



**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.09/1354-2025

April 8, 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. MUHAMMAD  
IBRAHIM UNDER SECTION 39 OF THE REGULATION OF GENERATION,  
TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997  
AGAINST K-ELECTRIC LIMITED REGARDING AVERAGE BILL  
(CONSUMER NO. AP-090830)**

Complaint No. **KElectric-KHI-33971-01-24**

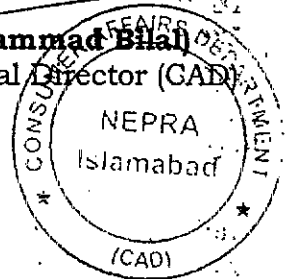
Please find enclosed herewith the decision of the NEPRA Complaints Resolution Committee (CRC), dated April 8, 2025 regarding the subject matter for necessary action and compliance.

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. Muhammad Ibrahim,  
Plot No. 648/649, Muhammad Khan Colony,  
Block A, Ithad Town, Karachi  
Contact# 03332303206

(Muhammad Bilal)  
Additional Director (CAD)





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

**Complaint No. KElectric-KHI-33971-01-24**

**Mr. Muhammad Ibrahim,**

Plot No. 648/649, Muhammad Khan Colony,  
Block A, Ithad Town, Karachi  
Contact# 03332303206

.....Complainant

**Versus**

**K-Electric Limited (KE)**

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

..... Respondent

**Date of Hearing(s):**

- 1) April 01, 2024
- 2) July 31, 2024
- 3) October 01, 2024

**On behalf of:**

**Complainant:**

- 1) Mr. Muhammad Ibrahim
- 2) Mr. Rashid

**Respondent:**

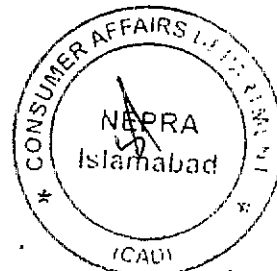
- 1) Mr. Muhammad Sufyan (K-Electric Limited)
- 2) Mr. Samiullah (K-Electric Limited)
- 3) Mr. Anas Lakhani (K-Electric Limited)

**Subject: DECISION IN THE MATTER OF COMPLAINT FILED BY MR. MUHAMMAD IBRAHIM UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST K-ELECTRIC LIMITED REGARDING AVERAGE BILL (CONSUMER NO. AP-090830)**

This decision shall dispose of the Complaint filed by Mr. Muhammad Ibrahim, Plot No. 648/649, Muhammad Khan Colony, Block A, Ithad Town, 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 the Complainant was charged average bill and he requested NEPRA to intervene in the matter & direct KE to withdraw the average bill. The matter was taken-up with KE for submission of para wise comments/report. In response, KE reported that average/dete bills were charged to the Complainant during the period of meter defect i.e September 2023 & October 2023. The report of KE was sent to the Complainant for information/comments. The Complainant raised observations over the report of KE.

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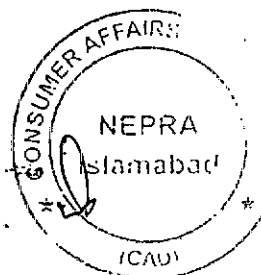
Regional office Karachi on April 01, 2024 & July 31, 2024 which were attended by the representative of KE only, whereas the Complainant failed to attend the same. Accordingly, further proceedings in the matter were closed due to non-prosecution of the case. The complainant again approached NEPRA. Accordingly, another hearing was held at NEPRA Regional office Karachi which was attended by both the parties i.e. (KE and the Complainant) in person 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 average bills on the connection having consumer No. AP-090830 having industrial tariff category B1.
- (ii) KE is of the view that it has charged bill to the Complainant on average mode during the period of September 2023 & October 2023 due to meter display fault.
- (iii) KE replaced the meter of the Complainant on October 26, 2023 and submitted a meter department report dated October 27, 2023 having remarks as "terminal strip and main cover seal caps found intact. Main cover was found dusty. Terminal block burnt out. Current coil is not burnt out. Moreover the meter removal reading observed to be at K1=161905, P1=33103."
- (iv) The billing statement of the Complainant's account submitted by KE is mentioned below:

Billing Consumption of AP090830

Month	2022			2023			2024		
	Off Peak	Peak	Total	Off Peak	Peak	Total	Off Peak	Peak	Total
January	4157	886	5043	11213	2452	13665	0	0	0
February	4702	800	5502	8659	1682	10341	0	0	0
March	4105	819	4924	5715	1196	6911	0	0	0
April	6058	1128	7186	6913	1478	8391	0	0	0
May	2968	545	3513	4092	908	5000	0	0	0
June	3412	730	4142	8513	1747	10260	0	0	0
July	2257	411	2668	7672	1661	9333	0	0	0
August	4503	962	5465	7914	1763	9677			
September	9151	2016	11167	7630 Average	1597 Average	9227			
October	7040	1480	8520	8237 Average	1723 Average	9960			
November	8796	1791	10587	6340 Adjusted	1306 Adjusted	7646			
December	10296	2006	12302	0	0	0			



(v) As per clause 4.3.2 (b) KE may charge bills on average basis i.e. 100% of the consumption recorded in the same months of previous year or average of the last eleven months whichever is higher for a maximum period of two months in case of defectiveness of meter. In this case main cover of the meter was dusty which suggests defectiveness of the meter and as such charging of bills on average basis.


(vi) Clause 4.3.2(C) of CSM provides that data of the defective meter shall be retrieved and actual consumption shall be charged to the consumer and bills already charged on average basis shall be adjusted.

(vii) The above billing table reveals that KE has charged bills for the months of September 2023 & October 2023 to the Complainant on average mode due to defective meter i.e. main cover dusty. Subsequently, in light of Meter Department Testing Report, the adjustments were made as per final meter reading index and the impugned meter was replaced on October 26, 2023.

5. From the above analysis, it has been established that KE has rightly charged average bills to the Complainant and hence the instant complaint is dismissed.

  
(Lashkar Khan Qambrani)

Member, Complaints Resolution Committee /  
Director (CAD)

  
(Muhammad Irfan Ul Haq)

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

  
(Naweed Illahi Shaikh)

08/04/25  
Convener,  
Complaints Resolution Committee  
Director General (CAD)

Islamabad, April 08, 2025

