



National Electric Power Regulatory Authority Islamic Republic of Pakistan

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REGISTRAR

No. NEPRA/R/TCD-09/1866-68


25-2-2014

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

Subject: **Decision in the Matter of Complaint Filed by Syed Muhammad Hamid Raza under Section 39 of The Regulation of Generation, Transmission and Distribution of Electric Power Act, 1997 Against KESC Regarding Excessive Billing (Consumer #LA-258556)**
Complaint # KESC-237/2013

Please find enclosed the decision of Member (Consumer Affairs) in the subject matter for necessary action and compliance within 30 days of the receipt of this letter.

Encl : As Above


25/2/13
(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. Syed Muhammad Hamid Raza, C/o. S.I.T.E. Post Office, Karachi.



BEFORE THE
NATIONAL ELECTRIC POWER REGULATORY AUTHORITY
(NEPRA)

Complaint No: KESC-237-2013

Syed Muhammad Hamid Raza, Complainant
C/o S.I.T.E. Post Office,
Karachi.

Versus

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

Date of Hearings: 1) August 12, 2013
2) November 19, 2013

Date of Decision: February 24, 2014

On behalf of:

Complainant 1) Syed Muhammad Hamid Raza

Respondent: 1) Qazi Nisar Ahmed, General Manager
2) Mr. Rafique Sheikh, General Manager (Regulations)
3) Mr. Imtiaz Rashid, Deputy General Manager
4) Mr. Liaqat Ali, Assistant Manager
5) Ms. Safina Hanif, Assistant Manager (Regulations)

Subject: **DECISION IN THE MATTER OF COMPLAINT FILED BY SYED MUHAMMAD HAMID RAZA UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST KESC REGARDING EXCESSIVE BILLING (CONSUMER NO LA-258556)**

DECISION


1. This decision shall dispose of the complaint dated nil filed under Section 39 of the Regulation of Generation, Transmission and Distribution of Electric Power Act, 1997 by Syed Muhammad Hamid Raza (hereinafter referred to as the "Complainant") against

Karachi Electric Supply Company (hereinafter referred to as the "Respondent" or "KESC").

2. The Complainant in his complaint stated that KESC issues him average bills without any justification and blames him for theft of electricity. The Complainant has requested that KESC may be advised to take proper meter reading and excessively billed amount paid by him may be adjusted in his future bills.
3. The matter was taken up with KESC for submission of para-wise comments. In response, KESC vide its letter dated July 25, 2013 reported that during routine survey, the meter of the Complainant was found faulty and a Faulty Meter Report (FMR) was issued on April 19, 2012. The meter was replaced on January 16, 2013 and the old meter was sent to the testing laboratory which showed results as "Meter found sticky". Accordingly, a notice under section 39, 39A, 44 & 26A of the Electricity Act, 1910 dated March 03, 2013 was served upon the Complainant which was neither acknowledged nor responded by the Complainant. Subsequently, a supplementary bill of 561 units was processed on the basis of connected load of 1.352 kW, covering the period of 6 months from July 10, 2012 to January 09, 2013 amounting to Rs.3296.87. The supplementary bill charged was justified and liable to be paid by the Complainant.
4. To probe further into the matter, a hearing was held on August 12, 2013 at Karachi which was attended by KESC representatives only. To provide an opportunity to the Complainant, another hearing in the matter was held on November 19, 2013 at Karachi which was attended by both the parties. The parties advanced arguments on the basis of their earlier versions. In addition, the Complainant raised an issue regarding non-reflection of his name on his electricity bills. Pursuant to the hearing, some additional information was sought from KESC which was submitted by KESC vide its letter dated December 17, 2013. Further, KESC informed that certain documents are required for reflection of Complainant's name on electricity bills such as copy of estimate/payment of SD amount.
5. The case has been examined in detail in light of available record and arguments advanced during the hearing. Details are as under:
 - i) KESC inspected the premises and issued a FMR on April 19, 2012. The subsequent laboratory test declared the meter as sticky. On such basis, KESC charged detection bill to the Complainant for 561 units for the period from July 10, 2012 to January 9, 2013 (six months). KESC assessed consumption of the Complainant as 876 units for this period and after deducting already charged 315 units, KESC raised detection bill for $876 - 315 = 561$ units amounting to Rs.3296.87.

- ii) A procedure is laid down in Consumer Service Manual (CSM) to deal with such kind of cases i.e sticky meters or where accuracy of meter is doubtful. However, from the record it did not appear that KESC followed the procedure as laid down in CSM.
 - iii) After inspection of the premises, FMR was issued on April 19, 2012. The meter was replaced on January 16, 2013 (after about 9 months of inspection). Notice for discrepancy in the meter was issued on March 3, 2013 (after about 11 months of issuance of FMR). Here a question arises that why KESC took that much time for replacement of meter and issuance of notice to the Complainant. This is very serious and is required to be looked into by the management of KESC.
 - iv) The billing data provided by KESC shows that there is a slight difference in consumption pattern of the Complainant after replacement of the meter however, detection bill charged by KESC is on the higher side. Moreover, the detection bill has been charged by KESC without following the procedure as laid down in the CSM.
 - v) Point of view of KESC regarding provision of documents i.e. copy of estimate/payment of SD amount by the Complainant for reflection of his name on the bills has no justification. Such record must be available with KESC.
6. Foregoing in view, KESC is hereby directed to:
- i) Strictly follow the procedure laid down in Consumer Service Manual in true letter and spirit prior to issuance of detection bills. If any such violation is observed in future, strict action shall be taken against KESC under the prevailing rules and regulations.
 - ii) The detection bill raised against the instant Complainant be revised from 6 months to 3 months.
 - iii) The complainant's name be reflected in his electricity bills after scrutiny of record.
7. Compliance report be submitted within thirty (30) days.

Islamabad, February 24, 2014


(Maj (R) Haroon Rasheed)
Member (Consumer Affairs)
