



OFFICE OF THE REGISTRAR

NATIONAL ELECTRIC POWER REGULATORY AUTHORITY
 ISLAMIC REPUBLIC OF PAKISTAN
 NEPRA Tower, Ataturk Avenue (East) G-5/1, Islamabad
 Phone: 2013200, Fax: 2600026

No. NEPRA/DG(CAD)/TCD-10/ 7893 - 7931

May 23, 2024

1. Chief Executive Officer, Faisalabad Electric Supply Company Ltd. (FESCO), Abdullahpur, Canal Bank Road, Faisalabad
2. Chief Executive Officer, Gujranwala Electric Power Company Ltd. (GEPCO), 565/A, Model Town, G.T. Road, Gujranwala.
3. Chief Executive Officer, Hyderabad Electric Supply Co. Ltd. (HESCO), WAPDA Offices Complex, Hussainabad, Hyderabad.
4. Chief Executive Officer, Islamabad Electric Supply Co. Ltd. (IESCO), Street # 40, Sector G-7/4, Islamabad.
5. Chief Executive Officer, Lahore Electric Supply Company Ltd. (LESCO), 22-A, Queens Road, Lahore
6. Chief Executive Officer, Multan Electric Power Co. Ltd. (MEPCO), Headquarter, Khanewal Road Multan.
7. Chief Executive Officer, Peshawar Electric Supply Company (PESCO), WAPDA House, Shami Road, Sakhi Chashma, Peshawar.
8. Chief Executive Officer, Quetta Electric Supply Company Ltd. (QESCO), Zarghoon Road, Quetta
9. Chief Executive Officer, Sukkur Electric Power Company Ltd. (SEPCO), Administration Thermal Power Station, Old Sukkur.
10. Chief Executive Officer, Tribal Areas Electricity Supply Company Limited (TESCO), Room No. 101, 1st Floor, WAPDA House, Shami Road, Sakhi Chashma, Peshawar.
11. Chief Executive Officer, K-Electric Limited (KEL), KE House, Punjab Chowrangi, 39-B Boulevard, Phase-II, Defence Housing Authority, Karachi.

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Dir. (ES)	
Dir. (CMU)	
Dir. (S&T)	
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Subject: AMENDMENTS IN CONSUMER SERVICE MANUAL (CSM) - 2021
 MISC. 16/03/2024

Reference is made to the public hearing held on December 19, 2023 regarding the subject matter.

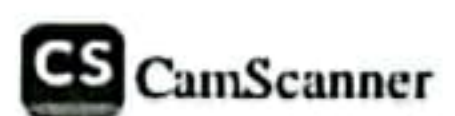
The Authority has approved the following amendment in Consumer Service Manual (CSM) - 2021 by provisions of NEPRA Act and other enabling rules and regulations regarding extension of due date for payment and installments of electricity bills:

Sr.#	Description
	CHARGING OF MARKUP:
	If the request for installment of the current month's bill is made then:
1.	i. There shall be no markup or LPS if first installment is paid within the due date. ii. The remaining installments shall be paid with markup @ 14% (per annum) on pro-rata basis. iii. This facility of installment shall be allowed only one time in any financial year. iv. The request for extension in due date for payment of bill shall be made before the due date. v. The DISCO shall generate computerized bills upon allowing installments and extensions in due date.

(CS/103)

All DISCOs including K-Electric are directed to implement the above amendment(s) in true letter and spirit with immediate effects. Further, the DISCOs and K-Electric are directed to place the above amendments at their websites along with the Consumer Service Manual.

(Masroor Khan)
 Director P-1/2





Registrar

No. NEPRA/ADG(CAD)/TCD-10/ 8256-77

March 11, 2020

1.	Chief Executive Officer, Faisalabad Electric Supply Company Ltd. Abdullahpur, Canal Bank Road Faisalabad	2.	Chief Executive Officer, Gujranwala Electric Power Company Ltd. 565/A, Model Town G.T. Road, Gujranwala
3.	Chief Executive Officer, Hyderabad Electric Supply Co. Ltd. WAPDA Offices Complex, Hussainabad, Hyderabad	4.	Chief Executive Officer Islamabad Electric Supply Co. Ltd. Street # 40, Sector G-7/4, Islamabad.
5.	Chief Executive Officer, Lahore Electric Supply Company Ltd. 22-A, Queens Road, Lahore	6.	Chief Executive Officer Multan Electric Power Co. Ltd. MEPCO Headquarter, Khanewal Road Multan
7.	Chief Executive Officer, Peshawar Electric Supply Company Ltd. WAPDA House, Shami Road, Sakhi Chashma, Peshawar	8.	Chief Executive Officer Quetta Electric Supply Company Ltd. Zarghoon Road, Quetta
9.	Chief Executive Officer, Sukkur Electric Power Company Ltd. Administration Block, Thermal Power Station, Old Sukkur.	10.	Chief Executive Officer Tribal Areas Electricity Supply Company Limited (TESCO) Room No. 213, 1 st Floor, WAPDA House, Shami Road, Sakhi Chashma, Peshawar
11	Chief Executive Officer K-Electric Limited (KEL) KE House, Punjab Chowrangi, 39 - B, Sunset Boulevard, Phase-II Defence Housing Authority, Karachi.	12	Chief Executive Officer Bahria Town (Private) Limited Sector-E, Bahria Expressway, Safari Homes, Phase-VIII, Rawalpindi, Ph: 5731004 - 6

Subject: AMENDMENTS IN CONSUMER SERVICE MANUAL-EASE OF DOING OF BUSINESS-GETTING ELECTRICITY CONNECTION REFORMS

Reference is made to the consultative session held at NEPRA Head office, Islamabad on January 27, 2020 regarding amendments in Consumer Service Manual (CSM). The session was chaired by the Chairman NEPRA and was attended by the representatives of Board of Investment (BoI) and other stakeholders, including all DISCOs.

