



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/09/2502 /2024
May 21, 2024

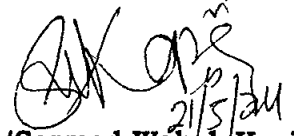
Chief Executive Officer,
K-Electric Limited, KE House No. 39-B,
Sunset Boulevard Phase-II, Defence Housing Authority,
Karachi

Subject: **DECISION IN THE MATTER OF MR. MUHAMMAD EJAZ 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. LA-661917 & LA-661918)**

Complaint No. KElectric-KHI-9731-12-21.

Please find enclosed herewith the decision of the NEPRA Regional Office Consumer Affairs dated May 21, 2024 regarding the subject matter for necessary action, further the proceedings in the matter have been closed by this office.

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. Muhammad Ejaz,
H. No. L-685, Sector 5 A/1, North Karachi
Ph: 03102585318



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

Complaint No. KElectric-KHI-9731-12-21

Complainant

Mr. Muhammad Ejaz
H. No. L-685, Sector 5 A/1, North Karachi,
Contact# 03102585318

Versus

Respondent

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

Date of Hearing(s):

- 1) May 19, 2022
- 2) June 28, 2022
- 3) August 18, 2022
- 4) November 12, 2022
- 5) December 14, 2023
- 6) February 14, 2024
- 7) March 11, 2024

On behalf of:

Complainant: Mr. Muhammad Ejaz

Respondent:

- 1) Mr. Anas Lakhani (K-Electric Limited)
- 2) Mr. Junaid Alam (K-Electric Limited)
- 3) Mr. Ahsan Abdul Rehman (K-Electric Limited)

Subject: **DECISION IN THE MATTER OF COMPLAINT FILED BY MR. MUHAMMAD EJAZ 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. LA-661917 & LA-661918)**

This decision shall dispose of the Complaint filed by Mr. Safayat Khan, H. No.L-685, Sector 5-A/1, North Karachi, 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 excessive bill and requested NEPRA to intervene in the matter and direct KE to withdraw the excessive bill. The matter was taken-up with KE for submission of parawise comments/report. In response KE reported that the Complainant is involved in use of electricity through proscribed means as meter readers have reported repeated adverse remarks of line DC light in use. KE further submitted that bills have been issued to the Complainant on assessed/ dete mode. KE added that the same were not paid by the Complainant owing to which dues have accumulated against both of his accounts. The report of KE was sent to the Complainant for information/comments. The Complainant vide letter raised observations over the report of KE.

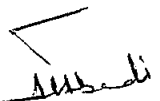
3. In order to proceed further into the matter, hearings were held at NEPRA Regional office Karachi which were attended by the Complainant in person and representative of KE via video


link. Accordingly, a joint site inspection was conducted on October 13, 2022 in presence of both the parties revealed that electricity connection has been disconnected/ not in use and Complainant has found using electricity through other source i.e solar panel and batteries. Subsequently several hearings were held at NEPRA Regional office Karachi which were attended by the Complainant in person and representative of KE via video link wherein the matter was discussed in detail. Accordingly, KE was directed vide letter dated March 29, 2023 to withdraw the detection bills charged by KE on the connection LA-661918 amounting to Rs.25,520/-, Rs.10,463/- & Rs.29,644/-. Moreover the bills charged by KE for the said connection on DETE mode for the period from October 2015 to December 2017 be revised on the basis of 270 units/ month i.e healthy consumption observed during October 2014 to September 2015. KE was further directed to revise the bills charged to the Complainant on dete mode on LA-661917 for the period from October 2015 to December 2017 as per actual meter reading. In response of the direction KE submitted request to reconsider the advice as the matter pertains to the 2014 to 2017 as no complain was lodged by complainant within one year of issuance of bills as required under NEPRA Complaint Handling & Dispute Resolution Procedure) Rules, 2015.

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.25,520/-, Rs.10,463/- & Rs. 29,644/- on the connection LA-661918 on the basis of line DC light in use on residential connection having A1R tariff and also charged bills on detection mode during the year 2015 to year 2017. KE has charged bills on dete mode on LA-661917 since October 2015 to December 2017.
- (ii) KE is of the view that the bills have been charged due to line disconnected and light direct use. The billing statement of the Complainant's connections submitted by KE show that KE has charged bills on dete mode on the connection LA-661917 till October 2020. Moreover, KE charged detection bill on the connection LA-661918 prior to the year 2017 and also charged bills of detection mode on the same connection since the year 2015.
- (iii) The record reveal that the subject matter is time barred.
- (iv) As per NEPRA Complaint Handling and Dispute Resolution (Procedure) Rules, 2015 the complaint shall be filed within one year from the accrual of the cause of action.

5. Foregoing in view, the subject matter is time barred under NEPRA rules/regulations to be proceeded. Accordingly, further proceedings in the matter have been closed by this office.


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


(Abid Hussain)
Advisor
Consumer Affairs Deptt.

May 2/ , 2024