

**We had the game
in the palm of our
hands: Azhar**



**PTI government will save the
country not only from corruption
but also from pollution**



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Ombudsman directs NEPRA and DISCOS to resolve public complaints on priority basis

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Ombudsman directs K-Electric to take strict measures to avoid electrocution and avoid unscheduled load shedding
our correspondent Islamabad

The Federal Ombudsman Syed Tahir Shahbaz has directed Nepra and Disco's to resolve public complaints on priority basis. He directs for provision of clear 07 days to public to deposit electricity bills. He was chairing a high level meeting with Nepra and Electric Distribution Companies (Disco's) to resolve public complaints especially for unscheduled load shedding and over billing. He also stressed to take strict measures to avoid electrocution and clear all pending claims by KE on priority basis and wherever negligence, carelessness or laxity of concerned staff is proved, disciplinary proceedings must be initiated. While briefing the Ombudsman, CEO K- Electric informed that the KE was running 3604 MW but the demand was 3800 MW which they are struggling to meet this shortage. He said that they had less energy due to less wind energy and leakage in the condenser of KANUPP and shortfall of furnace oil. He further said that KE is going to enhance its capacity by 5000 MW.

The CEOs IESCO and LESCO informed that they have complete energy as per demand and they have zero load shedding. The chief Engineer PESCO informed that they have 38% pilferage as large number of consumers were not paying bills, therefore they do load shedding. The Ombudsman directed PESCO to make a comprehensive retrieval plan to resolve these issues and submit it in the next meeting. The Chairman Nepra informed that the present electricity manual is being recasted to facilitate public. He said that Disco's have been bound to decide every theft or pilferage case within three months failing which consumer would be charged zero billing. The Ombudsman was informed that lesco has 5.1 million consumers, Iesco 3.1 million with less line losses.

The Ombudsman directed that wherever Demand Notices have been issued to public either approved or un approved localities, electricity connections must be provided to them. He also directed Nepra to ensure printing of WMS complaint filling message on electricity bills by all Disco's. He also directed to mention the meter reading data with date to determine its cost. He also directed to revise slabbing rates because now the Disco's have extreme less shortfall of electricity. The Nepra and Disco's will submit detailed reports to WMS within fortnight.