



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

1576
TCD.09/ -2023
April 19, 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. NOOR BANO
WD/O MIR AHMED ALI UNDER SECTION 39 OF THE REGULATION OF
GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC
POWER ACT, 1997 AGAINST K-ELECTRIC LIMITED REGARDING THREE
PHASE METER (CONSUMER NO. AP-073859, AL-595535, LC-582330 &
AL-546730)**

Complaint No. KE-NHQ-10336-01-22

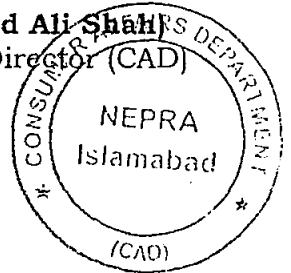
Please find enclosed herewith the decision of the NEPRA Consumer Complaints
Tribunal dated April 19, 2023 regarding the subject matter for necessary action and
compliance within twenty (20) days, positively.

Encl: As above

(Syed Ibad Ali Shah)
Assistant 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) Mst. Noor Bano Wd/o Mir Ahmed Ali,
House No. A/69, Street No. 12, Area 36-G, Shareef Colony,
Landhi No. 6, Karachi. Ph: 03453378706.





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

Complaint No. KElectric-NHQ-10336-01-22

Mst. Noor Bano Wd/o Mir Ahmed Ali,
House No. A/69, Street No. 12, Area 36-G,
Shareef Colony, Landhi No. 6, Karachi,
Contact# 03453378706

Complainant

Versus

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

Respondent

Date of Hearing(s):

- 1) May 18, 2022
- 2) May 31, 2022
- 3) November 11, 2022
- 4) March 22, 2022

On behalf of:
Complainant:

Mst. Noor Bano Wd/o Mir Ahmed Ali

Respondent:

Mr. Asif Shajer (GM, Regulations)

Subject: DECISION IN THE MATTER OF COMPLAINT FILED BY MST. NOOR BANO WD/O MIR AHMED ALI UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST K-ELECTRIC LIMITED REGARDING THREE PHASE METER (CONSUMER NO. AP-073859, AL-595535, LC-582330 & AL-546730)

Reference is made to the hearing held on March 22, 2023 at NEPRA Regional Office, Karachi.

2. The hearing was attended by both the parties (i.e KE and the Complainant), wherein the matter was discussed in detail. The scrutiny of the record provided by both the parties i.e. (KE and the Complainant) and arguments advanced during the hearing reveal that the claim of KE of Rs.129,490/- pending on electricity connection AP-073859 pertains to period prior the year 2013 which is inconsistent with Article 181 of the Limitation Act, 1908, that restricts the period of claim to three (3) years only. In consideration of the facts, the dues of Rs.129,490/- on electricity connection AP-073859 charged by the KE to the Complainant for the period prior to the year 2013 along with late payment surcharges (LPS) is unjustified and not payable by the Complainant. Further, the electricity connection bearing consumer No. AP-073859 illegally installed on Complainant's premises without the demand of Complainant be removed from the Complainant's premises.

3. 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 Hameed Shaikh
Convener (Consumer Complaints Tribunal)
Director General (CAD)

Islamabad, April 19, 2023

