



National Electric Power Regulatory Authority

NEPRA Tower

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

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Consumer Affairs Department

TCD.11/ 536 -2025
February 4, 2025

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

SUBJECT: DECISION IN THE MATTER OF COMPLAINT FILED BY MR. TAYAB ULLAH INDHAR UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST SEPCO REGARDING ARREARS IN THE BILL (AC # 04 38434 0280100)
Complaint # SEPCO-NHQ-32811-12-23

Please find enclosed herewith the decision of NEPRA Complaints Resolution Committee, dated February 3, 2025 and submit compliance report be submitted within twenty (20) days.

Encl: As above

Copy to:

1. C.E/Customer Services Director,
Sukkur Electric Power Company (SEPCO),
SEPCO Headquarter, Old Thermal Power Station,
Sukkur.
2. Executive Engineer (Operation),
SEPCO Rohri Division, At TPS Colony,
Old Sukkur.
3. Mr. Adeel Mushtaque, Assistant Director,
NEPRA Regional Office, House No.D-10,
Hamdard Housing Society, Airport Road,
Sukkur.071-5804563
4. Mr. Tayab Ullah Indhar,
R/o Mohallah Indhra Colony, Pano Akil,
Sukkur. 0304-7511853 & 0302-3684618





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

Complaint No. SEPCO-NHQ-32811-12-23

Mr. Tayab Ullah Indher,
R/o Mohalla Indhra Colony,
Pano Akil, Sukkur.

..... Complainant

VERSUS

Sukkur Electric Power Company Limited (SEPCO)
SEPCO Headquarter, Old Thermal Power Station,
Sukkur.

..... Respondent

Date of Hearing:

- (i) October 10, 2024
- (ii) July 24, 2024
- (iii) June 04, 2024
- (iv) May 14, 2024
- (v) April 23, 2024
- (vi) March 12, 2024

Complainant:

- (i) Mr. Waheedullah

Respondent:

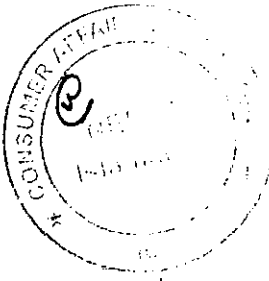
- (i) Mr. Abdul Faheem XEN (Operation), SEPCO
- (ii) Mr. Aijaz Ahmed SDO (Operation), SEPCO
- (iii) Mr. Hassan Tahir RO, SEPCO

SUBJECT: DECISION IN THE MATTER OF COMPLAINT FILED BY MR. TAYAB ULLAH INDHAR UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST SEPCO REGARDING ARREARS IN THE BILL (AC # 04 38434 0280100)

DECISION

This decision shall dispose of the complaint filed by Mr. Tayab Ullah Indhar (hereinafter referred to as the "Complainant") against Sukkur Electric Power Company Limited (hereinafter referred to as the "SEPCO") 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 NEPRA received a complaint from Tayab Ullah Indhar on December 14, 2023, wherein he disputed the handmade bill of Rs.419,725/- against 10,889 units issued by SEPCO in February 2023. The Complainant stated that he was paying the monthly electricity bills based on the



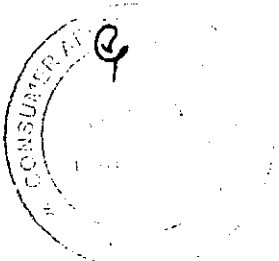
readings of meter No. S-P 31718 regularly and no discrepancy was pointed out by SEPCO during monthly readings. The Complainant finally prayed for correction of the disputed bill and restoration of electricity of the premises.

3. The matter was taken up with SEPCO for submission of the report and documents in their defense for charging the impugned detection bill of Rs.419,725/-. In response, SEPCO submitted a report dated January 22, 2024, stating that 10,889 units were found pending in the impugned meter as per the Metering and Testing (M&T) data retrieval report, therefore the abovesaid bill was charged to the Complainant. This report of SEPCO was shared with the Complainant vide letter dated January 31, 2024, for rebuttal. The Complainant responded with a rejoinder, asserting that SEPCO's claim is incorrect as to why such a significant amount of reading was not charged by SEPCO in previous monthly bills. In addition, the Complainant apprised that SEPCO prepared the report of the disputed bill after the removal of his meter from the site on 07-02-2023 without any consideration.

