



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.04/4267-2024
September 25, 2024

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

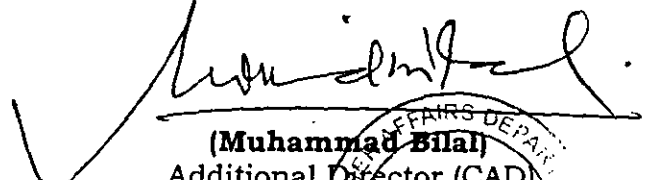
Subject: **DECISION IN THE MATTER OF REVIEW MOTION FOR LEAVE FOR REVIEW
FILED BY MR. ABDUL KADIR BILWANI AGAINST THE DECISION OF NEPRA
REGARDING THE COMPLAINT FILED UNDER SECTION 39 OF THE
REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF
ELECTRIC POWER ACT, 1997 AGAINST K-ELECTRIC LIMITED (KEL)
REGARDING EXCESSIVE BILLING (CONSUMER No. AL-812187)**
Complaint No. **KElectric-KHI-15134-08-22**

Please find enclosed herewith the decision of the NEPRA Complaints Resolution Committee (CRC), dated September 25, 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. Mr. Abdul Qadir Bilwani,
A-27-IV, 7th Street, Gulshan-e-Faisal,
Bath Island, Clifton, Karachi.
Cell: 0300-8205755


(Muhammad Bilal)
Additional Director (CAD)
NEPRA
Islamabad
(CAD)



BEFORE THE
NATIONAL ELECTRIC POWER REGULATORY AUTHORITY
Motion for leave for review in Complaint No. KElectric-KHI-15134-08-22

Mr. Abdul Kadir Bilwani,
A-27-IV, 7th Street, Gulshan-e-Faisal,
Bath Island, Clifton, Karachi.
M/s. Elite Screener, Plot No. C-21 & C-22, AEECHS,
Block No. 09, Gulistan-e-Johar, Karachi.

..... Complainant

Versus

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

..... Respondent

Date of Hearing(s): 1) January 16, 2024
2) May 23, 2024
3) September 03, 2024

On behalf of:

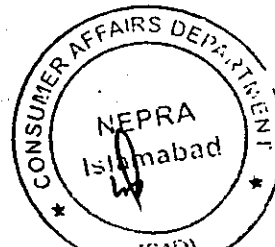
Complainant: Mr. Abdul Qadir Bilwani

Respondent: 1) Mr. Asif Shajer (K-Electric Limited)
2) Mr. Anas Lakhani (K-Electric Limited)

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REGARDING EXCESSIVE BILLING (CONSUMER No. AL-812187)

DECISION

This decision shall dispose of the review petition filed by Mr. Abdul Kadir Bilwani, R/o A-27-IV, 7th Street, Gulshan-e-Faisal, Bath Island, Clifton, Karachi. M/s. Elite Screener, Plot No. C-21 & C-22, AEECHS, Block No. 09, Gulistan-e-Johar, Karachi (hereinafter referred to as "the Complainant") against the decision of Consumer Complaints Tribunal, Karachi regarding the Complaint filed against K-Electric Limited (hereinafter referred to as the "Respondent" or "KE"), under Section 39 of the Regulation



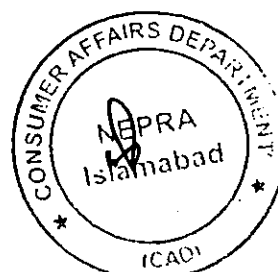
of Generation, Transmission and Distribution of Electric Power Act, 1997 (hereinafter referred to as the "NEPRA Act").

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 bills 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 submitted its report wherein it was informed that the Complainant has been charged bills as per actual meter reading at site. After detailed deliberations, the Complaint was decided by Complaints Resolution Committee, Karachi vide decision dated January 26, 2024 whereby the Complainant was informed that KE has charged bills as per actual meter reading and further proceedings were closed in the matter. Being aggrieved with the decision; the Complainant filed motion for leave for review.

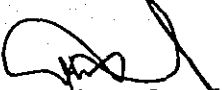
3. In order to proceed further into the matter hearings were held at NEPRA Regional office Karachi which were attended by the Complainant and representative of KE wherein the matter was discussed in detail.

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 Complainant is of the view that KE has charged him 17889 units in excess upto the month of August 2020. The record reveals that KE charged bill upto the reading of 92689 units for off peak and 17889 units for peak hours, totaling 110343 units upto the month of August 2020 whereas the Complainant only noted off peak readings whereas peak hours units were skipped by him. The meter charge advice also suggests the same units i.e. 110343 units total recorded on the meter. The bills were charged on normal mode; as such no abnormal/excessive units have been charged to the Complainant.


5. A motion seeking review of any order is competent only upon the discovery of new and important matter of evidence or on account of some mistake or error apparent on the face of record. The perusal of the decision sought to be reviewed clearly indicates that all material facts and representations made were examined in detail and there is neither any occasion to amend the impugned decision nor any error inviting indulgence, as admissible in law, has been pointed out. Therefore, we are convinced that the review would not result in withdrawal or modification of the impugned decision; Therefore, there is no ground to modify the decision of the Complaints Resolution Committee, Karachi dated January 26, 2024.



6. In view of the said, the decision of the NEPRA Complaints Resolution Committee, Karachi dated January 26, 2024 is upheld. Foregoing in view, further proceedings in the matter are being closed by this office.


(Lashkar Khan Qambrani)

Member, Complaints Resolution Committee/
Director (CAD)


(Moqeem-ul-Hassan)

Member, Complaints Resolution Committee/
Assistant Legal Advisor (CAD)


(Naweel Illahi Shaikh)

Convener, Complaints Resolution Committee/
Director General (CAD)

Islamabad, September 25, 2024

