



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/09/2500/2024
May 21, 2024

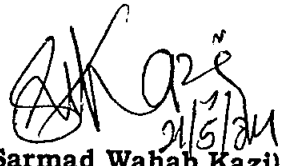
Chief Executive Officer,
K-Electric Limited, KE House No. 39-B,
Sunset Boulevard Phase-II, Defence Housing Authority,
Karachi

Subject: **DECISION IN THE MATTER OF MR. BILAL AHMED S/O AYAZ UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST K-ELECTRIC LIMITED REGARDING DETECTION BILL (REFERENCE NO. 0400026690399)**

Complaint No. KElectric-KHI-34449-02-24

Please find enclosed herewith the decision of the NEPRA Regional Office Karachi dated May 21, 2024 regarding the subject matter for necessary action and compliance within twenty (20) days, positively.

Encl: As above


(Sarmad Wahab Kazi)
Dy. Director, CAD

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. Bilal Ahmed S/o Ayaz,
House No. 1701, Qaimkhani Mohalla, Baldia Town,
Karachi
Ph: 03442666474

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BEFORE THE
NATIONAL ELECTRIC POWER REGULATORY AUTHORITY
(NEPRA)

Complaint No. KElectric-KHI-34449-02-24

Mr. Bilal Ahmed S/o Ayaz,

.....**Complainant**

House No. 1701, Qaimkhani Mohalla, Baldia Town, Karachi,

Contact# 03442666474

Versus

K-Electric Limited (KE)

..... **Respondent**

KE House No.39B, Sunset Boulevard

Defence Housing Authority, Karachi.

Date of Hearing(s): April 29, 2024

On behalf of:

Complainant: Mr. Bilal Ahmed S/o Ayaz

Respondent: 1) Mr. Imran Zakir (K-Electric Limited)

2) Mr. Sufiyan (K-Electric Limited)

Subject: **DECISION IN THE MATTER OF COMPLAINT FILED BY MR. BILAL AHMED S/O AYAZ UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST K-ELECTRIC LIMITED REGARDING DETECTION BILL (CONSUMER NO. 400026690399)**

This decision shall dispose of the Complaint filed by Mr. Bilal Ahmed S/o Ayaz, House No. 1701, Qaimkhani Mohalla, Baldia Town, 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 detection bill and requested NEPRA to intervene in the matter and direct KE to withdraw the detection bill. The matter was taken-up with KE for submission of para wise comments/report. In response, KE reported that a discrepancy of line disconnected and direct use was reported. KE added that the consumer has been charged detection bill amounting to Rs.107,512/- for the period from May 2022 to October 2022 was processed on the

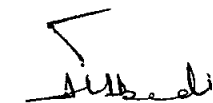
basis of connected load of 6kW. The report of KE was sent to the Complainant for information/comments. The Complainant raised observations over the report of KE.

3. In order to proceed further into the matter, a hearing was held at NEPRA Regional office Karachi on April 29, 2024 which was attended by the Complainant in person and representative of KE via video link wherein the matter was discussed in detail. The Complainant informed that the electricity meter became defective upon which he also filed complaint with KE.

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 charging of detection bill amounting to Rs.107,512/- on the basis of direct use/kunda on residential connection having A1R tariff. KE has charged detection bill amounting to Rs.107,512/- for the period from May 2022 to October 2022 on connected load of 6kW.
- (ii) The Complainant is of the view that the electricity meter became defective upon which he filed complaint with KE vide ticket No.8015375042 dated October 25, 2022 upon which KE staff restored the electric supply bypassing the faulty meter.
- (iii) KE submitted meter department report as per which the electricity meter was replaced on November 2, 2022 having remarks as "terminal strip and main cover seal caps found intact."
- (iv) Record reveal that KE has charged the detection without proper justification. Further it has observed that KE has charged the said detection bill on higher side in violation of the procedure prescribed in clause 9.2 of Consumer Service Manual (CSM). Moreover, the electricity consumption of the Complainant has observed to be on low side for the month of November 2022.

5. Foregoing in view, KE is directed to withdraw the detection bill amounting to Rs.107,512/- charged to the Complainant and revise the bill for the month of November 2022 from 158 units to 286 units on the basis of consumption observed during November 2023. A report in this regard be submitted within twenty (20) days, positively.



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



(Abid Hussain)
Advisor
Consumer Affairs Deptt.

May 21, 2024