



**National Electric Power Regulatory Authority  
ISLAMIC REPUBLIC OF PAKISTAN  
NEPRA Regional Office Hyderabad,  
Office No. 10, 2nd Floor, Dawood Centre, Auto Bhan Road,  
Hyderabad. Ph.022-3823322**

**Consumer Affairs  
Department**

ROH/07/ 3044 /2024  
October 1, 2024

Chief Executive Officer,  
Hyderabad Electric Supply Company (HESCO),  
WAPDA Water Wing Complex, Hussainabad,  
Hyderabad.

**Subject COMPLAINT FILED BY MR. ABDUL GHANI UNDER SECTION 39 OF THE  
REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF  
ELECTRIC POWER ACT, 1997 AGAINST HESCO REGARDING EXCESSIVE  
BILLING (REFERENCE NO. 02 37281 0004890).**

Mr. Abdul Ghani, First Floor, Plot No. 1001, Block-3, F.B. Area, Karachi has filed the subject complaint with this office. The same has been registered and allotted Complaint No. HESCO-HYD-44648-10-24.

2. You are directed to submit parawise comments on the contents of the complaint along with all the relevant record/ supporting documents etc. within seven (07) days positively.

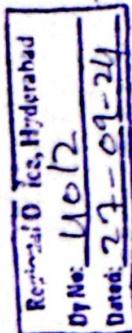
*[Signature]*  
(Mansoor Ahmed)  
Advisor (CA)

**Copy to:**

1. Director General,  
Consumer Affairs Department, NEPRA,  
NEPRA Tower, Attaturk Avenue (East). G-5/1,  
Islamabad.
2. C/E Customer Service Director,  
Hyderabad Electric Supply Company (HESCO),  
WAPDA Water Wing Complex, Hussainabad,  
Hyderabad.
3. Mr. Abdul Ghani,  
First Floor, Plot No. 1001, Block-3,  
F.B. Area, Karachi.  
0332-3077432.

To,

✓ Incharge Regional Head  
NEPRA (National Electric Power  
Regulatory Authority),  
Office No.10, 2<sup>nd</sup> Floor,  
Dawood Centre, Auto Bhan Road,  
Hyderabad, Sindh.  
Phone: 022-3823322.



Sub: COMPLAINT against Chief Executive Hesco / Wapda, Hussainabad, Hyderabad and others for non taking action, regarding illegal theft and illegal supply of electricity from our Meter No.4890, Bagh Mohallah Badin during school vacation period whereas, House was / is locked position and proper intimation was already given.

Ref: (i) Prior intimation submission regarding my house will be locked during Summer Vacation w.e.f. 06.06.2024 till 31.07.2024 bearing meter No.4890 with meter reading 5059 as on 10.06.2024 made to S.D.O. HESCO Badin and Director (S & I) 132 KV Grid Station Qasimabad Hesco Hyderabad, on 24.06.2024 by registry post, copy is attached.

Ref: (ii) Submission dated 10.08.2024 to Director (S & I) 132 KV Grid Station Qasimabad Hesco Hyderabad with request for holding an enquiry in respect of illegal theft and illegal supply of electricity from our meter.

Ref: (iii) Complaint dated 04.09.2024 to the Chief Executive Hesco / Wapda Hussainabad, Hyderabad regarding illegal theft and illegal supply of electricity from our meter by U.M.S. receipt No.712, Pakistan Post Office, Karachi. Copy attached.

Respected Sir,

I, the undersigned complainant do hereby draw your kind attention towards subject and references noted above that my sister who is a school teacher use to live in our house in Badin city.

Contd..... P/2

1. That my sister use to come to Karachi during school summer vacation and for that period our badin city residence remain in locked position, my sister came at Karachi on 06.06.2024 and returned to Badin on 13.08.2024 as she spent school vacation period in Karachi.
2. That on dated 10.06.2024 reading of our subject mentioned meter was as 5059 which can be verified from the photo of meter mentioned in bill for the month of July, 2024 issue date 06.07.2024 and whereas in the same month present reading has been shown on 5746 units which was huge difference even on the face of photo already depicted on the same bill.
3. That same was dispatched through TCS to the Director (S & I) 132 KV Grid Station Qasimabad, Hesco, Hyderabad on 10.08.2024 received by one Hafeez on 12.08.2024 for holding an inquiry but no any action was taken by the concerned officer.
4. That subsequently I made complaint on dated 04.09.2024 to the Chief Executive, Hesco / Wapda Hussainabad, Hyderabad, regarding illegal theft and illegal supply of electricity from our Meter No.4890 Bagh Mohallah Badin for conduct an enquiry

Contd..... P/3

against S.D.O. Badin and others which was sent to him through urgent mail service (UMS) but even though he being responsible person did not take any action nor he intimated me about any progress at his level and for the acknowledge of under signed complainant till to-date.

