



National Electric Power Regulatory Authority

NEPRA Tower

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

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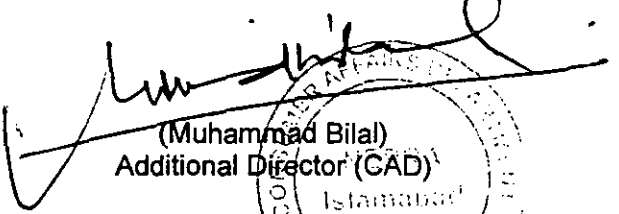
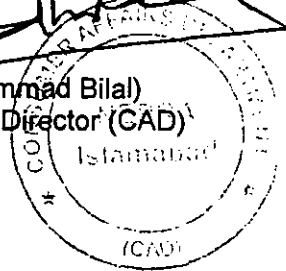
Consumer Affairs
Department

TCD.07P ³⁹⁸⁵ -2025
September 15, 2025

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

Subject: **DECISION IN THE MATTER OF COMPLAINT FILED BY MR. HUKMOON S/O RANI MAL UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST HESCO REGARDING CORRECTION OF BILL (AC # 19 37421 0306000)**
Complaint # HESCO-HYD-51354-03-25

Please find enclosed herewith the decision of NEPRA Complaints Resolution Committee, dated September 15, 2025 regarding the subject matter for necessary action and compliance within thirty (30) days, positively.


(Muhammad Bilal)
Additional Director (CAD)
Islamabad


Copy to:

1. C.E/Customer Services Director,
Hyderabad Electric Supply Company (HESCO),
WAPDA Water Wing Complex, Hussainabad,
Hyderabad.
2. Mr. Hukmoon S/o Rani Mal,
R/o Village Malhi Goth Bagat, Deh. No.291,
Kot Ghulam Muhammad, Distt: Mirpurkhas.
0333-6525624



BEFORE THE
NATIONAL ELECTRIC POWER REGULATORY AUTHORITY
(NEPRA)

Complaint No.HESCO-HYD-51354-03-25

Mr. Hukmoon S/o Rani Mal
Village Malhi Goth Bagat, Deh No.291,
Kot Ghulam Muhammad, Distt: Mirpurkhas.

..... **Complainant**

VERSUS

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

..... **Respondent**

Date(s) of Hearing: May 13, 2025

Complainant: Mr. Hukmoon S/o Rani Mal

Respondent: Executive Engineer (Opt.)
HESCO Digri Division, HESCO

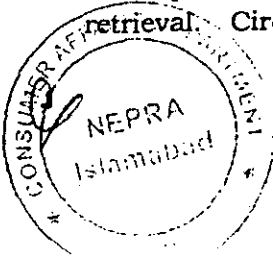
SUBJECT: DECISION IN THE MATTER OF COMPLAINT FILED BY MR. HUKMOON S/O RANI MAL UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST HESCO REGARDING CORRECTION OF BILL (AC # 19 37421 0306000)

DECISION

Though this decision, the complaint filed by Mr. Hukmoon S/o Rani Mal (hereinafter referred to as the "Complainant" or "Consumer") against Hyderabad Electric Supply Company (hereinafter referred to as "Respondent" or "HESCO"), under Section 39 of the Regulation of Generation, Transmission and Distribution of Electric Power Act, 1997 (hereinafter referred to as the "NEPRA Act") is being disposed of.

2. Brief facts of the case are that the complainant received a detection bill of Rs.655,814/- against 10,085 units charged by HESCO in October 2024, against which he initially approached HESCO; however, no action was taken for the resolution of the dispute. Therefore, the Complainant approached Wafaqi Mohtasib against the above detection bill. The honourable Wafaqi Mohtasib referred the matter to NEPRA for adjudication on 18-3-2025.

3. The matter was taken up with HESCO for submission of the report/ comments. In response, HESCO vide letter dated April 14, 2025, submitted that an energy meter of the Complainant's connection became defective and it was subsequently replaced in September 2023 and sent to M&T laboratory for data retrieval. Circle Manager (M&T) vide data retrieval report No. 2808/CM-



1/HESCO/Hyderabad dated 10-09-2024 recommended for recovery of 10,085 pending units. Hence, a detection bill of Rs.655,184/- was charged to the Complainant in October 2024. The said report of HESCO was sent to the Complainant for information and comments. In his rejoinder, he stated that the aforesaid report of HESCO is not based on facts, and in case of any pending units, the bill of said units should have been charged within three months after replacement of the impugned meter as per NEPRA applicable documents.

