



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/ 5161 -2024
November 22, 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 COMPLAINT FILED BY MR. ALI ARSHAD
SHOAIB 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. AL-172208**

Complaint No. KElectric-KHI-27047-07-23

Please find enclosed herewith the decision of the NEPRA Complaints Resolution Committee (CRC), dated November 22, 2024 regarding the subject matter for necessary action and compliance within twenty (20) days.

Encl: As above


(Muhammad Bilal)
Additional Director (CAD)

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. Ali Arshad Shoaib,
House No. C-138, Block 06, F.B.Area, Karachi,
Contact# 03002022000



BEFORE THE
NATIONAL ELECTRIC POWER REGULATORY AUTHORITY
(NEPRA)

Complaint No. KElectric-KHI-27047-07-23

Mr. Ali Arshad Shoaib,
House No. C-138, Block 06, F.B.Area, Karachi,
Contact# 03002022000

.....Complainant

Versus

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

.....Respondent

Date of Hearing(s): 1) September 19, 2023
2) January 16, 2024
3) February 21, 2024

On behalf of:

Complainant Mr. Ali Arshad Shoaib

Respondent: 1) Mr. Muhammad Anas (K-Electric Limited (KE))
2) Mr. Abdul Ghani (K-Electric Limited (KE))

Subject: DECISION IN THE MATTER OF COMPLAINT FILED BY MR. ALI ARSHAD SHOAIB 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. AL-172208)

This decision shall dispose of the Complaint filed by Mr. Ali Arshad Shoaib House No. C-138, Block 06, F.B.Area, Karachi. (hereinafter referred to as "the Complainant") against K-Electric Limited (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 the subject complaint wherein the dispute agitated by the Complainant was that KE has charged excessive bill and requested NEPRA to intervene in the matter and direct KE to withdraw the bill. The matter was taken-up with KE for submission of parawise comments/report. In response, KE reported that the complainant's premises is used as a commercial restaurant and during site inspection dated July 10, 2023, illegal abstraction of electricity was unearthed by the inspection team at the premises whereby 'shunt in meter' was reported. KE added that significant load was found connected and running at site but the installed meter was unable to record true consumption owing to illegal abstraction of electricity through shunt in meter. Subsequently, said meter was replaced and sent to the meter department for testing during which aforesaid discrepancy was reaffirmed. KE added that despite installation of 02 microwaves of 5000 watts each, used for

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preparing pizzas and other food stuff, besides installation of number of Air Conditioners (05) and 01 Chiller, the consumption recorded at the premises has been very low; the connected load was recorded 42KW. KE further submitted that a detection bill of 30,605 units for a period of 06 months from Jan-23 to Jun-23 has been charged to the complainant to recover the revenue loss suffered by KE due to this illegal abstraction/theft. 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, a hearing was held at NEPRA Regional office Karachi which was attended by the Complainant in person and representative of KE via video link. A joint site inspection was also conducted in presence of both the parties whereby the connected load of the shop has been observed as 25kW, however it has also been observed that the Complainant has removed partial load. Accordingly, subsequent hearings were held at NEPRA Regional office Karachi which were attended by the Complainant in person and representative of KE via video link wherein the matter was discussed in detail.

4. 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:

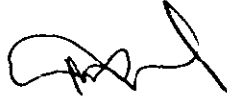
- (i) The instant matter pertains to charging of detection bill of 30,605 units amounting to Rs.1,615,817/- by KE on the allegation of illegal abstraction of electricity i.e. shunt in meter by a commercial consumer having A2C tariff bearing Reference No. AL-172208 with 5kW sanctioned load.
- (ii) The detection bill has been issued for the period from January 13, 2023 to June 13, 2023 on the basis of connected load of 42 kW.
- (iii) The billing history tabulated below depicts the consumption of the complainant:

Month	2020	2021	2022	2023	2024
January	456	223	0	1269	1199
February	284	550	1097	1120	1379
March	766	543	1889	1387	1496
April	416	868	2555	1376	1736
May	594	375	2850	2058	2082
June	746	960	2830	2229	2251
July	658	999	2416	1737	2283
August	1070	236	2235	1946	1858
September	5780	1945	1893	1941	1556
October	1108	2477	2307	1746	1492
November	115	1495	2208	1705	
December	278	322	1731	1179	
Average	1023	916	2001	1641	1733

- (iv) The above billing data shows that the consumption of the complainant is somewhat on lower side during the disputed period as compared to the consumption recorded in corresponding month of the previous year. Moreover, the Consumer Service Manual provides for recording of videos / taking photos as evidence in case of theft of electricity. KE has provided evidence in this regard; however, KE has charged detection bill on higher side.

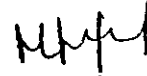
- (v) As per Clause 9.2.3 (c)(i) of Consumer Service Manual, maximum period for charging detection bills shall be restricted to three billing cycles for general supply consumers i.e. A-1, A-2 & general services consumers i.e. A-3 and extendable up to a maximum of six months, subject to approval of the Chief Executive Officer (CEO) of DISCO or authorized committee comprising of three officers of Chief Engineer / Director level to allow charging of detection bill for six months. KE has charged the detection bill for period of six months in violation of provisions of Consumer Service Manual.

5. Foregoing in view, KE is directed to revise the detection bill amounting to Rs.1,615,817/- charged to the Complainant from six (06) months to three (03) months. A report in this regard be submitted within twenty (20) days, positively.



(Lashkar Khan Qambrani)

Member, Complaints Resolution Committee/
Director (CAD)



(Moqem-ul-Hassan)

Member, Complaints Resolution Committee/
Assistant Legal Advisor (CAD)



(Naweed Illahi Shaikh)

Convener, Complaints Resolution Committee/
Director General (CAD)

Islamabad, November 22, 2024