



National Electric Power Regulatory Authority
Islamic Republic of Pakistan

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Registrar

No. NEPRA/R/TC D - 09/1191-13

11-2-2013

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

Subject: **DECISION IN THE MATTER OF COMPLAINT FILED BY MR. KHALID MEHMOOD UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST KESC REGARDING ARREARS IN THE BILL (CONSUMER # 1513744010145)**
Complaint # KESC.219-2012

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)

Enclosure: As above

Copy to:-

1. Syed Muhammad Taha
Director Distribution Strategy
Karachi Electric Supply Company Ltd. (KESC)
KESC House, Punjab Chowrangi,
39 - B, Sunset Boulevard, Phase-II
Defence Housing Authority
Karachi.
2. Mr. Khalid Mehmood
Telecom Engineer
Royal Embassy of Saudi Arabia
G-5, Diplomatic Enclave, Islamabad.

No. NEPRA/R/TC D - 09/1194

11-2-2013

For information, please.

1. SA (CAD)
 2. Director (CAD)
 3. Master File [w.r.t. VCD#252 dated 04.02.2013.]
- CC:-
1. Chairman
 2. Vice Chairman / Member (CA)
 3. Member (Lic)
 4. Member (Trf)

— Sd —
Registrar



BEFORE THE
NATIONAL ELECTRIC POWER REGULATORY AUTHORITY
NEPRA

Complaint No.KESC-219-2012

Mr. Khalid Mehmood **Complainant**
Telecom Engineer
Royal Embassy of Saudi Arabia
G-5, Diplomatic Enclave, Islamabad.

Versus

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

Date of Decision: February 6, 2013

Date of Hearings: October 23, 2012

On behalf of:

Complainant: Mr. Khalid Mehmood

Respondent: Mr. Rafique Ahmad Sheikh, Deputy General Manager (Regulatory Affairs)


Subject: **DECISION IN THE MATTER OF COMPLAINT FILED BY MR. KHALID MEHMOOD UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST KESC REGARDING ARREARS IN THE BILL (A/C # 1513744010145)**

Decision

1. This decision shall dispose of the complaint received on June 11, 2012 of Mr. Khalid Mehmood, Telecom Engineer, Royal Embassy of Saudi Arabia, G-5 Diplomatic Enclave, Islamabad (hereinafter referred to as "the Complainant") against Karachi Electric Supply Company (hereinafter referred to as "the Respondent" or "KESC") filed before NEPRA under Section 39 of the Regulation of Generation, Transmission and Distribution of Electric Power Act, 1997.
2. As per the Complainant, KESC issued a statement to him on May 8, 2012 showing arrear of Rs.65,000/- pertaining to the year 1997. KESC cannot charge the amount of year 1997 in 2011 after about 15 years. Billing history of connection shows an average amount of Rs.400/- per month, whereas the three disputed bills in the statement are too high and abnormal which shows some malfunctioning in the billing mechanism. Further, meter disconnection on the basis of this amount is not justified because

monthly utility bills are being regularly paid whereas the subject amount is in itself disputed. The complainant requested that his electricity connection be restored immediately and dubious billing amount of Rs.65,000/- be waived off.

3. Upon enquiry, KESC vide letter dated July 14, 2012 informed that average bills charged against the consumer's premises for the period from July 7, 1997 to February 19, 2001 have been adjusted from 19247 to 17778 units after affording allowance of 1496 units. Total outstanding dues amounting to Rs.66,682/- are justified and liable to be paid by the complainant after adjustment of the average bills issued earlier to the complainant. The complainant be advised to pay the outstanding dues.
4. Report of KESC was sent to the complainant for information and rejoinder. The complainant vide letter dated August 8, 2012 submitted rejoinder and stated that KESC has not replied the issues raised by him in his complaint. The complainant reiterated his earlier version. In addition, the complainant also stated that the electricity connection is installed on a small shop under tariff A-2 with connected load 640 Watts. Firstly, KESC should justify the charging of 1496 units per month on connected load of 460 Watts. Secondly, as per clause 9.1(c)(3) of Consumer Service Manual the maximum period for charging previously period should be restricted to 03 billing cycles for general supply consumers i.e. A-1 and A-2 while for the period beyond 03 billing cycles upto maximum 06 months is subject to approval of CEO of KESC and also action should be taken against official incharge for not being vigilant. He finally requested that his grievance may be addressed in light of rules and action against the officer/ official(s) at fault be also taken.
5. The matter was again taken up with KESC vide letter dated August 15, 2012. KESC vide letter dated September 3, 2012 submitted that 1496 units were not revised on a single month as stated by the complainant, rather, the same were processed after adjustment of average bills charged in almost 18 months. Regarding CSM provisions of charging a consumer on 3 or 6 billing cycles, the said case does not fall under the category of illegal abstraction, therefore, the said provision of CSM was not followed and the average bills charged have already been revised. Moreover, being very old case (1997-2001), it is not possible to provide grounds on which average units were charged and details regarding meter; defective or not. The average bills charged against the said premises have been adjusted from 19247 to 17778 units after affording allowance of 1496 units. The total outstanding dues amounting to Rs.66,682/- are justified and liable to be paid by the complainant after adjustment of the average bills issued earlier to the complainant.
6. To probe further into the matter, a hearing was held at Consumer Affairs Division, Islamabad on October 23, 2012 which was attended by the complainant and KESC. Both the parties were heard in detail. The complainant stated that inclusion of arrears in his bill by KESC after lapse of more than 12 years is unjustified. Pursuant to the hearing, KESC was asked to submit breakup of Rs.66,682/-. In response, KESC vide its letter dated October 25, 2012 provided the breakup showing opening balance for July 2000 as Rs.274,819, therefore KESC was again directed to provide breakup of Rs.274,819/- so that the justification of Rs.66,682/- could be ascertained. In response, KESC vide its letter dated November 14, 2012 submitted breakup again showing opening balance for July 1997 as Rs.128,851/-.
7. KESC has claimed for payment of Rs.66,682/- from the complainant after a lapse of more than 12 years. KESC was provided various opportunities to justify this amount but KESC failed to do so. If there were any arrears, KESC should have recovered those arrears when became due and in case of non-payment KESC should have disconnected the electricity supply of the complainant. Hence claim of KESC for payment of Rs.66,682/- at the belated stage is time barred and not justified.
8. Foregoing in view, KESC is directed to waive off Rs.66,682/- raised against the complainant in his electricity bill.


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

Islamabad, February 6, 2013