



PRESENTATION ON

CONSUMER AFFAIRS DEPARTMENT

SAARC TRAINING FOR PROFESSIONALS OF AFGHANISTAN ON PAKISTAN'S POWER REGULATORY SYSTEM

By:

ADDITIONAL DG (CAD)

CONSUMER AFFAIRS DEPARTMENT

- ❑ Consumer Affairs Department was established in the year 2003 in pursuance of Section 39 of the NEPRA Act, 1997.

- ❑ **Section 39:**

Complaints — (1) Any interested person, including a Provincial Government, may file a written complaint with the Authority against a licensee for contravention of any provision of this Act or any order, rule, regulation, licence or instruction made or issued thereunder.

The Authority has delegated the powers, concurrently, to Member (Consumer Affairs) and NEPRA Consumer Complaints Tribunal to hear and decide the complaints.



CONSUMER AFFAIRS DEPARTMENT

❑ **Section 38** of the **NEPRA Act, 1997:**

(3) Any person aggrieved by any decision or order of the Provincial Office of Inspection may, within thirty days of the receipt of the order, prefer an appeal to the Authority in the prescribed manner and the Authority shall decided such appeal within sixty days.

The Authority has delegated the powers to the Appellate Board to hear and decide Appeals filed against decisions of the Provincial Offices of Inspection.



NATURE OF COMPLAINTS

- ❑ Over billing.
- ❑ Detection bills.
- ❑ Non-replacement of defective meters.
- ❑ Non-replacement of damaged transformers.
- ❑ Delay in provision of connections.
- ❑ Low voltage problem.
- ❑ Load Shedding.
- ❑ Any other violation by DISCOs.

OVER BILLING

- ❑ The Authority has directed all Distribution Companies to print **snapshot** of meter reading on electricity bills to avoid over billing.
- ❑ In light of the directions of the Authority, the Distribution Companies have started printing snapshots on bills, and consequently, the number of complaints regarding over billing has reduced.

NEPRA REGIONAL OFFICES

At present, NEPRA has its Regional Offices established at the Provincial capitals. These are:

