National Electric Power Regulatory Authority
Licensing (Electric Power Supplier) Regulations, 2022

NOTIFICATION

Islamabad, the 28th day of March, 2022

S.R.O. 446 **(I)/2022.** In exercise of the powers conferred by section 47 of the Regulation of Generation, Transmission and Distribution of Electric Power Act, 1997 (Act No. XL of 1997) read with all other enabling provisions thereof, the National Electric Power Regulatory Authority is pleased to make the following regulations.—

1. Short title, commencement and applicability.— (1) These regulations shall be called the National Electric Power Regulatory Authority Licensing (Electric Power Supplier) Regulations, 2022.

(2) These regulations shall come into force at once.

(3) These regulations shall also be applicable to the holders of distribution licences deemed to hold a licence for supply of electric power under proviso to sub-section (1) of section 23E of the Act.

2. Definitions.— (1) In these regulations, unless there is anything repugnant in the subject or context,

(a) "Act" means the Regulation of Generation, Transmission and Distribution of Electric Power Act, 1997 (Act No. XL of 1997), as amended from time to time;

(b) "applicable documents" means the rules, regulations, terms and conditions of any licence, registration, authorization, determination, any codes, manuals, directions, guidelines, orders or notifications issued or approved under the Act;

(c) "associated company" or "associated undertakings" shall have the same meanings as assigned to them in the Companies Act, 2017 (Act No. XIX of 2017);

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"auditors" means the licensee's auditors for the time being holding office in accordance with the requirements of the Companies Act, 2017, or such other auditors as may be appointed in respect of the licensee by the Authority from time to time in accordance with these regulations or other applicable documents;

(e) "Commercial Code" or "Market Commercial Code" means the commercial code prepared and maintained by the market operator pursuant to sections 23A and 23B of the Act and approved by the Authority, from time to time;

(f) "consumer eligibility criteria" means the relevant consumer eligibility criteria to obtain supply of electric power as specified by the Authority in the National Electric Power Regulatory Authority Consumer Eligibility Criteria (Electric Power Suppliers) Regulations, 2022;

(g) "Consumer Supply Manual" means the manual of instructions developed by the electric power suppliers and approved by the Authority containing instructions and guidance to the consumers for requesting electric power supply services, as described in regulation 10 of these regulations;

(h) "competitive supplier" means a person licensed under section 23E of the Act to supply electric power to only those consumers who are located in the territory specified in its licence and meet the eligibility criteria laid down by the Authority;

(i) "CTBCM" or "Competitive Trading Bilateral Contract Market" means electric power market established in accordance with the high-level and detailed designs approved by the Authority vide its determinations dated 5th day of December, 2019 and 12th day of November, 2020 as may be amended by the Authority from time to time;

(j) "deemed licensee" means holder of a distribution licence falling within the purview of proviso to sub-section (1) of section 23E of the Act;

(k) "electric power supplier" shall include competitive supplier and supplier of last resort;

(l) "merger" means the merger, acquisition, amalgamation, combination or joining of two or more undertakings or part thereof into an existing undertaking or to form a new undertaking; and expression "merge" means to merge, acquire, amalgamate, combine or join, as the context may require;

(m) "power acquisition programme" means the electric power supply licensee's power acquisition programme referred to in regulation 12 of these regulations;

"service territory" means the area specified in the licence within which the electric power supplier is authorized to supply electric power to the consumers who meet the relevant consumer eligibility criteria; and

"supplier of last resort" means a person who holds an electric power supply license for the service territory specified in its licence and is obligated to supply electric power to all consumers located in that service territory at the rates determined by the Authority and is also obligated to provide electric power supply to the consumers, located within its service territory, of any competitive supplier who defaults on its obligations of electric power supply.

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(2) Words and expressions used but not defined in these regulations shall have the same meanings as assigned to them in the Act.

