



BEFORE THE PROVINCIAL OFFICE OF INSPECTION  
& ELECTRIC INSPECTOR TO GOVERNMENT OF SINDH  
KARACHI REGION-I

Syed Adil Gilani ( Prime Construction Com.)  
5-C Khayaban-E- Ittehad  
Phase-VII,D.H.A  
Karachi..... Complainant.

V/S

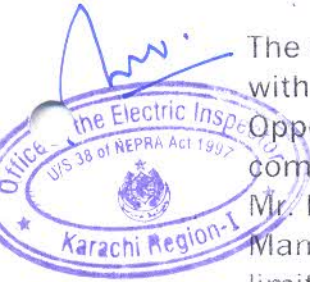
M/s K-Electric Limited ( formerly K.E.S.C.Ltd.)  
Through its Secretary & Attorney,  
39-B, Sunset Boulevard Phase-IV,D.H.A.  
Karachi.....Opponents.

COMPLAINT FILED BY SYED ADIL GILANI (PRIME CONSTRUCTION COM.),  
CONSUMER NO.LA-395585, UNDER RULE 5 (1) OF THE SINDH  
(ESTABLISHMENT AND POWER OF OFFICE OF INSPECTION) ORDER  
2004, FRAMED UNDER SECTION 38 OF THE REGULATION OF  
GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER  
ACT-1997.

**BRIEF HISTORY OF CASE**

The above named complainant has filed this complaint being aggrieved with assessed billing, from June 2013 onwards, issued by the Opponents, for adjudication, under the provisions of law. The complainant, was represented by Syed Salim Ahmed Advocate whereas Mr. Maroof Solangi, Deputy General Manager & Mr. Masahib Ali, Deputy Manager of Distribution Legal Department of Opponents,/M/s K-Electric limited, represented the Opponents.

The complainant stated that use of electricity consumption in the office is very less. The energy meter installed outside the premises of the complainant which is easily accessible to the Opponents for recording the consumption and other matter. The inflated billing charged on assessed basis for the month of June 2003, was paid under protest. The opponents again issued the monthly bill of July 2013 on assessed basis without any lawful justification and without due process of law,



hence the inflated billing liable to be cancelled. His grievances were not redressed by the Opponents, therefore he requested for justice and relief from this authority.

The Opponents filed written reply, stated therein interalia that complainant approached this authority with unclean hands by suppressing the facts. Assessed billing was charged from February 2013 to September 2013 due to faulty meter as reported by the complainant in the light of past consumption for the same period. The Opponents avoid to charge assessed billing unless observed irregularity or discrepancy in the metering equipment, it was added. The Opponents requested for dismissal of the complainant.

### FINDINGS.

1. It is the responsibility of the Opponents to take reading of the energy meter regularly on monthly basis and if there was found any fault and irregularity, in the said meter then they should have acted, while dealing with this matter, as per prescribed procedure, in accordance with Consumer Service Manual (CSM), approved and conveyed by NEPRA. As every month, consumption is recorded/meter reading taken and observation of any irregularity is measured by the opponent's officials and if there was any irregularity in the meter observed then opponents had to proceed as per provisions of law which was not done in the instant matter. Under the Consumer Service Manual, approved by NEPRA, the meter should have been replaced within 2 months. Whereas, opponents replaced the meter on 05.10.2013 i.e after lapse of four months which proves negligence and laziness on the parts of the opponents.



2. During the hearing, complainant explained that consumption is low after July 2012 because they had shifted their staff in another premises, in the same building.
3. Even the consumption trend of the electricity, prior & after installation of newly energy meter on 05.10.2013, there was no significant change in consumption, thus the charging of assessed billing for the period from June 2013 to September 2013 is not justified for issuance of the assessed bills.
4. The Opponents, in violation of the orders dated.29.07.2013, issued by this authority never issued bills after suspending disputed amount and therefore, every month complainant had to visit for correction of

bills, where it was repeatedly forced to pay the excess amount than monthly consumption bill i.e more than current charges, which amounts deliberate violation and disobedience of the lawful orders of this Authority.

### DECISION.

After conducting several numbers of hearings, giving fair opportunities to hear both the parties, scrutinizing the record, made available with this authority and in the light of above findings, this authority is of the firm view that assessed billing charged from June 2013 to September 2013, has no justification on technical and legal grounds and therefore liable to be cancelled and revise the same in the light of actual consumption recorded in the next corresponding period i.e June 2014 to September 2014, hence direct the Opponents to act accordingly.

The excess amount already paid by the complainant /consumer towards assessed bill should be adjusted in future bills. It is further directed to waive late payment surcharge after issuance of the impugned detection bill and afterwards, as complainant was not at fault.

The complaint is disposed off in terms of above for compliance by the Opponents.



  
(ELECTRIC INSPECTOR)  
TO GOVERNMENT OF SINDH  
KARACHI REGION- I

No:EIK-I/8-2(276)/2013- 267

Karachi, dated. 19-2-2015.

Copy forwarded to: -

1. The Secretary to Government of Sindh, Energy Department, Karachi.
2. The Senior Advisor/Director, Consumer Affairs Division, NEPRA, Islamabad.
3. The Secretary & Attorney, K-Electric Limited ( formerly K.E.S.C.Ltd.), Karachi.
4. The complainant, Syed Adil Gilani ( Prime Construction Com.), Consumer No.LA-355859.