



National Electric Power Regulatory Authority

NEPRA Tower

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

Ph:051-2013200, Fax: 051-2600021

**Consumer Affairs
Department**

TCD 11/ ⁵²⁰¹ -2022
September 27, 2022

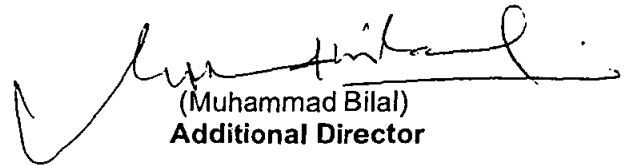
Chief Executive Officer,
Sukkur Electric Power Company (SEPCO),
SEPCO Head Quarter, Old Thermal Power Station,
Sukkur.

Subject: **DECISION IN THE MATTER OF COMPLAINT FILED BY MR. ZULFIQAR ALI MALLAH UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST SEPCO REGARDING ARREARS IN THE BILL(S) (AC # 10 38324 0032160 & 10 38324 0032133)**

Complaint # SEPCO-NHQ-13760-06-22

Please find enclosed herewith the decision of the NEPRA Complaints Tribunal dated September 27, 2022 regarding the subject matter for necessary action and compliance within thirty (30) days, positively.

Encl: As above


(Muhammad Bilal)
Additional Director

Copy to:

- 1) C.E/Customer Services Director,
Sukkur Electric Power Company (SEPCO),
SEPCO Head Quarter, Old Thermal Power Station,
Sukkur.
- 2) Mr. Zulfiqar Ali Mallah,
Postal address, Vital Fok Tower,
Shah Rah-e- Faisal, Karachi
0308-2224333



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

Complaint No. SEPCO-NHQ-13760-06-22

Mr. Zulfiqar Ali Mallah

Vital Folk Tower
Shahrah-e- Faisal,
Karachi

..... **Complainant**

VERSUS

Sukkur Electric Power Company Limited (SEPCO)

Administration Block, Thermal Power Station, Old Sukkur

..... **Respondent**

Date of Hearing: August 17, 2022 & September 08, 2022

Complainant: N/A

Respondent: Mr. Shahid Hussain Shah XEN (Operations), SEPCO

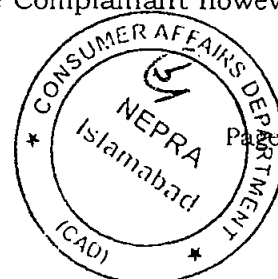
SUBJECT: DECISION IN THE MATTER OF COMPLAINT FILED BY MR. ZULFIQAR ALI MALLAH UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST SEPCO REGARDING ARREARS IN THE BILL(S) (AC # 10 38324 0032160 & 10 38324 0032133)

DECISION

This decision shall dispose of the complaint filed by Mr. Zulfiqar Ali Mallah (hereinafter referred to as the "Complainant") against Sukkur Electric Power Company Limited (hereinafter referred to as "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").

2. NEPRA received a complaint against SEPCO from Mr. Zulfiqar Ali Mallah dated June 27, 2022 wherein the complainant requested for correction of arrears of bill bearing account No. 10 38324 0032160 amounting to Rs.1165305/-

3. The matter was taken up with SEPCO. In response, SEPCO vide letter dated August 15, 2022 reported that the complainant is holding two (02) electricity connections, one electricity connection is used for commercial purposes having account No.1038324 0032133 and the other connection bearing account No. 1038324 0032160 is being used for the residential purposes. The premises of the Complainant was inspected several times by SEPCO officials and it was reported that the Complainant has been found using electricity through direct supply i.e. (through kunda). Accordingly, First Information Report (FIR) was filed at Police Station Seeta Road against the Complainant however the same could not be registered due to unknown reason

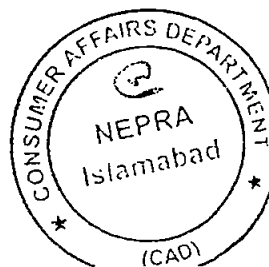


4. SEPCO has also informed that the Complainant was involved in theft of electricity by using direct supply (Kunda) and reported that electricity supply of the Complainant's premises was disconnected several times; however the same was reconnected by the Complainant himself, illegally.

