



## 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.11/3886 -2025  
September 15, 2025

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

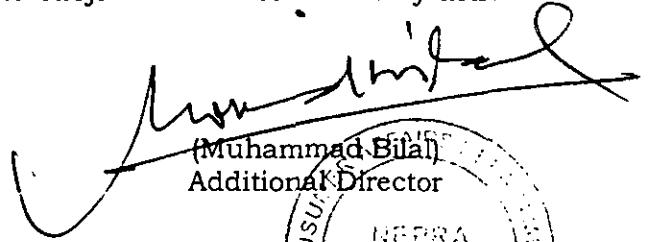
Subject: **COMPLAINT FILED BY SYED LUTUF ALI SHAH UNDER SECTION 39 OF THE  
REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF  
ELECTRIC POWER ACT, 1997 AGAINST SEPCO REGARDING EXCESSIVE  
BILLING ( AC # 16 38227 0053652 )**

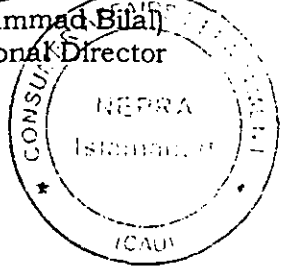
Complaint # SEPCO-95/03/2021

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,  
SEPCO Headquarter, Old Thermal Power Station,  
Sukkur.
2. Syed Lutuf Ali Shah,  
R/o SUH-582, 11th Street, Sector-B,  
Askari 5, Malir Cantt,  
Karachi. 0300-4508893.

  
(Muhammad Bilal)  
Additional Director





**BEFORE THE  
NATIONAL ELECTRIC POWER REGULATORY AUTHORITY  
(NEPRA)**

**Complaint No. SEPCO-NHQ-95-03-21**

**Syed Lutuf Ali Shah**

..... Complainant

R/o SUH-582, 11th Street, Sector-B,  
Askari 5, Malir Cant, Karachi.  
0300-4508893

**VERSUS**

**Sukkur Electric Power Company (SEPCO)**

..... Respondent

SEPCO Headquarters, Old Thermal Power Station,  
Sukkur.

**Date(s) of Hearing:** January 30, 2025, February 20, 2025 & April 28, 2025

**Complainant:** Syed Lutuf Ali Shah

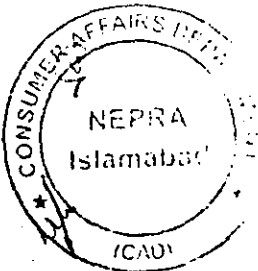
**Respondent:** Mr. Shah Muhammad, SE, SEPCO  
Mr. M. Azeem Abbasi, XEN, SEPCO  
Mr. Suhail Ahmed, Revenue Officer, SEPCO

**SUBJECT: DECISION IN THE MATTER OF COMPLAINT FILED BY SYED LUTUF ALI SHAH UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST SEPCO REGARDING EXCESSIVE BILING (AC # 16 38227 0053652 )**

**DECISION**

Though this decision, the complaint filed by Syed Lutuf Ali 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, the Complainant initially approached SEPCO on November 22, 2016 to seek the correction of the inflated arrears total amounting to Rs.143,179 charged in the billing cycle of August 2016, despite this, no remedial action was taken. Thereafter, the Complainant approached Wafaqi Mohtasib against SEPCO on March, 18, 2021 regarding the wrong monthly billing which have continuously being issued by SEPCO without any metering equipment at the site. Honourable Wafaqi Mohtasib (Ombudsman)'s Secretariat, Regional Office Hyderabad forwarded the matter to NEPRA for disposal. In this complaint, the Complainant stated that SEPCO's staff removed his electricity meter from his premises in 2000, along with the meters of other neighbours in his area, namely the village of Rellan in District Larkana, due to an incident that occurred in their village at that time. Since then, there is no electricity meter at the site and SEPCO has been continuously charging fake meter reading bills every month, including lots of wrong



detection bills in the absence of metering equipment, whereas no power supply has been used at site for a long time.

