



National Electric Power Regulatory Authority

ISLAMIC REPUBLIC OF PAKISTAN
Regional Office Consumer Affairs
Office # 706, 7th Floor, Balad Trade Centre,
Aalamgir Road, B.M.C.H.S., Bahadurabad, Karachi

POK/09/ 1934 /2025
March 03, 2025

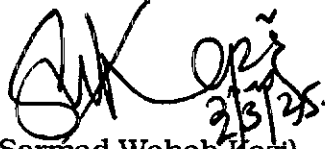
Chief Executive Officer,
K-Electric Limited, KE House No. 39-B,
Sunset Boulevard Phase-II, Defence Housing Authority,
Karachi

Subject: **DECISION IN THE MATTER OF COMPLAINT FILED BY MR. ANEEL MUMTAZ 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-411134 & LA-411177)**

Complaint No. KElectric-KHI-20204-02-23 & KElectric-KHI-20541-03-23

Please find enclosed herewith the decision of the NEPRA Regional Office Consumer Affairs dated 27 February, 2025 regarding the subject matter for necessary action, further the proceedings in the matter have been closed by this office.

Encl: As above


(Sarmad Wahab Razi)
Deputy Director
Consumer Affairs Deptt.

Copy to:

- 1) Director General,
Consumer Affairs Department, NEPRA,
NEPRA Tower, Attaturk Avenue (East), G-5/1,
Islamabad
- 2) Mr. M. Imran Hussain Qureshi,
Chief Regulatory Affairs & Government Relation Officer,
KE Office, 56-A, Street No. 88 G-6/3
Islamabad
- 3) Mr. Aneel Mumtaz,
Plot No. A-11, Block E, Gulshan-e-Jamal, Karachi
Ph: 03454011715
aneelmumtaz02@gmail.com



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

Complaint No. KElectric-KHI-20204-02-23 & KElectric-KHI-20541-03-23

Mr. Aneel Mumtaz,
Plot No. A-11, Block E, Gulshan-e-Jamal, Karachi,
Ph: 03454011715
aneelmumtaz02@gmail.com

.....Complainant

Versus

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

..... Respondent

Date of Hearing(s): 1) April 10, 2023
2) September 01, 2023

Complainant: Mr. Aneel Mumtaz

Respondent: 1) Mr. Syed Waqas Ahmed (K-Electric Ltd)
2) Mr. Faheem Khan (K-Electric Ltd)
3) Mr. Israr Ahmed (K-Electric Ltd)

Subject: **DECISION IN THE MATTER OF COMPLAINT FILED BY MR. ANEEL MUMTAZ 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-411177 & LA-411134)**

This decision shall dispose of the Complaint filed by Mr. Aneel Mumtaz, Plot No. A-11, Block E, Gulshan-e-Jamal, Karachi. (hereinafter referred to as " the Complainants") against K-Electric Pvt Ltd (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 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 parawise comments/report. In response, KE reported that a discrepancy of direct use was reported against the connection having consumer No.LA-411177 and the consumer has been charged

detection bill amounting to Rs.272,421/- for the period from December 2021 to May 2022 on the connection LA-411177 was processed on the basis of connected load of 8kW. Moreover, KE added that dues against the Complainant's account having consumer No.LA-411134 have accumulated due to non-payment of monthly electricity bills. The report of KE was sent to the Complainant for information/comments. The Complainant raised observations over the report of KE. The Complainant requested for joint site inspection in the matter. Meanwhile, a joint site inspection was also conducted on March 30, 2023 in presence of both the parties, wherein it has been observed that the portions found vacant/ not in use. Both the electricity meter found disconnected and service wire also found dismantled. Moreover, the electricity meters were temporarily energized to check the meter readings.

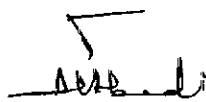
3. KE vide letter dated June 8, 2023 reported that the complainant did not allow KE teams to replace the meters despite repeated efforts/ attempts. KE further submitted that during the last meter replacement activity on April 06, 2023, the complainant forcefully took the custody of meters in his possession after its removal/ dismantling from site by KE teams, owing to lack of cooperation by the complainant the team could not able to complete the task of meter replacement and left the site in a very professional manner to avoid direct confrontation. KE requested NEPRA to intervene in the matter and ask the complainant to handover the meters to KE teams so that the same can be tested in meter laboratory. In order to proceed further into the matter several 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. Accordingly, KE was directed vide letter dated September 21, 2023 to defer the disputed amount and reinstall the old meter which is in possession of the Complainant alongwith check meter to ascertain accuracy of the old meter and observe consumption of the Complainant for 3 months against the connection having consumer No.LA-411134. In response, KE vide letter dated October 25, 2023 reported that KE would replace the meters in question through the FMR process, and the same meters would be tested in meter testing facility and the results of these tests would be shared through an MCA report to ensure transparency and accuracy. However, through the aforesaid NEPRA letter, KE has been directed to re-install the old meters along with a new check meters. Regarding the issue of re-installing the removed meters, KE would like to highlight the technical challenges including but not limited to the following:


- a. Disconnected meters from the incoming side cannot be reconnected with the old device due to joints in the incoming cable as joints in the service cable are vulnerable to electricity theft.
- b. Re-installation would require breaking the seals on terminal strips, which could raise questions about the condition and accuracy of the meter.
- c. One of the meters in question already has a faulty display, making it impossible to compare its readings with a check meter if installed.
- d. As the meter is in the possession of the consumer/ complainant, it must be tested for its condition before any re-installation can be considered.

KE added that site surveys have indicated that the premises was vacant at the time of the joint inspection with NEPRA whereas this was not the situation previously when the premises was used for commercial purpose and the premises was found vacant later on March 30, 2023, hence future consumption cannot accurately reflect past consumption. KE requested to reconsider the directions issued in the matter.

4. In order to arrive at an informed decision, KE was directed vide letter dated January 4, 2024 to arrange meter checking at KE meter laboratory in presence of the Complainant. However, the Complainant vide letter dated January 5, 2024 requested to adjourn the checking of the meters. Accordingly, another inspection of meter was scheduled for May 3, 2024 whereas the Complainant did not cooperated to conduct testing of the meters.

5. Foregoing in view, the final decision could not be issued without testing report of the impugned meter. further proceedings in the matter have been closed by this office due to non-cooperation.


(Syed Taqi Abedi)
Additional Director
Consumer Affairs Deptt.


(Abid Hussain)
Advisor
Consumer Affairs Deptt.

February 27, 2025