



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

Consumer Affairs
Department

TCD.09/4363-2023
September 22, 2023

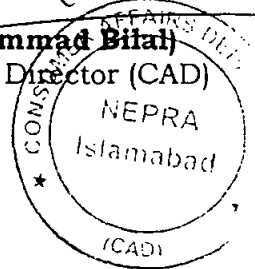
Chief Executive Officer,
K-Electric Limited, KE House No. 39-B,
Sunset Boulevard Phase-II, DHA
Karachi.

Subject: **DECISION IN THE MATTER OF COMPLAINT FILED BY MR. INAM UL HAQ
UNDER SECTION 39 OF THE REGULATION OF GENERATION,
TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997
AGAINST K-ELECTRIC LIMITED REGARDING EXCESSIVE BILLING
(CONSUMER No. BL-005153)**
Complaint No. KE-2111/02/2021

Please find enclosed herewith the decision of NEPRA Consumer Complaints Tribunal dated September 22, 2023 regarding the subject matter for necessary action and compliance within fifteen (15) days, positively.

Encl: As above


(Muhammad Bilal)
Additional Director (CAD)



Copy to:

- i. Mr. Imran Hussain Qureshi,
Chief Regulatory Affairs & Government Relation Officer,
KE Office, 56 A, Street No. 88, G-6/3, Islamabad.
- ii. Mr. Abid Hussain, Advisor
NEPRA Provincial Office (Consumer Affairs Department),
Office # 101, 1st Floor, Balad Trade Centre,
Aalamgir Road, B.M.C.H.S., Bahadurabad, Karachi.
- iii. Mr. Inam Ul Haq
C1-51, Sector 6-B North Karachi,
Insuctrial Area, Karachi.



BEFORE THE
NATIONAL ELECTRIC POWER REGULATORY AUTHORITY
Complaint No. KE-2111/02/2021

Mr. Inam Ul Haq **Complainant**
CI-51, Sector 6-B, North Karachi Industrial Area,
Karachi,

VERSUS

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

Date of Hearing:

- i. June 01, 2021
- ii. July 14, 2021
- iii. September 23, 2021
- iv. June 29, 2022
- v. November 12, 2022

On behalf of
Respondent: Mr. Asif Shajer (GM, Regulations)

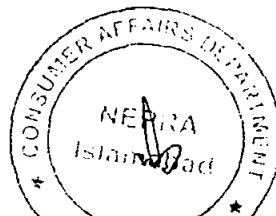
Complainant:

- i. Mr. Inam Ul Haq
- ii. Mr. Abubakar Usman

Subject: **DECISION IN THE MATTER OF COMPLAINT FILED BY MR. INAM UL HAQ**
UNDER SECTION 39 OF THE REGULATION OF GENERATION,
TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997
AGAINST K-ELECTRIC LIMITED REGARDING EXCESSIVE BILLING
(CONSUMER No. BL-005153)

DECISION

Through this decision, complaint filed by Mr. Inam Ul Haq (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.



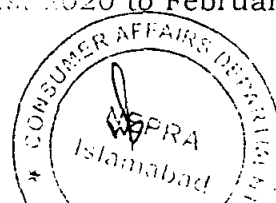
2. Brief facts of the case are that NEPRA received the subject complaint wherein the dispute agitated by the Complainant was that KE charged excessive bill of Rs.17,94,927/- without any prior notice against the connection bearing Consumer No. BL-005153 installed at CI-51, Sector 6-B, North Karachi Industrial Area, Karachi.

3. The matter was taken-up with KE for submission of parawise comments/report. In response KE reported that the meter installed at the premises of the Complainant was not recording actual consumption of the premises owing to fault in one of the CTs. Furthermore, discrepancy was established during the site inspection (SIR) hence a detection bill was charged in the month of February 2021. The report of KE was sent to the Complainant for information/comments. The complainant raised observations over the report of KE. The matter was again taken up with KE. In response KE vide letter dated May 2021 reiterated its earlier version.

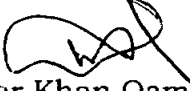
4. In order to further deliberate upon the issue, various hearings were held at NEPRA Regional Office, Karachi which were attended by the Complainant in person and representatives of K-Electric. KE was directed to submit consumption record of the check meter installed at the PMT of the Complainant. In response, KE vide letter dated June 14, 2021 submitted the required information. During the hearing held on June 29, 2022, KE reiterated their version and submitted that the meter was recording 66% of the consumption and it was not completely defective therefore the case should not be considered for defective meter but for faulty CT. In response, the Complainant responded that neither any prior notice for inspection was issued to him by KE nor there was any representative(s) from office of Electric Inspector. The Complainant claimed that the CT was not faulty, however, KE did not issue any notice for informing him about the damaged CT and changed it in his absence. In response, KE reported that the Complainant was present and he was served with notice on the same day when CT was being replaced. The Complainant also showed his ignorance about existence of any check meter.

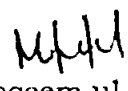
5. The case has been examined in detail in light of the record made available by the parties, arguments advanced during the hearing, observations of joint site inspection and applicable law. The following has been observed:

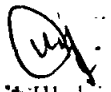
- i. The instant matter pertains to charging of detection bill by KE on an industrial connection having B2 tariff. The Complainant's nature of work is plastic molding work. KE charged detection bill amounting to Rs.1,794,927/- in the month of March 2021 for the period from August 2020 to February 2021 on account of yellow phase CT fault.

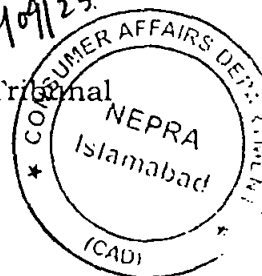


- ii. KE submitted mobile testing equipment (MTE) report dated February 2, 2021 which shows that meter was found 33 % slow owing to yellow phase CT burnt out. Further the premises of the Complainant is supplied through a dedicated PMT. The electricity billing meter of the Complainant was tested by KE in the month of February 2021 and KE issued detection bill for the period from August 2020 to February 2021 (5 months) for 95412 units on the basis of yellow CT fault.
- iii. Clause 4.3.3(c) of Consumer Service Manual (CSM) envisages that if the impugned metering installation should prove to be incorrect during the checking(s), DISCO shall install a "correct meter" immediately or within two billing cycles if meters are not available. Clause 4.3.3(c)(ii) of the CSM further envisages that charging of a bill for the quantum of energy lost if any, because of malfunctioning of metering installation shall not be more than two previous billing cycles.
- iv. KE has charged the detection bill as being charged in case of theft of electricity. KE should have dealt this case as per clause 4.3.3 of the CSM as the meter installed at the premises of the Complainant was not recording actual consumption of the premises owing to fault in one of the CTs. Moreover, there is no allegation against the Complainant for being involved in theft of electricity.
6. Foregoing in view, KE has charged detection bill to the Complainant in violation of provisions of CSM. In view of the said, KE is directed to revise the detection bill from five (05) months to two (02) months on the basis of 33% slowness. A compliance report in the matter be submitted within fifteen (15) days.


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


(Moqeen ul Hassan)
Member Consumer Complaints Tribunal
Assistant Legal Advisor (CAD)


(Naweed Illahi Shaikh)
Convener Consumer Complaints Tribunal
Director General (CAD)



Islamabad: September 22, 2023