



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

POK/09/1990/2024  
April 23, 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. PERVAIZ AKHTAR BUTT ADVOCATE UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST K-ELECTRIC LIMITED REGARDING RESTORATION OF SUPPLY & OTHER ISSUES (CONSUMER NO. LA-663845)**

Complaint No. KElectric-KHI-22428-05-23

Please find enclosed herewith the decision of the NEPRA Regional Office Karachi dated April 23, 2024 regarding the subject matter for necessary action and compliance within twenty (20) days, positively.

**Encl: As above**

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. Pervaiz Akhtar Butt, Advocate  
E/2, New Town Quarter University Road  
Karachi  
Ph: 03452452789

*Dir (w)*  
*2*  
  
(Sarmad Wahab Kazi)  
Dy. Director, CAD



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

**Complaint No. KElectric-KHI-22428-05-23**

**Mr. Pervaiz Akhtar Butt, Advocate,**

.....Complainant

E/2, New Town Quarter University Road, Karachi,

Ph: 03452452789

**Versus**

**K-Electric Limited (KE)**

.....Respondent

KE House No.39B, Sunset Boulevard

Defence Housing Authority, Karachi.

**Date of Hearing(s):** 1) August 02, 2023

2) December 05, 2023

**On behalf of:**

**Complainant:** Mr. Pervaiz Akhtar Butt, Advocate.

**Respondent:** 1) Mr. Ahsan Abdul Rehman (K-Electric Ltd)

2) Mr. M.Ali Patel (K-Electric Ltd)

3) Mr. Omair Farooq (K-Electric Ltd)

**Subject:** **DECISION IN THE MATTER OF COMPLAINT FILED BY MR. PERVAIZ AKHTAR BUTT, ADVOCATE UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST K-ELECTRIC LIMITED REGARDING RESTORATION OF SUPPLY& OTHER ISSUES (CONSUMER NO. LA-663845)**

This decision shall dispose of the Complaint filed by Mr. Pervaiz Akhtar Butt, Advocate, E/2, New Town Quarter University 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 disconnected electric supply of the Complainant premises and requested NEPRA to intervene in the matter and direct KE to restore electric supply, change name on electricity bill & charge bill as per meter reading. The matter was taken-up with KE for submission of para wise comments/report. In response, KE reported that no formal/ official request has been submitted by the Complainant pertaining to change of name. The report of KE was sent to the Complainant for information/comments. The Complainant raised observations over the report of KE.

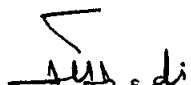
3. In order to proceed further into the matter, a hearings were held at NEPRA Regional office Karachi on August 02, 2023 & December 05, 2023 which were attended by the Complainant in person and representative of KE via video link wherein the matter was discussed


in detail. During the hearing, the representative of KE informed that the electricity meter of the Complainant has disconnected due to non-payment of outstanding dues and the Complainant has been using electricity through hook/Kunda.

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.305,407/- & Rs.64,751/- respectively on the basis of direct use on commercial connection having A2C tariff. Moreover, KE issued monthly bills for February 2021 to June 2023 on detection mode and has changed tariff from A1R to A2C from March 2021 on the basis of commercial activity at premises.
- (ii) As per site inspection dated August 15, 2023 submit by KE, the supply of the Complainant premises was found disconnected and premises found running on hook connection also commercial use existed at premises. Further, connected load of the Complainant premises has observed as 3.080kW.
- (iii) KE charged detection bill amounting to Rs.305,407/- & Rs.64,751/- for the period from August 2020 to January 2021 & May 2022 to August 2022 respectively without proper justification as KE already charged monthly billing on detection mode. Further it is observed that the detection bills charged to the Complainants from February 2021 to June 2023 on the basis of above mentioned discrepancy i.e direct use are on higher side.
- (iv) It has observed that KE has not followed the procedure as prescribed in clause 9.1 of Consumer Service Manual for issue of detection bill.

5. Foregoing in view, KE is directed to withdraw the detection bills amounting to Rs.305,407/- & Rs.64,751/- charged to the Complainant for the period from August 2020 to January 2021 & May 2022 to August 2022 respectively. Moreover, the bills charged by KE on detection mode from February 2021 to June 2023 are required to be revised on connected load of 3.08kW as per site inspection report dated August 15, 2023. Further, the Complainant may approach KE to fulfil codal formalities with respect to change of name of the electricity connection. A report in this regard be submitted within twenty (20) days, positively.

  
(Syed Taqi Abedi)  
Deputy Director (CAD)

  
(Abid Hussain)  
Advisor (CAD)

April 23, 2024