



National Electric Power Regulatory Authority

ISLAMIC REPUBLIC OF PAKISTAN
Regional Office Consumer Affairs
Office # 706, 7th Floor, Balad Trade Centre,
Aalamgir Road, B.M.C.H.S., Bahadurabad, Karachi

POK/09/ 2660 /2024
May 27, 2024

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 MR. NOMAN S/O ABDUL QADEER UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST K-ELECTRIC LIMITED REGARDING WRONG BILLING & TARIFF (REFERENCE NO. AL-945797)**


Complaint No. KElectric-KHI-30112-10-23

Please find enclosed herewith the decision of the NEPRA Regional Office Karachi dated May 27, 2024 regarding the subject matter for necessary action and compliance within twenty (20) days, positively.

Encl: As above

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) Mr. Noman S/o Abdul Qadeer,
House No. B-108, Khudadad Colony, KE6105, Karachi
Ph: 03008241539


(Sarmad Wahab Kazi)
Dy. Director, CAD



BEFORE THE
NATIONAL ELECTRIC POWER REGULATORY AUTHORITY
(NEPRA)

Complaint No. KElectric-KHI-30112-10-23

Mr. Noman S/o Abdul Qadeer,
House No. B-108, Khudadad Colony, KE6105, Karachi,
Contact# 03008241539

.....**Complainant**

Versus

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

.....**Respondent**

Date of Hearing(s): 1) November 30, 2023
2) March 21, 2024

On behalf of:

Complainant: Mr. Noman S/o Abdul Qadeer

Respondent: 1) Mr. Muhammad Ali (K-Electric Limited)
2) Mr. Ahsan Abdul Rehman (K-Electric Limited)
3) Mr. Faisal Ali (K-Electric Limited)
4) Mr. Qamar Uz Zaman (K-Electric Limited)

Subject: **DECISION IN THE MATTER OF COMPLAINT FILED BY MR. NOMAN S/O ABDUL QADEER UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST K-ELECTRIC LIMITED REGARDING WRONG BILLING & TARIFF (CONSUMER NO. AL-945797)**

This decision shall dispose of the Complaint filed by Mr. Noman S/o Abdul Qadeer, House No. B-108, Khudadad Colony, KE6105, 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").

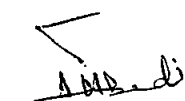
2. Brief facts of the case are that NEPRA received a complaint wherein the dispute agitated by the Complainant was that KE has charged wrong tariff and requested NEPRA to intervene in the matter and direct KE to waive off the wrong tariff bill. The matter was taken-up with KE for submission of parawise comments/report. In response, KE reported that a meter bearing consumer No. AL-945797 is already installed at the consumer's premises having cumulative outstanding dues amounting to Rs.790,556/-. KE added that the application for new connection cannot be processed further due to the applicant's inability to complete required formalities. The report of KE was sent to the Complainant for information/comments. The Complainant raised observations over the report of KE.

3. In order to proceed further into the matter, hearings were held at NEPRA Regional office Karachi on November 30, 2023 & March 21, 2024 which was attended by the Complainant in person and representative of KE via video link wherein the matter was discussed in detail.

4. 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 observed:

- (i) The instant matter pertains to delay in change of tariff of the Complainant's connection from A2C to A1R on residential premises.
- (ii) The Complainant is of the view that that he filed complaint with KE on September 18, 2023 having ticket No. 8017919084 regarding change of tariff from A2C to A1R.
- (iii) The record reveal that KE changed the tariff of the Complainant connection in the month of December 2023. As per clause 7.4.5 of Consumer Service Manual, KE shall process the case and accord approval for change of tariff within thirty (30) days of receipt of application.
- (iv) It has observed that KE has failed to revise applicable tariff of the Complainant within the prescribed time as mentioned in Consumer Service Manual.

5. Foregoing in view, KE is directed to revise bills charged to the Complainant from A2C to A1R tariff since the month of October 2023. Moreover, the Complainant may approach KE to fulfill codal formalities for provision of additional metered connection. A report in this regard be submitted within twenty (20) days, positive.



(Syed Taqi Abedi)
Dy. Director
Consumer Affairs Deptt.



(Abid Hussain)
Advisor
Consumer Affairs Deptt.

May 27, 2024