



**National Electric Power Regulatory Authority**  
ISLAMIC REPUBLIC OF PAKISTAN  
Consumer Affairs Department, NEPRA TOWER  
Ataturk Avenue (East) Sector G-5/1, Islamabad.  
Ph: 051-2013200, Fax: 051-2600021

**Consumer Affairs  
Department**

TCD.09/ <sup>2578</sup> -2023  
June 20, 2023

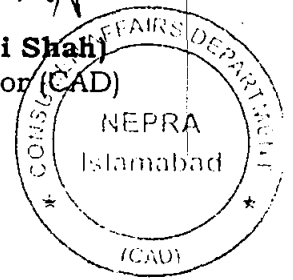
Chief Executive Officer,  
K-Electric Limited, KE House No. 39-B,  
Sunset Boulevard Phase-II, Defence Housing Authority,  
Karachi

Subject: **DECISION IN THE MATTER OF COMPLAINT FILED M/S. ALFA TOWER  
UNDER SECTION 39 OF THE REGULATION OF GENERATION,  
TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997  
AGAINST K-ELECTRIC LIMITED REGARDING EXCESSIVE BILLING &  
DISCONNECTION OF ELECTRIC SUPPLY (CONSUMER NO. BL-008536)**  
Complaint No. **KElectric-KHI-15171-08-22**

Please find enclosed herewith the decision of the NEPRA Consumer Complaints Tribunal dated June 20, 2023 regarding the subject matter for necessary action and compliance within twenty (20) days, positively.

Encl: As above

(**Syed Bad Ali Shah**)  
Deputy Director (CAD)



**Copy to:**

- 1) Mr. Imran Hussain Qureshi,  
Chief Regulatory Affairs & Government Relation Officer,  
KE Office, 56 A, Street No. 88 G-6/3, Islamabad
- 2) Mr. Abid Hussain, Advisor,  
Provincial Office Consumer Affairs, Office # 101, [ Please follow-up with KE ]  
1st Floor, Balad Trade Centre, Aalamgir Road,  
B.M.C.H.S., Bahadurabad, Karachi
- 3) M/s. Alfa Tower,  
Near Big Buft Department Store,  
Main Abul Hassan Isphani Road, Gulshan-e-Iqbal, Karachi,  
Contact# 03002007306



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

**Complaint No. KElectric-KHI-15171-08-22**

**M/s. Alfa Tower,**  
Near Big Buft Department Store,  
Main Abul Hassan Isphani Road, Gulshan-e-Iqbal, Karachi,  
Contact# 03002007306

**Complainant**

**Versus**

**K-Electric Limited (KE)**  
KE House No.39B, Sunset Boulevard  
Defence Housing Authority, Karachi.  
**Date of Hearing(s):**

**Respondent**

- 1) September 14, 2022
- 2) September 20, 2022
- 3) March 20, 2023

**On behalf of:  
Complainant:**

- 1) Mr. Ghufraan Ul Huda
- 2) Mr. Pervez Shaikh
- 3) Mr. Noor Ahmed Shaikh

**Respondent:**

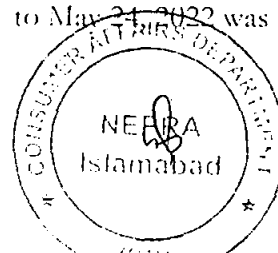
- 1) Mr. Asif Shajer (GM, Regulations)
- 2) Mr. Rizwan Khalid (Manager)
- 3) Mr. Anas Lakhani (Assistant Manager)

**Subject: DECISION IN THE MATTER OF COMPLAINT FILED M/S. ALFA TOWER UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST K-ELECTRIC LIMITED REGARDING EXCESSIVE BILLING & DISCONNECTION OF ELECTRIC SUPPLY (CONSUMER NO. BL-008536)**

Through this decision, the complaint filed by M/s. Alfa Tower (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"), is being disposed of.

2. NEPRA received a complaint against KE wherein it was submitted that the wire of the complainant's meter burst for which KE has charged a detection bill amounting to Rs. 7,40,000/- to the Complainant.

3. The matter was taken up with KE. In response KE submitted that as per Site Inspection report dated July 05, 2022; a discrepancy of "meter pressure wire not connected to all phases" was reported. Thereafter a notice was served to the Complainant and a detection bill of 24743 units amounting to Rs. 7,40,000/- for the period from December 25, 2021 to May 24, 2022 was charged to the Complainant on the basis of connected load.

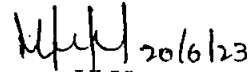


In order to proceed further, a hearing was held on March 20, 2023. The hearing was attended by both the parties (i.e KE and the Complainant), wherein the matter was discussed in detail. Scrutiny of the record provided by both the parties i.e. (KE and the Complainant) reveals that the discrepancy in metering equipment occurred in the month of June 2022 after rectification of cable fault by KE. KE had already charged bills to the Complainant on defective code in the month of June 2022 and July 2022. Further, KE has charged detection bill to the Complainant for the period from December 25, 2021 to May 24, 2022. The billing record reveals that there is no remarkable difference in consumption of the Complainant prior and after site inspection as compared with the consumption recorded in corresponding months of previous year(s). Keeping in view the available record, the detection bill charged by KE amounting to Rs. 740,500/- and late payment surcharges (LPS) of Rs. 17,154/- charged on August 11, 2022 are unjustified and the same are required to be withdrawn. Moreover bill charged by KE for the month of August 2022 is to be revised on healthy average consumption i.e 3011 off peak units and 686 peak units.

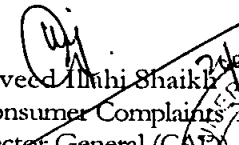
5. Foregoing in view, please direct the concerned officials to review the case accordingly. A report in this regard be submitted within twenty (20) days, positively.



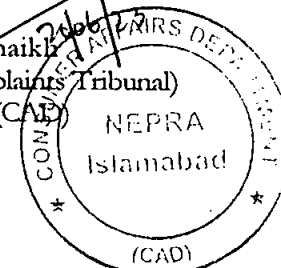
Lashkar Khan Qambrani  
Member (Consumer Complaints Tribunal)  
Director (CAD)



Moqem Ul Hassan  
Member (Consumer Complaints Tribunal)  
Assistant Legal Advisor (CAD)



Naveed Ishaq Shaikh  
Convener (Consumer Complaints Tribunal)  
Director General (CAD)



NEPRA  
Islamabad  
(CAD)

Islamabad: June 20, 2023