



**National Electric Power Regulatory Authority**  
**Islamic Republic of Pakistan**

NEPRA Office Building, G-5/1, Attaturk Avenue (East), Islamabad  
Phone: 051-9206500, Fax: 051-2600026

Website: [www.nepra.org.pk](http://www.nepra.org.pk), Email: [registrar@nepra.org.pk](mailto:registrar@nepra.org.pk)

**OFFICE OF THE  
REGISTRAR**

No. NEPRA/R/D(CAD)/TCD.09/ 8853-54

June 09, 2015

Chief Executive Officer  
K-Electric Limited  
KE House No. 39-B,  
Sunset Boulevard, Phase-II, DHA  
Karachi

**Subject: DECISION IN THE MATTER OF COMPLIANT FILED BY CH. MOHAMMAD ASHRAF ON BEHALF OF S. M. YOUSUF UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST K-ELECTRIC REGARDING DETECTION BILL (CONSUMER # AL-123206) –  
Complaint # KE-74/2014**

Please find enclosed the decision of NEPRA in the subject matter for necessary action and compliance within thirty (30) days of receipt of the decision.

**Encl:/As above**

  
(Iftikhar Ali Khan)  
Deputy Registrar

Copy to:

Mr. S. M. Yousaf  
C/o Ch. Mohammad Ashraf  
4-Arjun Cottage, M. K. Mall Road,  
AM-II, Frere Road, Karachi



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

Complaint No: KE-74/2014

S.M Yousuf ..... **Complainant**  
C/o Ch. Mohammad Ashraf,  
4-Arjun Cottage, M K Mal Road,  
AM-11, Frere Road, Karachi.

**Versus**

K-Electric Limited ..... **Respondent**  
(Formerly Karachi Electric Supply Company (KESC)),  
KE-House No. 39-B,  
Sunset Boulevard, Phase II,  
Defense Housing Authority, Karachi.

**Date of Hearing:** March 27, 2015

**Date of Decision:** June 05, 2015

**On behalf of:**

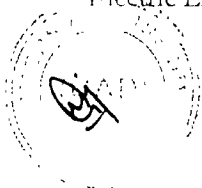
**Complainant** Ch. Muhammad Ashraf

**Respondent:** 1) Mr. Rafique Ahmed Shaikh (General Manager)  
2) Mr. Manzoor Ali (Deputy General Manager)

**Subject:** DECISION IN THE MATTER OF COMPLAINT FILED BY CH. MOHAMMAD ASHRAF ON BEHALF OF S. M. YOUSUF UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST K-ELECTRIC LIMITED REGARDING DETECTION BILL (CONSUMER # AL-123206)

**Decision**

- 1 This decision shall dispose of the complaint dated November 27, 2014 filed by Ch. Muhammad Ashraf on behalf of S. M. Yousuf (hereinafter referred to as "the Complainant") under Section 39 of the Regulation of Generation, Transmission and Distribution of Electric Power Act, 1997 against K-Electric Limited (hereinafter referred to as "the Respondent" or "KE").



- 2 The Complainant in his complaint stated that KE issued wrong bill amounting to Rs. 41,178/- and in this regard he made various representations to KE but no positive response was given. The Complainant added that KE asked him either to pay the bill in installments or half money in advance. Further, the Complainant requested to issue stay order that electricity supply of the premises should not be disconnected till the decision.
3. The matter was taken up with KE for submission of parawise comments. In response, KE vide letter dated December 23, 2014 reported that a site inspection was carried out at the premises of the Complainant on October 24, 2013 after serving an inspection notice under section 20 of the Electricity Act, 1910 which the consumer refused to acknowledge. During inspection, a discrepancy of "meter neutral break and meter stop" was detected and connected load was found as 4.24 kW against sanctioned load of 1.0 kW. Subsequently, a notice dated October 24, 2014 under section 39, 39A, 44 & 26A of Electricity Act 1910 was served to the consumer to provide an opportunity to explain the reason of the reported discrepancy which the consumer refused to acknowledge. After lapse of stipulated time, detection bill of 2609 units amounting to Rs. 34,226/- was processed on the basis of connected load, covering a period of six (06) months from April 13, 2013 to October 12, 2013. Further, as per Meter Change Advice (MCA), discrepancies of "Terminal strip damaged; shunt found in terminal block" were found and the meter of the premises was changed on November 05, 2014. KE added that the consumer was involved in theft of electricity, hence the detection bill is justified and liable to be paid by the consumer.
4. The report of KE was sent to the Complainant for information/comments. In response, the Complainant vide letter dated January 13, 2015 raised his observations over the report of KE and denied the allegations leveled by KE. Accordingly, the matter was again taken up with KE and also some additional information/ documents with respect to billing history of the Complainant's account, rationale of detection bill, copy of MCO etc was sought from KE; which KE submitted vide its letter dated February 11, 2015.
5. In this regard, a hearing was held on March 27, 2015 at Karachi, which was attended by both the parties. During the hearing the parties advanced arguments on the basis of their earlier versions. The Complainant added that he has been living in the same flat since October 2012 which was purchased by one of his relatives in February 2011. The Complainant was also asked to provide documents with respect to purchase of the flat and his complaint filed with KE upon receipt of wrong bill; which the Complainant submitted vide letter dated April 07, 2015.
- 6 The case has been examined in detail in light of available record, relevant documentary evidence, arguments advanced during the hearing and applicable law. Following has been observed:
- 1 As per report of KE, an inspection of the Complainant's premises was carried out on October 24, 2013 and discrepancy of "meter neutral break and meter stop" was found. On the basis of this discrepancy, KE assessed the consumption of the Complainant as 3696 units (616 units per month for 6 summer months) for the period from April 13, 2013 to October 12, 2013 and after deducting already charged 1087 units, KE raised detection bill of 2609 units amounting to Rs. 34,226/- against the Complainant. The Complainant has denied the allegations leveled by KE. Further upon receipt of detection bill, the Complainant filed a complaint dated December 26, 2013 with KE which was duly acknowledged by KE officials but no action was taken by KE officials for redressal of his grievance.

