



National Electric Power Regulatory Authority

NEPRA Tower

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

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**Consumer Affairs
Department**

TCD.11/3885-2025
September 15, 2025

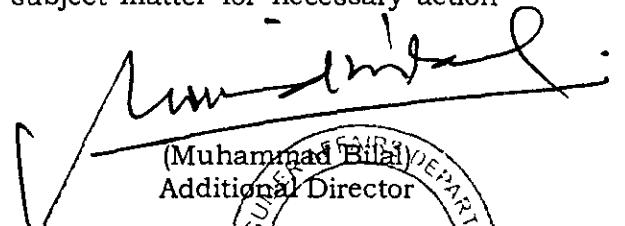
Chief Executive Officer,
Sukkur Electric Power Company (SEPCO),
SEPCO Headquarter, Old Thermal Power Station,
Sukkur.

Subject: **COMPLAINT FILED BY MR. ABBAS SHAH S/O NAZEER SHAH UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST SEPCO REGARDING ARREARS IN THE BILL (AC # 02 38114 0056000)**
Complaint # SEPCO-NHQ-30482-10-23

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.

Copy to:

1. C.E/Customer Services Director,
Sukkur Electric Power Company (SEPCO),
SEPCO Headquarter, Old Thermal Power Station,
Sukkur.
2. Mr. Abbas Shah S/o Nazeer Shah,
R/o Shah Faisal Colony, Shikarpur Phatak,
Tehsil New Sukkur, Distt. Sukkur.


(Muhammad Bilal)
Additional Director
NEPRA
Islamabad
(CAD)



BEFORE THE
NATIONAL ELECTRIC POWER REGULATORY AUTHORITY
(NEPRA)

Complaint No. SEPCO-NHQ-30482-10-23

Mr. Abbas Shah

R/o Shah Faisal Colony, Shikarpur Phatak,
Tehsil New Sukkur, Distt: Sukkur.

..... **Complainant**

VERSUS

Sukkur Electric Power Company (SEPCO)

SEPCO Headquarters, Old Thermal Power Station,
Sukkur.

..... **Respondent**

Date(s) of Hearing(s): (i) July 9, 2024
(ii) June 4, 2024
(iii) May 14, 2024
(iv) April 23, 2024
(v) March 12, 2024

Complainant: (i) Mr. Altaf Shah

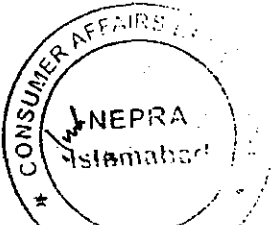
Respondent: (i) Mr. Javed Ahmed, DCM, SEPCO
(ii) Mr. Shahid Hussain Shah, XEN(Opt.), SEPCO
(iii) Mr. Usama Ajaz, SDO(Opt.), SEPCO
(iv) Mr. Riaz Hussain, SDO(Opt), SEPCO

SUBJECT: DECISION IN THE MATTER OF COMPLAINT FILED BY MR. ABBAS SHAH S/O NAZEER SHAH UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST SEPCO REGARDING ARREARS IN THE BILL (AC#02-38114-0056000)

DECISION

Through this decision, the complaint filed by Mr. Abbas Shah (hereinafter referred to as the "Complainant" or "Consumer") against Sukkur Electric Power Company (hereinafter referred to as "Respondent" or "SEPCO"), 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 NEPRA received a complaint wherein the Complainant agitated the arrears of Rs.2,893,390/- charged in the bill of September 2023 against (Domestic) electricity connection bearing A/C No. 02-38114-0056000. The said arrears pertain to the bills charged on estimated meter readings due to vacant premises for a long period until the same was re-occupied by the Complainant in October 2023. As per the Complainant, he initially approached SEPCO for the correction of the disputed bills and restoration of the electric supply. Accordingly, SEPCO issued a



demand notice (DN) of Rs.25,000/- for the reconnection and installation of a new meter, which was paid by the Complainant within time. In addition, the Complainant paid an amount of Rs.300,000/- against the aforesaid impugned arrears on September 26, 2023. However, no action was taken by SEPCO for the withdrawal of arrears pertaining to the detection bills.

