



**National Electric Power Regulatory Authority**

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

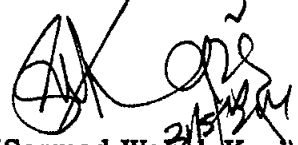
POK/09/ 2687/2024  
May 31, 2024

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. WAQAS ASLAM S/O HAJI MOHAMMAD ASLAM 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-539390 & LA-539391)**  
Complaint No. KElectric-KHI-30857-11-23.

Please find enclosed herewith the decision of the NEPRA Regional Office Consumer Affairs dated May 31, 2024 regarding the subject matter for necessary action, further the proceedings in the matter have been closed by this office.

**Encl: As above**

  
(Sarmad Waqar 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. Waqas Aslam S/o Haji Mohammad Aslam,  
House No. R-1, Babar Town, Millat Town, Malir Halt,  
Karachi  
Ph: 03222908965



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

**Complaint No. KElectric-KHI-30857-11-23**

**Mr. Waqas Aslam S/o Haji Mohammad Aslam,** .....Complainant  
House No. R-1, Babar Town, Millat Town, Malir Halt, Karachi,  
Contact# 03222908965

**Versus**

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

**Date of Hearing(s):** 1) January 12, 2024  
2) March 28, 2024

**On behalf of:**

**Complainant:** 1) Mr. Waqas Aslam S/o Haji Mohammad Aslam  
2) Mr. Wajid Bukhari

**Respondent:** 1) Mr. Anas Lakhani (K-Electric Limited)  
2) Mr. Saqib (K-Electric Limited)

**Subject:** **DECISION IN THE MATTER OF COMPLAINT FILED BY MR. WAQAS ASLAM S/O HAJI MOHAMMAD ASLAM 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-539390 & LA-539391)**


This decision shall dispose of the Complaint filed by Mr. Waqas Aslam S/o Haji Mohammad Aslam, House No. R-1, Babar Town, Millat Town, Malir Halt, 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").

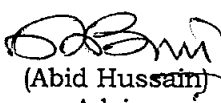
2. Brief facts of the case are that NEPRA received a complaint wherein the dispute agitated by the Complainant was that KE has charged excessive bill and requested NEPRA to intervene in the matter & direct KE to withdraw the excessive bill. The matter was taken-up with KE for submission of parawise comments/report. In response KE reported that a discrepancy of hook in use was reported and the consumer has been charged detection bills amounting to Rs.291,359/- for the period from April 2023 to September 2023 on the connection LA-539390 on the basis of connected load of 10kW. Further KE has charged detection bill amounting Rs.65,006/- for the period from April 2023 to September 2023 on connection LA-539391 was processed on the basis of connected load of 4kW. 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 January 12, 2024 & March 28, 2024 which was attended by the Complainant in person and representative of KE via video link wherein the matter was discussed in detail. Accordingly, KE was directed to conduct site inspection of the Complainant's premises. In response, KE submitted that multiple attempts were made in presence of complainant to conduct site inspection of his premises. However, the occupants/ residents of the premises did not allow team to conduct the survey regarding the subject matter.

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.291,359/- on the connection LA-539390 on the basis of hook use on residential connection having A1R tariff. Further, KE charged detection bill amounting to Rs.65,006/- on connection LA-539391 on the basis of hook use on commercial connection having A2C tariff.
  - (ii) KE submitted sufficient evidence of charging the said detection bill. Further KE reported that multiple attempts were made in presence of the Complainant to conduct site inspection of his premises. However, the occupants/ residents of the premises did not allowed team to conduct survey.
  - (iii) KE submitted site inspection report dated February 23, 2024 wherein KE reported partial load of the premises as 3.55 kW. Moreover, the billing statement of electricity connections show that electricity consumption is not in line with the reported connected load during survey dated February 23, 2024.
  - (iv) Keeping in view of the available record the KE has charged the detection bills on LA-539390 & LA-539391 of amounting Rs.291,359/- & Rs.65,006/- respectively on sufficient evidence & liable to be paid.
5. Foregoing in view, 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 31, 2024