



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**

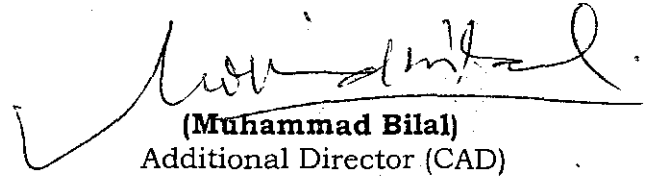
TCD.04/ ⁵¹⁶⁰ -2024
November 21, 2024

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. NOOR AHMED
S/O MUHAMMAD ISMAIL 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. AP-081618)**
Complaint No. **KElectric-KHI-29247-10-23**

Please find enclosed herewith the decision of the NEPRA Complaints Resolution Committee (CRC), dated November 21, 2024 regarding the subject matter for necessary action and compliance within twenty (20) days.

Encl: As above


(Muhammad Bilal)
Additional Director (CAD)

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. Noor Ahmed S/o Muhammad Ismail,
Plot No. B-196, Sector 11-E, Ali Muhammad Goth,
New Karachi.
Contact# 03158992175, 03463331715



BEFORE THE
NATIONAL ELECTRIC POWER REGULATORY AUTHORITY
(NEPRA)

Complaint No. KElectric-KHI-29247-10-23

Mr. Noor Ahmed S/o Muhammad Ismail,Complainant
Plot No. B-196, Sector 11-E, Ali Muhammad Goth, New Karachi.
Contact# 03158992175, 03463331715

Versus

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

Date of Hearing(s): 1) November 01, 2023
2) March 26, 2024

On behalf of:

Complainant: 1) Mr. Noor Ahmed S/o Muhammad Ismail
2) Mr. Shujauddin

Respondent: 1) Mr. Anas Lakhani (K-Electric Limited)
2) Mr. Amir Masood (K-Electric Limited)

Subject: **DECISION IN THE MATTER OF COMPLAINT FILED BY MR. NOOR AHMED S/O MUHAMMAD ISMAIL 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. AP-081618)**

This decision shall dispose of the Complaint filed by Mr. Noor Ahmed S/o Muhammad Ismail, Plot No. B-196, Sector 11-E, Ali Muhammad Goth, New 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 KE has charged detection bill and requested NEPRA to intervene in the matter & direct KE to withdraw the bill. The matter was taken-up with KE for submission of para wise comments/report. In response, KE reported that the Complainant applied for reconnection of connection bearing consumer

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AP-081618 through ticket No. 8017126532. Accordingly, a survey of the premises was carried out on July 10, 2023 during which remarks of 'Meter showing no display were reported and load of the premises was found to be 12 kW. KE added that the case was referred for meter replacement besides charging of bills on the basis of actual connected load as an interim arrangement till the replacement of meter due to non-availability of past consumption. 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 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. During the hearing the Complainant informed that the premises was not in use since past five years and he resumed operation of the factory in the month of July 2023. The Complainant further informed that upon starting operations of his factory he observed no display on the electricity meter and accordingly filed complaint with KE vide ticket No.8017126532 dated July 7, 2023 for replacement of meter. Subsequent to his request, KE carried out site inspection and levelled allegations of theft of electricity.

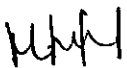
4. The case has been examined in detail in light of the record made so available by the parties, arguments advanced during the hearing and applicable law. The following has been observed:


- (i) The instant matter pertains to charging of bills on DETE mode to an Industrial consumer having B2 tariff with Consumer No. AP-081618 for the period from June 2023 to November 2023 on connected load of 12kW by KE due to reason that the 'Meter showing no display.'
- (ii) The Complainant is of the view that he started operation of his premises/factory in the month of July 2023 whereas previously the premises was not in use for about five years. The meter was showing no display, therefore, the Complainant requested KE for replacement of meter.
- (iii) KE is of the view that upon receipt of complaint from the Complainant survey was conducted on July 10, 2023 wherein discrepancy of 'meter showing no display/reconnection on consumer request' was reported. Moreover bills were charged on the basis of actual connected load of 12 kW till replacement of the meter on October 11, 2023. KE should have installed a new healthy meter at site, upon receipt of Complaint from the Complainant, however, the same was not done by KE.

- (iv) A new meter at site was installed in October 2023. The billing statement submitted by KE reveal that KE has charged bills to the Complainant on DETE mode for the period from June 2023 to November 2023 on higher side which is not in line with the consumption observed on the healthy meter. The average consumption on the healthy meter is 896 units per month.
- (v) The Consumer Service Manual (CSM) provides that bills be charged to the Consumer as per actual meter reading at site. KE has charged bills to the Complainant on DETE mode in violation of provisions of CSM as there is no provision in CSM for charging of bills on DETE mode.
- (vi) CSM provides that meter readers shall also note discrepancies during the routine meter reading and shall report the same to the higher officers for removal, however, no any discrepancy has been reported by the meter readers until the Complainant himself requested KE for replacement of the meter.
- (vii) The data of the defective meter (display wash) was not downloaded at the time of replacement and the same meter has been scrapped, therefore, at this stage the data downloading is not possible.

5. Foregoing in view, KE is directed to withdraw the bill for the period from June 2023 to November 2023 charged on DETE mode and charge bills to the Complainant on the basis of average consumption recorded on the healthy meter. A report in this regard be submitted within twenty (20) days, positively.


(Lashkar Khan Qambrani)
Member, Complaints Resolution Committee/
Director (CAD)


(Moqeem-ul-Hassan)
Member, Complaints Resolution Committee/
Assistant Legal Advisor (CAD)


(Naweed Illahi Shaikh)
Convener, Complaints Resolution Committee/
Director General (CAD)

Islamabad, November 21, 2024