



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/071/2024
3044
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.


(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, 2nd Floor,
Dawood Centre, Auto Bhan Road,
Hyderabad, Sindh.
Phone: 022-3823322.

Received By No: 4012 Date: 27-09-24

- 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

(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



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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 اعظم کی بدولت ہر بل کی ادائیگی میں 10 دن کا اضافہ کیا گیا ہے 02 SEP 24 ✓

CONNECTION DATE		CONNECTED LOAD		ED @	BILL MONTH	READING DATE	ISSUE DATE	DUE DATE
		1.8		1.5%	AUG 24	08 AUG 24	07 AUG 24	23-09-24
CONSUMER ID		TARIFF	LOAD	OLD A/C NUMBER		DIVISION		BACIN
1370004783		A-1a(01)	1.8	02372540004880		SUB DIVISION		BACIN
REFERENCE NO		LOCK A/C	No of A/Cs	UN-BILL A/Cs		FEEDER NAME		11KV CITY-II
02 37281 0004880 U						Web Generated Bill		

NAME & ADDRESS
MR ASU BAKAR
S-O MUSMAN
MAIN ROAD
BACIN

Say No To
Corruption

محل صارف : پتہ کہ بل میں لینڈن کی قیمت کا فرق (FPA) دو ماہ بعد
شامل کیا جاتا ہے آپ کہ اس بل میں JUN 24 کے صارف شدہ 132 یونٹس
کہ لینڈن کی قیمت کہ 405.35 روپے بھی شامل ہیں

MONTH	UNIT \$	BILL	PAYMENT
Aug23	95	4278	0
Sep23	SS 0	4814	4814
Oct23	SS 0	472	0
Nov23	SS 0	811	811
Dec23	SS 0	132	132
Jan24	SS 0	132	132
Feb24	24	408	408
Mar24	32	527	527
Apr24	LS 39	763	763
May24	43	730	730
Jun24	132	2032	0
Jul24	LS 711	48314	0

METER NO	PREVIOUS READING	PRESERT READING	MP	UNITS	STATUS
S-P 000410471	5740 ✓	5818 ✓	1	72	Pro-Rata Consumption

HESCO CHARGES	GOVT CHARGES
UNITS CONSUMED	72
COST OF ELECTRICITY	1187
METER RENT	8
SERVICE RENT	
FUEL PRICE ADJUSTMENT	338.28
FC SURCHARGE	232.55
GST DEDUCTION	03.09
TOTAL	1832.53

GOVT CHARGES	
PREPAID	52421/2 ✓
PREPAID	1319 ✓
PREPAID	
PREPAID	
PREPAID	
PREPAID	405
PREPAID	54645
PREPAID	149
PREPAID	54794

BILL CALCULATION	
GOVT Tariff x Units 18.4800 X 72	62 5.07
	67.07
	393.07
Fuel Price Adjustment for Jun-24 @ 2.5027/KWH	
PROG. GST PAID F-Y	

SDO # 861972 /03372192863	
XEN # 920062 /03372192862	
SE # 0000000 /00000000000	
For complaints dial 118 /SMS: 3118	

HYDERABAD ELECTRIC SUPPLY COMPANY - ELECTRICITY CONSUMER BILL					
HESCO	YOUR BETTER SERVICE - OUR PRIDE	CONSUMER ID	1370004783	BILL NO	25-482
BANK STAMP		AUG 24 - 02 37281 0004880 - 000064043 - 02 SEP 24 - 8			
BILL MONTH	DUE DATE	REFERENCE NO	PAYABLE WITHIN DUE DATE	54945	
AUG 24	02 SEP 24	02 37281 0004880 U	PAYABLE AFTER DUE DATE	54794	