



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.04/1689-2025
May 05, 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. RASHEED AHMED UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST K-ELECTRIC LIMITED REGARDING OVER BILLING (ACCOUNT NO. 0400006951986)**
Complaint No. KElectric-KHI-35570-03-24

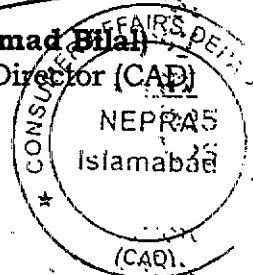
Please find enclosed herewith the decision of the NEPRA Complaints Resolution Committee (CRC), dated May 05, 2025 regarding the subject matter for necessary action and compliance within twenty (20) days.

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. Mr. Rasheed Ahmed,
Ground Floor, Mumtaz Manzil, Burns Road, Karachi,
Contact# 03208218211

(Muhammad Bilal)
Additional Director (CAD)





BEFORE THE
NATIONAL ELECTRIC POWER REGULATORY AUTHORITY
(NEPRA)

Complaint No. KElectric-KHI-35570-03-24

Mr. Rasheed Ahmed,
Ground Floor, Mumtaz Manzil, Burns Road, Karachi,
Contact# 03208218211

.....**Complainant**

Versus

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

.....**Respondent**

Date of Hearing(s): April 04, 2024 & July 31, 2024

On behalf of:

Complainant: Mr. Rasheed Ahmed

Respondent: 1) Mr. Awais Ahmed (K-Electric Limited)
2) Mr. Mohammad Anas (K-Electric Limited)

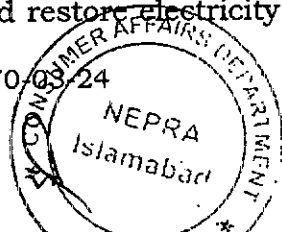
Subject: **DECISION IN THE MATTER OF COMPLAINT FILED BY MR. RASHEED AHMED UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST K-ELECTRIC LIMITED REGARDING OVER BILLING (ACCOUNT NO. 0400006951986)**

This decision shall dispose of the Complaint filed by Mr. Rasheed Ahmed, Ground Floor, Mumtaz Manzil, Burns Road, 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 the electricity meter installed at site got burnt on November 10, 2023 for which he approached KE on November 11, 2023, however, KE did not replace the meter. In view thereof, the connection was restored through direct supply. Subsequently, KE visited the site and reported direct theft of electricity and issued detection bill. The Complainant requested to direct KE to withdraw the excessive detection bill and charge actual consumption. The matter was taken up with KE for submission of report.

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. Accordingly, KE was directed to defer the disputed bill, issue current bills to the Complainant for payment till finalization of the case by this office, and conduct a fresh site inspection in presence of the Complainant for verification of connected load, verify theft evidence and restore electricity supply. During the hearing, the representative of

KElectric-KHI-35570-03-24



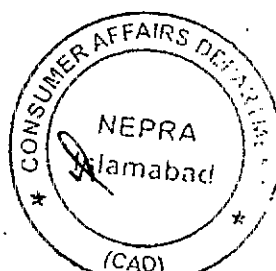
KE informed that the Complainant has been charged detection bill of Rs.978,298/- for the period from September 2023 to November 2023 due to meter burnt out.

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 detection bill amounting to Rs.978,298/- on the commercial connection bearing Consumer No. AL-083271 for the period from September 2023 to November 2023 by KE on the basis of direct use of supply. The sanctioned load of the premises is 18 kW.
- (ii) According to the Complainant, the electricity meter installed at site got burnt on November 10, 2023 for which he approached KE on November 11, 2023, however, KE did not replace the meter. Meanwhile, the Complainant connected the supply directly. This fact has been highlighted by the Complainant in his complaint.
- (iii) KE submitted meter department report dated November 15, 2023 having remarks "terminal strip and main cover seal caps found intact. Terminal block burnt out. Current coil not burnt out."
- (iv) The electricity consumption of the Complainant's connection submitted by KE is tabulated below:-

Month	2022	2023	2024
January	1	678	1006
February	0	385	780
March	1	435	671
April	3	849	533
May	27	862	0
June	11	1691	1136
July	56	1590	269
August	94	1221	433
September	49	739	1526
October	475	187	826
November	698	426	1294
December	738	878	

- (v) On a query, the Complainant submitted that previously, the premises was closed and commercial activity started in November 2022. The available record reveals that KE has charged the said detection bill to the Complainant at higher side. Clause 9.1.3 (b) of the Consumer Service Manual (CSM) provides that the detection bills shall be charged on the basis of healthy consumption.



5. Foregoing in view, KE is directed to withdraw the detection bill amounting to Rs.978,298/- charged to the Complainant and revise the bills charged from September 2023 to November 2023 on the basis of healthy consumption kWh/month recorded during September 2024 to November 2024. Amount already paid by the Complainant in this regard shall be adjusted accordingly. A report in this regard be submitted within twenty (20) days, positively.

(Lashkar Khan Qambrani)

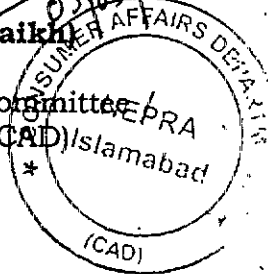
Member,
Consumer Resolution Committee/
Director (CAD)

(Muhammad Irfan-Ul-Haq)

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

(Naweed Ilahi Shaikh)

Convener,
Consumer Resolution Committee/
Director General (CAD)



Islamabad, May, 05 2025