



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.04/4195-2024
September 18, 2024

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

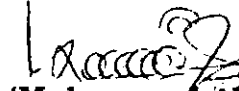
Subject: **DECISION IN THE MATTER OF COMPLAINT FILED BY MR. TARIQ MEHMOOD S/O TALIB HUSSAIN UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST K-ELECTRIC LIMITED (KEL) REGARDING DETECTION BILL (CONSUMER # LB-245326)**
Complaint No. **KElectric-KHI-25969-06-23**

Please find enclosed herewith the decision of the NEPRA Complaints Resolution Committee (CRC), dated September 18, 2024 regarding the subject matter for necessary action and compliance.

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. Tariq Mehmood,
KE-193, Old KE 250, Plot # 738, Block # 11,
Benazir Basti, Gulshan-e-Iqbal, Karachi.
Cell: 0300-7068308


(Muhammad Abid)
Assistant Director (CAD)
NEPRA
Islamabad



**BEFORE THE
NATIONAL ELECTRIC POWER REGULATORY AUTHORITY
Motion for leave for review in Complaint No. KElectric-KHI-25969-06-23**

Mr. Tariq Mehmood

KE-193, Old KE 250, Plot No. 738, Block No. 11
Benazir Basti, Gulshan-e-Iqbal, Karachi.

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Petitioner

VERSUS

K-Electric Limited (KE)

KE House No. 39B, Sunset Boulevard
Defense Housing Authority, Karachi.

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Respondent

**Subject: DECISION IN THE MATTER OF MOTION FOR LEAVE FOR REVIEW FILED BY
MR. TARIQ MEHMOOD AGAINST THE DECISION OF NEPRA IN THE MATTER OF
COMPLAINT OF MR. TARIQ MEHMOOD AGAINST K-ELECTRIC LIMITED
REGARDING DETECTION BILL**

DECISION

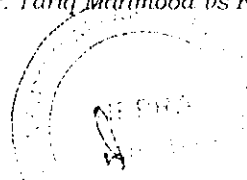
Through this decision, a motion for leave for review filed by Mr. Tariq Mehmood (hereinafter referred to as the "Petitioner" or "the Complainant") against the decision of NEPRA dated January 04, 2024 in the matter of complaint against K-Electric filed under Section 39 of the Regulation of Generation, Transmission and Distribution of Electric Power Act, 1997 (hereinafter referred to as the NEPRA Act), is being disposed of.

2. Brief facts of the case are that K-Electric Limited (KE) charged a detection bill for 10002 units amounting to Rs. 496,918/- for a period of six (06) months from November, 2022 to April, 2023 on the basis of connected load i.e. 12 kW on account of "extra phase in use". The Complainant filed a complaint against KE before Wafaqi Mohtasbi (Ombudsman) Secretariat Karachi, however, Wafaqi Mohtasib referred the case to NEPRA Regional Office, Karachi for decision. Accordingly, after due process of hearings which were attended by both the parties, NEPRA Complaints Resolution Committee (CRC), Karachi vide orders dated January 04, 2024 decided that the detection bill charged by KE is justified and liable to be paid by the complainant. However, the Complainant did not agree with the decision of Complaints Resolution Committee, Karachi and filed a "Motion for Leave for Review" against the said decision.

3. The motion for leave for review filed by the Complainant was considered and a hearing was held on February 14, 2024 at NEPRA Head Office, Islamabad wherein the matter was discussed in detail. During the hearing, the Complainant reiterated his earlier arguments regarding his non-involvement of theft of electricity/use of any extra-phase. The Complainant also disputed the assessed consumption as the connected load was only enhanced following the purchase of motor equipment i.e. Ata Chakki during the month of April, 2023 and, prior

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CRC Decision: Motion for leave for review of Complaint No. Mr. Tariq Mehmood vs KE (KElectric (KHI-25969-06-23)



to which, the connected load remained minimal in contrast with the load recognized by KE, impugning levied consumption during the detection period. KE officials apprised that during a site inspection dated April 04, 2023, a discrepancy of "Extra Phase in Use" was reported and connected load was found 12 kW. KE served notices to the Complainant to give a fair opportunity to explain his position, however, upon non-submission of any response, KE charged the said detection bill. On the other hand, the Complainant apprised that the premises has been vacated as the occupancy was only assumed on rental basis. Thereafter, the Complainant was requested to provide documentary evidence i.e. tenancy agreement, receipt of machinery etc. and in response, the Complainant submitted the same for consideration.

4. The matter has been analyzed in light of the record made so available by the parties, arguments advanced by the parties and applicable law. After detailed deliberation, following has been observed:

- (i) The Complainant is a commercial consumer of KE under account No. Q400005623004 with sanctioned load 2 kW. KE charged a detection bill to the Complainant for the period of six months i.e. November, 2022 to April, 2023 based on "use of extra phase" i.e. direct supply for which KE submitted evidences. The Complainant denied of any such activity and disputed the assessed consumption as the connected load was only enhanced following the purchase of motor equipment i.e. Ata Chakki during the month of April, 2023.
- (ii) Perusal of the documentary evidence submitted by the Complainant and KE reveals that the Complainant's premises was checked by KE on April 14, 2023 and the detection bill was prepared on the basis of connected load inclusive of the load of Chakki as the same was presumably bought on April 08, 2023 and installed at the Complainant's premises during the same month prior to the checking. The table reflecting consumption pattern before and after the addition of load i.e. Chakki during April, 2023 as claimed by the Complainant is as under:

S.No.	Months	Units Consumed
(1)	January, 2023	0
(2)	February, 2023	0
(3)	March, 2023	0
(4)	April, 2023	13
(5)	May, 2023	09
(6)	June, 2023	31
(7)	July, 2023	27
(8)	August, 2023	1
(9)	September, 2023	1
(10)	October, 2023	1
(11)	November, 2023	775
(12)	December, 2023	669

- (iii) The analysis of above table provides a pattern as per which the Complainant maintained suspicious consumption history during & also after the detection period in comparison with sanctioned load against a commercial connection. Even considering contentions of the Complainant regarding the installation of a Chakki i.e. major part of assessed load during April, 2023, the consumption pattern following the claimed installation lacks reflection of higher consumption of units commensurate with the extensive load of Chakki. Furthermore, the Complainant applied for new connection to KE on April 18, 2023 vide Registration No. 000000552724 soon after issuance of detection bill by KE, however, the same was not processed by KE.

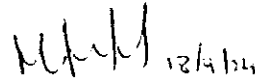
- (iv) The Complainant's argument pertaining to minimal connected load prior to April, 2023 is void of any documentary evidence, thus, not admissible and cannot be taken for the Complainant's words. Scrutiny of documents submitted by the Complainant revealed that the tenancy agreement submitted by the Complainant was prepared on May 08, 2023 and lacks the signatures of witnesses thus cannot be relied upon for further perusal. Moreover, in initial complaint before Wafaqi Mohtasbi Ombudsman Secretariat, the Complainant claimed ownership of the premises and later on submitted tenancy agreement for the same premises which shows that the Complainant is tried to hide the facts and misled the Committee for a decision in his favour.

5. Foregoing in view, it is concluded that the detection bill charged by KE is justified and payable by the Complainant. Therefore, earlier decision of NEPRA Complaints Resolution Committee (CRC) is being upheld. Further proceedings in the matter are being closed by this office.



(Lashkar Khan Qambrani)

Member, Complaints Resolution Committee/
Director (CAD)



(Moqeem ul Hassan)

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



(Naweed Illahi Shaikh)

Convener, Complaints Resolution Committee/
Director General (CAD)

Islamabad, September 18, 2024