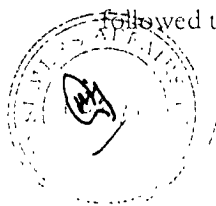


- ii. The billing history of the Complainant's account as per record provided by KE is as under:

MONTH	YEARS			
	NUMBER OF UNITS CONSUMED			
	2012	2013	2014	2015
January	38	63	53	109
February	37	63	68	
March	36	72	59	
April	55	95	80	
May	35	130	155	
June	29	170	0	
July	30	159	275	
August	30	283	183	
September	28	171	136	
October	116	175	114	
November	77	400 (assessed)	137	
December	51	95	132	

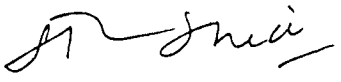
The above table shows that the consumption of the Complainant during the disputed period i.e. from May 2013 to October 2013 i.e. 6 months prior to inspection = 1088 units (Average monthly= 181 units) whereas the consumption of the Complainant in corresponding months of previous year i.e. from May 2012 to October 2012 = 268 units (Average monthly= 45 units). This shows that the consumption of the Complainant was already on higher side during the period for which KE has charged detection bill as compared with the consumption recorded in the corresponding months of previous year. Further, the consumption of the Complainant during 11 months after inspection charged on normal mode i.e from December 2013 to October 2014 = 1218 units (Average monthly= 111 units) whereas the consumption in the corresponding months of previous year i.e from December 2012 to October 2013 = 1432 units (Average monthly= 130 units) This shows that there is no remarkable difference in the consumption of the premises during 11 months after inspection charged on normal mode i.e December 2013 to October 2014 as compared with the consumption of corresponding months of previous year. As such, the billing history of the Complainant's account does not support the submission of KE that the Complainant was involved in theft of electricity.

- iii. KE has issued detection bill on account of illegal abstraction of electricity i.e Meter neutral Break and meter stopped. In this regard a procedure is laid down in Consumer Service Manual (CSM) which provides, inter alia, for securing the existing meter in the presence of the consumer or his representative, installation of check meter, issuance of notice and examining the reply of the consumer. Once illegal abstraction is confirmed, detection bill is to be restricted to three billing cycles and upto six months with the approval of CEO or his authorized committee. If the consumer objects payments or disputes over the quantum of the units detected by the DISCO, the appellat authority for revision of detection bill would be the review committee of DISCO headed by the next higher officer. The consumer will also be given personal hearing by the review committee. In case, the dispute remains unresolved even after exhaustive review, the DISCO after getting approval of Chief Executive Officer may lodge the F.I.R. The consumer may also approach a competent Court of law under the relevant provisions of Electricity Act, 1910. From the record, it has not been established that KE had followed the procedure given in CSM prior to imposition of detection bill.



7. Foregoing in view, KE is directed to withdraw the detection bill amounting to Rs.34,226/- charged against the Complainant being illegal and unjustified.
8. Compliance report be submitted within thirty (30) days.

Islamabad, June 05, 2015

  
**Maj. (R) Haroon Rashid**  
Member (Consumer Affairs)