2. The BoI representatives informed that at present Pakistan stands at 123rd position w.r.t. getting electricity connection. The BOI representatives suggested the following amendments; which will help in improvement of overall ranking of Pakistan in Ease of Doing Business (EoDB):

- Reducing the time for getting electricity connection (Category III) from 73 to 58 days.

- Reducing procedures from 6 to 4 steps (by merging different procedures and submission of the wiring test report along with the application).
- Online submission and payment of demand note, wherever the facility is available.

3. In addition to above, various complaints were received from the industrialists including Sheikhpura Chamber of Commerce and Industry, regarding provision of more than one industrial connection at the same premises. In this regard, an exclusive session was conducted at NEPRA Head office, Islamabad w.r.t Ease of Doing Business (EoDB) which was attended by all the Distribution Companies, wherein representatives of the Distribution Companies agreed to the proposal subject to some terms and conditions.

4. The above mentioned issues were discussed and the following was decided:

- (i). The representatives of DISCOs including K-Electric were in agreement that the time period for providing connections to consumers of Category III should be 58 days instead of 73 days provided in NEPRA Performance Standards (Distribution) Rules, 2005. In order to implement the proposal necessary amendments in the relevant rules are being suggested, however, in the meantime the DISCOs should adhere to their commitment of providing connection to consumers of Category III within 58 days.
- (ii). The procedures/steps have also been reduced to 4.
- (iii). The wiring test report duly issued by Electric Inspector or his authorized contractor shall be submitted along with the application form.

The breakup of Number of days and Procedures/Steps for the provision of connection is attached at Annex-I.

- (iv). Applications for new connections along with supporting documents will be submitted online at DISCO's website. After the receipt of the application the DISCO shall issue acknowledgement receipt and allot a serial number/tracking ID/case ID to the applicant. In case, any documents are required; the applicant will be informed accordingly through online/via email. The Demand Notice may be sent to the applicant on the email address or through registered post/courier service or the applicant may collect the Demand Notice in person or download it from the Website of DISCO through tracking ID/Case ID. The applicant may pay the Demand Notice online/in designated banks. Upon receipt/acknowledgement of payment; the connection shall be energized within the stipulated time period.
- (v). DISCOs shall allow more than one industrial connection at the same premises subject to the following:
 - a. Having different nature of industries.
 - b. Having same tariff category.
 - c. Having same source of supply i.e. feeder.
 - d. In case the consolidated load of the premises approaches the threshold required for an independent feeder, then connection will be provided through an independent feeder on cost deposit basis.

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c. Applicant having load above 8kW shall be provided through an independent transformer. If capacity is available in the existing dedicated transformer; other connection(s) will be provided from the same transformer at the same premises. In case the capacity is not enough; either an additional transformer will be installed or the capacity of the existing transformer will be enhanced on cost deposit basis.

5. Foregoing in view, all DISCOs including K-Electric are directed to proceed accordingly with immediate effect.

Encl: As Above

(Hafeez Ullah Khan)
Deputy Registrar

11/7/2020

Copy to:

1.	Chief Engineer/ Customer Services Director, Islamabad Electric Supply Co. Ltd. Street # 40, Sector G-7/4, Islamabad.	2.	Chief Engineer/ Customer Services Director, Peshawar Electric Supply Company Ltd. WAPDA House, Shami Road, Sakhi Chashma, Peshawar
3.	Chief Engineer/ Customer Services Director, Gujranwala Electric Power Company Ltd. 565/A, Model Town G.T. Road, Gujranwala	4.	Chief Engineer/ Customer Services Director, Faisalabad Electric Supply Company Ltd. Abdullahpur, Canal Bank Road Faisalabad
5.	Chief Engineer/ Customer Services Director, Lahore Electric Supply Company Ltd. 22-A, Queens Road, Lahore	6.	Chief Engineer/ Customer Services Director, Multan Electric Power Co. Ltd. MEPCO Headquarter, Khanewal Road Multan
7.	Chief Engineer/ Customer Services Director, Hyderabad Electric Supply Co. Ltd. WAPDA Offices Complex, Hussainabad, Hyderabad	8.	Chief Engineer/ Customer Services Director, Quetta Electric Supply Company Ltd. Zarghoon Road, Quetta
9.	Chief Engineer/ Customer Services Director, Sukkur Electric Power Company Ltd. Administration Block, Thermal Power Station, Old Sukkur.	10.	Chief Engineer/ Customer Services Director, Tribal Areas Electricity Supply Company Limited (TESCO) Room No. 213, 1 st Floor, WAPDA House, Shami Road, Sakhi Chashma, Peshawar

Annexure-I

Sr. No.	Description	Responsibility	Days
1	Registration of application in the Circle, submission of wiring test report, verification of test report.	Head Draftsman /SE/Manager (O)	5
2	preparation of Service cost estimate & vetting , issuance of demand notice,	SE/Manager (O)	7
3	Issue of SCO/ Work Order/ Instructions, Approval of Store requisition/Issue of material and execution of work order/Installation of service	PD (Construction), XEN/DM (O)	36
4	Metering installation	XEN/DM (O), XEN/DM (M&T) SDG/AM (O),	10
			58

