



**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/ 1988/2024  
April 22, 2024


Mr. Muhammad Atif Ayub  
House No. L-76, St-05, Sector 4-A  
Surjani Town, Karachi  
Ph: 03432622882

Subject: DECISION IN THE MATTER OF COMPLAINT FILED BY MR. MUHAMMAD ATIF AYUB 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. LC-141484)


Complaint No. KElectric-KHI-24303-05-23

Please find enclosed herewith the decision of the NEPRA Regional Office Consumer Affairs dated April 22, 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:

- 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-24303-05-23**

**Mr. Muhammad Atif Ayub,**

House No. L-76, ST-05, Sector 4-A, Surjani Town, Karachi,  
Contact# 03432622882

.....Complainant

**Versus**

**K-Electric Limited (KE)**

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

..... Respondent

**Date of Hearing(s):** 1) September 28, 2023  
2) December 14, 2023

**On behalf of:**

**Complainant:** Mr. Muhammad Atif Ayub

**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 ATIF AYUB 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. LC-141484)**

This decision shall dispose of the Complaint filed by Mr. Muhammad Atif Ayub, House No. L-76, ST-05, Sector 4-A, Surjani Town, 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 extra phase in use was reported. KE added that the consumer has been charged detection bill amounting to Rs.335,921/- for the period from January 2022 to June 2022 was processed on the basis of connected load of 17.7kW. The report of KE was sent to the Complainant for information/comments. The Complainant raised observations over the report of KE.

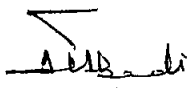
3. In order to proceed further into the matter, a hearing was held at NEPRA Regional office Karachi on September 28, 2023 which was attended by the Complainant in person and representative of KE via video link. Subsequently, a joint site inspection was also conducted on November 21, 2023 in presence of both the parties, wherein it has been observed that the Complainant removed connected load about 4 air conditioner from the premises. Accordingly


another hearing was held on December 14, 2023 at NEPRA Regional office Karachi which was attended by the Complainant in person and representative of KE via video link wherein the matter was discussed in detail.

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 extra phase in use on residential connection having A1R tariff. KE has charged detection bill amounting to Rs.335,921/- for the period from January 2022 to June 2022 on connected load of 17.7kW.
- (ii) KE has charged the detection bill of Rs.335,921/- on the basis of sufficient evidence and the same is liable to be paid. Moreover, the connected load of the premises found removed during the joint site inspection.

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 22, 2024