Quetta

Established in
Nov 2011

Lahore

Established in
Jul 2013

Peshawar

Established in
Sep 2013

Karachi

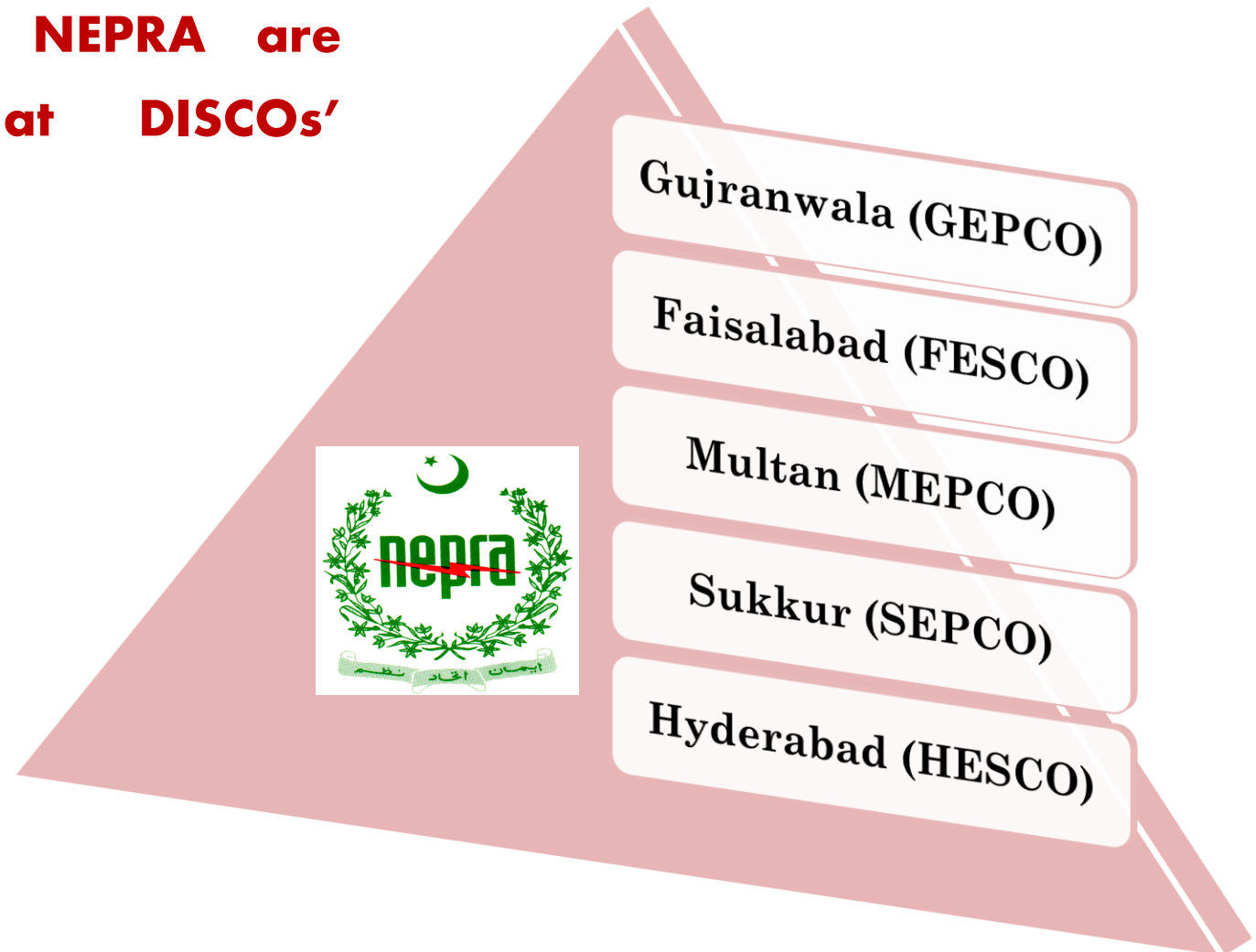
Established in
Oct 2013



ESTABLISHMENT OF ADDITIONAL OFFICES

Additional offices of NEPRA are being established at DISCOs' Headquarter level:

- **Gujranwala**
- **Faisalabad**
- **Multan**
- **Sukkur**
- **Hyderabad**



STATUS OF COMPLAINTS (HEAD OFFICE & REGIONAL OFFICES)

(JAN 2018 – DEC 2018)

DISCOs	TOTAL Complaints received	Complainant advised to resubmit complaint, being incomplete	Redressed by DISCOs	Under Process
	[A]	[B]	[C]	[D] = [A] – [B+C]
K-Electric	4331	844	3480	7
HESCO	767	51	712	4
SEPCO	906	189	709	8
IESCO	205	9	193	3
GEPCO	173	27	141	5
LESCO	945	297	642	6
FESCO	224	34	186	4
MEPCO	1292	231	1023	38
QESCO	21	2	17	2
PESCO	805	271	498	36
TESCO	3	0	2	1
WAPDA	2	1	1	0
NTDC	1	0	1	0
Total	9675	1956	7605	114

STATUS OF COMPLAINTS (HEAD OFFICE & REGIONAL OFFICES)

(JAN 2019 – JUL 2019)

DISCOs	TOTAL Complaints received	Complainant advised to resubmit complaint, being incomplete	Redressed by DISCOs	Under Process
	[A]	[B]	[C]	[D] = [A] – [B+C]
K-Electric	630	82	508	40
HESCO	260	17	229	14
SEPCO	248	35	201	12
IESCO	107	7	94	6
GEPCO	97	16	69	12
LESCO	200	20	139	41
FESCO	100	8	88	4
MEPCO	276	12	249	15
QESCO	27	0	20	7
PESCO	232	10	140	82
TESCO	1	0	0	1
BTPL	17	0	17	0
Total	2195	207	1754	234

STATUS OF COMPLAINTS (LAST 5 YEARS)



