



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**

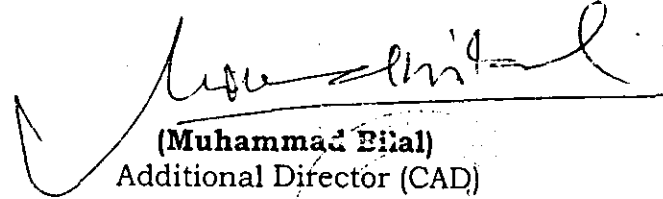
TCD.04/ 4784 -2024
October 30, 2024

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. MAJID KHAN 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-003848)**
Complaint No. KElectric-KHI-27050-07-23

Please find enclosed herewith the decision of the NEPRA Complaints Resolution Committee (CRC), dated October 30, 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, Adviser,
Provincial Office Consumer Affairs,
Office # 101, 1st Floor, Bahad Trade Centre,
Aalamgir Road, B.M.C.H.S., Bahadurabad,
Karachi.
3. Mr. Majid Khan,
H. No. 2835, Street No. 10, 100 Feet Road,
Azam Town, Karachi,
Contact# 0345-32223252



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

Complaint No. KElectric-KHI-27050-07-23

Mr. Majid Khan,
H. No. 2835, Street No. 10, 100 Feet Road, Azam Town, Karachi,
Contact# 034532223252

.....Complainant

Versus

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

..... Respondent

Date of Hearing(s): 1) September 06, 2023
2) December 14, 2023

On behalf of:

Complainant: Mr. Majid Khan

Respondent: 1) Mr. Faheem Khan (K-Electric Limited)
2) Mr. Mohammad Anas (K-Electric Limited)

Subject: • **DECISION IN THE MATTER OF COMPLAINT FILED BY MR. MAJID KHAN
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-003848)**

This decision shall dispose of the Complaint filed by Mr. Majid Khan, R/o Ground Floor, H. No. 2835, Street No. 10, 100 Feet Road, Azam Town, 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 dated nil wherein the Complainant agitated that KE has charged detection bill without any justification 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 para wise comments/report. In response, KE reported that a discrepancy of direct use of electricity with connected load of 7kW was found at site. Further, KE added that the consumer has been charged a detection bill of 13791 units amounting to Rs.639,085/- for the period from July 2022 to December 2022 on the basis of connected load. The report of KE was sent to the Complainant for information/comments. The Complainant raised observations over the report of KE and denied the allegation.

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 wherein the matter was discussed in detail. During the hearing, the Complainant informed that a 3 phase connection is installed at the premises. KE has charged detection bill of Rs. 639,085/- on AM-003848 without any justification whereas single phase hook has been used at another premises (not belonging to him) where electricity connection having consumer No. LA-871458 is installed. Moreover, the Complainant requested to withdraw the detection bill.

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 have been observed:


- (i) The instant petition matter to charging of detection bill amounting to Rs. 639,085/- on commercial connection having A2-C tariff bearing Consumer No. AM-003848. KE charged the detection bill on the basis of allegation of "direct use" on connected load of 7kW for the period from July 2022 to December 2022. However, KE could not prove that the same connection was using a direct hook.
- (ii) The Complainant is of the view that, the single phase hook for which he been alleged for, is used at another residential premises having electricity connection No. LA-871458.
- (iii) The billing history of the Complainant bearing reference No. AM003848 is as under:

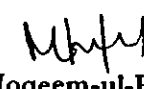
Consumer No. AM003848				
Month	2021	2022	2023	2024
January	126	109	117	139
February	111	113	88	135
March	132	147	168	121
April	140	140	98	115
May	103	110	118	154
June	79	118	84	118
July	101	121	111	100
August	87	112	944	120
September	131	182	-642	142
October	79	79	126	
November	116	107	113	
December	92	109	165	
Average	108.08	120.58	124.17	127.11

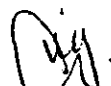
The above billing history shows that there has been no remarkable difference in consumption of the connection No. AM-003848 prior and after site inspection as compared to the consumption recorded in corresponding months of previous year.

- (iv) Clause 9.1.4 of the Consumer Service Manual (CSM) provides for taking photos / recording video as evidence for theft of electricity. Clause 6.1.4 of CSM provides that Meter Readers shall also check the irregularities/discrepancies in the metering system at the time of reading meters and record the same in the reading book/discrepancy book or through any other appropriate method as per the practice. The concerned officer/official will take corrective action to rectify these discrepancies. No such discrepancy report was provided by KE to establish the theft of electricity by the Complainant.

5. Foregoing in view, KE is directed to withdraw the detection bill of Rs. 639,085/- charged to the Complainant's connection bearing No. AM-003848. KE may charge detection bill to actual stealer as per provisions of CSM. Compliance report be submitted within twenty (20) days.


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


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


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

Islamabad, October 30, 2024