



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/09/1994/2024
April 23, 2024

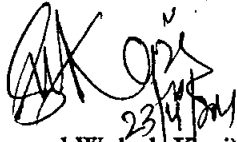
Mst. Shaista Qasar
KE-1257, H. No. B/348, Sikandarabad
Liaquatabad, Karachi
Ph: 03112562406

Subject: **DECISION IN THE MATTER OF COMPLAINT FILED BY MST. SHAISTA QASAR UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST K-ELECTRIC LIMITED REGARDING EXCESSIVE BILLING / LOAD SHEDDING (CONSUMER NO. AL-870432)**

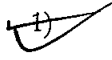
Complaint No. KElectric-KHI-29159-10-23

Please find enclosed herewith the decision of the NEPRA Regional Office Consumer Affairs dated April 23, 2024 regarding the subject matter for necessary action, further the proceedings in the matter have been closed by this office.

Encl: As above


(Sarmad Wahab Kazi)
Dy. Director, CAD

Copy to:

- Div (11)*
- 1)  Director General,
Consumer Affairs Department, NEPRA,
NEPRA Tower, Attaturk Avenue (East), G-5/1,
Islamabad
 - 2) Chief Executive Officer,
K-Electric Limited, KE House No. 39-B,
Sunset Boulevard Phase-II, Defence Housing Authority,
Karachi
 - 3) Mr. M. Imran Hussain Qureshi,
Chief Regulatory Affairs & Government Relation Officer,
KE Office, 56-A, Street No. 88 G-6/3
Islamabad



BEFORE THE
NATIONAL ELECTRIC POWER REGULATORY AUTHORITY
(NEPRA)

Complaint No. KElectric-KHI-29159-10-23

Mst. Shaista Qasar,
KE-1257, H. No. B/348, Sikandarabad, Liaquatabad, Karachi,
Contact# 03112562406

..... **Complainant**

Versus

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

..... **Respondent**

Date of Hearing(s): December 06, 2023

On behalf of:

Complainant: Mst. Shaista Qasar

Respondent: 1) Mr. Anas Lakhani (K-Electric Limited)
2) Mr. S.M.Awais (K-Electric Limited)

Subject: **DECISION IN THE MATTER OF COMPLAINT FILED BY MST. SHAISTA QASAR UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST K-ELECTRIC LIMITED REGARDING EXCESSIVE BILLING/ LOAD SHEDDING (CONSUMER NO. AL-870432)**

This decision shall dispose of the Complaint filed by Mst. Shaista Qasar, KE-1257, H. No. B/348, Sikandarabad, Liaquatabad, 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 billing and requested NEPRA to intervene in the matter and direct KE to withdraw the excessive billing. The matter was taken-up with KE for submission of parawise comments/report. In response KE reported that bills have been issued to the Complainant on the basis of actual meter reading recorded through energy meter installed at the Complainant premise's. 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 December 06, 2023 at NEPRA Regional office Karachi which was attended by the both the parties wherein the matter was discussed in detail. Subsequently, KE was directed

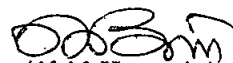
to conduct meter testing of the Complainant meter. In response, KE submitted meter testing report dated December 09, 2023 wherein it has observed that meter working within the permissible limits, earthy light found on due to consumer internal wiring fault. Moreover KE reported connected load as 4kW.

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 case pertains to charging of bill for the month of August 2023 on the basis of actual meter reading.
- (ii) The Complainant is of the view that KE has been charging excessive bill after March 2023.
- (iii) The record reveal that KE has charged bill to the Complainant since March 2023 as per meter reading. Moreover, the meter testing report submitted by KE showed meter working within permissible limits.

5. Foregoing in view, the instant matter does not merit to be proceeded and further proceedings in the matter have been closed by this office.


(Syed Taqi Abedi)
Deputy Director (CAD)


(Abid Hussain)
Advisor (CAD)

April 23, 2024