Year	TOTAL Complaints received / redressed
2013	2813
2014	3539
2015	5399
2016	3560
2017	4896
2018	9675
2019 (Jan-Jul)	2195



CASES FORWARDED BY THE FEDERAL OMBUDSMAN TO NEPRA

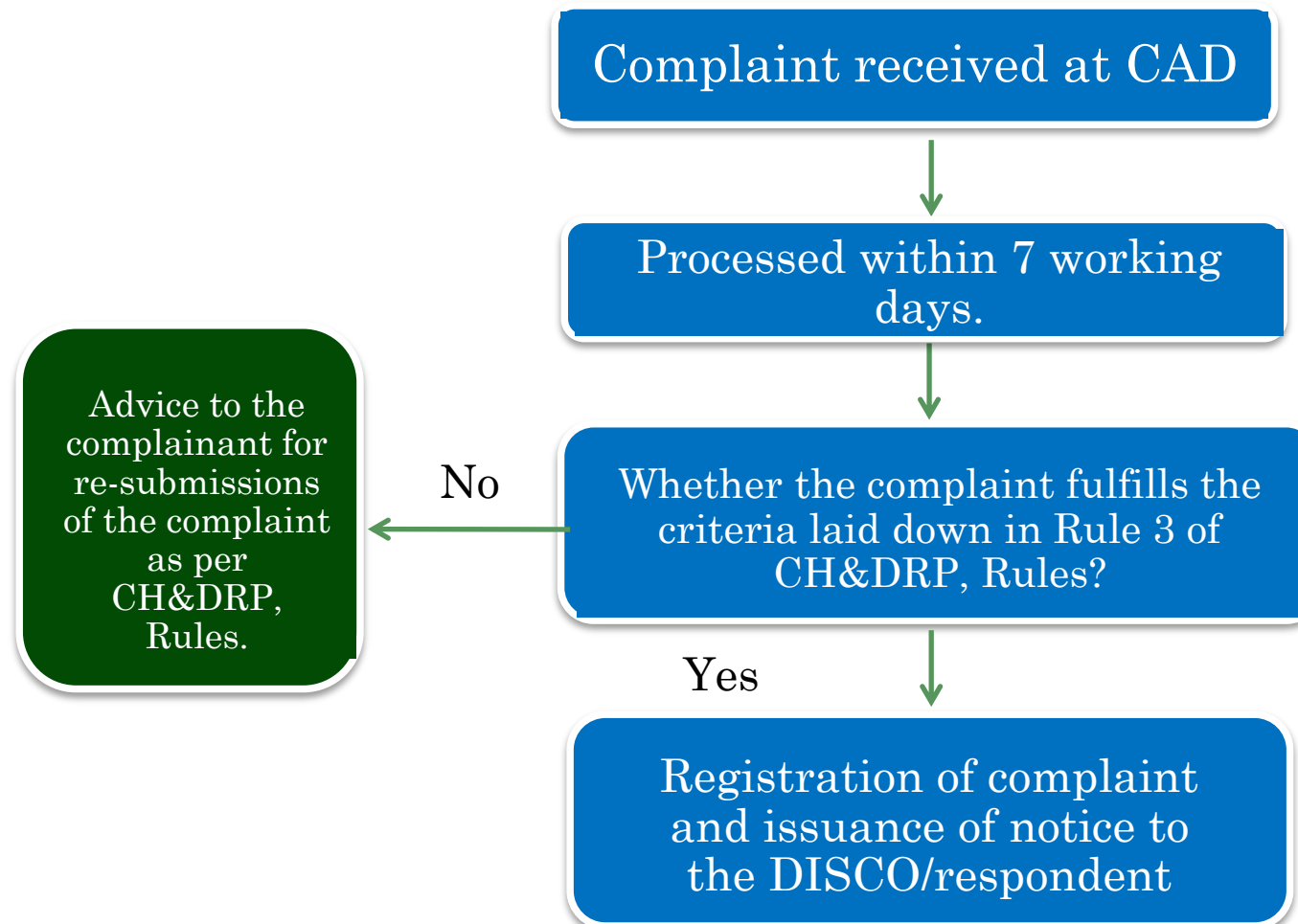
- ❑ The Federal Ombudsman has also decided to refer its all complaints to NEPRA for decision. NEPRA has, so far, received more than 7000 electricity consumer complaints for disposal since October 2017.**
- ❑ The Federal Ombudsman has been intimated that NEPRA Offices at DISCOs' Headquarter level will be established by September 2019. Therefore, the complaints would be referred to NEPRA once the offices are established.**

