



National Electric Power Regulatory Authority
Islamic Republic of Pakistan

2nd Floor, OPF Building, G-5/2, Islamabad
Ph: 051-9206500, 9207200, Fax: 9210215
E-mail: registrar@nepra.org.pk

Registrar

No. TCD 09/8133-35

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

DD/CAD
11/10

10-10-2012

12/10/12

DD/CAD

Subject: Complaint filed by Mst. Shafqat Ara under Section 39 of the Regulation of Generation, Transmission and Distribution of Electric Power Act, 1997 against KESC regarding Excessive Billing
Complaint # KESC-41/2012

Please find enclosed herewith 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

— SJ —
(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. Mst. Shafqat Ara
R/O House No. 4/229
Liaquatabad, Karachi

No. TCD 09/8136

Forwarded for information, please.

Senior Advisor (CAD) [w.r.t. Dy. No. 1056 dated 09.10.2012]
Master File

CC:

1. Acting Chairman / Member (CA)

10-10-2012

Registrar

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

Complaint No: KESC-41-2012

Mst. Shafqat Ara Complainant

Versus

Karachi Electric Supply Company (KESC) Respondent

Date of Hearing: July 10, 2012

Date of Decision: October 05, 2012

On behalf of:

Complainant: Nil

Respondent: Mr. Amer Zia, Director (S,P&C)

Subject: DECISION IN THE MATTER OF COMPLAINT FILED BY MST. SHAFQAT ARA UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST KESC REGARDING EXCESSIVE BILLING (AC NO 1914420640019)

1. This Decision shall dispose of the complaint dated February 17, 2012 of Mst. Shafqat Ara (hereinafter referred to as "complainant") against Karachi Electric Supply Company (hereinafter referred to as the "respondent" or "KESC") filed with NEPRA under Section 39 of the Regulation of Generation, Transmission and Distribution of Electric Power Act, 1997.

2. The complainant in her complaint stated that she was receiving excessive electricity bills since July 2011. As per complainant she used to take bills every month to KESC for correction and they only made correction in the bills with remarks of "wrong posting" or "sent for allowance" but never updated their record. Every month KESC staff paid visit to her house for disconnection of electricity supply without any disconnection notice. The complainant further informed that a complaint was filed with KESC on August 16, 2011 but no action has been taken till date. The complainant prayed for issuing directions to KESC to take appropriate action for correction of record and issuance of correct bills.

3. As per procedure, the complaint was forwarded to KESC for submission of parawise comments. In response, KESC vide its letter dated March 7, 2012 submitted report and informed that a site inspection was carried out after serving notice dated October 10, 2011 to the complainant. As per site inspection report, the terminal seals of the meter were found broken, bond paper damaged and the meter installed inside the premises with connected load of 6.21 kW. Consequently, a notice was served to the complainant under section 39, 39-A, 44 and 26-A of Electricity Act, 1910.

A detection bill was processed for 2802 units covering the period from January 22, 2011 to June 25, 2011 amounting to Rs.36,250/-. As regards consumer's complaint for excessive billing for the month of July 2011 KESC clarified that a site inspection was carried out on November 3, 2011 and discrepancy of cut out in the meter board, selector to control the meter, bunch of hooks kundas were found which were the means employed by the complainant for illegal abstraction of electricity. As the complainant is habitual of stealing electricity her request for withdrawal of excessive bill was not acceded to.

4. The report of KESC was transmitted to the complainant for her information, rejoinder. In response, the complainant vide her letter dated March 19, 2012 repudiated the allegations of KESC. Accordingly, the matter was taken up with KESC vide letter dated March 30, 2012. In response, KESC vide its letter dated April 13, 2012 submitted report and reiterated its earlier stance. To probe further into the matter, additional information was sought from KESC vide letter dated May 03, 2012. In response, KESC vide its letter dated May 14, 2012 submitted the required information however with regard to FIR it was informed by KESC that the complainant was involved in illegal abstraction of electricity for which no FIR^s required and the case was processed as per clause 9.1(b) of Consumer Service Manual.

5. To find out the facts of the case, a hearing in the matter was held on July 10, 2012 at NEPRA which was attended by KESC but the complainant did not attend the hearing. During the hearing representative of KESC reiterated their earlier version and nothing new was presented to establish their allegation regarding involvement of the complainant in theft/illegal abstraction of electricity.


6. The case has been examined in detail. It is the complainant who took initiative and approached KESC on August 16, 2011 for correction of her bill which she noticed to be excessive. There was no response from KESC. Further, as reported by KESC the site of complainant was inspected on October 10, 2011 and November 03, 2011 and some irregularities were noticed. KESC alleged that the complainant was involved in theft of electricity through direct connection and illegal abstraction of electricity by manoeuvring meter. It is noticed that KESC did not follow the procedure as laid down in Consumer Service Manual for direct theft of electricity and illegal abstraction of electricity which require lodging of FIR for direct theft and securing the meter, installation of check meter, issuance of notice on account of theft or illegal abstraction of electricity and finally issuance of detection bill for illegal abstraction of electricity. Moreover, KESC could not subsequently provide any evidence through which the allegations could be established against the complainant. On the other hand the complainant had approached KESC which prima-facie shows that the complainant was not involved in theft of electricity.

7. The consumption record of the complainant is as under:

<u>Period</u>	<u>Consumption (units)</u>
Jan-2008 to Jun-2008	575
Jan-2009 to Jun-2009	550
Jan-2010 to Jun-2010	496
Jan-2011 to Jun-2011	1354 (Disputed period)
Jan-2012 to Jun-2012	717

The above billing history shows that the consumption is highest (1354 units) during the disputed period for which KESC has raised detection bill on account of theft of electricity. KESC has failed to establish the allegations leveled against the complainant.

8. For the foregoing, I am of the considered view that the detection bill raised by KESC against the complainant for the period from January 22, 2011 to June 21, 2011 for 2802 units amounting to Rs.36,250/- is not justified and liable to be withdrawn. KESC is therefore, directed to withdraw the detection bill and serve correct bill to the complainant for payment.


(Ghiasuddin Ahmad)
Member (Consumer Affairs)

October 05, 2012