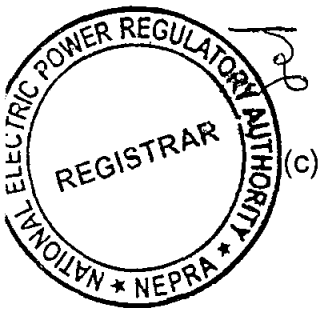
3. Grant of licence.— (1) Any person who fulfills the eligibility criteria prescribed under section 23E of the Act, may make an application to the Authority in accordance with the National Electric Power Regulatory Authority Licensing (Application, Modification, Extension and Cancellation) Procedure Regulations, 2021 for grant of an electric power supply licence. The application shall specify whether the applicant

is desirous of obtaining the licence for competitive supplier or supplier of last resort.

(2) Notwithstanding anything contained in sub-regulation (1), the deemed licensees shall be treated as follows:

(a) a deemed licensee shall be the supplier of last resort in its respective service territory till expiry of the period mentioned in proviso to sub-section (1) of section 23E of the Act and subject to such rights and obligations as of a supplier of last resort specified in these regulations and other applicable documents;

(b) a deemed licensee shall, at least ninety days before expiry of the period mentioned in proviso to sub-section (1) of section 23E of the Act, apply to the Authority for grant of supplier of last resort licence in accordance with the National Electric Power Regulatory Authority Licensing (Application, Modification, Extension and Cancellation) Procedure Regulations, 2021; and



(c) upon expiry of the distribution licence of a deemed licensee issued prior to promulgation of the Regulation of Generation, Transmission and Distribution of Electric Power (Amendment) Act, 2018 (Act No. XII of 2018) within the period mentioned in proviso to sub-section (1) of section 23E of the Act, if the Authority decides to grant a new distribution licence to it, the Authority shall separately state its obligations as a distribution licensee and its obligations as supplier of last resort as per the Act and applicable documents.

(3) The Authority may, after such enquiry as it may deem appropriate and subject to the conditions specified in these regulations and other applicable documents, approve the grant of electric power supply licence to the applicant.

(4) A licence for supply of electric power shall not be deemed to confer any exclusive right on the licensee to engage in supply of electric power within the service territory:

Provided that at any given time, subject to section 26 of the Act and sub-regulation (5) of regulation 9, there shall be only one supplier of last resort in a specific service territory however, there may be more than one competitive suppliers in that service territory.

(5) The service territory of an electric power supplier shall be specified by the Authority in the licence:

Provided that for a competitive supplier, the Authority may specify any or all the areas where the Act extends as service territory, keeping in view the relevant eligibility criteria of the applicant.

(6) An electric power supplier shall be entitled to supply electric power within its service territory to only those consumers who meet the relevant consumer eligibility criteria.

4. Generation company as electric power supplier.— (1) A generation

company or a generation licensee shall not supply electric power to any consumer without obtaining a licence under section 23E of the Act:

Provided that the generation licensees who have been granted second-tier supply authorization prior to notification of these regulations, may continue to supply electric power to their existing consumers subject to sub-regulation (2) and (3).

(2) Upon cessation of generation licences as provided under sub-section (5) of section 14B of the Act or completion of one year from notification of these regulations, whichever is earlier, any generation company who has been granted a second-tier supply authorization shall obtain licence for supply of electric power under section 23E of the Act in order to supply electric power to its consumers.

(3) Any generation licensee, who has been issued second-tier supply authorization, connecting directly or indirectly to the transmission facilities of the national grid company or provincial grid company, shall, at the earliest but in any event before expiry of the period specified in sub-regulation (2), make its generation facility available for the safe, reliable, non-discriminatory, economic dispatch and operation of the national transmission grid and connected facilities in accordance with the Grid Code and shall also comply with the Commercial Code:

Explanation.— For the purposes of this regulation, notwithstanding the absence of a direct interconnection point between the outgoing busbars of the generation facility and the transmission facilities of the national grid company, a generation facility shall be deemed to be indirectly connected to the transmission system of the national grid company where

(a) it is connected to the transmission or distribution facilities of a special purpose transmission licensee or a distribution licensee, as the case may be, which are connected directly or indirectly to the transmission facilities of the national grid company; or

it is intended by the generation licensee or directed by the Authority that the electric power or ancillary services provided by the generation licensee shall be transported through or received into the transmission system of the national grid company.