CASES REFERRED BY PRESIDENT'S SECRETARIAT REGARDING REPRESENTATIONS AGAINST FINDINGS OF THE FEDERAL OMBUDSMAN

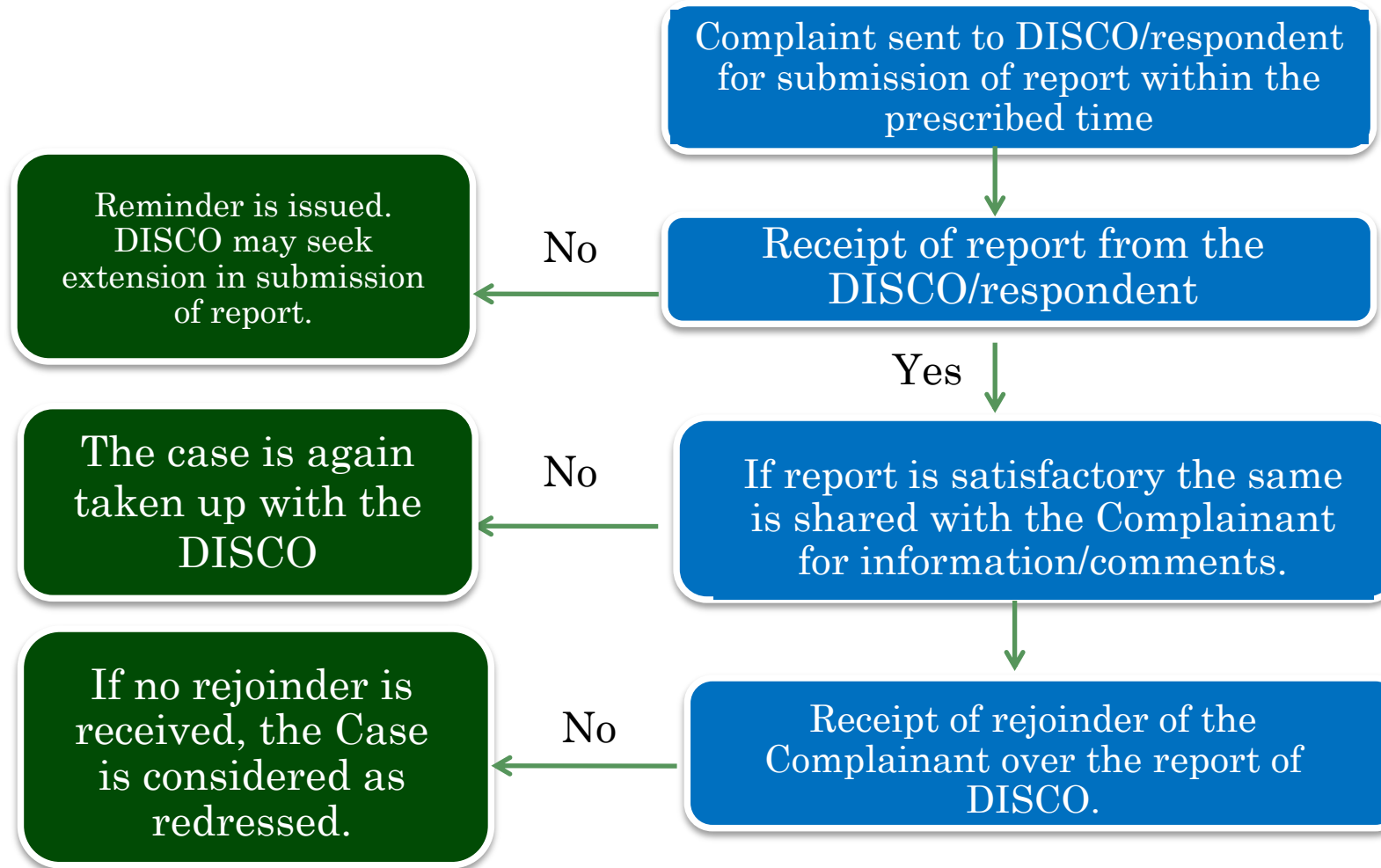
**Appeals/representations against the findings/
recommendations of the Federal Ombudsman
pertaining to different Distribution Companies (which
were earlier decided by the President of Pakistan) are
being referred by the President's Secretariat to NEPRA
for decision.**

