



National Electric Power Regulatory Authority Islamic Republic of Pakistan

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OFFICE OF THE
REGISTRAR

Consumers Affairs Division
By No. 2658
Dated: 30/9/13

No. NEPRA/R/TCD-09/11816-11818

30-9-2013

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

Subject: Complaint Filed By Mr. Nooruddin Ahmed under Section 39 of The Regulation of Generation, Transmission and Distribution of Electric Power Act, 1997 Against KESC Regarding Detection Bill (AC #AL045915)
Complaint # KESC-177-2013

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.

Encl : As Above

— Sa —
(Syed Safer Hussain)


Copy to:

1. Syed Muhammad Taha, Director Distribution Strategy, Karachi Electric Supply Company Ltd. KESC House, Punjab Chowrangi, 39 - B, Sunset Boulevard, Phase-II. Defence Housing Authority, Karachi.
2. Mr. Nooruddin Ahmed, B-104, Block B, S.M.C.H. Society, Karachi.

No. NEPRA/R/TCD-09/11819

30-9-2013

Forwarded for information and necessary action, please.


Registrar

1. Director (CAD)
2. Master File [w.r.t. M (CA) D#2404 dated 26.09.2013]

CC:

1. Vice Chairman / Member (Tariff)
2. Member (M&E)
3. Member (C.A)

30/10/13

AD/09/10

Pls. pursue.



BEFORE THE
NATIONAL ELECTRIC POWER REGULATORY AUTHORITY
(NEPRA)

Complaint No: KESC-177-2013

Mr. Nooruddin Ahmed,
B-104, Block B, S.M.C.H Society,
Karachi.

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Complainant

Versus

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

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Respondent

Date of Decision: September 26, 2013

Date of Hearing: July 8, 2013

On behalf of:

Complainant: Mr. Nooruddin Ahmed

Respondent: 1) Mr. Rafique Ahmed Sheikh, General Manager, KESC
2) Mr. Aqeel Khan, Deputy General Manager, KESC

Subject: **DECISION IN THE MATTER OF COMPLAINT FILED BY MR. NOORUDDIN AHMED UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST KESC REGARDING DETECTION BILL (AC # AL045915)**

DECISION

1. This decision shall dispose off the complaint dated April 19, 2013 of Mr. Nooruddin Ahmed (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.

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2. Briefly, the Complainant in his complaint stated that the KESC has changed his electricity meter on October 30, 2012 without any notice and he was informed by KESC on January 24, 2013 that his meter was sticky and subsequently, KESC sent arrear bill for Rs.164,474/-. He paid a part payment amounting to Rs.30,000/- on January 24, 2013 forcibly due to threat of disconnection. The Complainant requested that the action of KESC be declared illegal, KESC be restrained from taking any coercive action, the amount of Rs.164,474/- be declared illegal and Rs.30,000/- paid by him be refunded.
3. The matter was taken up with KESC. In response thereof KESC vide its letter dated May 21, 2013 reported that during inspection on October 19, 2012, the metering equipment of the Complainant was found stopped and connected load was found as 14.599 kW against sanctioned load of 8.970 kW. The meter was changed on October 30, 2012 and laboratory test confirmed that meter was sticky. A notice under Sections 39, 39A, 44 and 26A of the Electricity Act, 1910 was served upon the Complainant but the Complainant neither acknowledged the receipt of the notice nor turned up for the meeting. A supplementary bill of 10181 units was processed covering a period of 6 months from April 14, 2012 to October 11, 2012 amounting to Rs.164,480/-. KESC assessed consumption of the Complainant as 11268 units for the period from April 14, 2012 to October 11, 2012 and after deducting already charged 1087 units, the net $11268 - 1087 = 10181$ units were raised as detection bill.
4. The report of KESC was sent to the Complainant on May 28, 2013. In response, the Complainant vide his letter dated June 11, 2013 raised observations over the report of KESC and informed that no notice was given to him. KESC recovers Rs.15/- as meter rent therefore it is responsibility of KESC to keep the meter in OK condition. The meter was sticky but no charges of tempering were ever levied and there is no extension of load.
5. To probe further into the matter, a hearing was held on July 08, 2013 at Karachi which was attended by both the parties. Pursuant to the hearing, some information was sought from KESC vide letter dated July 18, 2013 with respect to billing statement and MDI of the Complainant's account since January 2010. The requisite information was provided by KESC partially vide its letter dated July 29, 2013 as per which 6.0 kW MDI was recorded during June 2013.
6. The case has been analyzed in light of documents provided by both the parties and arguments advanced during the hearing. The meter of the Complainant was replaced on October 30, 2012 and as per report of KESC, the meter was found sticky. Accordingly, a detection bill was raised for six months for the period from April 14, 2012 to October 11, 2012. The average monthly consumption of the premises after replacement of meter for 9 months i.e. November 2012 to July 2013 is 207 units. The average monthly consumption of the premises for corresponding 9 months of previous years i.e. November 2011 to July 2012 is 257 units. The six months consumption prior to replacement of meter i.e. May 2012 to October 2012 is 1087 units whereas for the corresponding months of the previous year i.e. May 2011 to October 2011, the consumption is 2026 units. The




meter of the Complainant was defective, therefore, KESC should have proceeded in accordance with the procedure laid down in Consumer Service Manual for billing on defective status which provides that the charging of consumers on the basis of defective code where the meter has become defective and is not recording the actual consumption will not be more than two billing cycles. The basis of charging the bill will be 100% of the consumption recorded in the same month of previous year or average of last 11 months whichever is higher. The billing statement of the Complainant's account shows that the consumption of the Complainant has decreased after replacement of the meter. There is no force in version of KESC regarding charging of detection bill.

7. Foregoing in view, KESC is hereby directed to:

- i) Withdraw the detection bill amounting to Rs.164,480/- for 10181 units
- ii) Revise the bill already charged for the period from May 2012 to October 2012 from 1087 units to 2026 units as recorded in the corresponding months of previous year i.e. May 2011 to October 2011
- iii) Submit compliance report within 30 days.

Islamabad, September 26 , 2013


(Maj (R) Haroon Rashid) 20/9/13
Member (Consumer Affairs)