3. The matter was taken up with SEPCO for the submission of the report. In response, SEPCO submitted reply on August 20, 2021, wherein the Complainant was alleged use of power supply by means of theft of electricity through direct wires. The said report was sent to the Complainant on September 7, 2021 for information. However, he replied vide letter dated July 22, 2025 after lapse of the considerable time and denied the allegation of theft of electricity as levelled by SEPCO against him.

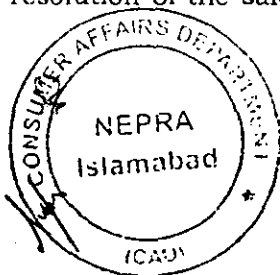
4. In order to probe further into the matter, the hearings were conducted on January 30, 2025, and February 20, 2025, wherein the parties were in attendance and retreated their earlier versions. During the proceedings, SEPCO's representatives further explained that the supply was directly being used at the site for a long time; therefore, the detection bills have been charged to the Complainant; however, no proof was established in support of the previous disputed billings. On the said, the Complainant controverted the version of SEPCO and asserted that SEPCO officials have falsely accused him in the matter of wrong activity of theft of power supply, whereas there was no use of the supply at his premises for a long period.

5. Subsequently, another hearing was held on April 28, 2025, wherein the concerned S.E. (Opt.) informed that no metering equipment was existing at the site and a relief of Rs.175,283/- had already been afforded to the Complainant during the year 2022. Accordingly, SEPCO was directed vide letters dated February 27, 2025, April 28, 2025, May 7, 2025, and a subsequent reminder letter dated June 2, 2025, to submit the necessary documents in support of their stance regarding theft of electricity, along with the actual meter readings record of the disputed period. In response, SEPCO vide letter dated June 28, 2025, submitted that no meter exists at the site and supply is still being used directly at the premises of the Complainant; therefore, the detection bills have been charged for Rs.802,833/- in the last 5 years.

6. From analysis of the available record, it has been revealed that at the time of submitting the application by the Complainant to SEPCO in November 2016 for correction of arrears amounting to Rs.143,179/- against his domestic connection, when the accumulative meter reading dial was observed up to 25,052 kW as per the PITC record. No action was taken by SEPCO on the genuine request of the Complainant; however, the Complainant had been charged inflated bills, including the detection bills, without any valid evidence of actual meter reading records or discrepancy of theft of electricity. There is no actual meter reading record associated with the missing meter no. SP-065804 with SEPCO from the year 2016 & onwards, while the meter reading i.e. (59070 kWh) is currently showing in the bill of the month June 2025. Meanwhile, the Complainant has been charged several detection bills by SEPCO during the disputed period from September 2017 & continued to date, which has been admitted by SEPCO vide its earlier report dated June 28, 2025 for Rs. 802,833/-. As of now, huge arrears of Rs.1,905,351/- are outstanding against the Complainant till June 2025.

7. The Complainant has claimed for correction of arrears of bill up to date based on his contention that the supply was not being used at the premises for a long period since the year 2000 & onwards. To check the said contention of the Complainant, the billing record of gas connection having A/C 8554715007 has thoroughly been verified and found that the gas supply had partially been used at site during the years from year 2016 to 2024 rest of the year 2015 when the gas supply was showing as zero utilization. However, the Complainant failed to pursue the wrong billing issue with SEPCO continuously after submitting an application in the year 2016.

8. SEPCO issued frequent fake meter reading bills to the Complainant on the basis of direct use of supply without establishing any proof of theft of electricity and meter reading record for the period from 2017 & onwards, whereas no authentic record of load has been produced. SEPCO even failed to submit any documents (i.e. checking report, notices, detection bill proforma and evidence of theft of electricity, etc.) in support of their contention with regard to the impugned unlawful detection bills. It is concerning that the relevant SEPCO officials failed to take necessary remedial measures for the resolution of the said dispute. This situation suggests lack of diligence and attention to regulatory



requirements on their part. SEPCO though alleged to have committed direct theft of electricity, but no action was taken as per the prevailing provisions of law against the Complainant.

