPCO on October 31, 2023. During the hearing, the CEO, SEPCO submitted that SEPCO has always complied with the directions of the Authority and assured that SEPCO shall abide by the provisions of CSM in true letter and spirit. Moreover, all such cases where the consumers have been charged detection bills on meter slowness basis in violation of Consumer Service Manual shall be re-examined and relief shall be provided to the affected consumers and warnings will be issued to the delinquent officials.

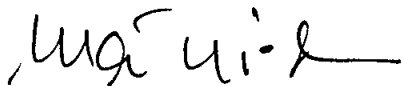
6. Subsequently, SEPCO vide letter No. CEO/SEPCO/SUK/COO/839-40 dated February 29, 2024 has informed that the due credit / relief has been provided to the affected consumers.

7. The Authority has duly reviewed the submissions put forth by SEPCO and determined them to be satisfactory. Hence, the Authority hereby accepts response of SEPCO and concludes that there is no need for further proceedings in relation to the matter at hand.



Rafique Ahmed Shaikh
Member

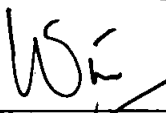
Engr. Maqsood Anwar Khan
Member



Mathar Niaz Rana (nsc)
Member



Amina Ahmed
Member



Waseem Mukhtar
Chairman

