



National Electric Power Regulatory Authority

ISLAMIC REPUBLIC OF PAKISTAN

Attaturk Avenue (East) Sector G-5/1, Islamabad.

Ph: 051-2013200 Fax: 051-2600021

**Consumer Affairs
Department**

TCD.04/ ³⁸³² -2024
August 27, 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 ADVOCATE MOULA BUX SOOMRO UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST K-ELECTRIC LIMITED REGARDING EXCESSIVE BILLING (CONSUMER NO. LB-515488)**
Complaint No. KElectric-KHI-31245-11-23

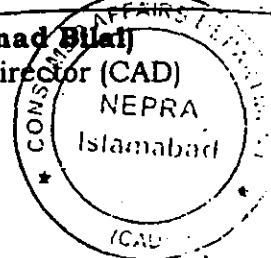
Please find enclosed herewith the decision of the NEPRA Complaints Resolution Committee (CRC), dated August 27, 2024 regarding the subject matter for necessary action and compliance.

Encl: As above

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. Abid Hussain, Advisor,
Provincial Office Consumer Affairs,
Office # 101, 1st Floor, Balad Trade Centre,
Aalamgir Road, B.M.C.H.S., Bahadurabad,
Karachi.
3. Advocate Moula Bux Soomro,
H. No. 304, Karachi Bar Association Cooperative Housing Society,
Sector 24-A, Gulzar-e-Hijri, KDA Scheme No. 33, Karachi.
Cell: 0331-2150870

(Muhammad Bilal)
Additional Director (CAD)





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

Complaint No. KElectric-KHI-31245-11-23

Advocate Moula Bux Soomro,

.....Complainant

H. No. 304, Karachi Bar Association Cooperative Housing Society,
Sector 24-A, Gulzar-e-Hijri, KDA Scheme No. 33, Karachi,
Contact# 03312150870

Versus

K-Electric Limited (KE)

..... Respondent

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

Date of Hearing(s): 1) January 03, 2024
2) May 21, 2024

On behalf of:

Complainant: Advocate Moula Bux Soomro

Respondent: 1) Mr. Rizwan Khalid (K-Electric Limited)
2) Mr. Zohaib Rehman (K-Electric Limited)
3) Mr. Anas Lakhani (K-Electric Limited)

Subject: DECISION IN THE MATTER OF COMPLAINT FILED BY ADVOCATE MOULA BUX SOOMRO UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST K-ELECTRIC LIMITED REGARDING EXCESSIVE BILLING (CONSUMER NO. LB-515488)

This decision shall dispose of the Complaint filed by Advocate Moula Bux Soomro, H. No. 304, Karachi Bar Association Cooperative Housing Society, Sector 24-A, Gulzar-e-Hijri, KDA Scheme No. 33, Karachi, (hereinafter referred to as "the Complainants") against K-Electric Pvt Ltd (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 new connection was installed at the Complainant's premises on December 2020, however, the bills could not be issued due to device update issue in record. KE added that in November 2023 the record has been updated and bill of accumulated meter reading was issued. 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 January 03, 2024 & May 21, 2024 which were attended by the Complainant in person and representative of KE via video link wherein the matter was discussed in detail. Meanwhile KE was directed to verify the connected load and conduct testing of the Complainant's meter through MTE. In response KE submitted the required information.


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 accumulated reading bill to the Complainant on the electricity connection having consumer No. LB-515488 having residential tariff A1-R (three phase) with 20kW load.
- (ii) The Complainant is of the view that KE installed the electricity meter in January 2021 and accumulated reading bill was charged in the month of November 2023 despite he filed several complaints with KE.
- (iii) The record reveal that KE installed the electricity meter in the month of December 2020 and subsequently failed to issue bills till November 2023. Later KE issued bill to the Complainant in the month of November 2023 for period of 36 months on the basis of actual meter reading. KE failed to provide any justification for delay in issuance of bill after energization of connection.
- (iv) The Clause 10(3)(1)(h) of the Consumer Service Manual (CSM) provides that the first bill for a new connection shall be issued within two months of the date of connection. If issued later, it should have an appropriate slab corresponding to the number of months for which the accumulated reading bills is issued.
- (v) The meter reading snap provided by KE reveals the index reading as 28645 (off peak) and 5555 (peak) as on November 25, 2023. Accordingly, KE segregated the bill for 799 units (off-peak per month) and 152 units (peak per month).
- (vi) The meter test report submitted by KE shows that the meter has been working within permissible limits and the bill has been charged as per actual meter reading at site.

5. Foregoing in view, KE is hereby directed to over-haul the account of the Complainant and the total recorded units be segregated w.e.f. December 07, 2020 (date of installation of connection) till issuance of bill i.e. November 25, 2023. No LPS shall be charged and the corresponding FPA be charged accordingly. The revised bill be recovered in easy installments.


(Lashkar Khan Qambrani)
Member, Complaints Resolution Committee /
Director (CAD)


(Moqees-ul-Hassan)
Member, Complaints Resolution Committee /
Assistant Legal Advisor (CAD)


(Naveed Iqbal Shaikh)
Convener, Complaints Resolution Committee/
Director General (CAD)

Islamabad, August 27, 2024