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5. Fees.- An electric power supplier applicant and licensee shall timely pay to the Authority relevant fees including application fees and annual fee as may become due under the applicable documents.

6. Term of the licence.- (1) A competitive supplier licence shall be issued for a minimum term of ten years (unless the applicant consents for a shorter period) and a maximum term of twenty years, and shall be valid during this period subject to compliance with the Act, these regulations and other applicable documents and payment of annual fee as specified in the applicable documents from time to time, unless revoked earlier by the Authority.

(2) A supplier of last resort licence shall be issued for a term of twenty years, and shall be valid during this period subject to compliance with the Act, these regulations and other applicable documents and payment of annual fee as specified in the applicable documents from time to time, unless revoked by the Authority.

(3) The electric power supply licence may be renewed, after expiry of its term, upon the licensee's application, subject to satisfactory performance of the licensee, compliance with the Act, the applicable documents, payment of such fees as may be determined and, on such terms and conditions as the Authority may deem appropriate.

7. Tariff for competitive supplier.— A competitive supplier may charge such tariff from its consumers for supply of electric power, as may be mutually agreed between the competitive supplier and the respective consumer:

Provided that the annual average tariff of a competitive supplier for any consumer shall not be higher than the annual average applicable tariff of the relevant supplier of last resort for respective consumer category.

8. Tariff for supplier of last resort.— (1) A supplier of last resort shall charge only such tariff to its consumers that has been determined by the Authority.

(2) If the tariff as specified in sub-regulation (1) is not already determined by the Authority at the time of grant of the electric power supply licence, the supplier of last resort shall, no later than ninety days following the date of grant of the electric power supply licence and before start of commercial operations, file a petition before the Authority for determination of its tariff:

Provided that the Authority may grant an interim tariff to the supplier of last resort till such time its tariff is determined in accordance with the applicable documents.

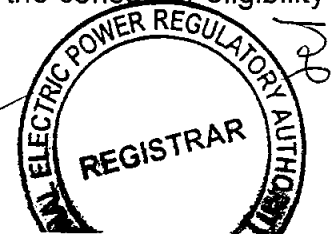
(3) The supplier of last resort shall, within ninety days of issuance of its licence and in any event before start of its operations, make publicly available tariff and other information specifying the Authority's approved rates, charges and other terms and conditions for supply of electric power to consumers:

Provided that a deemed licensee shall publish on its website and also make publicly available through other modes, tariff and other information specifying the Authority's approved rates, charges and other terms and conditions for supply of electric power to consumers within thirty days of notification of these regulations.

9. General duties and responsibilities of an electric power supplier.— (1) An electric power supplier shall supply, for such period as may be specified in the licence, electric power in its service territory to the consumers who fulfill the consumer eligibility criteria.

(2) The Authority may, in the interest of providing choice to a greater number of consumers, revise the consumer eligibility criteria from time to time for obtaining supply of electric power from competitive electric power suppliers and the electric power suppliers shall remain obligated to comply with any such revisions in the consumer eligibility criteria.

(3) An electric power supplier shall be responsible to provide safe, secured, reliable and efficient electric power supply within its service territory on a non-discriminatory basis to all the persons who meet the consumer eligibility criteria:



Provided that a competitive supplier shall reserve the right to separately negotiate and agree the rates, charges and other terms and conditions for supply of electric power with different consumers who meet the consumer eligibility criteria.

(4) An electric power supplier shall, within thirty days of the issuance of its licence or before start of commercial operations, whichever is earlier, make publicly available the manner and procedure for obtaining its service in simple understandable language.

(5) An electric power supplier shall be obligated to comply with any amendments made, from time to time, in the Act or the applicable documents including these regulations.

(6) An electric power supplier may request the concerned distribution licensee to disconnect a consumer who defaults in fulfilling its payment obligations towards the electric power supplier.

(7) An electric power supplier engaged in supply of electric power through the national grid, shall comply with the Commercial Code including the mechanisms for settlement of imbalances of capacity and energy provided therein.

(8) In addition to the duties and responsibilities specified in these regulations, an electric power supplier shall also comply with such other terms and conditions as may be provided in its licence or other applicable documents.

