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

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**Registrar**

No. NEPRA/R/TCD-09: 3127-29

3-4-2013

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. Uzair Ahmed Memon under Section 39 of The Regulation of Generation, Transmission and Distribution of Electric Power Act, 1997 against KESC Regarding Arrears in the Bill (Consumer No. LA984217)  
Complaint # KESC.214-2012

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.

Encl: As Above

- sd -  
( Syed Safer Hussain )

Copy to:-

1. Syed Muammad 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. Uzair Ahmed Memon  
Flat No. 06, Block 06, Pakistan Housing Authority  
Gulistan-e-Jauhar, Karachi.

No. NEPRA/R/TCD-09: 3130

For information, please.

1. Director (CAD)
2. Master File [w.r.t. M (CA) D#647 dated 01.04.2013.]

CC:-

1. Vice Chairman
2. Member (M&E)
3. Member (Tariff)
4. Member (CA)

2013  
3/4/13  
7 (Syed Safer Hussain)

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BEFORE THE  
NATIONAL ELECTRIC POWER REGULATORY AUTHORITY  
(NEPRA)

Complaint No: KESC-214-2012

Mr. Uzair Ahmed Memon ..... Complainant  
Flat No.06, Block 06, Pakistan Housing Authority  
Gulistan-e-Jauhar, Karachi.

Versus

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

Date of Decision: April 01, 2013

Date of Hearings: January 31, 2013

On behalf of:

Complainant: None

Respondent: Mr. Rafique Ahmed Sheikh, Deputy General Manager

Subject: DECISION IN THE MATTER OF COMPLAINT FILED BY MR. UZAIR AHMED MEMON UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST KESC REGARDING ARREARS IN THE BILL (CONSUMER NO.LA984217)

DECISION

1. This decision shall dispose off the complaint dated June 27, 2012 of Mr. Uzair Ahmed Memon, resident of Flat No.06, Block No.06, Pakistan Housing Authority, Gulistan e Jauhar, Karachi. (hereinafter referred to as "the Complainant") against Karachi Electric Supply Company (hereinafter referred to as "the Respondent" or

“KESFC” 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 in his complaint stated that KESFC has included an amount of Rs.26,856.11 as arrears in the bill of June 2012 which is unjustified. The Complainant prayed that KESFC be directed to issue him a new bill excluding the arrears.

3) The complaint was forwarded to KESFC for submission of parwise comments. In response, KESFC vide its letter dated July 19, 2012 reported that connected load of the premises is 7.185 kW. A site inspection was carried out after serving the inspection notice at the premises of the Complainant on May 8, 2012 and discrepancy of yellow phase coil short and meter stop on yellow phase was found. Therefore, a notice under section 39, 39A, 41 & 26A of Electricity Act, 1910 dated May 8, 2012 was served upon the Complainant. The Complainant's reply to the notice was not found satisfactory. Consequently, a detection bill of 2165 units was processed on the basis of site inspection report covering the period of 6 months from October 12, 2011 to April 12, 2012 amounting to Rs.26,856.11. The Complainant was involved in illegal abstraction of electricity and the detection bill charged against the Complainant is justified and liable to be paid.

4) The report of KESFC was sent to the Complainant for his information / response. On report of KESFC, the Complainant made some observation and stated that his meter was changed on July 14, 2012 because of so called meter disorder. After that KESFC included average of 6 months for Rs.26,856.11 in the bill without any justification.

5) To probe further into the matter, a hearing was scheduled for January 8, 2013 which was rescheduled on the request of KESFC and later on held on January 31, 2013. The hearing was attended by KESFC only. KESFC representative argued the case on the basis of earlier version which was given by KESFC in its report. In pursuance to the hearing, some information was sought from KESFC with respect to billing data of the Complainant, a copy of Meter Change Order and rationale of detection bill. KESFC vide its letter dated March 1, 2013 submitted the requisite information.

6) The case has been examined in light of documents provided by both the parties and arguments advanced by the Respondent during the hearing. The premises was inspected on May 8, 2012 and as per KESFC, yellow phase coil was short and meter was stop on yellow phase. KESFC assessed consumption of the Complainant as 3198 units for 6 months prior to date of checking i.e. November 2011 to April 2012. During this period KESFC had already charged 733 units hence net 3198 733 = 2165 units were claimed as detection bill. KESFC has assessed the units on the basis of winter/summer consumption. The meter was replaced in July 2012. A gist of the billing data of the Complainant is as under:

Month	2010	2011	2012
January	103	128	87
February	131	121	92
March	185	106	71
April	287	142	145
May	429	163	228
June	427	171	298
July	460	166	321
August	592	850	175
September	345	251	138
October	291	135	119
November	262	221	116
December	95	114	108

The billing data of the Complainant shows that the consumption of the Complainant has decreased after replacement of the meter as compared with corresponding months of the previous two years i.e. 2010 and 2011. Moreover, there is no remarkable difference in consumption of the Complainant for the period for which KESFC has charged detection bill as compared with the corresponding months of the previous year. Total

Istanbul, April 01, 2013

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



9. Forgoing in view, KISFC is hereby directed to withdraw the detection bill charged to the Complainant for RS.26,856.11 and submit compliance report within 30 days.

8. A procedure is laid down in Consumer Service Manual (CSM) regarding establishing illegal abstraction of electricity by the consumers. Once illegal abstraction is confirmed, then detection bill is to be reserved to three billing cycles and up to six months with the approval of CEO or his authorized committee. In case detection bill is charged up to six months then action is required to be taken against officer incharge for not being vigilant enough. In the instant case, detection bill has been raised by KISFC for six months but record is silent about any disciplinary action against the officer incharge as required under CSM. The documents provided by KISFC do not establish that the procedure laid down in the CSM for establishing illegal abstraction of electricity has been followed by it.

consumption during November 2010 to April 2011 was 851 units whereas during November 2011 to April 2012, the consumption is 733 units; only there is difference of 121 units.

