

**National Electric Power Regulatory Authority**

ISLAMIC REPUBLIC OF PAKISTAN

Attaturk Avenue (East) Sector G-5/1, Islamabad.

Ph: 051-2013200 Fax: 051-2600021

**Consumer Affairs  
Department**

TCD.04/2508-2024  
May 29, 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 COMPLAINT FILED BY MR. AHMED KHAN UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST K-ELECTRIC LIMITED REGARDING EXCESSIVE BILLING & DISCONNECTION OF ELECTRIC SUPPLY (CONSUMER NO. LB-0005377)**  
**Complaint No. KElectric-KHI-25320-06-23**

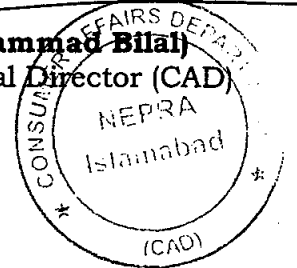
Please find enclosed herewith the decision of the NEPRA Complaints Resolution Committee (CRC), dated May 29, 2024 regarding the subject matter for necessary action and compliance within twenty (20) days.

Encl: As above

Copy to:

1. Mr. M. Imran Hussain Qureshi  
Chief Regulatory Affairs Officer & Govt. Relations Officer,  
K-Electric Limited Office, 56 A, Street No. 88, G-6/3,  
Islamabad.
2. Mr. Abid Hussain, Advisor,  
Provincial Office Consumer Affairs,  
Office # 101, 1st Floor, Balad Trade Centre,  
Aalamgir Road, B.M.C.H.S., Bahadurabad,  
Karachi.
3. Mr. Ahmed Khan,  
S No. 1, Plot 498, Mian Wali Town, Karachi,  
Contact# 03002541787

(Muhammad Bilal)  
Additional Director (CAD)





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

**Complaint No. KElectric-KHI-25320-06-23**

**Mr. Ahmed Khan,**  
S No. 1, Plot 498, Mian Wali Town, Karachi,  
Contact# 03002541787

.....Complainant

**Versus**

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

.....Respondent

**Date of Hearing(s):** 1) August 31, 2023  
2) November 16, 2023

**On behalf of:**

**Complainant:** 1) Mr. Ahmed Khan  
2) Mr. Zulfiqar

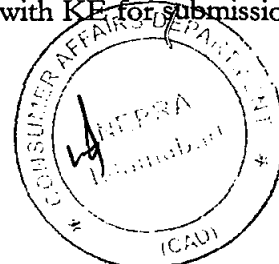
**Respondent:** 1) Mr. Muhammad Anas (K-Electric Limited)  
2) Mr. Ahsan Abdul Rehman (K-Electric Limited)

**Subject: DECISION IN THE MATTER OF COMPLAINT FILED BY MR. AHMED KHAN UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST K-ELECTRIC LIMITED REGARDING EXCESSIVE BILLING & DISCONNECTION OF ELECTRIC SUPPLY (CONSUMER NO. LB-0005377)**

This decision shall dispose of the Complaint filed by Mr. Ahmed Khan, S No. 1, Plot 498, Mian Wali Town, Karachi, (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").

2. Brief facts of the case are that NEPRA received a complaint dated nil wherein the complainant submitted that K-Electric removed the electric meter of the Complainant in the month of September 2021 on the allegation of extension of load. The Complainant approached KE for restoration of electricity connection, however, KE issued bill of Rs. 1,241,502/- for payment to enroll in rebate scheme which was paid on November 19, 2021. The Complainant submitted that despite the payment, the rebate was not processed by KE. The matter was taken-up with KE for submission of para wise

KElectric-KHI-25320-06-23

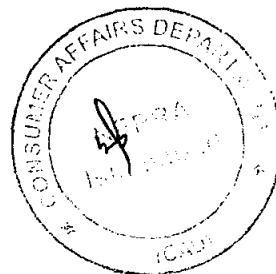


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comments/report. In response, KE vide letter dated July 04, 2023 reported that the Complainant's request for enrollment in settlement scheme/package was accepted by KE in good faith. Further KE added that as per the terms of settlement agreement, the Complainant was required to pay 50% payment in one go along with payment of bills for consecutive six (06) months, however, the Complainant did not abide by the terms of settlement agreement owing to which allowance/rebate could not be processed. The report of KE was sent to the Complainant for information/comments. The Complainant vide letter dated nil raised observations over the report of KE. 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. A joint site inspection was also conducted on September 27, 2023 in presence of both the parties, wherein it was observed that the Complainant's electricity meter was missing. The shop was found vacant and the neighbor of the Complainant informed that the shop has been vacant since October 2021.

3. 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:

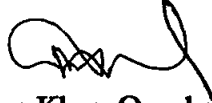
- (i) The instant matter pertain to dues on a disconnected premises/ shop.
- (ii) The Complainant is of the view that the premises/shop has been vacant since September 2021 and KE removed both the meter & incoming cable in the aforesaid month. Further, the Complainant paid an amount of Rs. 1,241,502/- to KE on November 19, 2021 for settlement of outstanding dues in a scheme as per which KE was required to withdraw the remaining dues.
- (iii) KE is of the view that as per the terms of settlement agreement, the Complainant was required to pay 50% payment in one go along with payment of bills for next consecutive six (06) months, however, the Complainant failed to pay bills for next six (06) months, therefore, the allowance could not be processed.
- (iv) The billing statement of the Complainant account submitted by KE shows that electricity has been consumed at the premises/shop till September 2021, as per the normal billing. However, in the month of October 2021, the bill was charged on DETE mode. There is zero consumption from December 2021 to May 2022 due to removal of electricity meter by KE.
- (v) The billing record shows that KE has charged bills on DETE mode and average billing from July 2022 to January 2023 without any justification. There is no provision for charging bills on DETE mode in the Consumer Service Manual (CSM). Moreover, as per provisions of CSM, average bills are to be charged in case of defective meter



whereas in the instant case, the meter was already removed and KE has charged average billing in the month of January 2023.

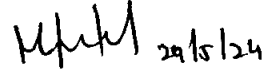
- (vi) The KE's point of view for payment of (06) months onwards for processing of rebate is baseless and cannot be applicable in the instant matter, as the connection of the Complainant was inactive w.e.f. September 2021 and meter was in possession of KE.

6. Foregoing in view, KE is directed to process allowance as per settlement and withdraw bills charged to the Complainant for the period from November 2021 to January 2023. A report in this regard be submitted within twenty (20) days, positively.



**(Lashkar Khan Qambrani)**

Member, Complaints Resolution Committee/  
Director (CAD)



**(Moqees-ul-Hassan)**

Member, Complaints Resolution Committee /  
Assistant Legal Advisor (CAD)



**(Naveed Illahi Shaikh)**

Convener, Complaints Resolution Committee /  
Director General (CAD)

Islamabad, May 29, 2024

