



National Electric Power Regulatory Authority

ISLAMIC REPUBLIC OF PAKISTAN
Regional Office Consumer Affairs
Office # 706, 7th Floor, Balad Trade Centre,
Aalamgir Road, B.M.C.H.S., Bahadurabad, Karachi

POK/09/4682/2024
September 11, 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 MR. ZAHID HUSSAIN 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-160008)**


Complaint No. KElectric-KHI-26880-07-23

Please find enclosed herewith the decision of the NEPRA Regional Office Karachi dated September 11, 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. Zahid Hussain,
House No. 837, Ground Floor, KE-1761/A, Shah
Rasool Colony, Clifton Karachi
Ph: 03042881074


(Sarmad Wahab Kazi)
Dy. Director, CAD



BEFORE THE
NATIONAL ELECTRIC POWER REGULATORY AUTHORITY
(NEPRA)

Complaint No. KElectric-KHI-26880-07-23

Mr. Zahid Hussain,

.....Complainant

House No. 837, Ground Floor, KE-1761/A,
Shah Rasool Colony, Clifton Karachi,
Ph: 03042881074

Versus

K-Electric Limited (KE)

.....Respondent

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

Date of Hearing(s): 1) January 04, 2024
2) March 20, 2024
3) July 23, 2024

On behalf of:

Complainant: Mr. Zahid Hussain

Respondent: 1) Mr. Aamir Ghori (K-Electric Limited)
2) Mr. Anas Lakhani (K-Electric Limited)

Subject: **DECISION IN THE MATTER OF COMPLAINT FILED BY MR. ZAHID HUSSAIN 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-160008)**

This decision shall dispose of the Complaint filed by Mr. Zahid Hussain, House No. 837, Ground Floor, KE-1761/A, Shah Rasool Colony, Clifton 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 site survey of the complainant's premises (multi-storey) was conducted on January 18, 2023 during which remarks of 'Light Direct Use from KE mains' were reported and load of the premises was found to be 09kW. KE added that illegal hook connection was immediately disconnected, however, the complainant instead of replying/approaching KE, resorted to restore the supply of the premises illegally therefore, KE team repeatedly attempted to disconnect the supply of the premises, however, complainant created hinderance in disconnection of supply as a


result of which KE team sought support from concerned Police Station (PS). Subsequently, the supply of premises was disconnected with the support of law enforcement agency from the nearby circuit. KE further added that a detection bill of 4,332 units for a period of 06 months from Jul-22 till Dec-23 has been charged to the complainant to recover the revenue loss suffered by KE due to this illegal theft. KE added that after charging of the detection bill, the complainant approached KE and requested to charge the detection bill of entire premises on one single connection i.e. LC160008, instead of charging detection bills separately on individual connections as per their respective load. 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, several hearings were held at 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 on a multi-story building/apartments. KE has charged detection bill amounting to Rs.177,906/- and Rs.246,083/- on the basis of direct use on residential connection having A1R tariff on connected load of 9kW.
- (ii) KE has charged the detection bill of Rs.177,906/- for the period from July 2022 to December 2022 on the basis of sufficient evidence. However, the record reveals that KE has issued another detection bill of Rs.246,083/- in the month of January 2023 on the same discrepancy and for same period which is in duplication.
- (iii) Further, KE informed that the detection bill of Rs.246,083/- charged to LC-160008 for other meters installed at same premises which were using extra phase as per request of consumer as he is owner of premises, however KE didn't provided any document to support his verdict.
- (iv) Moreover, record reveal that KE has issued the 2nd detection bill which is in duplication and has no any legal grounds.

5. Foregoing in view, KE is directed to withdraw the detection bill of Rs.246,083/- charged to the Complainant. A report in this regard be submitted within twenty (20) days, positively


(Syed Taqi Abedi)
Additional Director
Consumer Affairs Deptt.


(Abid Hussain)
Advisor
Consumer Affairs Deptt.

September// , 2024