COMPLAINT HANDLING PROCEDURE

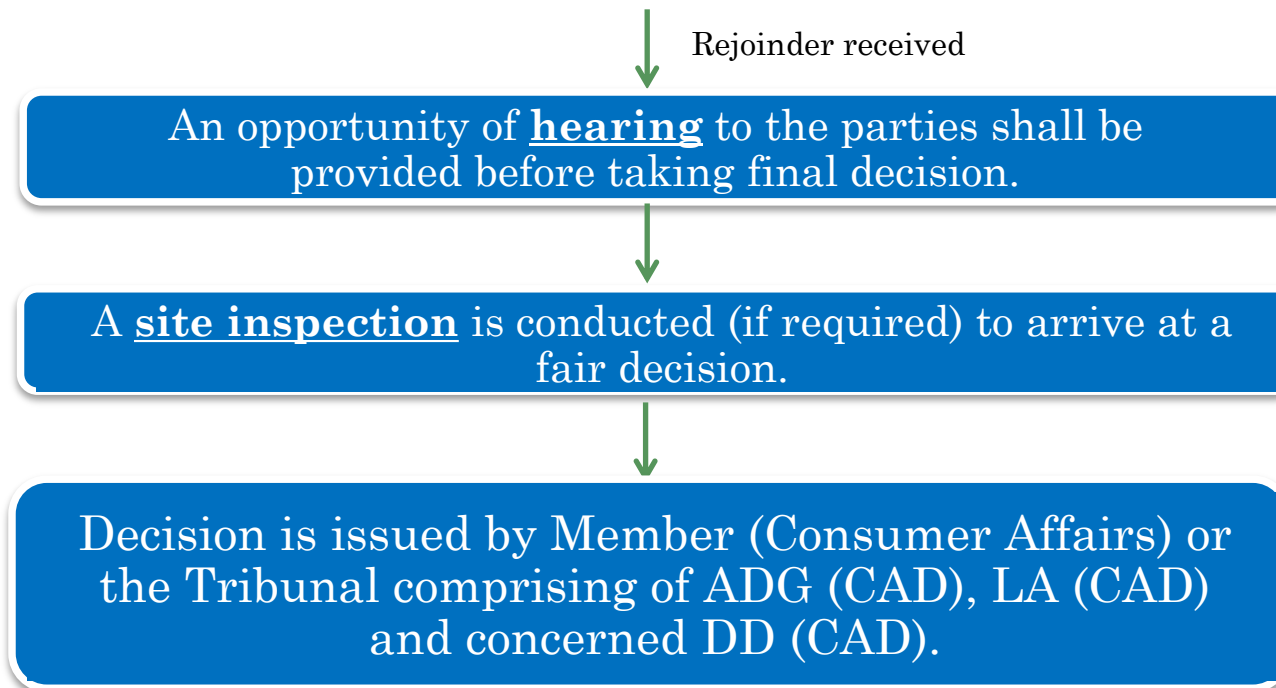
PHASE-1: FILING OF COMPLAINT



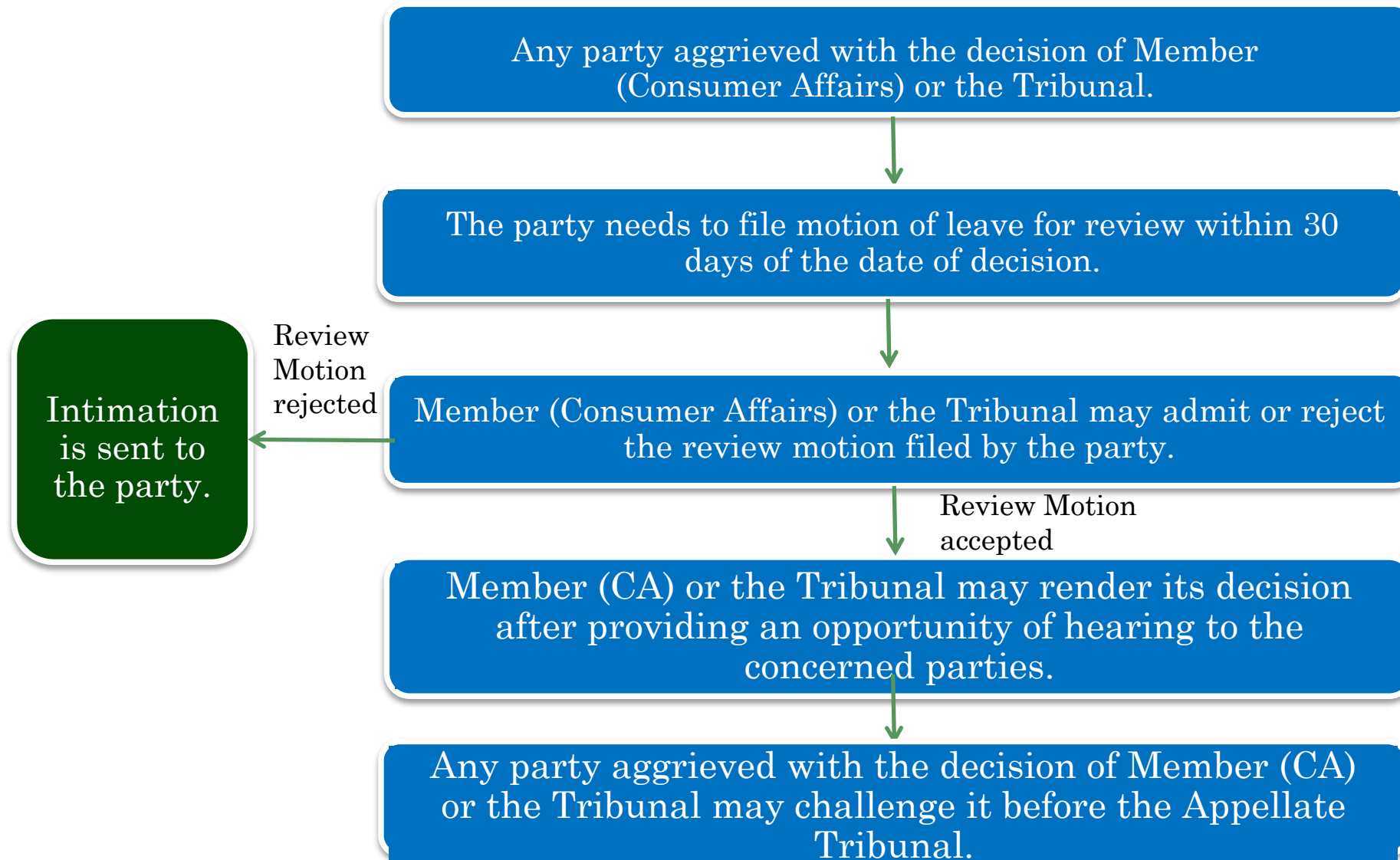
PHASE-2 PROCESSING OF A COMPLAINT



PHASE-3 INVESTIGATION OF COMPLAINTS



PHASE-4 REVIEW MOTION



THANK YOU !