4. To resolve the matter, multiple hearings were conducted at the NEPRA Regional Office, Sukkur which were attended by both parties. SEPCO representatives however failed to justify the period of 10,889 pending units. In this regard, SEPCO was directed vide letter, dated July 15, 2024, to provide the information supporting the case. In response, SEPCO failed to provide sufficient documents to justify its claim concerning 10,889 pending units.

5. After examination of the available records, arguments presented during the hearings, and applicable law, the following has been concluded:

- i. The electricity connection bearing Ref No.04-38434-0280100 was running on the premises of the Complainant since May 1994 under the A-1 tariff category having a sanctioned load of one (01) kW. The said connection was checked by SEPCO on February 7, 2023 and reportedly, found 10,889 units pending in the impugned meter No. S-P 31718. Later on, SDO issued a handmade bill of Rs.419,725/- for 10,889 units to the Complainant in February 2023, which was challenged by him before the NEPRA.
- ii. SEPCO charged the aforementioned disputed bill as endorsed by the M&T team vide letter dated February 9, 2023. It does not warrant the authenticity of disputed i.e. 10,889 units which is without the signature of any senior official. To verify the contention of SEPCO, the billing history of the Complainant was examined, which revealed that the impugned meter was installed on the premises for a long period, however, SEPCO never pointed out the discrepancy of pending units in the impugned meter during the monthly readings. The electricity bills charged by SEPCO were paid by the Complainant regularly.
- iii. Clause-6.1 of the CSM-2021 provides a clear mechanism for meter reading and Clause-6.2 envisages the procedure of percentage checking to ensure the accuracy of meter readings. Recording of correct meter readings is the responsibility of SEPCO. Clause 6.1.4 of the CSM-2021 provides that meter Readers shall also check the irregularities/ discrepancies in the metering system at the time of reading

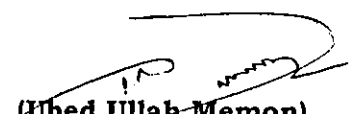



meters/taking snapshots and report the same in the reading book/ discrepancy book or through any other appropriate method as per the practice. The concerned officer/official will take corrective action to rectify these discrepancies, however, SEPCO officials failed to point out any such discrepancy or take appropriate action timely.

- iv. SEPCO claimed for pending units in the impugned meter, however, did not mention any defect in the impugned meter in its checking reports of the task force as well as the M&T team. According to Clause 4.3.1(c) of the CSM-2021, no previous charging shall be made if the meter was correct till the last billing cycle. The question arises all of a sudden, 10,889 units were found uncharged in February 2023 but SEPCO did not check the accuracy of the impugned meter by installing a check meter in series as per Clause 4.3.3(a) of the CSM-2021 or through data retrieval of the impugned meter in case of vanished display as per Clause 4.3.2(d) of the CSM-2021.
- v. It is a matter of fact that the Complainant's meter remained in the custody of SEPCO w.e.f 07 February 2023 to date despite of fact that the Complainant approached SEPCO multiple times for the restoration of supply. On the contrary, the Complainant has been nominated in FIR No.159/24 on account of theft of electricity. If presumed, the Complainant was involved in the dishonest abstraction of electricity through tampering with the meter, SEPCO has to adhere to the procedure to establish theft of electricity as laid down in Chapter 9 of the CSM-2021, which was not done in the instant case.

6. Forgoing in view, SEPCO is directed to withdraw the disputed bill of Rs.419,725/- against 10,889 units charged to the Complainant in February 2023 and restore the Complainant's connection by installing a new meter at the site. SEPCO may recover the arrears of the monthly bills charged to the Complainant as per the reading of the meter. With regard to the registration of FIR, both parties may approach the competent forum in accordance with the law.

7. The Compliance report in the matter be submitted to NEPRA within twenty (20) days.


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


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


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

Islamabad, February 03, 2025