(9) An electric power supplier shall not sell electric power to any other electric power supplier except as may be required for settlement of imbalances in accordance with the Commercial Code.

10. Consumer Supply Manual.— (1) Within ninety days after the date of issuance of the electric power supply licence, the licensee shall develop and submit a Consumer Supply Manual to the Authority for approval:

Provided that the Authority may approve a standard Consumer Supply Manual and other licensees may adopt the same for compliance thereof:

Provided further that till such time the Authority approves a Consumer Supply Manual, the existing Consumer Service Manual approved for deemed licensees by the Authority shall *mutatis mutandis* apply on other electric power suppliers as well to the extent not inconsistent with the Act, these regulations and other applicable documents.

(2) The Consumer Supply Manual shall include, *inter alia*, instructions and guidance in respect of the following matters:

(a) exchange of information, queries and their responses between the consumer and the electric power supplier;

efficient use of electric power including with reference to characteristics of supply or usage such as time of day, week or season;

(c) procedure and the time-frame for handling and redressal of different types

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of complaints by consumers;

(d) the procedure and manner for billing, the time for payment of bills and modes for payment of bills;

(e) procedure for notice to consumers before disconnection for non-payment of bills;

(f) fees and charges for providing supply services and resumption of supply services after disconnection;

(g) collection of arrears upon or following resumption of supply services;

(h) procedure for switching between electric power suppliers by the consumers; and

(i) procedure for disconnection and the remedies for theft of electric power or for use of electric power for purposes other than those specified in the application for electric power supply services and remedies for resumption of supply in such cases.

(3) The Authority may direct the licensee to include instructions and guidance in respect of matters additional to those specified in sub-regulation (2) and, upon being so directed, the licensee shall comply with the directions of the Authority and shall submit to the Authority a revised version of the Consumer Supply Manual within fourteen days of being so directed.

(4) Upon submission of the Consumer Supply Manual by the electric power supplier, the Authority shall review the Consumer Supply Manual and may grant its approval upon being satisfied as to the adequacy thereof.

(5) The review and approval process, including in respect of any additional matters as may be directed by the Authority in terms of sub-regulation (3) or sub-regulation (6), shall be completed no later than ninety days following the initial submission of the Consumer Supply Manual by the electric power supplier.

(6) The Authority may, from time to time, direct the electric power supplier to revise the Consumer Supply Manual in such manner and with respect to such details as the Authority may direct.

(7) In case the Authority has approved a standard Consumer Supply Manual, the Authority may on request of an electric power supplier or on its own motion amend the Consumer Supply Manual after seeking public comments thereon.

(8) Upon approval of the Consumer Supply Manual by the Authority, the electric power supplier shall

(a) publish the Consumer Supply Manual on its website; and

(b) provide a copy of the Consumer Supply Manual to any person seeking supply of electric power from the licensee upon such payment as may be reasonable.

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(9) An electric power supplier shall supply electric power to any consumer in its service territory, satisfying the consumer eligibility criteria approved by the Authority, in a manner not inconsistent with the Consumer Supply Manual or other applicable documents or which does not result in the electric power supplier being in breach of other laws for the time being in force.

11. Prohibition of discrimination by supplier of last resort.— (1) A supplier of last resort shall ensure that

(i) it supplies electric power in its service territory on a non-discriminatory basis to all the persons who fulfill consumer eligibility criteria:

Explanation.- For the purposes of this regulation, "non-discriminatory basis" means that the licensee does not offer to supply electric power to a person on terms as to price, load or other conditions which are materially more or less favorable than those on which it supplies or offers to supply electric power to its other similarly placed persons;

(ii) it supplies electric power on such terms and conditions including tariff as determined by the Authority.

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(2) In the event a supplier of last resort does not supply electric power to any person who fulfills consumer eligibility criteria within a reasonable time or the time limit provided in the Consumer Supply Manual, legal proceedings under the Act may be initiated by the Authority against the supplier of last resort for contravention of these regulations, on its own initiative or upon a complaint by such person.