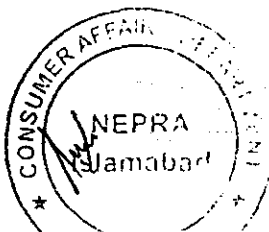
3. The matter was taken up with SEPCO for submission of the comments/report in defense. In response, SEPCO submitted its response vide letter dated December 28, 2023, that the concerned SDO visited the site in December 2023 and reported that the electricity supply of the Complainant's premises remained disconnected for long time and an amount of Rs.2,597,780/- is outstanding against the connection of meter No.S-P309156 for the period of two hundred four (204) billing months. This report of SEPCO was shared with the Complainant through a letter dated January 15, 2024, for information and rebuttal. In response, the Complainant submitted a rejoinder, wherein he asserted that SEPCO's report is not correct and the disputed bills be revised based on the data retrieval report of the impugned meter. Subsequently, SEPCO installed a new meter No.3167688 at site in May 2024.

4. In order to resolve the dispute of impugned arrears, multiple hearings were held at NEPRA Regional Office, Sukkur, which were attended by both parties. During the proceedings, SEPCO's representatives were unable to justify the disputed arrears and stated that data retrieval of the old impugned meter was not possible due to damage to the EPROM. In this regard, SEPCO also contacted the vendor in May 2024 to obtain the actual meter readings data, but failed to receive any report. Meanwhile, the Complainant refuted SEPCO's stance, stating further that his premises remained vacant from the year 2013 to 2023.

5. After examination of the available records, arguments presented during the hearings, and applicable law, the following has been concluded:

- i. The electricity connection bearing A/C No. 02-38114-0056000 was sanctioned by SEPCO on June 26, 2003, under the A-1 Tariff category, with a sanctioned load of 5 kW.
- ii. Perusal of the billing history revealed that the arrears of Rs.2,541,173/- pertain to the period prior July 2012 to December 2024. During this period, the Complainant made partial payments against the bills charged by SEPCO. Meanwhile, the connection of the Complainant remained disconnected by SEPCO. On October 16, 2023, the Complainant formally approached SEPCO for the restoration of supply and correction of the bills. Thereafter, he paid a Demand Note of Rs.25000/- for meter replacement and requested SEPCO to settle the arrears of Rs. 28,93,309/-for immediate reconnection of supply.
- iii. After recovering the new meter cost, SEPCO replaced the old meter No. S-P 309156 with a new meter No. 3167688 in May 2024 and restored the supply of the disputed connection of the Complainant. However, the dispute of arrears was not settled between the parties; therefore, the Complainant challenged the aforesaid arrears before NEPRA, asserting that his premises remained vacant since the year 2013 (about 10 years). The Complainant was asked for the Gas bills record for the disputed period in order to verify the closure of premises, however, he failed to provide the same in support of the case.
- iv. In such cases, Clauses 8.2.4 and 8.2.5 of CSM-2021 being relevant are reproduced below:

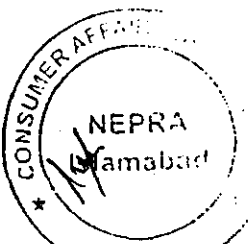
"8.2.4 In case of non-receipt of payment and upon expiry of the due date given on the second-month bill, the supply of the defaulting premises shall be disconnected. In such cases, the disconnected supply shall not be reconnected or restored by DISCO until full payment along with



late payment surcharge or payment in installments (allowed by DISCO) has been made by the consumer.

