



National Electric Power Regulatory Authority
ISLAMIC REPUBLIC OF PAKISTAN
Consumer Affairs Department, NEPRA TOWER
Ataturk Avenue (East) Sector G-5/1, Islamabad.
Ph: 051-2013200, Fax: 051-2600021

**Consumer Affairs
Department**

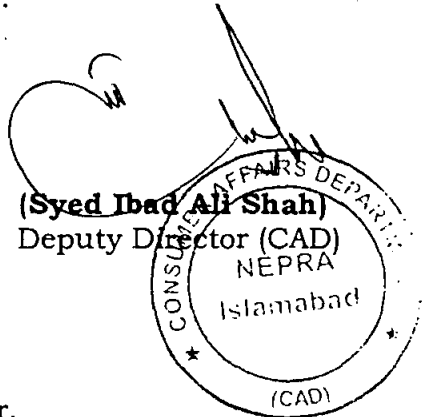
TCD.09/3364-2023
August 08, 2023

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. MUHAMMAD ZAHID JADOON 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-138543 & AM-072659, CASE ID: 241645 & 230869)**
Complaint No. **KE-3523-12-2020**

Please find enclosed herewith the decision of the NEPRA Consumer Complaints Tribunal dated August 08, 2023 regarding the subject matter.

Encl: As above



Copy to:

1. Mr. Imran Hussain Qureshi,
Chief Regulatory Affairs & Government Relation Officer,
KE 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 Zahid Jadoon,
House No. 122-D, Masroor Colony, Maripur,
Hawksbay Road, Baldia, Karachi,
Contact # 03332376001



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

Complaint No. KE-3523/12/2020

Mr. Muhammad Zahid Jadoon, **Complainant**
House No. 122-ID, Masroor Colony, Maripur,
Hawksbay Road, Baldia, Karachi,
Contact# 03332376001

Versus

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

Date of Hearing(s): 1) May 19, 2021
2) September 27, 2021
3) February 21, 2022
4) May 11, 2022
5) August 16, 2022
6) November 29, 2022
7) January 17, 2023

On behalf of:

Complainant: Mr. Muhammad Zahid Jadoon

Respondent: Mr. Asif Shajer (GM, Regulations)

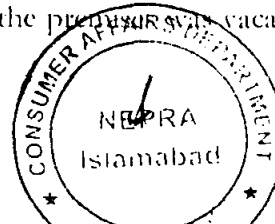
Subject: **DECISION IN THE MATTER OF COMPLAINT FILED BY MR. MUHAMMAD ZAHID JADOON UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST K-ELECTRIC LIMITED REGARDING DETECTION BILL (CONSUMER NO. AM-138543 & AM-072659, CASE ID: 241645 & 230869)**

Through this decision, the complaint filed by Mr. Muhammad Zahid Jadoon (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"), is being disposed of.

2. The Complainant filed a complaint with NEPRA wherein the issue agitated by the Complainant was that KE has charged illegal detection bills amounting to Rs. 46,242/- & Rs. 107,946/- against consumer Nos. AM-138543 & AM-072659 respectively for which he approached KE but his issue was not resolved therefore, the Complainant approached NEPRA for redressal of his grievances.

3. The matter was taken up with KE. In response, KE submitted that a site inspection was conducted on February 22, 2020 wherein a discrepancy of "Direct use" of electricity supply was reported and after serving notice, KE has charged the said detection bills which are justified and liable to be paid by the Complainant.


4. Thereafter, a joint site inspection was conducted by NEPRA on January 24, 2022 and a hearing was held on May 11, 2022 wherein the Complainant contested that the present position is vacant during

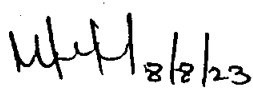



the disputed period therefore the consumption was low. In order to arrive at an informed decision, the Complainant was advised to provide documentary evidence regarding his claim of vacant premises. The Complainant failed to provide any valid evidence, however the Complainant submitted gas connection statement of meter No. A6293856 for consideration and the same was scrutinized. The Complainant apprised that the gas was being consumed by his neighbor to whom gas supply was provided by him. Accordingly in light of available record, the complaint was decided vide NEPRA letter dated June 3, 2022 whereby KE was directed to withdraw the detection bills amounting to Rs.46,242/- & Rs.107,946/- charged against consumer Nos. AM-138543 & AM-072659 respectively. In response, KE filed a review against the said directions and submitted that the directions for reversal of detection bills were based on gas statement pertaining to meter No. A6203856 provided by the Complainant which does not pertain to the Complainant's premises. KE showed pictorial evidences of gas connection having meter No. 17003493 which was previously installed at Complainant's premises whereas the Complainant had submitted gas statement of another premises with mala fide intention to hide the facts of the case. KE also provided pictorial evidence taken during their site inspection dated June 20, 2022 which revealed that the neighbor has their own permanent arrangement for gas whereas one other gas connection bearing meter No. 17003493 was also found installed at the Complainant's premises. Further, KE provided pictorial evidence of KE's punctured wire in front of Complainant's premises used for theft of electricity by the Complainant. In light of submissions of KE, another joint site inspection was conducted by NEPRA on September 08, 2022 wherein the Complainant showed connected load of only ground floor (1.905 kW) and denied to show other floors. In order to probe into the matter, hearings were held at NEPRA Regional Office, Karachi. The hearings dated November 29, 2022 & January 17, 2023 were only attended by the representative of KE whereas the Complainant failed to attend the said hearings.

5. The scrutiny of record reveals that KE has issued detection bill amounting to Rs. 46,242/- for 2549 units against consumer No. AM-138543 for the period from April 2020 to September 2020. KE has also issued detection bill amounting to Rs. 107,946/- for 5051 units against consumer No. AM-072659 for the period from April 2020 to September 2020. Both connections are installed on the premises of the Complainant. The billing record of consumer No. AM-072659 shows that during the year 2020 there was zero consumption of electricity and the Complainant submitted that there was no usage of electricity at that time and in support he has provided gas consumption record as evidence. The pictorial evidence provided by KE and facts observed during the joint site inspection revealed that the Complainant submitted gas statement against the meter No. A6203856 in the name of Ms. Samina Rafiq Jadoon having address plot No. A/122, Masroor Colony, Mauripur, Karachi which was previously installed at some other premises whereas the Complainant is residing at plot No. A-122/D, Street 03, Hawksbay Road, Masroor Colony, Mauripur village, Karachi. Clause 9.1.4 of the Consumer Service Manual (CSM) envisages that "for evidence of theft, photos and/or videos shall be recorded for exhibition before the competent forum"; in view thereof, the snaps of cable puncture also show that the Complainant was involved in theft of electricity. The Complainant has failed to provide any concrete evidence in support of his case regarding non-usage of electricity supply at the premises.

6. Forgoing in view, the detection bills charged by KE are justified and liable to be paid by the Complainant. Further proceedings in the matter are closed by this office.


Lashkar Khan Qambrani
Member (Consumer Complaints Tribunal)
Director (CAD)


Moqeen Ul Hassan
Member (Consumer Complaints Tribunal)
Assistant Legal Advisor (CAD)


Naveed Illahi Shaikh
Convener (Consumer Complaints Tribunal)
Director General (CAD)

Islamabad, August 08, 2023

