



National Electric Power Regulatory Authority
ISLAMIC REPUBLIC OF PAKISTAN
Provincial Office Consumer Affairs
Office #706, 7th Floor, Balad Trade Centre,
Aalamgir Road, B.M.C.H.S., Bahadurabad, Karachi

POK/09/ 4923/2023
December 14, 2023

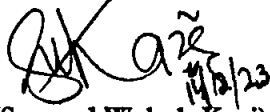
Chief Executive Officer,
K-Electric Limited, KE House No. 39-B,
Sunset Boulevard Phase-II,
Defence Housing Authority,
Karachi

Subject: **DECISION IN THE MATTER OF COMPLAINT FILED BY MST. FARIDA BANO UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST K-ELECTRIC LIMITED REGARDING OVER BILLING (CONSUMER NO. AP-070710)**

Complaint No. KElectric-KHI-20333-03-23

Please find enclosed herewith the decision of the NEPRA Regional Office Karachi dated December 14, 2023 regarding the subject matter for necessary action and compliance within twenty (20) days, positively.

Encl: As above


(Sarmad Wahab Kazi)
Dy. Director, CAD

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) Mst. Farida Bano,
463, PIB Colony, Karachi
Ph: 03352103234

Consumer Affairs Department

Diary No: 25087

Date: 27-12-23

Div (III)



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

Complaint No. KElectric-KHI-20333-03-23

Mst. Farida Bano,
463, PIB Colony, Karachi,
Ph: 03352103234

.....Complainant

Versus

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

.....Respondent

Date of Hearing(s): 1) April 13, 2023
2) May 30, 2023
3) November 28, 2023

On behalf of:

Complainant: Mst. Farida Bano

Respondent: 1) Mr. Ahsan Abdul Rehman (K-Electric Ltd)
2) Mr. Ali Patel (K-Electric Ltd)

Subject: DECISION IN THE MATTER OF COMPLAINT FILED BY MST. FARIDA BANO UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST K-ELECTRIC LIMITED REGARDING OVER BILLING (CONSUMER NO. AP-070710)

This decision shall dispose of the Complaint filed by Mst. Farida Bano, 463, PIB Colony, Karachi, (hereinafter referred to as "the Complainant" against K-Electric Limited (KE) (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 the complaint wherein the Complainant submitted that KE has charged fix/minimum charges against the connection bearing consumer No. AP-070710 and dues have been accumulated since the year 2013. The Complainant informed that the premises was disconnected and was vacant; thus there was no use of electricity. Further the Complainant informed that an amount of Rs. 20,000/- was paid as final outstanding dues for permanent disconnection and stoppage of billing but KE did not stop billing. In response, KE submitted that the applicable fixed charges are billed based on 50% of sanctioned load or actual MDI whichever is higher as per the approved tariff terms & conditions.

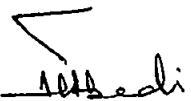
3. The matter was taken-up with KE for submission of para wise comments/report. In response, KE vide letter dated April 16, 2023 reported that applicable fixed charges are required to be billed based on 50% of sanctioned load or actual MDI whichever is higher as per S.R.O 1175(1)/2022 dated July 2022. Accordingly, fixed charges billed to Complainant since the month of August 2022 are as per the aforesaid S.R.O.


4. To proceed further into the matter, a hearing was held at NEPRA Regional office Karachi on April 13, 2023 which was attended by the Complainant in person and representative of KE via video link. KE was directed vide letter dated April 17, 2023. It is observed that premises is disconnected since long. In view of the discussion, please direct the concerned officials to stop billing since March 2023 on the disconnected connection till finalization of the matter by NEPRA. In response, KE vide letter dated April 27, 2023 submitted that in compliance with the contents of NEPRA letter the connection in question was inactivated on April 15, 2023, until finalization of the case by NEPRA. Accordingly, another hearing was held on May 30, 2023 & November 28, 2023 at NEPRA Regional office Karachi which was attended by the Complainant in person and representative of KE via video link wherein the matter was discussed in detail.

5. 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 concluded:

- (i) The instant matter pertains to charging of the applicable fixed charges are billed based on 50% of sanctioned load or actual MDI is higher as per the approved tariff terms & conditions. KE has charged fix charges on the Complainant connection having consumer No. AP-070710 and dues were accumulated since 2013.
- (ii) The Complainant informed that the premises was disconnected and was vacant; thus there was no use of electricity.
- (iii) Further the Complainant informed that an amount of Rs. 20,000/- was paid as final outstanding dues for permanent disconnection and stoppage of billing but KE did not stop billing.
- (iv) The consumer paid Rs. 20, 000/- in November 2016 for connection however KE failed to stop billing and issued bills on minimum mode on disconnected premises till April 2023. The said bills charged by KE for the period from January 2017 till April 2023 are unjustified and the same are required to be withdrawn.

6. Foregoing in view, KE is directed to withdraw the billing charged to the Complainant from January 2017 till April 2023, overhaul the account accordingly and dismantle account in billing record. A report in this regard be submitted within twenty (20) days, positively.


(Syed Taqi Abedi)
Deputy Director (CAD)


(Abid Hussain)
Advisor (CAD)

December 14, 2023