5. In order to probe into the matter, a hearing was held dated on August 17, 2022 at NEPRA Head office Islamabad. The hearing was attended by the officials of SEPCO only, whereas the Complainant failed to attend the same. During the hearing, XEN (Opt.) informed that the Complainant has been charged electricity bills every month and no complaint has been received from the Complainant with respect to correction of any arrears so far. Further, XEN (Opt.) assured that the issue will be resolved amicably with the Complainant. In order to provide another chance to the Complainant and to resolve the matter another hearing was scheduled for September 08, 2022 at NEPRA Head office Islamabad, however the Complainant again failed to attend the same.

6. The case has been examined in light of the record made so available by the parties, arguments advanced by during the hearing(s) and applicable law. Following has been observed.

- a. The complainant is holding two (02) electricity connections, one electricity connection is being used for residential and other for commercial purposes. SEPCO official also informed that the electricity supply was being used at the premises of the Complainant from a direct line illegally, for five (05) shops of the Complainant. The illegal connection was disconnected several times, however the Complainant reconnected the same himself, repeatedly.
- b. There are huge arrears of electricity bills against the complainant amounting to Rs.104957/- against Permanent Disconnection (P-Disc.) connection bearing account No.10383240032133 (commercial) and Rs.1183096/- against account No.10 38324 0032160 (residential). The Complainant is not making payment of bills since 2012.
- c. The Complainant has failed to deposit electricity payments and he has been using direct electricity supply since long. The complainant also failed to attend both hearings which were scheduled at NEPRA on August 17, 2022 and September 08, 2022.
- d. From the record provided by SEPCO, it has been established that the Complainant was involved in theft of electricity through direct line. SEPCO has also submitted sufficient proof of the same discrepancy i.e. photos and copy of a letter dated February 12, 2021 which was forwarded to Police Station Seeta Road against the Complainant for lodging of FIR however the same could not be registered due to unknown reason
- e. Clause 8.9 of the Consumer Service Manual (CSM) stipulates that, in case consumer fails to pay the arrears amount, all legal measures/actions shall be initiated against such consumers for recovery of outstanding dues. In addition, as per Clause 9.1.1 & 9.1.2 of CSM; 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 site. Information of such offense is provided to the police in writing by the concerned senior officer. All theft cases as mentioned above would be dealt by DISCO strictly in accordance with relevant Sections of Pakistan Penal Code, 1860 (Act XLV of 1860) and the Code of Criminal Procedure, 1898 (Act V of 1898). The disconnection of electricity shall be carried out immediately under the

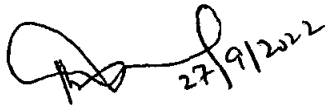


supervision of concerned Officer of DISCO by removing such facility. The removed material shall be preserved as a proof of theft i.e. the case property and the same shall be produced before the court during the trial. After conclusion of the legal proceedings the material so removed shall be retained by DISCO.


- f. The Complainant is not making any payment of electricity bills since 2012, resulting in huge arrears, which are justified and are liable to be paid by the Complainant. Moreover, SEPCO has proved that the Complainant was involved in theft of electricity by using direct supply (Kunda) and reported that electricity supply of the Complainants' premises was disconnected several times; however the same was reconnected by the Complainant himself, illegally.

7. In view of forgoing, SEPCO is directed to recover the outstanding dues from the Complainant which are liable to be paid by him and take necessary action against the Complainant for using direct supply of electricity as per relevant provisions of law.


8. Compliance report be submitted within thirty (30) days.

 27/9/22

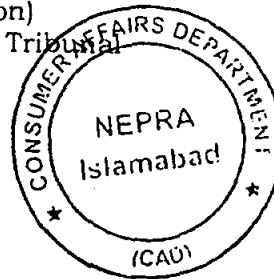
(Lashkar Khan Qambrani)
Consumer Complaints Tribunal

 27/9/22

(Moqem-ul-Hassan)
Consumer Complaints Tribunal



(Ubaid Ullah Memon)
Consumer Complaints Tribunal



Islamabad, September , 2022