12. Power acquisition programme.- (1) An electric power supplier shall submit to the Authority its power acquisition programme on annual basis in accordance with the Act, power procurement regulations and other applicable documents.

(2) The competitive supplier's power acquisition programme shall be submitted for information of the Authority and other licensees for relevant power systems planning and may not require approval of the Authority.

(3) The supplier of last resort's power acquisition programme shall require approval of the Authority.

(4) The supplier of last resort shall establish adequate communication and information sharing mechanism with the concerned distribution licensee to periodically obtain information about the prospective consumers who have submitted an application for installation of an electricity connection to develop its power acquisition programmes.

13. Financial and organizational affairs.- (1) An electric power supplier shall not, except to the extent authorized by the Authority,

(a) stand surety, give guarantees or in any other manner offer or provide security for the indebtedness or obligations, contractual or otherwise, of any other person in a cumulative amount greater than ten percent of the equity of the licensees' shareholders as of the date of the most recent audited balance sheet of the licensee;

(b) merge with, acquire or offer to acquire shares or other securities or participating interests in any person after the date of the issuance of the electric power supply licence except

(i) in any person which was an associated undertaking of the licensee on the date of issuance of the electric power supply licence; and

(ii) as may be required to satisfy its obligations under the laws or the applicable documents;

(iii) in order to avoid dilution of the shareholding or participating interest of the licensee in a person in which it holds shares or other securities or participating interests in conformity with the applicable documents;

(c) recognize any transfer of its shares or other voting securities after the date of issuance of the electric power supply licence where the result of such transfer is for any person to hold in its own right or beneficially own or control voting strength in the licensee equal to or exceeding ten percent of the total number of votes in any general meeting of the shareholders or the creditors of the licensee:

Provided that, the restriction contained in this clause shall not be applicable in case of shares or other voting securities of the licensee being listed on any recognized national or international stock exchange:

Provided further that the Authority may require the licensee to procure the retention by any of its members of a minimum number of shares or other voting securities, not exceeding the number held by such members on the date of issuance of the electric power supply licence, for such period of time as may be specified by the Authority.

(2) The licensee shall include provisions in its articles of association to give effect to the provisions of sub-clause (c) of sub-regulation (1) so that any purported transfer of its shares or other voting securities in violation of the provisions of clause (c) of sub-regulation (1) shall *ipso-facto* be invalid.

(3) In considering any request of the licensee for dispensation from the application of clause (c) of sub-regulation (1) in case of any proposed transfer, the Authority shall *inter alia* take into account

(a) the promotion of competition in the electric power market as a whole; and

(b) the change, if any, in the control or management of the licensee likely to result from the authorization, if granted.

(4) The requirements to seek permission from the Authority under this regulation shall be without prejudice to the licensee's obligations to seek necessary approval for any merger under the Competition Act, 2010 (Act No. XIX of 2010) or any other law for the time being in force.

14. Accounting practices.— (1) An electric power supplier shall prepare its accounts in respect of the electric power supply and other businesses, if any, in accordance with the applicable documents as may be revised from time to time:

Provided that the requirements with regard to maintenance of accounts specified in these regulations shall apply in addition to any other requirements as may be applicable in any other law for the time being in force.

(2) An electric power supplier shall ensure that the licensee and each of its associated undertakings maintain accounting and financial reporting arrangements which enable separate accounts to be prepared for each separate business, showing the financial affairs of each such separate business as if it were a separate company so that the revenues, costs, assets, liabilities, capital, reserves and provisions thereof, reasonably attributable to each separate business are separately identifiable in the books of the licensee and its associated undertakings from those of any other business, in sufficient detail for the purposes of determination of the revenue requirements of the licensee.

(3) In specifying the accounting requirements in the electric power supply licence, the Authority may require the licensee and any of its associated undertakings to

(a) maintain and preserve the books of accounts and accounting records in respect of each financial year for the time specified in the electric power supply licence;

(b) prepare on a consistent basis from such accounting records in respect of each financial year, accounting statements comprising of a profit and loss account, a balance sheet and a statement of source and application of funds, together with notes thereto, showing separately in respect of each separate business and in appropriate detail the amounts of any revenue, costs, asset, liability, reserve, or provision which has been either

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(i) charged from or to any other business, whether or not a separate business, together with a description of the basis of that charge; or

(ii) determined by apportionment or allocation between any separate business together with a description of the basis of the apportionment or allocation.

