



National Electric Power Regulatory Authority

ISLAMIC REPUBLIC OF PAKISTAN

Attaturk Avenue (East) Sector G-5/1, Islamabad.

Ph: 051-2013200 Fax: 051-2600021

**Consumer Affairs
Department**

TCD.04/11730-2024
November 6, 2024

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

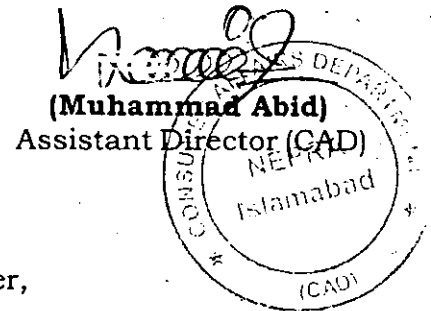
Subject: **DECISION IN THE MATTER OF REVIEW PETITION FILED BY MR. MUHAMMAD ASGHAR AGAINST THE DECISION OF NEPRA COMPLAINTS RESOLUTION COMMITTEE IN THE MATTER OF COMPLAINT OF THE COMPLAINANT FILED UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST K-ELECTRIC LIMITED REGARDING DETECTION BILL (CONSUMER NO. LA-761501)**
KE-KHI-28066-09-23

Please find enclosed herewith the decision of the NEPRA Complaints Resolution Committee (CRC), dated November 06, 2024 regarding the subject matter for necessary action and compliance within twenty (20) days.

Encl: As above

Copy to:

1. Mr. M. Imran Hussain Qureshi
Chief Regulatory Affairs Officer & Govt. Relations Officer,
K-Electric Limited Office, 56 A, Street No. 88, G-6/3,
Islamabad.
2. Mr. Abid Hussain, Advisor,
Provincial Office Consumer Affairs,
Office # 101, 1st Floor, Balad Trade Centre,
Aalamgir Road, B.M.C.H.S., Bahadurabad,
Karachi.
3. Mr. Muhammad Asghar,
House No. D-236, Muhala Noor Colony,
Hanifabad, Sector 10, Aurangi Town Karachi.
Cell: 03122396440





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

Complaint No. KElectric-KHI-28066-09-23

Mr. Muhammad Asghar,
House No. D-236, Muhala Noor Colony,
Hanifabad, Sector 10, Aurangi Town Karachi,
Ph: 03122396440

.....Complainant

Versus

K-Electric Limited (KE)
KE House No.39B, Sunset Boulevard
Defence Housing Authority, Karachi.

.....Respondent

Date of Hearing: July 23, 2024

On behalf of:

Complainant: Mr. Hassan

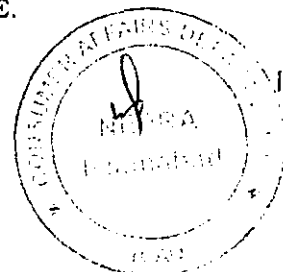
Respondent:

- 1) Mr. Anas Lakhani (K-Electric Limited)
- 2) Mr. Muhammad Bilal (K-Electric Limited)
- 3) Mr. Ehtsham (K-Electric Limited)

Subject: DECISION IN THE MATTER OF REVIEW PETITION FILED BY MR. MUHAMMAD ASGHAR AGAINST THE DECISION OF NEPRA COMPLAINTS RESOLUTION COMMITTEE IN THE MATTER OF COMPLAINT OF THE COMPLAINANT FILED UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST K-ELECTRIC LIMITED REGARDING DETECTION BILL (CONSUMER NO. LA-761501)

This decision shall dispose of the Review Petition filed by Mr. Mr. Muhammad Asghar, House No. D-236, Muhala Noor Colony, Hanifabad, Sector 10, Aurangi Town Karachi., (hereinafter referred to as " the Complainants") against the decision of NEPRA Complaints Resolution Committee in the matter of complaint of the complainant against K-Electric Pvt Ltd (hereinafter referred to as the "Respondent" or "KE"), under Section 39 of the Regulation of Generation, Transmission and Distribution of Electric Power Act, 1997 (hereinafter referred to as the "NEPRA Act).