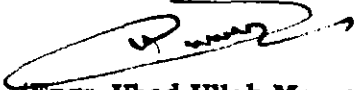
9. In such case, SEPCO failed to resolve the genuine grievances of the Complainant even though he formally approached SEPCO for correction of bills in the year 2016. Clause 6.1 of the Consumer Service Manual (CSM) also provides a clear mechanism of meter reading and Clause 6.2 envisages the procedure of percentage checking to ensure the accuracy of meter reading. Recording of correct meter readings is the responsibility of SEPCO. Clause 6.1.4 of CSM provides that meter readers are responsible for checking irregularities/discrepancies in the metering system at the time of reading meters and report the same in the reading book/discrepancy book or through any other appropriate method as per the practice. The concerned officer/official has to take corrective action to rectify these discrepancies, however, the officials of SEPCO failed to point out any such discrepancy or take appropriate action timely for charging of fake readings cycle bills for a long period.


10. Hence, there is no justification to debit any detection bills to the Complainant without adhering to the procedure to establish direct theft as laid down in Chapter 9 of the CSM-2021. It is recorded fact that SEPCO officials failed to point out the discrepancy expeditiously and affected adjustment after lapse of a considerable time period even gas consumptions was partially being used at site, from which stand point consumer has a legitimate expectancy that what is being billed is the actual cost of electricity and it is correct. In view of above, penalizing the Complainant on account of the incompetence of SEPCO's official(s) is strictly not justified. This action constitutes a clear violation of the above-mentioned clause of CSM, which outlines the prescribed time frame for such billing process and its adjustment.


11. Foregoing in view, it is concluded that:

- i The bills, including detection bills charged by SEPCO from August 2016 to August 2025, are unjustified and cancelled.
- ii The arrears of the bills before August 2016 are recoverable from the Complainant, being undisputed.
- iii SEPCO is directed to charge the revised bills from August 2016 to August 2025 wherein, gas consumption is established and the basis of said bills be made @ 20% load factor of the sanctioned load of the Complainant. Whereas the bills for the months wherein gas consumption is nil, be charged with minimum charges.
- iv SEPCO is further directed to restore the electricity supply of the Complainant's connection after confirmation of payment of the revised bills.
- v Similarly, the Complainant will submit an affidavit before SEPCO wherein he undertakes to use the supply through a new meter and strictly adhere to the provisions of CSM-2021.
- vi Billing account of the Complainant be overhauled, accordingly.

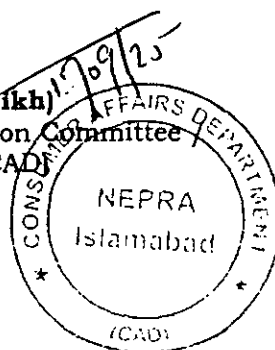
12. A compliance report in this regard be submitted within thirty (30) days.

