



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.04/3025-2024
July 08, 2024

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

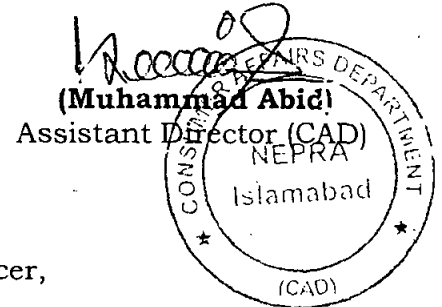
Subject: **DECISION IN THE MATTER OF COMPLAINT FILED BY MR. MUHAMMAD FAROOQ S/O MUHAMMAD AMIN UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST K-ELECTRIC LIMITED REGARDING DETECTION BILL (CONSUMER NO. LA-875552)**
Complaint No. **KElectric-KHI-31350-11-23**

Please find enclosed herewith the decision of the NEPRA Complaints Resolution Committee (CRC), dated July 08, 2024 regarding the subject matter for necessary action and compliance within thirty (30) 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, Baled Trade Centre,
Aalamgir Road, B.M.C.H.S., Bahadurabad,
Karachi.
3. Mr. Muhammad Farooq
S/o Muhammad Amin,
H No. NC-158, Masha-Allah Poultry Farm,
Super Highway, Gadap Town, Karachi,
Contact# 03312813137





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

Complaint No. KElectric-KHI-18954-12-22

Mr. Muhammad Farooq

S/o Muhammad Amin,

H No. NC-158, Masha-Allah Poultry Farm,

Super Highway, Gadap Town, Karachi,

Contact# 03312813137

.....Complainant

Versus

K-Electric Limited (KE)

KE House No.39B, Sunset Boulevard

Defence Housing Authority, Karachi.

.....Respondent

Date of Hearing(s): 1) March 16, 2023
2) July 17, 2023
3) August 23, 2023
4) December 12, 2023

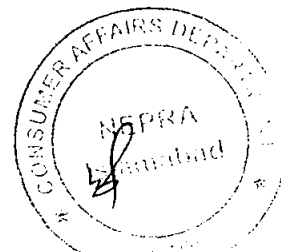
On behalf of:

Complainant: 1) Mr. Muhammad Farooq S/o Muhammad Amin
2) Mr. Mohammad Ayaz Qureshi

Respondent: 1) Mr. Ahsan Abdul Rehman (K-Electric Limited)
2) Mr. Ghayas (K-Electric Limited)

Subject: **DECISION IN THE MATTER OF COMPLAINT FILED BY MR. MUHAMMAD FAROOQ S/O MUHAMMAD AMIN 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-875552)**

This decision shall dispose of the Complaint filed by Mr. Muhammad Farooq S/o Muhammad Amin, resident of Ground Floor, H No. NC-158, Masha-Allah Poultry Farm, Super Highway, Gadap Town, Karachi, (hereinafter referred to as "the Complainant") against K-Electric Limited (KE) (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").

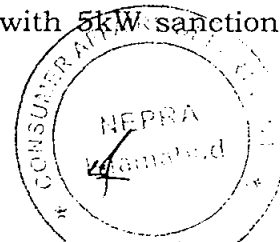


2. Brief facts of the case are that NEPRA received a complaint from the Complainant wherein the dispute agitated by the Complainant was that KE has charged excessive bill and requested NEPRA to intervene in the matter and direct KE to withdraw the excessive bill. The matter was taken-up with KE for submission of para wise comments/report. In response, KE reported that the Complainant's premises is being used as a Poultry farm. KE added that during the site inspection by KE team illegal abstraction of electricity was detected at the premises and electricity was being used through incoming cable puncture. KE further reported that connected load of 21 kW was found at site and the electricity meter was unable to record true consumption due to incoming puncture. Subsequently, a detection bill of 31746 units for a period of 06 months i.e August 2021 to February 2022 has been charged to the Complainant to recover the revenue loss. The report of KE was sent to the Complainant for information/comments. In response, 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. Subsequently, KE was directed vide letter dated March 22, 2023 to restore electric supply of the complainant's premises upon payment of provision bill amounting to Rs.80,000/-, defer the disputed amount and conduct a fresh site inspection of the premises. In response, KE submitted that the meter installed at the premises in question has been replaced on May 16, 2023. KE added that a token bill of Rs. 80,000/- was issued to Complainant, however he refused to pay the same, therefore, electricity supply of premises was not restored. Subsequently, 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. Subsequent, a site inspection was conducted on May 13, 2024 in presence of both the parties. During the site inspection, it revealed that the meter was installed outside the boundary wall and the connected load was observed as 680 Watt. Moreover, an off grade solar system of 1.8kW capacity with backup batteries existed at site. The electricity supply was found disconnected.

4. The case has been examined 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 bills amounting to Rs.835,044/- & Rs.164,773/- on poultry farm connection having consumer No.LA-875552 under B1 tariff with 5kW sanctioned load. KE



charged the detection bills to the Complainant on the allegation of "illegal abstraction of electricity" on connected load of 21kW. Moreover, KE also charged bills to the Complainant on dete mode for the months of December 2021, May 2022 & June 2022. KE charged first detection bill of Rs.835,044/- for 21639 units the period from September 2021 to January 2022. Further KE charged another detection bill of Rs.164,773/- for 5407 units for the month of February 2022, totaling 27046 units, amounting to Rs. 999,817 for the same allegation.

- (ii) The billing statement of the Complainant's connection submitted by KE is mentioned below:

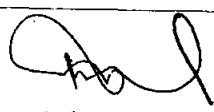
Months / Years	2020 (kWH)	2021 (kWH)	2022 (kWH)	2023 (kWH)
January	86	208	152	0
February	0	196	98	0
March	140	223	4	0
April	329	167	1996	0
May	40	134	3833 DETE	0
June	36	78	3833 DETE	0
July	100	97	0	0
August	118	74	0	0
September	98	102	0	0
October	25	62	0	140
November	113	186	0	191
December	172	3833 DETE	0	210


- (iii) The above billing statement of the Complainant shows that the premises of the Complainant has not been in use since May 2022. The bills have been charged to the Complainant on normal mode w.e.f. January 2020 to April 2022 except for the month of December 2021. A new meter has been installed and the connection has been restored w.e.f. October 2023. However, there is no difference in consumption at the premises after installation of new meter as compared to previous normal consumption.
- (iv) The Consumer Service Manual (CSM) provides that the meter reader shall note discrepancies at the time of monthly meter reading. The

record is silent in this regard that the meter reader ever pointed any such discrepancy.

- (v) KE has failed to submit evidence regarding involvement of the Complainant in theft of electricity as required under the provisions of Consumer Service Manual (CSM). KE has charged bills on dete mode for the months of December 2021, May 2022 & June 2022 whereas there is no provision in CSM for charging of bills on dete mode.
- (vi) A procedure is laid down in Consumer Service Manual (CSM) for establishment of illegal abstraction of electricity and charging of detection bill thereof. It has observed that KE has charged the said detection bills and bills on dete mode in violation of provisions of CSM.

5. Foregoing in view, KE is directed to withdraw the detection bills of Rs. 835,044/- & Rs. 164,773/- charged to the Complainant. Moreover, the bills charged by KE on dete mode for December 2021, May 2022 & June 2022 be revised on the basis of actual meter reading. A report in this regards be submitted within 30 days positively.


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


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


(Naweed Hani Shaikh)
Convener, Complaints Resolution Committee/
Director General (CAD)

Islamabad, July 08, 2024

