



National Electric Power Regulatory Authority
Islamic Republic of Pakistan

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Registrar
No. NEPRA/RTCD-09/557-59

21-1-2013

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

Subject: **DECISION IN THE MATTER OF COMPLAINT FILED BY MRS. SAEEDA MAZHAR UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST KESC REGARDING ARREARS IN THE BILL (CONSUMER # LA-941700)**
Complaint # KESC-335-2012

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

— Sd —
(Syed Safer Hussain)

Copy to:-

1. Syed Muhammad Taha
Director Distribution Strategy
Karachi Electric Supply Company (KESC)
2nd Floor, KESC House No. 39-B
Sunset Boulevard Phase-II
Defence Housing Authority, Karachi.
2. Mrs. Saeeda Mazhar
A-180, Sindh Baloch Society
Block-12, Gulistan-e-Johar
Karachi.

No. NEPRA/RTCD-09/560

For information, please.

21-1-2013

— Sd —
(Syed Safer Hussain)

- Director (CAD)
- Master File [w.r.t. D (CAD) D# 88 dated 18.1.2013].

CC:-

1. Chairman
2. Member (Licensing)



**BEFORE THE
NATIONAL ELECTRIC POWER REGULATORY AUTHORITY
(NEPRA)**

Complaint No: KESC-335-2012

Mrs. Saeeda Mazhar Complainant
A-180, Sindh Baloch Society
Block-12, Gulistan-e-Johar
Karachi

Versus

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

Date of Decision: January 17, 2013

Date of Hearings: November 28, 2012

On behalf of:

Complainant: None

KESC: 1. Mr. Rafique Ahmed Sheikh, Deputy General Manager
2. Mr. Zafar Iqbal, Deputy General Manager
3. Mr. Imran Jamil, Deputy General Manager


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DECISION

1. This decision shall dispose of the complaint dated nil received in NEPRA on September 12, 2012 from Mrs. Saeeda Mazhar, resident of A-180, Sindh Baloch Society, Block-12, Gulistan-e-Johar, Karachi

(hereinafter referred to as "the Complainant") against Karachi Electric Supply Company (hereinafter referred to as "the Respondent" or "KESC") filed under section 39 of the Regulation of Generation, Transmission and Distribution of Electric Power Act, 1997.

2. Brief facts of the case are that the complainant stated that in the billing month of June 2012 she received a bill with arrears of Rs.37,147/-. On enquiry she was informed by KESC that iron particles were found in the meter.
3. The complaint was forwarded to KESC for submission of parawise comments. In response, KESC vide its letter dated September 24, 2012 reported that a site inspection was carried out at the premises of the complainant after serving the inspection notice dated June 5, 2012, but the complainant refused to acknowledge. As per the Site Inspection Report (SIR) dated June 5, 2012, iron particles were found in the meter and the connected load was found 8.589 kW. Therefore, a notice under section 39, 39A, 44 and 26A dated June 5, 2012 was served upon the consumer but no response received within the stipulated time. Consequently, detection bill of 2768 units amounting to Rs.37,147/- was processed on the basis of SIR, covering the period of 6 months from November 18, 2011 to May 21, 2012 and served to the complainant. The meter was changed on August 27, 2012. The complainant was involved in illegal abstraction of electricity, therefore, the detection bill charged is justified and liable to be paid by the complainant.
4. The report of KESC was sent to the complainant for her information / rejoinder. In response, the complainant vide her letter dated November 3, 2012 made some observations over the report of KESC. To probe further into the matter, hearing was held at Karachi on November 28, 2012 which was attended by KESC only. Pursuant to the hearing, some information with respect to billing history of the complainant and rationale of detection units was sought from KESC which was submitted by KESC vide letter dated December 11, 2012.
5. The case has been examined in light of documents provided by both the parties and applicable rules. A procedure is laid down in Consumer Service Manual (CSM) regarding establishing illegal abstraction of electricity by the consumers which provides securing the existing meter in presence of the consumer or his/her representative, installation of check meter, involving local representatives, issuance of notice and examining the reply of the consumer. Once illegal abstraction is established, then detection bills restricted to three billing cycles and maximum up to six months with the approval of CEO or his authorized committee is to be served to the consumer. In such case, action is also required to be taken against the officer incharge for not being vigilant enough in prevention of theft. Site inspection was carried on June 5, 2012 and as per report of KESC iron particles were found in the meter body. KESC assessed the consumption of the complainant as 4536 units during the period from Nov 18, 2011 to May 21, 2012 on the basis of consumption of winter and summer seasons. During the same period (Nov 18, 2011 to May 21, 2012) KESC had already charged 1768 units in routine bills therefore remaining $4536 - 1768 = 2768$ units were raised as detection bill. A gist of the billing data of the complainant reveals that the consumption pattern of the consumer during Nov 2011 to May 2012 for which KESC has charged detection bill is higher when compared with the corresponding months of the previous year. Also the documents provided by KESC do not prove that the procedure laid down in the CSM for establishing illegal abstraction of electricity has been followed by KESC. From the above, it can be concluded that the detection bill raised by KESC to the complainant has no justification and is liable to be set-aside.
6. For the foregoing reasons, KESC is hereby directed to withdraw the detection bill for 2768 units of Rs.37,147/- from electricity bill of the complainant.


(Maj (R) Haroon Rashid) 17/1
Member (Consumer Affairs)

Islamabad, January 17, 2013