  
(Engr. Ubaid 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 15/09, 2025



28-04-2025	32 Frozen	Rs645.90	Rs645.90	Actual Cub	0	
27-02-2025	27-03-2025	28 Frozen	Rs645.90	Rs645.90	0	0
27-01-2025	27-02-2025	31 Frozen	Rs645.90	Rs645.90	0	0
26-12-2024	27-01-2025	32 Frozen	Rs645.90	Rs645.90	0	0
26-11-2024	26-12-2024	30 Frozen	Rs645.90	Rs645.90	0	0
28-10-2024	26-11-2024	29 Frozen	Rs645.90	Rs645.90	0	0
26-09-2024	28-10-2024	32 Frozen	Rs645.90	Rs645.90	0	0
26-08-2024	26-09-2024	31 Frozen	Rs645.90	Rs645.90	0	0
27-07-2024	26-08-2024	30 Frozen	Rs645.90	Rs645.90	0	0
26-06-2024	27-07-2024	31 Frozen	Rs645.90	Rs645.90	0	0
29-05-2024	26-06-2024	28 Frozen	Rs645.90	Rs645.90	0	0
29-04-2024	29-05-2024	30 Frozen	Rs645.90	Rs645.90	0	0
26-03-2024	29-04-2024	34 Frozen	Rs645.90	Rs645.90	0	0
28-02-2024	26-03-2024	27 Frozen	Rs645.90	Rs645.90	0	0
29-01-2024	28-02-2024	30 Frozen	Rs645.90	Rs645.90	0	0
28-12-2023	29-01-2024	32 Frozen	Rs645.90	Rs645.90	0	0
28-11-2023	28-12-2023	30 Frozen	Rs645.90	Rs645.90	0	0
27-10-2023	28-11-2023	32 Frozen	Rs645.90	Rs645.90	0	0
28-09-2023	27-10-2023	29 Frozen	Rs185.70	Rs185.70	2.0342	0.07
28-08-2023	28-09-2023	31 Frozen	Rs185.70	Rs185.70	23.3933	0.75
27-07-2023	28-08-2023	32 Frozen	Rs270.85	Rs270.85	39.6669	1.24
26-06-2023	27-07-2023	31 Frozen	Rs185.70	Rs185.70	1.0171	0.03
29-05-2023	26-06-2023	28 Frozen	Rs185.70	Rs185.70	0	0
26-04-2023	29-05-2023	33 Frozen	Rs185.70	Rs185.70	0	0
27-03-2023	26-04-2023	30 Frozen	Rs185.70	Rs185.70	0	0
27-02-2023	27-03-2023	28 Frozen	Rs262.64	Rs262.64	0	0
26-01-2023	27-02-2023	32 Frozen	Rs249.65	Rs249.65	0	0
27-12-2022	26-01-2023	30 Frozen	Rs248.72	Rs248.72	1.0171	0.03
29-11-2022	27-12-2022	28 Frozen	Rs248.72	Rs248.72	3.0513	0.11
28-10-2022	29-11-2022	32 Frozen	Rs248.72	Rs248.72	0	0
29-09-2022	28-10-2022	29 Frozen	Rs248.72	Rs248.72	0	0
29-07-2022	29-09-2022	62 Frozen	Rs510.90	Rs510.90	0	0
29-07-2022	27-08-2022	29 Canceled	Rs248.72	Rs248.72	2.0342	0.07
27-06-2022	29-07-2022	32 Frozen	Rs248.72	Rs248.72	2.0342	0.06
27-05-2022	27-06-2022	31 Frozen	Rs248.72	Rs248.72	0	0
26-04-2022	27-05-2022	31 Frozen	Rs248.72	Rs248.72	0	0
26-03-2022	26-04-2022	29 Frozen	Rs248.72	Rs248.72	0	0
26-02-2022	28-03-2022	28 Frozen	Rs248.72	Rs248.72	0	0
27-01-2022	28-02-2022	32 Frozen	Rs248.72	Rs248.72	0	0
29-12-2021	27-01-2022	29 Frozen	Rs248.72	Rs248.72	11.1881	0.39
29-11-2021	29-12-2021	30 Frozen	Rs248.72	Rs248.72	33.5643	1.12
28-10-2021	29-11-2021	32 Frozen	Rs248.72	Rs248.72	0	0
28-09-2021	28-10-2021	30 Frozen	Rs248.72	Rs248.72	0	0
28-07-2021	28-09-2021	62 Frozen	Rs510.90	Rs510.90	5.0855	0.08
28-07-2021	28-08-2021	31 Canceled	Rs248.72	Rs248.72	0	0