2. Brief facts of the case are that NEPRA received a complaint wherein the dispute agitated by the Complainant was that KE has charged detection bill and requested NEPRA to intervene in the matter & direct KE to withdraw the detection bill. The matter was taken-up with KE for submission of para wise comments/report. In response, KE reported that the consumer has been charged detection bill amounting to Rs. 61,047/- for the period from December 17, 2022 to June 17, 2023. The report of KE was sent to the Complainant for information/comments. The Complainant raised observations over the report of KE.



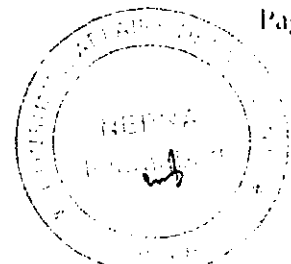
3. In order to proceed further into the matter, hearings were held at NEPRA Regional office Karachi which were attended by the Complainant in person and representative of KE via video link. A joint site inspection was also conducted on February 15, 2024 in presence of both the parties, wherein it was observed that the shop has been used for beef house and pakwan center. Furthermore the representative of KE showed evidences of Kunda wire however the alleged wire was found removed. Further, it has been observed that one selector switch was found removed. Another hearing was held at NEPRA Regional office Karachi which was attended by the Complainant in person and representative of KE in person wherein the matter was discussed in detail.

4. The matter was decided vide order dated May 31, 2024 by the Complaints Resolution Committee whereby the detection bill was declared justified and further proceedings in the matter were closed accordingly. The Complainant again approached NEPRA and requested for review in the matter. The request of the Complainant was considered and a hearing in this regard was held on July 23, 2024 which was attended by both the parties.

5. The case has been examined in detail in light of the record made so available by the parties, arguments advanced during the hearing and applicable law. The following has been observed:

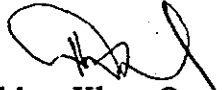
- (i) The instant matter pertains to charging of detection bill amounting to Rs. 61,047/- by KE on the basis of hook use on commercial connection having A2C tariff and consumer No. LA761501 with 1kW sanctioned load. KE has charged the detection bill for the period from December 17, 2022 to June 17, 2023 on the basis of connected load of 4kW.
- (ii) KE assessed consumption of the consumer as 2794 units for the period from December 17, 2022 to June 17, 2023 After deducting already charged 1680 units, 1114 units of detection bill has been charged to the consumer amounting to Rs. 61,047/-.
- (iii) The billing statement of the Complainant account submitted by KE is as under:

Billing consumption of LA-761501 (kWh)			
Month	2022	2023	2024
January	88	60	452
February	7	97	348
March	35	209	452
April	205	327	680
May	874	399	383
June	455	478	296
July	440	364	343
August	416	399	380
September	519	233	260
October	426	694	
November	366	608	
December	110	297	
Average	328	347	399

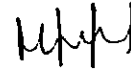


- (iv) According to the provisions of CSM, taking snap/ recording of video is required as evidence to establish theft of electricity. KE in the instant case has provided evidence which reflects that the consumer was involved in theft of electricity. However; keeping in view the above billing history; KE has charged detection bills on higher side. The Consumer Service Manual provides charging of detection bill on the basis of healthy consumption. The above billing data shows that the consumption of the complainant in the disputed months was low as compared to healthy consumption recorded in the subsequent year.

6. Foregoing in view, KE is directed to revise the detection bill amounting to Rs. 61,047/- charged to the complainant from six (06) months to three (03) months. A report in this regard be submitted within twenty (20) days.



(Lashkar Khan Qambrani)
Member, Complaints Resolution Committee/
Director (CAD)



(Moqees-ul-Hassan)
Member, Complaints Resolution Committee /
Assistant Legal Advisor (CAD)



(Naveed Illah Shaikh)
Convener, Complaints Resolution Committee /
Director General (CAD)

Islamabad, November 06, 2024

