



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/09/2244/2024
May 07, 2024

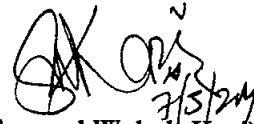
Chief Executive Officer,
K-Electric Limited, KE House No. 39-B,
Sunset Boulevard Phase-II,
Defence Housing Authority,
Karachi

Subject: **DECISION IN THE MATTER OF COMPLAINT FILED BY MR. NIAZ MUHAMMAD 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. LL-010727)**

Complaint No. KElectric-KHI-14392-07-22

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. Niaz Muhammad
KS-5362, Jamia Islamia Mangalabad Hub
Sakarand Road, Karachi
Ph: 03332918166



BEFORE THE
NATIONAL ELECTRIC POWER REGULATORY AUTHORITY
(NEPRA)

Complaint No. KElectric-KHI-14392-07-22

Mr. Niaz Muhammad,
KS-5362, Jamia Islamia Mangalabad, Hub,
Sakarand Road, Karachi,
Contact# 03332918166

..... **Complainant**

Versus

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

..... **Respondent**

Date of Hearing(s): 1) October 11, 2022
2) June 08, 2023
3) January 17, 2024

On behalf of:
Complainant:

- 1) Mr. Mr. Niaz Muhammad
- 2) Mr. Imran Shahid

Respondent:

- 1) Mr. Raza Hussain (K-Electric Limited)
- 2) Mr. Khalid Muhammad (K-Electric Limited)
- 3) Mr. Muhammad Anas (K-Electric Limited)

Subject: DECISION IN THE MATTER OF COMPLAINT FILED BY MR. NIAZ MUHAMMAD 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. LL-010727)

This decision shall dispose of the Complaint filed by Mr. Niaz Muhammad, KS-5362, Jamia Islamia Mangalabad, Hub, Sakarand Road, 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").

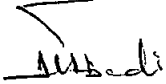
2. Brief facts of the case are that NEPRA received a complaint wherein the dispute agitated by the Complainant was that KE has charged excessive bill and requested NEPRA to intervene in the matter and direct KE to withdraw the excessive bill. The matter was taken-up with KE for submission of parawise comments/report. In response KE reported that a discrepancy of incoming puncture was reported. KE added that the consumer has been charged detection bill amounting to Rs.132,630/- was processed on the basis of connected load of 8.172kW. 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 11, 2022 & June 08, 2023 NEPRA Regional office Karachi which was attended by the Complainant in person and representative of KE via video link. A joint site inspection was also conducted in presence of both the parties. Accordingly another hearing was held at NEPRA Regional office Karachi on January 17, 2024 which was attended by the Complainant in person and representative of KE via video link.

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. 132,630/- for the period from February 2021 to July 2021 by KE on the basis of incoming puncture on residential connection having A1R tariff. KE has charged the said detection bill on the basis of connected load of 8.172kW.
- (ii) KE has charged the detection bill on the basis of sufficient evidences, however, the detection bill have been charged on higher side. Further during the joint site inspection in presence of NEPRA officials connected load of the Complainant's premises has been observed as 2.5 kW.
- (iii) It has observed that KE has not followed the procedure as presented in clause 9.1 of Consumer Service Manual for issue of detection bill.

5. Foregoing in view, KE is directed to revise detection bill of Rs.132,630/- charged to the Complainant on connected load of 2.5kW. 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