



National Electric Power Regulatory Authority

ISLAMIC REPUBLIC OF PAKISTAN

NEPRA Head Office

Attaturk Avenue (East) Sector G-5/1, Islamabad.

Ph: 051-2013200 Fax: 051-2600021

**Consumer Affairs
Department**

TCD.04/1300-2025
March 27, 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 CH. BAKHTAWAR ALI UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST K-ELECTRIC LIMITED REGARDING ISSUANCE OF ELECTRICITY BILL, FAULTY METER & EXCESSIVE BILLING (CONSUMER NO. LB-400326).**
KElectric-KHI-19138-01-23

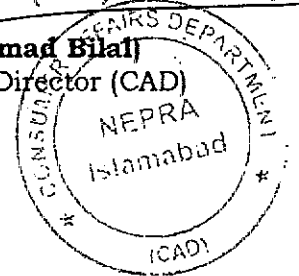
Please find enclosed herewith the decision of NEPRA Complaints Resolution Committee (CRC), dated March 27, 2025, regarding the subject matter for necessary action and compliance within twenty (20) days.

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, Balad Trade Centre,
Aalamgir Road, B.M.C.H.S., Bahadurabad,
Karachi.
3. Ch. Bakhtawar Ali,
Plot No. C-5, Diamond City, Scheme No. 33,
Gulshan-e-Maymar, Karachi,
03219255580, 03009281814

(Muhammad Bilal)
Additional Director (CAD)



[For follow-up, please]



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

Complaint No. KElectric-KHI-19138-01-23

Ch. Bakhtawar Ali,

Plot No. C-5, Diamond City, Scheme No. 33, Gulshan-e-Maymar, Karachi,
Contact# 03219255580, 03009281814

.....Complainant

Versus

K-Electric Limited (KE)

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

..... Respondent

Date of Hearing(s): 1) May 23, 2023
2) August 23, 2023
3) October 17, 2023
4) January 23, 2024

On behalf of:

Complainant: Ch. Bakhtawar Ali

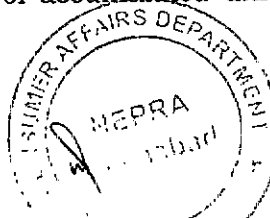
Respondent: 1) Mr. Anas Lakhani (K-Electric Limited)
2) Syed Ghazanfar (K-Electric Limited)

Subject: DECISION IN THE MATTER OF COMPLAINT FILED BY CH. BAKHTAWAR ALI UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST K-ELECTRIC LIMITED REGARDING ISSUANCE OF ELECTRICITY BILL, FAULTY METER & EXCESSIVE BILLING (CONSUMER NO. LB-400326)

This decision shall dispose of the complaint filed by Ch. Bakhtawar Ali, Plot No. C-5, Diamond City, Scheme No. 33, Gulshan-e-Maymar, 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 wherein the dispute agitated by the Complainant was that electricity bill for the water pump were not issued by KE regularly and the electricity meter was out of order. The KE staff checked the electricity meter on October 07, 2020 whereby the meter was disconnected for checking purpose but it was found that the electricity meter was recording consumption despite disconnection. The meter was replaced but bills were not issued/corrected accordingly. The Complainant 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 electricity meter of the Complainant was replaced on October 14-2020, however, the bills could not be issued due to device update issue in record; therefore, a bill of accumulated units was charged to the

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Complainant in the month of August 2022. Further, KE added that total metered consumption was segregated equally over the period of 25 months. The report of KE was sent to the Complainant for information/comments. The Complainant raised observations over the report of KE.

3. In order to proceed further into the matter, hearings were held at NEPRA office Karachi which were attended by the Complainant in person and representative of KE via video link wherein the matter was discussed in detail.

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 has been observed:

- (i) The instant matter pertains to charging of bills from August 2018 to September 2019 on the basis of defective meter having A1R residential tariff bearing Consumer No.LB-400326.
- (ii) The Complainant's premises is a multi-storey building where 8 No. meters are installed for different units. The disputed connection bearing consumer No. LB-400326 is installed for water pump.
- (iii) The Complainant is of the view that he had filed complaint for the connection bearing No. LB 400326 for abnormal consumption. KE delayed meter replacement and charged huge bills till September 2019. KE stopped issuance of bills after October 2019 and replaced the meter in August 2020.
- (iv) It is observed from the record that the units charged for the period from August 2018 to September 2019 is much higher as compared to the previous billing history of the connection.
- (v) The billing was suspended by KE due to device updation issue and KE issued bills to consumer in the month of August 2022 for the period from November 2019 till August 2022 for 2491 units approx. amounting to Rs.77,456/- approx.
- (vi) The electricity consumption of the Complainant provided by KE is as under:

Month	2018	2019	2020	2021	2022	2023
January	-	1995	100	103	103	75
February	0	1702	103	103	103	74
March	184	1769	103	103	103	69
April	31	1867	103	103	103	67
May	56	1931	103	103	103	87
June	41	2104	104	103	103	111
July	56	1799	103	103	103	74
August	1590	2282	103	103	124	65



September	1488	2063	103	103	77	55
October	1879	0	103	103	109	108
November	1836	0	103	103	101	108
December	1780	0	103	103	104	92
Total	8941	17512	1234	1236	1236	985
Average	813	1459	103	103	103	82

The above electricity consumption of the Complainant reveal that the average consumption has been observed to be 103 kWh/month & 82 kWh/month during the year 2022 & 2023 respectively. The energy meter was replaced in August 2020.

- (vii) KE has charged excessive bills to the Complainant during the period from August 2018 to September 2019 in comparison with the electricity consumption observed on the healthy meter having average consumption around 103 kWh/month.
- (viii) KE has charged the bills to the Complainant on the Complainant's connection in violation of clause 4.3.1 of Consumer Service Manual.

5. Foregoing in view, KE is directed to revise the bills charged from August 2018 to September 2019 to the Complainant on average consumption recorded on the newly installed meter. A report in this regard be submitted within twenty (20) days, positively.

(Lashkar Khan Qambrani)

Member, Complaint Resolution Committee/
Director (CAD)

(Muhammad Irfan Ul Haq)

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

(Naweed Illahi Shaikh)

Convener, Complaint Complaints Tribunal/
Director General (CAD)

Islamabad, March 27, 2025

