



National Electric Power Regulatory Authority
ISLAMIC REPUBLIC OF PAKISTAN
NEPRA TOWER
Attaturk Avenue (East) Sector G-5/1, Islamabad.

**Consumer Affairs
Department**

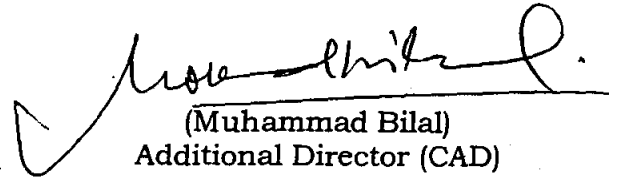
TCD.09/2183-2024
May 15, 2024

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

Subject: **DECISION IN THE MATTER OF COMPLAINT FILED BY MR. NADEEM S/O MUHAMMAD ASLAM 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. LA-897782)**
Complaint No. KElectric-KHI-29553-1C-23

Please find enclosed herewith the decision of the NEPRA Complaints Resolution Committee dated May 14, 2024 regarding the subject matter for information and necessary action.

Encl: As above


(Muhammad Bilal)
Additional Director (CAD)

Copy to:

1. Mr. M. Imran Hussain Qureshi
Chief Regulatory Affairs Officer & Govt. Relations Officer,
K-Electric Limited Office, 56 A, Street No. 88, G-6/3, Islamabad.
2. Mr. Nadeem S/o Muhammad Aslam,
Portion No. 1:5, Shop No. 1:3, House No. A-65,
Sector A-2, North Karachi near Shah-Nawaz Bhutto Colony, Karachi,
Contact# 03129222363, 03009222363



BEFORE THE
NATIONAL ELECTRIC POWER REGULATORY AUTHORITY
(NEPRA)

Complaint No. KElectric-KHI-29553-10-23

Mr. Nadeem S/o Muhammad Aslam,

..... **Complainant**

Portion No. 1:5, Shop No. 1:3, House No. A-65,
Sector A-2, North Karachi near Shah-Nawaz Bhutto Colony, Karachi,
Contact# 03129222363, 03009222363

Versus

K-Electric Limited (KE)

..... **Respondent**

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

Date of Hearing(s): January 10, 2024

On behalf of:

Complainant: Mr. Nadeem S/o Muhammad Aslam

Respondent: 1) Mr. Junaid Maood (K-Electric Limited)
2) Mr. Anas Lakhani (K-Electric Limited)

Subject: **DECISION IN THE MATTER OF COMPLAINT FILED BY MR. NADEEM S/O MUHAMMAD ASLAM 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. LA-897782)**

This decision shall dispose of the Complaint filed by Mr. Nadeem S/o Muhammad Aslam, Portion No. 1:5, Shop No. 1:3, House No. A-65, Sector A-2, North Karachi near Shah-Nawaz Bhutto Colony, Karachi, (hereinafter referred to as "the Complainant" against K-Electric Limited (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 of Rs. 458,307/- requested NEPRA to intervene in the matter and direct KE to withdraw the excessive bill and issue bill\$ as per meter readings. The matter was taken-up with KE for submission of parawise comments/report. In response KE reported that the Complainant's request for enrollment in rebate scheme/dues settlement package was processed in good faith by KE in November 2021 for the settlement of legitimate outstanding dues of Rs.1,005,050/- after agreeing to all the Terms and Conditions to be fulfilled to remain eligible to receive the benefit of the dues settlement package including but not limited to timely payment of monthly bills. KE added that under the settlement package, the

Complainant was offered 60% discount i.e. Rs.603,030/- whereas remaining 40% amount i.e. Rs.402,020/- was to be paid in Six (06) monthly of installments @Rs.67,003/- per month along with monthly current bills, however, the Complainant violated the terms of the settlement scheme by only paying 03 out of 06 installments and was therefore removed from the scheme in June 2022. As a result, the Complainant currently has outstanding dues of PKR 450,199 as of October 2023. The report of KE was sent to the Complainant for information/comments. The Complainant raised observations over the report of KE.

4. In order to proceed further into the matter, a hearing was held at NEPRA Regional office Karachi on January 10, 2024 which was attended by the Complainant in person and representative of KE via video link wherein the matter was discussed in detail.

5. 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:

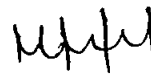
- (i) The instant matter pertains to settlement between Complainant and KE for enrollment in rebate scheme in November 2021 for the settlement of outstanding dues of Rs.1,005,050/-.
- (ii) As per the settlement package, the Complainant was offered 60% discount amounting Rs. 603,030/- whereas remaining 40% of dues amounting to Rs.402,020/- was to be paid in Six (06) monthly installments of Rs.67,003/- per month along with monthly current bill. The Complainant paid some installments and failed to deposit the remaining installments.
- (iii) KE informed that the allowance of Rs. 603,030/- has been processed as per terms of settlement.

6. Foregoing in view, the outstanding installments are payable by the Complainant. In view of the said, further proceedings in the matter are being closed by this office.



(Lashkar Khan Qambrani)

Member, Consumer Complaints Tribunal/
Director (CAD)



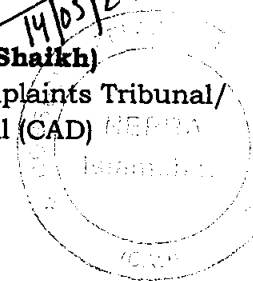
(Moqem-ul-Hassan)

Member, Consumer Complaints Tribunal/
Assistant Legal Advisor (CAD)



(Naweed Illahi Shaikh)

Convener, Consumer Complaints Tribunal/
Director General (CAD)



Islamabad, May 14, 2024