



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/ 5683
-2024
December 26, 2024

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

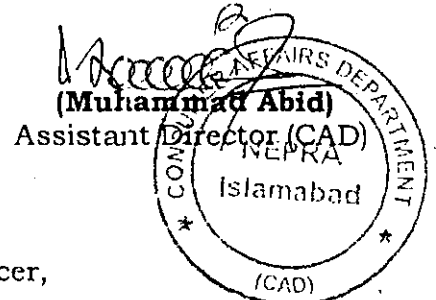
Subject: **DECISION IN THE MATTER OF COMPLAINT FILED BY MST. JAMEELA NOOR W/O NOOR MUHAMMAD UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST K-ELECTRIC LIMITED REGARDING DETECTION BILL (CONSUMER NO. AM-321194)**
Complaint No. **KElectric-KHI-30644-11-23**

Please find enclosed herewith the decision of the NEPRA Complaints Resolution Committee (CRC), dated December 26, 2024 regarding the subject matter for necessary action and submission of compliance report 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. Ms. Jameela Noor w/o Noor Muhammad,
Plot No. B-167, Gulistan-e-Johar, Block 11,
Karachi.
Cell # 0330-2807368





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

Complaint No. KElectric-KHI-30644-11-23

Mst. Jameela Noor W/o Noor Muhammad,
Plot No. B-167, Gulistan-e-Johar, Block 11, Karachi,
Contact# 03302807368

.....Complainant

Versus

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

..... Respondent

Date of Hearing(s):
1) January 24, 2024
2) May 14, 2024
3) May 31, 2024

On behalf of:

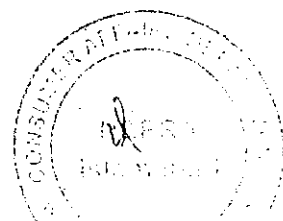
Complainant:
1) Mst. Jameela Noor W/o Noor Muhammad
2) Mr. Ahmed Noor

Respondent:
1) Mr. Imran Zakir (K-Electric Limited)
2) Mr. S.M.Ali (K-Electric Limited)

Subject: DECISION IN THE MATTER OF COMPLAINT FILED BY MST. JAMEELA NOOR W/O NOOR MUHAMMAD 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. AM-321194]

This decision shall dispose of the Complaint filed by Mst. Jameela Noor W/o Noor Muhammad, Plot No. B-167, Gulistan-e-Johar, Block 11, 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 a complaint wherein the dispute agitated by the Complainant was that the residents in their neighborhood are involved in theft of electricity due to which excessive load shedding is being carried out by K-Electric. The Complainant added that KE has issued detection bill to them without any justification, as the installations mentioned by KE are not available at their premises. The Complainant requested 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 consumer is using extra phase through punctured incoming cable. KE added that



during the site inspection, significant load was found connected and running at site but the installed meter was unable to record true consumption owing to the extra phase. Further KE submitted that a detection bill of 15150 units for a period of 06 months from February 15, 2023 till August 16, 2023 has been charged to the complainant to recover the revenue loss. 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. Joint site inspections were also conducted. The latest site inspection was conducted on October 28, 2024 in presence of both the parties.

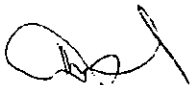
4. The case has been examined in detail in light of the record made so available by the parties, arguments advanced during the hearing and applicable law. The following has been observed:


- (i) The instant matter pertains to charging of detection bill amounting to Rs.1,104,113/- of 15150 units for the period from February 15, 2023 to August 16, 2023 by KE on the allegation of illegal abstraction on commercial connection having A2C tariff (Consumer # AM-321194). KE has charged the said detection bill on the basis of connected load of 16kW.
- (ii) KE has charged the detection bill on the basis of sufficient evidences, however, the detection bill has been charged on the higher side. Further during the joint site inspection conducted by NEPRA officials in presence of the parties, the connected load of the Complainant's premises / car workshop has been observed as 3.609kW, however some air conditioning load was found removed. The sanctioned load of the premises is 12kW. The Complainant may approach KE for reduction of load, if she desires so.
- (iii) The sanctioned load of the premises is 12 kW and KE has charged detection bill on 16kW basis for which no evidence of availability of 16kW load has been provided by KE. The last site inspection revealed the connected load as 3.6kW. According to the Complainant, the premises was closed during the year 2023.
- (iv) The electricity consumption of the Complainant's account is given below:


Billing Consumption of AM321194			
Month	2022	2023	2024
January		192	0
February		0	1793
March		0	0
April	62	0	0
May	182	0	0
June	153	0	2543
July	18	0	2460
August	172	0	0
September	577	0	636
October	102	0	693
November	25	0	737
December	304	0	

- (v) Clause 9.1 of the Consumer Service Manual (CSM) provides procedure for establishing theft of electricity. The said Clause provides that the DISCO shall take photos and/or record video and exhibit before a competent forum as evidence of theft of electricity. In this case, KE has provided sufficient evidence to establish involvement of the Complainant in theft of electricity. However, the detection charged by KE is on higher side.
- (vi) 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. In the instant case KE failed to put on record such approval of CEO / committee.

5. Foregoing in view, KE is directed to revise the detection bill of Rs.1,104,113/- of 15150 units charged to the Complainant from six (06) months to three (03) months on sanctioned load of 12 kW. A report in this regard be submitted within twenty (20) days, positively.


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


(Muhammad Irfan Ul Haq)
Member, Complaints Resolution Committee/
Assistant Legal Advisor


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

Islamabad, December 26, 2024