15. Uniform industrial standards and codes of conduct.— An electric power supplier shall participate in such measures and activities as may be initiated by the Authority for the development of uniform industry standards and codes of conduct in accordance with the applicable documents.

16. Investment programme of supplier of last resort.— (1) A supplier of last resort shall, no later than one hundred and eighty days following notification of these regulations, submit the licensee's investment programme to the Authority for approval.

(2) A supplier of last resort's investment programme shall be drawn up consistently

with the provisions of the relevant rules, regulations and directions of the Authority as may be issued from time to time.

(3) A supplier of last resort shall submit to the Authority its updated investment plan on annual basis at least ninety days before commencement of the respective financial year.

17. Performance standards and monitoring.— (1) An electric power supplier shall comply with the relevant performance standards and public service obligations as provided in the Act and the applicable documents.

(2) An electric power supplier shall submit to the Authority annual reports on its performance and compliance with these regulations and other applicable documents including the relevant eligibility criteria rules, and the terms and conditions of its licence.

(3) The Authority may require an electric power supplier to provide any special reports on such format as may be deemed appropriate by the Authority.

(4) The Authority may, if deemed necessary for reasons to be recorded in writing, order a performance audit of an electric power supplier.

18. Risk and administrative requirements.— (1) An electric power supplier shall, subject to the provisions of its licence, promptly and diligently adhere to all reasonable risk-management and risk containment measures, and shall implement risk-mitigation measures.

(2) An electric power supplier shall submit to the Authority for its prior approval any changes to its management control, ownership or nature of business.

(3) An electric power supplier shall inform the Authority, in writing, at least thirty days prior to any change in its address and other contact details.

19. Prohibition against anti-competitive practices.— (1) An electric power supplier shall not impede, prevent or attempt to prevent any other licensee, registered person, market participant or competitor, if any, from engaging in their respective licensed or registered activities.

(2) An electric power supplier shall not engage in any form of anti-competitive activities or activities contrary to free and fair competition.

20. Revocation and suspension.— (1) Subject to and in accordance with the terms of and the procedure set out in the electric power supply licence, the Authority may suspend or revoke the electric power supply licence upon occurrence of any of the following events:

(a) failure by the licensee to timely pay the annual fee or other dues or fines;

(b) a breach by the licensee of any of the provisions of the Act or the applicable documents that materially and adversely affects the standards, price, quality, reliability, efficiency and integrity of supply services, save where such breach occurs without the willful or negligent

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default of the licensee;

(c) failure of the licensee to prepare any codes, programmes or manuals required to be prepared by the licensee;

(d) failure of the licensee to comply with any codes, programmes or manuals prepared by the licensee and approved by the Authority, pursuant to the applicable documents, where such failure has a material adverse effect on the performance by the licensee of its obligations under the applicable documents or these regulations;

(e) except for the purposes of an amalgamation, reconstruction or reorganization of the licensee approved under the Act and regulations, the occurrence of any of the following events:

(i) passing of a resolution by the shareholders for the winding-up of the licensee, with the majority required under the Companies Act, 2017, to give effect to such resolution;

(ii) appointment of receiver, official assignee or administrator of the affairs of the licensee which appointment has not been set aside or stayed within ninety days of the date of such appointment; or

(iii) making by a court of competent jurisdiction of an order for winding-up of the licensee that has not been stayed or set aside within thirty days of the date of the order;

(f) abandonment by licensee of the licensed activity or any part thereof;

(g) the incurring by the licensee of cumulative operating losses as determined in accordance with the relevant rules and regulations or, until such time the rules and regulations are made, in accordance with the generally accepted accounting principles in Pakistan, consistently applied, without taking into account any depreciation in any financial year in an amount greater than or equal to the sum of forty percent of the shareholders, equity in the licensee at the end of the preceding financial year in circumstances where the Authority is satisfied that the licensee is either unwilling or unable to raise additional equity within the time specified for the purpose by the Authority;