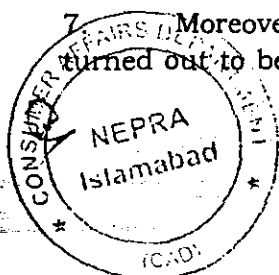
4. A hearing in the matter was held on May 13, 2025, at the NEPRA Regional Office, Hyderabad, wherein both parties participated and reiterated their earlier versions. HESCO's representatives could not justify the late imposition of the disputed 10,085 pending units despite the fact that the defective meter was replaced in September 2023 as per the MCO record, whereas data from the old meter was retrieved in September 2024 after a lapse of one year. Clause 4.3.2 (d) of NEPRA Consumer Service Manual-2021 (the "CSM-2021") provides that "the consumer's account shall not be liable to any adjustment if the data is not retrieved within three months of display wash. However, if data retrieval is not possible within DISCO and the meter is sent to the manufacturer/company for data retrieval, and if its data is retrieved within six (6) months, then the consumer will be charged retrieved units after issuance of notice".

5. The billing history of the complainant's account is as under:-

| Month | Year 2021 | Year 2022 | Year 2023 | Year 2024 | Year 2025 |
|----------------|------------|------------|------------|-------------------|------------|
| January | 151 | 190 | 98 | 298 | 198 |
| February | 96 | 48 | 97 | 99 | 192 |
| March | 195 | 292 | 218 | 243 | - |
| April | 92 | 193 | 198 | 100 | - |
| May | 98 | 67 | 298 | 121 | - |
| June | 195 | 195 | 197 | 159 | - |
| July | 97 | 195 | 98 | 190 | - |
| August | 197 | 98 | 290 | 87 | - |
| September | 98 | 197 | 100 (MCO) | 190 (Data Ret) | - |
| October | 192 | 85 | 298 | 161 (D/bill) | - |
| November | 96 | 190 | 122 | 131 | - |
| December | 195 | 54 | 98 | 92 | - |
| Average | 142 | 150 | 176 | 156 | 195 |

6. The above billing history of the impugned connection shows that the Complainant was charged normal monthly bills from January 2021 to August 2023, when the impugned meter became defective. HESCO replaced the impugned meter in September 2023 without following the applicable provisions of CSM-2021. Later, HESCO fed MCO in the billing account, and after one year in October 2024, a detection bill was issued to the Complainant, reflecting 10,085 pending units.

7. Moreover, the corresponding year's consumption was observed, which turned out to be average of 142 units/month, 150 units/month in the years 2021

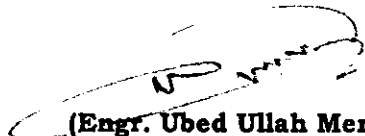



and 2022, and 156 units/month in the year 2024 after replacement of the meter (MCO). There is no significant variation observed in the recorded monthly electricity consumption during the periods before and after the dispute. HESCO replaced the impugned meter without acknowledgment of the consumer, whereas the DEFEST code was never fed. As per Clause 4.3.2 (a) of the CSM-2021, "In case of meter declared defective, then DISCO must replace the defective meter within two (02) billing cycles. However, HESCO charged inflated bills to the Complainant for a longer period due to the negligence of their meter-reading staff. There is no valid justification with HESCO regarding the above disputed pending units.


8. Clause 6.1 of the CSM-2021 provides a 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 HESCO. 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, HESCO officials failed to point out any such discrepancy or take appropriate action timely manner.

9. In the instant case, data is not retrieved by HESCO within six (6) months of replacement of the impugned meter; therefore, the detection bill of 10,085 pending units is cancelled. HESCO may charge the revised detection bill for two billing cycles retrospectively prior to checking and the bills w.e.f checking and onwards till the replacement of the impugned meter on DEF-EST code, pursuant to Clause 4.3.2(b) of the CSM-2021. HESCO is further directed to take appropriate action against the responsible officials under the relevant service rules, who failed to follow the mandatory procedures for meter reading provisions in this case.

10. A compliance report in the matter be submitted to this office within thirty (30) days.


(Engr. Ubed Ullah Memon)
Member, Complaints Resolution Committee/
Director (CAD)


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


(Naweed Ullah Shaikh)
Convener, Complaints Resolution Committee /
Director General (CAD)

Islamabad September 15, 2025