28-06-2021	28-07-2021	30 Frozen	Rs248.72	Rs248.72	0	0
28-05-2021	28-06-2021	31 Frozen	Rs248.72	Rs248.72	9.1539	0.3
28-04-2021	28-05-2021	30 Frozen	Rs248.72	Rs248.72	0	0
27-03-2021	28-04-2021	32 Frozen	Rs248.72	Rs248.72	0	0
27-02-2021	27-03-2021	28 Frozen	Rs248.72	Rs248.72	1.0171	0.04
27-01-2021	27-02-2021	31 Frozen	Rs248.72	Rs248.72	0	0
28-12-2020	27-01-2021	30 Frozen	Rs4,418.80	Rs4,418.80	204.4371	6.81
27-11-2020	28-12-2020	31 Frozen	Rs225.32	Rs225.32	36.6156	1.18
27-10-2020	27-11-2020	31 Frozen	Rs225.32	Rs225.32	24.4104	0.79
25-09-2020	27-10-2020	32 Frozen	Rs225.32	Rs225.32	10.171	0.32
28-08-2020	25-09-2020	28 Frozen	Rs225.32	Rs225.32	0	0
24-07-2020	28-08-2020	35 Canceled	Rs705.70	Rs705.70	87.4706	2.5
26-06-2020	24-07-2020	28 Canceled	Rs705.95	Rs705.95	87.4706	3.12
27-05-2020	28-08-2020	93 Frozen	Rs696.15	Rs696.15	0	0
27-05-2020	26-06-2020	30 Canceled	Rs707.62	Rs707.62	87.4706	2.92
28-03-2020	29-04-2020	32 Canceled	Rs225.32	Rs225.32	0	0
27-02-2020	27-05-2020	90 Frozen	Rs675.96	Rs675.96	0	0
27-02-2020	28-03-2020	30 Canceled	Rs225.32	Rs225.32	0	0
27-01-2020	27-02-2020	31 Frozen	Rs225.32	Rs225.32	3.0513	0.1
30-12-2019	27-01-2020	28 Canceled	Rs1,235.23	Rs1,235.23	100.6929	3.6
28-11-2019	27-01-2020	60 Frozen	Rs450.64	Rs450.64	0	0
28-11-2019	30-12-2019	32 Canceled	Rs1,247.49	Rs1,247.49	100.6929	3.15
27-09-2019	28-11-2019	62 Frozen	Rs464.10	Rs464.10	0	0
27-09-2019	28-10-2019	31 Canceled	Rs708.32	Rs708.32	87.4706	2.82
26-08-2019	27-09-2019	32 Canceled	Rs696.54	Rs696.54	86	2.69
25-07-2019	26-08-2019	32 Canceled	Rs716.27	Rs716.27	86	2.69
24-06-2019	25-07-2019	31 Canceled	Rs684.24	Rs684.24	86	2.77
23-05-2019	24-06-2019	32 Canceled	Rs477.47	Rs477.47	86	2.69
25-04-2019	23-05-2019	28 Canceled	Rs479.48	Rs479.48	86	3.07
27-03-2019	25-04-2019	29 Canceled	Rs474.60	Rs474.60	86	2.97
27-02-2019	27-09-2019	212 Frozen	Rs1,546.43	Rs1,546.43	0	0

