



**PAKISTAN
WATER AND POWER DEVELOPMENT AUTHORITY**

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OFFICE OF THE
GENERAL MANAGER (CUSTOMER SERVICES)
WAPDA, WAPDA HOUSE, LAHORE.

No.133-53/GMCS/DGC/DC (R&CP)/56217

Dated.08-06-2004.

**All Chief Executive Officers,
Of Distribution Companies**

SUBJECT: POLICY OF DETECTION BILLINGS TO DOMESTIC & COMMERCIAL CUSTOMERS UPTO 4 KW

Having noticed heterogeneity in interpreting instructions issued from time to time with regard to detection billing by the field formations there has been a dire need to consolidate and straighten these practices. So in suppression all previous circulars / orders on the issue the detection billing to domestic / commercial customers now be practiced and followed as following policy guidelines with immediate effect.

1. M&T Staff as far as possible must accompany during checking by raiding teams.
2. SDO must accompany the raiding team as and when the raid is to be conducted after sunset. Tress passing into premises is prohibited.
3. Detection bills should not be raised merely on the allegations of broken seals and scratches on polycarbonate boxes / meter cover/bodies tampered and broken seals unless and until scratches on the dial train and the nameplate of the meter are also observed.
4. Detection bill would also be raised when:
 - a. A hole in meter body is detected.
 - b. Consumer is found stealing energy through shunt / loops on the terminal box.

In case the quantum of stolen energy is below 1000 units registering of FIR should be avoided and meter should not be removed / disconnected by the raiding team. Evidences of stealing should be preserved at site through signed security slips of raiding team.

5. All detection bills for domestic & commercial consumers for staling except slowness of meter will be submitted by XEN operation concerned within 07 days of the happening of event to the circle committee comprising of Deputy Director (Technical) & Deputy commercial manager the senior of the two will be convener. The circle committee will be obliged to convey approval within 48 hours to the XEN concerned for further action. In cases where circle committee determines that detection bill carries no justification S.E. should initiate disciplinary action against responsible officer / official.
6. Detection bills for domestic and commercial connections should be confined upto three months only In cases where leviabile / justified detection exceed 03 months bill be prepared for the total period. The amount of bill beyond 3 months would now be recovered from departmental employees responsible for meter readings who should be clearly identified and nominated for this penalty by the committee described under Para 4 above.
7. Consumer detected stealing energy through direct KUNDAS on LT lines or tapping main cable before the meter should be dealt with severely by Lodging FIR and

removal of the meter through "FARD MAQBOOZGEE", in addition to detection billing upto 06 months.

8. (i) A consumer whose meter is found slow / fast by more than $\pm 2\%$ of the specified accuracy by M&T staff will not be signed a detection bill straightway unless more precise slowness of the meter is established through a series check meter for at least 15 days. The bill for slowness will than be raised on a report signed by the concerned circle Manager M&T for the period to be determined from the previous consumption pattern but not exceeding 06 months. In such cases the check meter be converted into billing meter through MCO or another meter or calibrated accuracy be installed within one month.

(ii) Once a detection bill for slowness is recovered from a consumer another bill in continuation of the same slow meter for any further period should not be charged from the consumer on the pretext that department could not replace the meter except for the period taken for replacement (within permissible one month time). Detection bill must be prepared in such a case for the actual period in which meter was not replaced which would now be recovered from the concerned employees like LS MCO /LM MCO/ALM MCO who ever is / are established to be responsible.

(iii) Concerned circle Manager M&T must forward detection bill to the circle committee in respect of slow meter within a week after the consumption has been compared on the basis of 15 days measurement by the check meter.

9. In case the consumer represents against the detection bill he will be given personal hearing by the Circle Review Committee comprising of:

1. Superintending Engineer	Covenor
2. DDT & DCM (the senior of the two)	Member
3. XEN Operation concerned	Member

10. It is the duty of the circle DCM to ensure implementation of the final decision by getting issued the revised bill the very next day.

-sd-
GENERAL MANAGER (CS)
WAPDA

Copy to:-

1. PSO to Chairman WAPDA
2. SO to Member (Power) /Member (Finance) WAPDA
3. Secretary WAPDA Wapda House, Lahore.
4. General Manager (O)/(M&S)/(C&M)/Finance (Power)WAPDA House, Lahore.
5. The Advisor (Wafaqi Mohtasib) Secretariat 15 A Davis Road Lahore.
6. Chief Auditor WAPDA
7. The Director General (IS) WCC Wapda House, Lahore.
8. Director General Commercial (E/M) WAPDA.
9. Director General WAPDA Audit Govt. of Pakistan Lahore.
10. Director (Public Relations) WAPDA for wide publicity.



**PAKISTAN
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OFFICE OF THE
GENERAL MANAGER (OPERATION)
WAPDA, WAPDA HOUSE, LAHORE.

No.5770-81/GMO/DHQ

Dated 20/09/2001.

**All Chief Executive Officers,
Of DISCOs**

SUBJECT: DETECTION BILL – DOMESTIC CONNECTIONS.

The issue regarding charging of Detection Bill to Domestic Connections was discussed in Chairman's Monthly Conference of CEOs held on 28-29 August, 2001 and decided as:

- a) Normal Premises:
Three (3) months detection bill may be charged to the Consumers whereas beyond three (3) months will be recovered From concerned WAPDA employee(s) at fault.
- b) A.C Premises:
Six (6) months detection bill may be charged to the consumers Whereas beyond six (6) months will be recovered from Concerned WAPDA employee(s) at fault.

**Sd/-
(Engr. Muhammad Anwar Khalid)
General Manager (Operation)**

C.C

1. PSO to Chairman WAPDA, WAPDA House, Lahore
2. G.M.(CS) WAPDA, WAPDA House, Lahore
3. G.M. (C&M) Power, WAPDA House, Lahore
4. PS to Member (Power) WAPDA House, Lahore.