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the assignment or transfer of the electric power supply licence or the transfer, conveyance, loss or relinquishment by the licensee of the ownership or control or the right to own, control, or operate the supply business or any material part thereof without an authorization in accordance with the provisions of the Act or these regulations, except where such transfer, conveyance, loss or relinquishment is effected pursuant to a contract approved by the Authority for the management or operation of the supply business by a person other than the licensee;

(i) any statement or representation made or information provided by the licensee in the application for the electric power supply licence or subsequently on the directions of the Authority or pursuant to any

applicable documents proving to have been incorrect, inaccurate or misleading in any material aspect and having a material adverse effect on the licensee's ability to perform its obligations under the electric power supply licence or causing the Authority to issue or renew the electric power supply licence in belief of the accuracy and correctness of such statement, representation or information irrespective of whether or not the Authority would have issued the electric power supply licence if it had knowledge of the inaccuracy of such statement, representation or information;

(j) any default by the licensee in the making of any payment, other than the licence fee, required to be made by it under the applicable documents within ninety days of the due date thereof;

(k) failure of the licensee to comply with the objects, terms and conditions of the electric power supply licence due to supervening impossibility notwithstanding the best efforts of the licensee to so comply; where such non-compliance continues for a period of ninety days consecutively or for a cumulative period of one hundred twenty days in a calendar year; or

(l) any other contravention of the Act, rules, regulations or other applicable documents.

(2) Where the Authority revokes or suspends the licence of supplier of last resort, it may appoint an administrator to take over its supply business.

(3) Notwithstanding the provisions of sub-regulation (1), the Authority shall not revoke or suspend an electric power supply licence nor shall it appoint an administrator in respect of the supply business of supplier of last resort or any part thereof where the breach by the licensee of the terms of sub-regulation (1) or such additional terms as may be specified in the electric power supply licence is a direct result of the failure of the licensee or its renewal despite the best efforts of the licensee including, without limitation, compliance by the licensee with the laws applicable in respect thereof.

(4) Any decision for the suspension or revocation of an electric power supply licence, or the appointment of an administrator in respect of the affairs of the licensee, shall be taken in accordance with the applicable documents.

21. Maintenance of record.— (1) An electric power supplier shall keep complete and accurate record and other data relating to the licensed activity including any contractual arrangements, agreements, and any other information as may be specifically required by the Authority.

(2) All records and data referred to in sub-regulation (1) shall be maintained in good order and condition for a minimum period of five years after the expiry of such record, arrangement or agreement or for such further extended period as the Authority may specifically require.

(3) The Authority shall have the right, upon forty eight hours prior written notice to an electric power supplier, to examine the records and data of the licensee at any

time during normal office hours.

22. Information technology and operational technology requirements.— All computer programs or systems used by the licensee shall be adequately secured as per the requirements of the applicable documents and relevant information technology and operational technology standards.

23. Fair and equitable treatment.— An electric power supplier shall deal fairly and honestly with the consumers at all stages of their relationship as an integral part of their obligations and avoid practices that harm consumers.

24. Disclosure and transparency.— An electric power supplier shall provide complete and accurate information regarding the supply of electric power terms, conditions, applicable or mutually agreed rates, charges and final costs to enable consumers to take informed decisions, and also ensure easy access to this information, especially to the key terms and conditions.

25. Protection of privacy.— An electric power supplier shall protect consumers' privacy through a combination of appropriate control, security, transparency and consent mechanisms relating to the collection and use of their personal data.

26. Consumer complaints and dispute resolution.— (1) An electric power supplier shall make available complaint-handling mechanisms that provide consumers with expeditious, fair, transparent, inexpensive, accessible, speedy and effective dispute resolution.

(2) Any complaints regarding overbilling, non-compliance of instructions with respect to metering, collection of approved charges, and disconnection in case of non-payment of charges, electric power theft and use of energy for purposes other than for which it was supplied, that cannot be resolved under the mechanism provided in pursuance of sub-regulation (1), shall be referred to the Authority.

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(Syed Safeer Hussain)
Registrar

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