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.07/ 3961 -2026
October 13, 2026

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

Subject: **DECISION IN THE MATTER OF COMPLAINT FILED BY MR. MUKARAM KABIR UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST HESCO REGARDING BILLING WITHOUT USE OF ELECTRICITY METER (AC # 15 37319 0036852)**
Complaint # HESCO-NHQ-46527-11-24

Please find enclosed herewith the decision of NEPRA Complaints Resolution Committee (CRC), dated October 12, 2026 for necessary action and compliance within fifteen (15) days.

Encl: As above

(Muhammad Abid)
Deputy Director
Islamabad
(CAD)

Copy to:

1. C.E/Customer Services Director,
   Hyderabad Electric Supply Company (HESCO),
   WAPDA Water Wing Complex, Hussainabad,
   Hyderabad.

   Mr. Mukaram Kabir,
   Main Road, Daulat Pur, Taluka Qazi Ahmed,
   Shaheed Benazir Abad (Sindh)
   0300-3200231

BEFORE THE
NATIONAL ELECTRIC POWER REGULATORY AUTHORITY
(NEPRA)

Complaint No. HESCO-NHQ-46527-11-24

Mr. Mukaram Kabir, ... **Complainant**
Main Road, Daulat Pur, Taluka Qazi Ahmed,
Shaheed Benazir Abad (Sindh).
0300-3200231

VERSUS

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

Date(s) of Hearing: February 26, 2025,
March 26, 2025,
July 29, 2025,
November 18, 2025,
April 14, 2026

Complainant: Mr. Mukaram Kabir,

Respondent: Mr. Aziz Ahmad, XEN, HESCO
Mr. Masood Ali, SDO, HESCO
Mr. Ghulam Rasool, M.S-II
Mr. Asghar Ali, LS-II

Subject: **COMPLAINT FILED BY MR. MUKARAM KABIR UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST HESCO REGARDING IRREGULAR BILLING (AC # 15 37319 0036852)**

DECISION

1. This decision shall dispose of the complaint filed by Mr. Mukaram Kabir (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").

2. Brief facts of the case are that the Complainant is a domestic consumer of HESCO bearing Ref No.15-37319-0036852-R having a sanctioned load of 1 kW and the applicable tariff category is A-1(a). The Complainant initially

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approached HESCO vide Complaint dated June 17, 2020 and challenged the irregular bills, however issue of irregular bills was not resolved. The Complainant approached the Wafaqi Mohtasib Ombudsmen)'s Secretariat, Hyderabad, which vide letter dated October 25, 2024 referred the matter to NEPRA for the decision. The matter was taken up with both the parties i.e. (HESCO & the Complainant) under NEPRA's Complaint Handling & Dispute Resolution (Procedure) Rules 2015. In response, HESCO vide letter dated December 6, 2024 submitted its report, stating that the Complainant was involved in direct theft of electricity while his electricity connection remained disconnected. Therefore, detection bills were charged to the Complainant's billing account as per the load in accordance with SOP of NEPRA after fulfillment of all the codal formalities. This impugned connection is still in disconnection status (DCO) w.e.f September, 2024 and onwards with outstanding arrears of Rs.682,047/-.

3. In order to look deeper into the matter, a number of hearings were held with both the parties, wherein it was revealed that HESCO charged several excessive monthly bills to the Complainant from March, 2017 to July, 2024 including several detection bills charged from October, 2020 to August, 2020 total amounting to Rs.297,000/-, whereas 16,788 units recorded during this period. In August, 2024, the electric supply was disconnected by HESCO due to non-payment of arrears. HESCO failed to justify the disputed bills charged without any valid meter readings. HESCO officials averred that the detection bills were charged based on the reports of Meter Supervisor.

4. HESCO charged excessive bills to the Complainant for a long period without following the procedure to establish theft of electricity as laid down in in Chapter 9 of the Consumer Service Manual (CSM). Accordingly, HESCO was directed vide letter, dated November 20, 2025 to reinvestigate the matter and visit the impugned premises with the Complainant and submit a comprehensive report to NEPRA.

5. A joint site inspection was conducted by HESCO in presence of the Complainant and the NEPRA representative i.e. Deputy Director, Regional Office, Hyderabad. During the site visit, the following was observed:-

   i) The land where the alleged tube well connection exists does not prima facie belong to the Complainant.

   ii) Independent verification from local residents supports the claim that the land belongs to a third party (Saghir Shah).

   iii) The Complainant's actual land is separate and does not contain any functional or historical evidence of electricity usage infrastructure.

   iv) No electrical equipment or meter was found at the Complainant's premises during inspection.

   v) The physical condition of the Complainant premises' structure rules out the possibility of electricity usage in recent period.

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6. The joint site inspection and supporting evidence concludes that:

   i) The alleged unauthorized electricity usage site is located on land not owned by the Complainant.

   ii) There is insufficient physical and factual evidence to establish that the Complainant was using electricity at the disputed location.

   iii) The billing charged by HESCO to the Complainant from March 2017 to August 2024 appears based on the unverified ownership and on the basis of assumptions, without any valid actual billing process which is against the law.

   iv) There is no sufficient and factual evidence with HESCO to establish that the Complainant was using electricity supply at the disputed location during the disputed period.

7. In view of foregoing discussion, it has been concluded that:

   i) HESCO may withdraw the disputed bills as well as detection bills, which were charged to the Complainant without any proof of actual meter reading as well as the property was not owned by the Complainant.

   ii) The Complainant is under obligation to pay the outstanding electricity bills up to March, 2017 and minimum monthly charges of bills from April, 2017 and onwards till the feeding of P-Disc by HESCO in September, 2024.

   iii) With regard to the recovery of bills on account of direct theft of electricity, HESCO may proceed for direct theft case against the actual culprit in accordance with the procedure laid down in Clause 9.1.1 of the CSM-2025.

8. A compliance report in this regard be submitted within fifteen (15) days.

(Ubedullah Memon)
Member, Complaints Resolution Committee/
Director (Consumer Affairs)

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

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

Islamabad 12 **October, 2026**