



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**

2579
TCD.09/ -2023
June 20, 2023

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

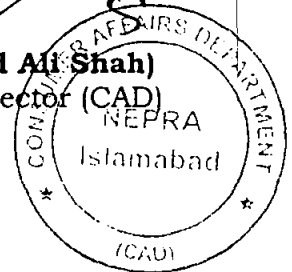
Subject: **DECISION IN THE MATTER OF COMPLAINT FILED BY MR. REKHMEEN KHAN UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST K-ELECTRIC LIMITED REGARDING OUTSTANDING DUES (CONSUMER NO. LA-521016)**

Complaint No. KElectric-KHI-16306-09-22

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 thirty (30) days, positively.

Encl: As above

(Syed Ibad 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) Mr. Rekhmeen Khan,
House No. A-140, Gali No. 12, Old Muzafarabad Colony,
Landhi, Karachi,
Contact# 03472628574, 03422307482



BEFORE THE
NATIONAL ELECTRIC POWER REGULATORY AUTHORITY
(NEPRA)

Complaint No. KElectric-KHI-16306-09-22

Mr. Rekhmeen Khan,
House No. A-140, Gali No. 12, Old Muzafarabad Colon, Landhi, Karachi,
Contact# 03472628574, 03422307482

Complainant

Versus

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

Respondent

Date of Hearing(s): 1) November 17, 2022
2) February 02, 2023

On behalf of:
Complainant: Mr. Rekhmeen Khan

Respondent: Mr. Asif Shajer (GM, Regulations)

Subject: **DECISION IN THE MATTER OF COMPLAINT FILED BY MR. REKHMEEN KHAN UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST K-ELECTRIC LIMITED REGARDING OUTSTANDING DUES (CONSUMER NO. LA-521016)**

Through this decision, the complaint filed by Mr. Rekhmeen Khan (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. The Complainant filed a complaint with NEPRA wherein the issue agitated by the Complainant was that KE has charged an outstanding bill amounting to Rs. 141,755/- without any justification and requested this office to direct KE for withdrawal of the same.

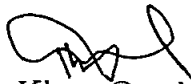
3. The matter was taken up with KE. In response, KE submitted that the dues against the Complainant's account have accumulated due to non-payment of monthly electricity bills as the Complainant has made only 30 payments out of 108 bills since September, 2013.

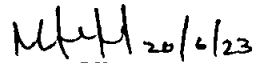
4. In order to further look into the matter, a hearing was held on February 02, 2023 at NEPRA Regional Office, Karachi. The hearing was attended by both the parties i.e KE and the Complainant, wherein the matter was discussed in detail. Scrutiny of the record submitted by both the parties,




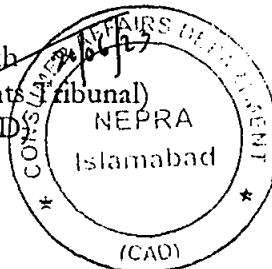
arguments advanced during the hearing and facts reveal that the Complainant got enrolled in rebate scheme allowed by KE on June 16, 2020 against outstanding dues of Rs. 260,921/- as per which KE offered an allowance amounting to Rs. 138,495/- upon receipt of payment of the remaining amount in 23 installments. Accordingly, KE processed partial allowance of Rs. 39,170/- in April 2021 and remaining amount of allowance was not processed. As the consumer has already paid 21 installments regularly out of 23 installments thereafter; to complete the scheme, KE is required to process remaining rebate amount after payment of remaining outstanding dues.

5. Foregoing in view, please direct the concerned officials to review the case in light of the above. A report in this regard be submitted within thirty (30) days, positively.


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


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


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



Islamabad, June 20, 2023