



National Electric Power Regulatory Authority
Islamic Republic of Pakistan

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Registrar

No. TCD 09/6513-15

17-8-2012

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

Subject: **Order in the matter of Complaint filed by Mr. Muhammad Khalid under Section 39 of the Regulation of Generation, Transmission and Distribution of Electric Power Act, 1997 against KESC regarding Detection Bill (AC No. 1813808050034)**

Please find enclosed herewith Order of Member (Consumer Affairs) NEPRA in the subject matter for compliance within 30 days of the receipt of this Order.

Encl: As above

Sd/-
(Syed Safer Hussain)

Copy:

1. Mr. Amer Zia
Director (Strategy Planning and Compliance)
Karachi Electric Supply Company Ltd.
House No. 10-B, St. 65,
F-8/3, Islamabad.
2. Mr. Muhammad Khalid
Deputy Director (STI)
Pakistan Scientific & Technological Information Centre (PASTIC)
A-43, Block # 3, Gulshan-e-Iqbal
Karachi

No. TCD 09/ 6516

Forwarded for information, please.

Senior Advisor (CAD) [w.r.t. Dy. No. 347 dated 16.08.2012]
Master File

CC:

1. Acting Chairman / Member (CA)
2. Member (Licensing)
3. Member (M&E)
4. Member (Tariff)

17-8-2012

Registrar



BEFORE THE
NATIONAL ELECTRIC POWER REGULATORY AUTHORITY
(NEPRA)

Complaint No: KESC-50-2012

Mr. Muhammad Khalid Complainant

Versus

Karachi Electric Supply Company Respondent

Date of Hearing: June 27, 2012

Date of Decision: August 13, 2012

On behalf of:

Complainant: Nil

Respondent: Mr. Amer Zia, Director (Strategy, Planning and Compliances)

Subject: IN THE MATTER OF COMPLAINT FILED BY MR. MUHAMMAD KHALID UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST KESC REGARDING DETECTION BILL (AC NO 1813808050034)

ORDER

- 1) This Order shall dispose of the complaint dated 29-02-2012 of Mr. Muhammad Khalid (hereinafter referred to as 'the Complainant') against Karachi Electric Supply Company (hereinafter referred to as Respondent/KESC) filed with NEPRA under Section 39 of the Regulation of Generation, Transmission and Distribution of Electric Power Act, 1997.



- 2) The brief facts of the case are that Mr. Muhammad Khalid R/o House No. R-7, 2nd Floor, F.B Area Block No. 16, Karachi filed a complaint dated 29.02.2012 with NEPRA mentioning that KESC issued him bill of Rs.16,207/- for the month of January 2012 including arrears of Rs.15,268.69. He approached KESC to know the reasons of imposition of arrears and he was informed that charges have been imposed pursuant to a site inspection of his premises carried out by KESC officials. The inspection staff reported in the Site Inspection Report (SIR) dated 03.01.2012 that an extra phase was being used and bills show nominal consumption inspite of the fact that a split AC is installed at the premises. The complainant requested NEPRA to enquire about this inefficiency of KESC officials and charged amount may be withdrawn.
- 3) Upon enquiry by CAD, KESC vide its letter dated 26.03.2012 informed that a site inspection was carried out at premises of the complainant on 03.01.2012 and extra phase was found in use. A notice under section 39, 39-A, 44 and 26-A of the Electricity Act, 1910 dated 06.01.2012 was served upon the complainant but no response was received within stipulated time. Consequently, a detection bill of 1370 units amounting to Rs.15,268/- was prepared on the basis of site inspection report for a period of six months i.e. from 24.06.2011 to 30.12.2011. The complainant is involved in theft of electricity therefore, the detection bill charged is justified and liable to be paid by the complainant.
- 4) After analyzing the report of KESC, some more information was sought from KESC vide CAD letter dated 29-03-2012 regarding entertaining the case in light of Consumer Service Manual (CSM), billing history, breakup of detection bill and discrepancy / proof of use of extra phase. In response, KESC vide its letter dated 09.04.2012 informed that the case has been dealt as per the provisions of CSM and the meter was checked in presence of consumer's representative. KESC assessed the consumption of the consumer from 24.06.2011 to 23.12.2011 as 2646 units whereas in these months KESC had already charged 1276 units to the complainant therefore the balance 1370 units have been charged as detection bill.
- 5) To probe further into the matter, hearing was held on 27.06.2012 at Consumer Affairs Division. KESC representative attended the hearing whereas the complainant did not attend the hearing and he informed vide his letter received on 22.01.2012 that it was difficult for him to attend the hearing at Islamabad and he has already explained his grievances in his complaint. During the hearing, KESC representative reiterated their earlier version but could not provide any solid proof regarding involvement of the complainant in theft of electricity.
- 6) KESC is of the view that the complainant is involved in theft of electricity through extra phase. The facts remain that as per the provisions of CSM extra phase comes under the ambit of direct theft of electricity and lodging of FIR is mandatory in such cases. KESC has failed to register FIR against the complainant if he is involved in theft of electricity. Moreover, the billing history of the complainant shows that there is no abnormal difference in the consumption pattern of the complainant for last three years. Moreover, KESC has failed to produce any solid proof regarding involvement of the complainant in theft of electricity. Therefore, the allegation of KESC regarding theft of electricity by the complainant has not been established, beyond any doubt.
- 7) Foregoing in view, KESC is therefore, directed to withdraw the detection bill of 1370 units charged against the complainant.


 (Ghiasuddin Ahmed) L3/S
 Member (Consumer Affairs)

Islamabad, August 13, 2012