8.2.5 *If the consumer fails to pay the bills of the third month, along with arrears of the previous two months, within the due date given on the third month bill, DISCO shall issue an Equipment Removal Order (ERO) and remove the metering installation material and shall allot the permanently disconnected code. The electric supply will only be restored upon payment of all outstanding dues (in full or installments) and completion of other codal formalities given in the reconnection policy. However, if a DISCO does not remove the equipment for its own ease, the consumer shall not be held responsible for theft of electricity or material, if any."*

- v. In this case, SEPCO failed to adhere to the procedure as laid down in the above-referred clauses of the CSM-2021 w.r.t the recovery of the outstanding bills for a long period and the disconnection of electricity of the premises. As a result, huge electricity arrears have been accumulated against the Complainant to date.
- vi. To verify the above contention of the Complainant, the billing (PITC) record has been thoroughly examined, which transpires that the electricity arrears of Rs.618,116/- were pending till October 2016 with meter reading index i.e., 20389 kWh. Previously, the old meter (the "first meter") was replaced, and the disputed meter No. S-P 309156 (the "second meter") was installed by SEPCO in November 2016. Later on, SEPCO fed defective (DF) code w.e.f August 2021 and onwards till May 2023. Thereafter, average/estimated bills were charged by SEPCO to the Complainant.
- vii. In May 2024, SEPCO installed another meter No. 3167688 (the "third meter") at site, however, SEPCO has neither updated the new meter particulars on the system nor stopped the charging of irregular billing till December 2024. At present, huge arrears of electricity Rs.2,541,173/- are recoverable against the connection of the Complainant till December 2024. In addition, SEPCO charged several detection bills to the Complainant totaling Rs.398,830/-.
- viii. Clause 9.1.1 & 9.1.2 of CSM-2021 provide a mechanism for theft of electricity, if a premises/person is found to be hooked directly to DISCO's supply line by bypassing the metering installation, or the metering installation is missing at the site. Information of such offenses is provided to the police in writing by the concerned senior officer. All theft cases as mentioned above would be dealt by DISCO strictly in accordance with relevant Sections of the Pakistan Penal Code, 1860 (Act XLV of 1860) and the Code of Criminal Procedure, 1898 (Act V of 1898). The disconnection of electricity shall be carried out immediately under the supervision of the concerned Officer of DISCO by removing such facility. The removed material shall be preserved as proof of theft i.e. the case property and the same shall be produced before the court during the trial. After the conclusion of the legal proceedings, the material so removed shall be retained by DISCO.
- ix. SEPCO failed to justify the charging of multiple detection bills to the Complainant totaling Rs.3,98,830/-, along with numerous inflated bills based on incorrect meter readings against the disputed meter No. S-P 309156 from November 2016 to April 2024.

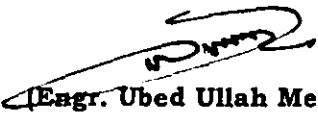


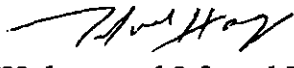
- x. Clause 4.3.1 (c) of CSM-2021 provides that no previous charging shall be made if the meter was correct till the last billing cycle. According to Clause 4.3.2 (d) & 4.3.3 (a) of the CSM-2021 billing dispute shall be resolved through a mechanism of data retrieval of the impugned meter.
- xi. Clause 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 SEPCO. 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, SEPCO officials failed to point out any such discrepancy or take appropriate action timely manner.


6. Forgoing in view, it is concluded as under:

- i The arrears pertaining to the bills till October 2016 are recoverable from the Complainant, being undisputed.
- ii The disputed bills for the period from November 2016 to April 2024 are unjustified and the same are cancelled.
- iii SEPCO is directed to post the particulars of the third meter bearing No.3167688 in the system to avoid irregular billing in the future.
- iv SEPCO is further directed to calculate the average consumption of the third meter for eleven months and charge the revised bills from November 2016 to April 2024 as per the said average consumption recorded by the third meter.
- v The Complainant is under obligation to pay the bills for the period from May 2024 to date as per the consumption recorded by the third meter.
- vi The billing account of the Complainant may be overhauled after making adjustments of the payments made against the disputed bills.

7. The Compliance report in the matter be submitted to NEPRA 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 Illahi Shaikh)
Convener, Complaints Resolution Committee/
Director General (CAD)

Islamabad, September 15, 2025

