



**T R A N S P A R E N C Y
INTERNATIONAL-PAKISTAN**

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18th February 2014

Chief Executive Officer
HESCO
HESCO Office, Hussainabad,
Hyderabad

Subject: Complaint from a Blind girl against Overbilling by HESCO

Dear Sir,

We have received a complaint from Ms. Rukhsana Naz, Ref. No. 02 37154 0175000, a domestic consumer, against the alleged overbilling of the Hyderabad Electric Supply Company (HESCO). The detailed complaint along with annexures is enclosed for your ready reference and is self-explanatory.

Ms. Naz alleges that she is a blind person and has been residing alone in her house with little use of electric appliances. According to her (Annex- A), she paid her bills regularly until February 2013, when she started receiving increased monthly bills. From January 2012 to January 2013 (13 months), her average monthly consumption had been 137 units paid duly on time. But from February 2013 to June 2013 (5 months), the average monthly consumption (according to the bills) had been 215 units which was 57% higher than that of the previous 13 months. The complainant alleges that since she has been surviving on her father's pension (Annex -B) she could not afford to pay such bills, and as a result, on August 2013, she received a bill of Rs20, 486 (Annex - C).

After receiving this bill, the complainant alleges that she visited the HESCO office, where she was told that the reason for overbilling was due to "direct use" (or *kunda*). She further alleges that the HESCO officials visited her house and verified that the meter was installed and functioning properly and legally. Then she demanded HESCO to provide her with the correct bill without the detection charges so that she could pay it, but she has been receiving bills with the detection charges ever since (Annex- D).

Transparency International Pakistan would greatly appreciate if you would kindly look into this matter, and if found genuine/correct take appropriate action under the under the rules.

TI Pakistan is striving to have **Rule of Law** in Pakistan which is the only way of eliminating corruption and have good governance in the country.

With Regards

Saad Rashid
Executive Director