



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/09/1995/2024
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 PIR MUHAMMAD KHAN S/O DOST MUHAMMAD KHAN 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-451852 & LB-397971)


Complaint No. KElectric-KHI-16345-09-22 & KElectric-KHI-16346-09-22

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


(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. Pir Muhammad Khan
S/o Dost Muhammad Khan
House No. F/156, Old No. 332/A, Gali No. 07
Ghazi Goth, Orangi Town, Habib Colony
Karachi
Ph: 03456233775



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

Complaint No. KElectric-KHI-16345-09-22 & KElectric-KHI-16346-09-22

Mr. Pir Muhammad Khan S/o Dost Muhammad Khan, **Complainant**
House No. F/156, Old No. 332/A, Gali No. 07,
Ghazi Goth, Orangi Town, Habib Colony, Karachi,
Contact# 03456233775

Versus

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

Date of Hearing(s): 1) October 26, 2023
2) December 07, 2023
3) January 30, 2024

On behalf of:

Complainant: Mr. Muhammad Tanveer Qureshi

Respondent: 1) Mr. Muhammad Bilal (K-Electric Limited)
2) Mr. Anas Lakhani (K-Electric Limited)

Subject: **DECISION IN THE MATTER OF COMPLAINT FILED BY MR. PIR MUHAMMAD KHAN S/O DOST MUHAMMAD KHAN 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-451852 & LB-397971)**

This decision shall dispose of the Complaint filed by Mr. Pir Muhammad Khan S/o Dost Muhammad Khan, House No. F/156, Old No. 332/A, Gali No. 07, Ghazi Goth, Orangi Town, Habib Colony, 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 hook in use was reported and the consumer has been charged detection bills amounting to Rs.68,282/- & Rs.99,258/- for the period from January 2022 to June 2022 & July 2022 to October 2022 respectively on the connection LC-451852 on the basis of connected load of 5kW. Further KE has charged detection bill amounting Rs.234,475/- for the period from January 2022 to June 2022 on connection LB-397971 was processed on the basis of connected load of 8kW

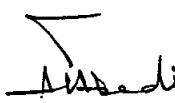
The report of KE was sent to the Complainant for information/comments. The Complainant raised observations over the report of KE.


3. In order to proceed further into the matter, hearings were held at NEPRA Regional office Karachi on November 23, 2023 & January 31, 2024 NEPRA Regional office Karachi which were 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.68,282/- & Rs.99,258/- on connection LC-451852 on the basis of direct use on residential connection having A1R tariff. Further, KE charged detection bill amounting to Rs.234,475/- on connection LB-397971 on the basis of hook use on residential connection having A1R tariff.
- (ii) KE has charged the detection bill on the basis of sufficient evidences, however, the detection bill have been charged on higher.
- (iii) 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 revise the detection bills of Rs.68,282/- & Rs.99,258/- on connection LC-451852 charged to the Complainant from six (06) months to three (03) months & from four (04) months to two (02) months respectively. Moreover, the detection bill of Rs.234,475/- on connection LB-397971 charged by KE is required to be revised on connected load of 2.8kW as per site inspection report dated December 08, 2023. 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