5. That my sister went back to Badin from Karachi on dated 13.08.2024 after spending summer vacations then she received a bill of month of August, 2024 reading date 06.08.2024 due date as 02.09.2024 with payable amount as Rs.54,645/= after due date Rs.54,794/= reading of our subject mentioned meter is 5818 units used 72 and as per photo of meter is reading shown as shown 5825.

It is therefore, humbly requested that pass necessary instructions as to conduct an inquiry and take action against corrupt officers of HESCO Badin in the light of above facts and lawful submissions, correct the bill looking into consumption of actual units and provide relief to the undersigned complainant for which I shall highly be thankful to your kind good self and authority.

Complainant  
  
 Abdul Ghani  
 S/O Muhammad Usman  
 R/O First Floor, Plot No.1001,  
 Block-3, F.B. Area, Karachi.  
 CNIC. No.42101-0774404-9  
 Cell No.0332-3077432

Contd. .... P/4



# HYDERABAD ELECTRIC SUPPLY COMPANY

YOUR BETTER SERVICE - OUR PRIDE

ELECTRICITY CONSUMER BILL

HESCO GST No.  
01-01-2716-002-33

www.hesco.gov.pk

وزیر اعلیٰ کی پابندی بر مل کی ادائیگی میں 10 دن کا انتہا کیا گیا 02 SEP 24 ✓

CONNECTION DATE	CONNECTED LOAD	ED	BILL MONTH	READING DATE	ISSUE DATE	DUY DATE
	1.8	1.5%	AUG 24 ✓	06 AUG 24 ✓	07 AUG 24	03-09-24
CONSUMER ID	TARIFF	LOAD	OLD A/C NUMBER	DIVISION	BADM	
1370054783	A-1a(01)	1.8	02372640004890	BUS DIVISION	BADM	
REFERENCE NO.	LOCK A/C	No of A/cs	UN-BILL-A/C	FEEDER NAME	11KV CITY-II	
02 37261 0004890 U					Web Generated Bill	

NAME & ADDRESS  
MR ABU BAKAR  
S-O MULMAN  
MAIN ROAD  
BADM

Say No To  
Corruption

مکالمہ صارف: پولی کے ہاتھ میں لینڈن کی قیمت کا فرق (FPA) 10 دن مادے بعد  
شامل کیا جاتا ہے اس کے لئے 10 دن میں JUN 24 کے صرف ٹکہ 132 یا تک  
کے لینڈن کی قیمت کے 405.35 روپے پر شامل ہے

METER NO	PREVIOUS READING	PRESNT READING	IP	UNITS	STATUS
S-P 004104771	5748 ✓	5818 ✓	1	72	Pre-Rata Consumption

HESCO CHARGES		HESCO CHARGES		HESCO CHARGES	
UNITS CONSUMED	72	DEFECTIVE UNITS	19	AMOUNT	52421/2 ✓
COST OF ELECTRICITY	1187		35	AMOUNT	1819 ✓
METER READING	8		272	AMOUNT	
SERVICE RENTS				AMOUNT	
FUEL PRICE ADJUSTMENT	338.28			AMOUNT	405
EC SURCHARGE	232.55			AMOUNT	54645
GST TARIFF ADJUSTMENT	00.00			AMOUNT	149
TOTAL	1832.83			AMOUNT	54794
BILL CALCULATION		BILL CALCULATION		BILL CALCULATION	
GOP Tariff x Units 16.4300 X 72		AMOUNT		AMOUNT	
		67.07		67.07	
		TOTAL		TOTAL	
		393.07		393.07	
Fuel Price Adjustment for Jun-24 @ 2.5027/KWH		DEFERRED AMOUNT		DEFERRED AMOUNT	
		OUTSTANDING INST AMOUNT		OUTSTANDING INST AMOUNT	
PROG. GST PAID F-Y		PROG. IT PAID F-Y		PROG. IT PAID F-Y	

SDO #  
864972/033721028803  
XEN #  
920052/03372102882  
SE #  
000000/000000000000

For complaints dial: 118 / SMS:  
3118

HYDERABAD ELECTRIC SUPPLY COMPANY - ELECTRICITY CONSUMER BILL					
BILL MONTH		DUE DATE		CONSUMER ID	
AUG 24		02 SEP 24		1370054783	BILL NO 02482

AUG 24 - 02 37261 0004890 - 00004046 - 02 SEP 24 - 0

BILL MONTH	DUE DATE	REFERENCE NO.	PAYABLE WITHIN DUE DATE	PAYABLE AFTER DUE DATE
AUG 24	02 SEP 24	02 37261 0004890 U		