



OFFICE OF THE
REGISTRAR

NATIONAL ELECTRIC POWER REGULATORY AUTHORITY
ISLAMIC REPUBLIC OF PAKISTAN
NEPRA Tower, Ataturk Avenue (East) G-5/1, Islamabad
Phone: 2013200, Fax: 2600026

No. NEPRA/DG(CAD)/TCD-10/ 7893-7931

May 23, 2024

1. Chief Executive Officer, Faisalabad Electric Supply Company Ltd. (FESCO), Abdullahpur, Canal Bank Road, Faisalabad
2. Chief Executive Officer, Gujranwala Electric Power Company Ltd. (GEPCO), 565/A, Model Town, G.T. Road, Gujranwala.
3. Chief Executive Officer, Hyderabad Electric Supply Co. Ltd. (HESCO), WAPDA Offices Complex, Hussainabad, Hyderabad.
4. Chief Executive Officer, Islamabad Electric Supply Co. Ltd. (IESCO), Street # 40, Sector G-7/4, Islamabad.
5. Chief Executive Officer, Lahore Electric Supply Company Ltd. (LESCO), 22-A, Queens Road, Lahore
6. Chief Executive Officer, Multan Electric Power Co. Ltd. (MEPCO), Headquarter, Khanewal Road Multan.
7. Chief Executive Officer, Peshawar Electric Supply Company (PESCO), WAPDA House, Shami Road, Sakhi Chashma, Peshawar.
8. Chief Executive Officer, Quetta Electric Supply Company Ltd. (QESCO), Zarghoon Road, Quetta.
9. Chief Executive Officer, Sukkur Electric Power Company Ltd. (SEPCO), Administration Block, Thermal Power Station, Old Sukkur.
10. Chief Executive Officer, Tribal Areas Electricity Supply Company Limited (TESCO), Room No. 213, 1st Floor, WAPDA House, Shami Road, Sakhi Chashma, Peshawar.
11. Chief Executive Officer, K-Electric Limited (KEL), KE House, Punjab Chowrangi, 39-B, Sunset Boulevard, Phase-II, Defence Housing Authority, Karachi.

Subject: AMENDMENTS IN CONSUMER SERVICE MANUAL (CSM) - 2021
MISC. 16/03/2024

Reference is made to the public hearing held on December 19, 2023 regarding the subject matter.

2. The Authority has approved the following amendment in Consumer Service Manual (CSM) - 2021 in accordance with provisions of NEPRA Act and other enabling rules and regulations regarding extension of due date for payment and installments of electricity bills:

Sr.#	Description
	CHARGING OF MARKUP:
	If the request for installment of the current month's bill is made then:
1.	<ol style="list-style-type: none">i. There shall be no markup or LPS if first installment is paid within the due date.ii. The remaining installments shall be paid with markup @ 14% (per annum) on pro-rata basis.iii. This facility of installment shall be allowed only one time in any financial year.iv. The request for extension in due date for payment of bill shall be made before the due date.v. The DISCO shall generate computerized bills upon allowing installments and extensions in due date.

3. All DISCOs including K-Electric are directed to implement the above amendment(s) in true letter and spirit with immediate effects. Further, the DISCOs and K-Electric are directed to place the above amendments on their websites along with the Consumer Service Manual.


(Masroor Khan)
Director

P-1/24

Copy to:

- 1) Chief Engineer / Customer Services Director, Faisalabad Electric Supply Company Ltd. (FESCO), Abdullahpur, Canal Bank Road, Faisalabad
- 2) Chief Engineer / Customer Services Director, Gujranwala Electric Power Company Ltd. (GEPCO), 565/A, Model Town, G.T. Road, Gujranwala.
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- 10) Chief Engineer / Customer Services Director, Tribal Areas Electricity Supply Company Limited (TESCO), Room No. 213, 1st Floor, WAPDA House, Shami Road, Sakhi Chashma, Peshawar.
- 11) Mr. M. Imran Hussain Qureshi, Chief Regulatory Affairs & Govt. Relations Officer, K-Electric Limited Office, 56-A Street No. 88, G-6/3, Islamabad.
- 12) Electric Inspector/ Provincial Office of Inspection, Karachi Region-I, Govt. of Sindh, Mechanical & Soil Laboratory, Irrigation Building, Adjacent to City PAF Chapter, Main Shaheed-e-Millat Road, Baloch Colony, Karachi.
- 13) Electric Inspector/Provincial Office of Inspection, Karachi Region-II, Govt. of Sindh, Plot No. St. 2, Block N, North Nazimabad, Near Sarina Mobile Market, Main Sakhi Hassan, Korangi Karachi.
- 14) Electric Inspector/ Provincial Office of Inspection, Multan Region, 569 G, Shah Ruken-e-Aalam Scheme, Phase-II, Multan.
- 15) Electric Inspector/ Provincial Office of Inspection, Gujranwala Region, Energy Department, Government of Punjab, Munir Chowk, Near Kachehri Road, Gujranwala.
- 16) Electric Inspector/Provincial Office of Inspection (POI), Faisalabad Region, Opposite Commissioner Office, D.C.G Road, Civil Lines, Faisalabad.
- 17) Electric Inspector/Provincial Office of Inspection, Energy Department, Government of Punjab, Lahore Region, Block No.1, Canal Offices, Mustafabad, Lahore.
- 18) Electric Inspector/ Provincial Office of Inspection, Abbotabad Region, CB-81, Iqbal Road, Supply Bazar, Abbotabad.
- 19) Electric Inspector/ Provincial Office of Inspection, House No. 149, Sector B, Phase-1, Bannu Township, Bannu.
- 20) Electric Inspector/ Provincial Office of Inspection, Regional Office, Sawat Shahi Mohallah, Saidu Sharif, Near Saidu Sharif Science College, Sawat.
- 21) Electric Inspector/ Rawalpindi/Islamabad Region, Rawal Dam Colony, Park Road, Islamabad.
- 22) Electric Inspector/ Provincial Office of Inspection. Larkana Region, Room NO.13&14, Kennedy. Market, Larkana (Sindh).
- 23) Electric Inspector/Irrigation Scarp Colony, Military Road, Sukkur.
- 24) Electric Inspector. Mirpurkhas Region, H. No. 1017, Nawab Colony, Mirpurkhas (Sindh).
- 25) Electric Inspector/Civil Line Banglow No.48-B, Opposite Income Tax Office, Hyderabad.
- 26) Electric Inspector, Benevolent Fund Building, Third Floor, Johns Bakers, Peshawar Cantt.
- 27) Electric Inspector/Tehsil Road, Near Police Station, Nowshera Kalan, Nowshera (KPK).