



National Electric Power Regulatory Authority
ISLAMIC REPUBLIC OF PAKISTAN
Provincial Office Consumer Affairs
Office #706, 7th Floor, Balad Trade Centre,
Aalamgir Road, B.M.C.H.S., Bahadurabad, Karachi

POK/09/ 2243/2024
May 07, 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. MUHAMMAD YOUNUS 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.LB-334135)**

Complaint No. KElectric-KHI-27976-08-23

Please find enclosed herewith the decision of the NEPRA Regional Office Karachi dated May 06, 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. Muhammad Younus
Plot No. R-71, Block 19
New KE Survey No. 925
Sindhi Para, Shanti Nagar
Gulshan-e-Iqbal, Karachi
Ph: 03002055847



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

Complaint No. KElectric-KHI-27976-08-23

Mr. Muhammad Younus,

Plot No. R-71, Block 19, New KE survey No. 925,
Sindhi Para, Shanti Nagar, Gulshan-e Iqbal, Karachi,
Contact# 03002055847

.....Complainant

Versus

K-Electric Limited (KE)

KE House No.39B, Sunset Boulevard
Defence Housing Authority, Karachi.

..... Respondent

Date of Hearing(s): October 10, 2023

On behalf of:

Complainant: Mr. Muhammad Youns

Respondent: 1) Mr. Abdul Rab (K-Electric Limited)
2) Mr. Israr Ahmed (K-Electric Limited)

Subject: **DECISION IN THE MATTER OF COMPLAINT FILED BY MR. MUHAMMAD YOUNS
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. LB-334135)**

This decision shall dispose of the Complaint filed by Mr. Muhammad Youns, Plot No. R-71, Block 19, New KE survey No. 925, Sindhi Para, Shanti Nagar, Gulshan-e Iqbal, 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 para wise comments/report. In response, KE reported that a discrepancy of shunt in meter was reported. KE added that the consumer has been charged detection bill amounting to Rs.344,939/- for the period from March 2022 to August 2022 was processed on the basis of connected load of 12kW. 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 October 10, 2023 which was attended by the Complainant in person and representative of KE via video link wherein the matter was discussed in detail. Subsequently KE was directed to conduct survey of the Complainant premises to check connected load and submit report alongwith relevant record. In response KE submitted connected load of the connection as 2 kW.

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:

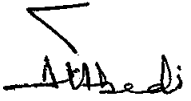
- (i) The instant matter pertains to charging of detection bill amounting to Rs.335,921/- on the basis of shunt in meter on residential connection having A1R tariff. KE has charged detection bill amounting to Rs. 344,939/- for the period from March 2022 to August 2022 on connected load of 12kW.
- (ii) KE submitted meter department report dated February 28, 2022 having remarks a low battery, terminal strip found damage. Shunt found in terminal block phase to phase and neutral to neutral. Main cover seal caps intact.
- (iii) The electricity consumption on the Complainant's connection submitted by KE is mentioned below:


	2021	2022	2023
January	130	108	95
February	119	100	89
March	164	175	92
April	156	270	163
May	162	292	119
June	172	109	230
July	299	68	196
August	169	107	169
September	208	103	129
October	211	221	124
November	281	199	83
December	214	204	90
Total	2285	1956	1579

- (iv) Record reveal that KE didn't follow procedure defined in CSM 9.2.2 for establishment abstract of electricity and issuance of detection bill. Moreover no

significant variation in consumption of the Complainant observed before and after meter replacement.

5. Foregoing in view, KE is directed to withdraw the detection bills of Rs.344,939/- charged to the Complainant. A report in this regard be submitted within twenty (20) days, positively.


(Syed Taqi Abedi)
Deputy Director (CAD)


(Abid Hussain)
Advisor (CAD)

MAY 06, 2024