



National Electric Power Regulatory Authority
Islamic Republic of Pakistan

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REGISTRAR

No. NEPRA/R/TCD-09/13783-85

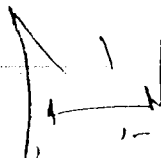
13-12-2013

Chief Executive Officer
Karachi Electric Supply Company Ltd.
KESC House, Punjab Chowrangi,
39 - B, Sunset Boulevard, Phase-II
Defence Housing Authority
Karachi.

Subject: Complaint Filed by Mr. Abdul Hameed Khan under Section 39 of The Regulation of Generation, Transmission and Distribution of Electric Power Act, 1997 Against KESC Regarding Detection Bill
Complaint # KESC-212-2013

Please find enclosed the decision of Member (Consumer Affairs) dated December 11, 2013, regarding the subject matter, for necessary action and compliance within 30 days of the receipt of this decision.

Encl : As Above


13/12/13
(Ifikhar Ali Khan)
Deputy Registrar

Copy to:

1. Syed Muhammad Taha, Director Distribution Strategy, Karachi Electric Supply Company Ltd. KESC House, Punjab Chowrangi, 39 - B, Sunset Boulevard, Phase-II. Defence Housing Authority, Karachi.
2. Mr. Abdul Hameed Khan, R-120, Anwar-e-Ibrahim, Malir City, Karachi.



BEFORE THE
NATIONAL ELECTRIC POWER REGULATORY AUTHORITY
NEPRA

Complaint No. KESC-212-2013

Mr. Abdul Hameed Khan,
R-120, Anwar-e-Ibrahim, Malir City,
Karachi.

Complainant

Versus

Karachi Electric Supply Company Ltd.
KESC House No. 39-B,
Sunset Boulevard Phase-II,
Defence Housing Authority,
Karachi.

Respondent

Date of Decision: December 11, 2013

Date of Hearing: August 12, 2013

On behalf of:

Complainant: Mr. Abdul Hameed Khan

Respondent: 1. Mr. Rafique Ahmed Sheikh, General Manager, KESC.
2. Mr. Mujib-ur-Rehman, Assistant Manager, KESC.

Subject: **DECISION IN THE MATTER OF COMPLAINT FILED BY MR. ABDUL HAMEED KHAN UNDER SECTION 39 OF THE REGULATUION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT 1997 AGAINST KESC REGARDING DETECTION BILL**

Decision

1. This decision shall dispose of the complaint dated July 05, 2013 filed by Mr. Abdul Hameed Khan, R-120, Anwar-e-Ibrahim, Malir City, Karachi (hereinafter referred to as the "Complainant") against Karachi Electric Supply Company (hereinafter referred to as the "Respondent" or "KESC") under Section 39 of the Regulation of Generation, Transmission and Distribution of Electric Power Act, 1997.



2. The Complainant in his complaint stated that he received electricity bill for the month of April 2013 amounting to Rs. 21,639/- with Rs. 1077.16 as current bill and Rs. 20,560.99 as arrears. The bill has been charged on normal mode for 136 units and no detail of arrears was given. Upon enquiry from the concerned office of KESOC, he was informed that the said amount has been charged for use of hook at his residence whereas the hook at his residence belongs to his neighbor. The Complainant prayed for withdrawal of the arrears and issuance of bills as per actual meter reading.
3. The matter was taken up with KESOC for submission of para-wise comments. In response, KESOC vide its letter dated August 05, 2013 reported that the site inspection was carried out at the premise of the Complainant after serving the site inspection notice under Section 20 of the Electricity Act, 1910 on March 12, 2013 which the consumer did not acknowledge. As per the Site Inspection Report (SIR) dated March 12, 2013, hook was found with connected load of 3.829 kW. A notice under section 39, 39A, 41 & 26A of Electricity Act, 1910 was served upon the consumer, but he neither acknowledged the receipt of the notice nor responded to it. A supplementary bill of 1781 units was processed on the basis of connected load for 6 months from August 24, 2012 to February 19, 2013 amounting to Rs. 17,119/-. The supplementary bill charged to the Complainant is justified and liable to be paid by the Complainant.
4. To further investigate the matter, a hearing was conducted on August 12, 2013 at Karachi which was attended by both the parties wherein they reiterated their respective versions / arguments in the matter as earlier submitted by them. Pursuant to the hearing, some additional information with respect to billing data, copy of F.I.R and rationale of detection bill etc. was sought from KESOC which was submitted by KESOC except the copy of F.I.R and informed that no F.I.R has been lodged against the Complainant.
5. The case has been analyzed in detail in light of documents provided by both the parties and arguments advanced during the hearing. The following has been concluded:
 - i. Inspection was carried out at the premises of the Complainant on March 12, 2013 and as per report of KESOC, a hook was found in use. The Complainant is of the view that the hook at his residence was of his neighbor.
 - ii. As per Consumer Service Manual, FIR is mandatory in case of direct theft of electricity. If the consumer was involved in theft of electricity, KESOC



should have lodged FIR against him but the same was not done by KEESC. Even the matter was not reported to police for lodging of FIR.

- iii. KEESC assessed consumption of the Complainant as 420 units per month and 2520 units for six months i.e. August 24, 2012 to February 19, 2013. After deducting already charged 719 units for the same period, KEESC charged a detection bill for 1781 units amounting to Rs.17,119/- for the same period.
- iv. The billing data of the Complainant shows that the average monthly consumption of the Complainant for 6 months prior to inspection i.e. September 2012 to February 2013 is 123 units whereas for corresponding 6 months of the previous year i.e. September, 2011 to February, 2012 the average monthly consumption of the Complainant is 152 units; as such, there is no remarkable difference in the consumption.
- v. The average monthly consumption of the Complainant for 6 months after inspection of premises i.e. April, 2013 to September, 2013 is 167 units, whereas for the corresponding months of previous year i.e. April, 2012 to September, 2012 the average monthly consumption is 140 units; as such, there is no remarkable difference in the consumption after inspection. If the Complainant was involved in theft of electricity then his consumption should have been increased after checking/removal of hook connection.

6. As there is no recordable difference in consumption pattern of the Complainant either prior to or after checking by KEESC, therefore it can be concluded that the Complainant was not involved in theft of electricity. Also, there is no FIR against him in this regard. Even the matter was not reported to police for registration of FIR. KEESC is therefore directed to withdraw the detection bill charged against the Complainant for 1781 units amounting to Rs.17,119/- and submit compliance report within 30 days.

Islamabad, December 11, 2013



(Maj (R) Haroon Rashid)

Member (Consumer Affairs)