WP

**CUSTOMER NO 8554715007**

27-03-202	28-04-202	32	Frozen	Rs645.90	Rs645.90	Actual Cut	0	0
27-02-202	27-03-202	28	Frozen	Rs645.90	Rs645.90	Actual Cut	0	0
27-01-202	27-02-202	31	Frozen	Rs645.90	Rs645.90	Actual Cut	0	0
26-12-202	27-01-202	32	Frozen	Rs645.90	Rs645.90	Actual Cut	0	0
26-11-202	26-12-202	30	Frozen	Rs645.90	Rs645.90	Actual Cut	0	0
28-10-202	26-11-202	29	Frozen	Rs645.90	Rs645.90	Actual Cut	0	0
26-09-202	28-10-202	32	Frozen	Rs645.90	Rs645.90	Actual Cut	0	0
<del>26-08-202</del>	<del>26-09-202</del>	<del>31</del>	<del>Frozen</del>	<del>Rs645.90</del>	<del>Rs645.90</del>	<del>Actual Cut</del>	<del>0</del>	<del>0</del>
27-07-202	26-08-202	30	Frozen	Rs645.90	Rs645.90	Actual Cut	0	0
26-06-202	27-07-202	31	Frozen	Rs645.90	Rs645.90	Actual Cut	0	0
29-05-202	26-06-202	28	Frozen	Rs645.90	Rs645.90	Actual Cut	0	0
29-04-202	29-05-202	30	Frozen	Rs645.90	Rs645.90	Actual Cut	0	0
26-03-202	29-04-202	34	Frozen	Rs645.90	Rs645.90	Actual Cut	0	0
28-02-202	26-03-202	27	Frozen	Rs645.90	Rs645.90	Actual Cut	0	0
29-01-202	28-02-202	30	Frozen	Rs645.90	Rs645.90	Actual Cut	0	0
28-12-202	29-01-202	32	Frozen	Rs645.90	Rs645.90	Actual Cut	0	0
28-11-202	28-12-202	30	Frozen	Rs645.90	Rs645.90	Actual Cut	0	0
27-10-202	28-11-202	32	Frozen	Rs645.90	Rs645.90	Actual Cut	0	0
28-09-202	27-10-202	29	Frozen	Rs185.70	Rs185.70	Actual Cut	2.0342	0.07
28-08-202	28-09-202	31	Frozen	Rs185.70	Rs185.70	Actual Cut	23.393	0.75
27-07-202	28-08-202	32	Frozen	Rs270.85	Rs270.85	Actual Cut	39.667	1.24
26-06-202	27-07-202	31	Frozen	Rs185.70	Rs185.70	Actual Cut	1.0171	0.03
29-05-202	26-06-202	28	Frozen	Rs185.70	Rs185.70	Actual Cut	0	0
26-04-202	29-05-202	33	Frozen	Rs185.70	Rs185.70	Actual Cut	0	0
27-03-202	26-04-202	30	Frozen	Rs185.70	Rs185.70	Actual Cut	0	0
27-02-202	27-03-202	28	Frozen	Rs262.64	Rs262.64	Actual Cut	0	0
26-01-202	27-02-202	32	Frozen	Rs249.65	Rs249.65	Actual Cut	0	0
27-12-202	26-01-202	30	Frozen	Rs248.72	Rs248.72	Actual Cut	1.0171	0.03
29-11-202	27-12-202	28	Frozen	Rs248.72	Rs248.72	Actual Cut	3.0513	0.11
28-10-202	29-11-202	32	Frozen	Rs248.72	Rs248.72	Actual Cut	0	0
29-09-202	28-10-202	29	Frozen	Rs248.72	Rs248.72	Actual Cut	0	0
29-07-202	29-09-202	62	Frozen	Rs510.90	Rs510.90	Actual Cut	0	0
29-07-202	27-08-202	29	Canceled	Rs248.72	Rs248.72	Actual Cut	2.0342	0.07
27-06-202	29-07-202	32	Frozen	Rs248.72	Rs248.72	Actual Cut	2.0342	0.06
27-05-202	27-06-202	31	Frozen	Rs248.72	Rs248.72	Actual Cut	0	0
26-04-202	27-05-202	31	Frozen	Rs248.72	Rs248.72	Actual Cut	0	0
28-03-202	26-04-202	29	Frozen	Rs248.72	Rs248.72	Actual Cut	0	0
28-02-202	28-03-202	28	Frozen	Rs248.72	Rs248.72	Actual Cut	0	0
27-01-202	28-02-202	32	Frozen	Rs248.72	Rs248.72	Actual Cut	0	0
29-12-202	27-01-202	29	Frozen	Rs248.72	Rs248.72	Actual Cut	11.188	0.39
29-11-202	29-12-202	30	Frozen	Rs248.72	Rs248.72	Actual Cut	33.564	1.12
28-10-202	29-11-202	32	Frozen	Rs248.72	Rs248.72	Actual Cut	0	0
28-09-202	28-10-202	30	Frozen	Rs248.72	Rs248.72	Actual Cut	0	0
28-07-202	28-09-202	62	Frozen	Rs510.90	Rs510.90	Actual Cut	5.0855	0.08