



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/09/1690/2024
April 01, 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. ADOON PERVAIZ BHATTI 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. AL-768720)


Complaint No. KElectric-KHI-22670-05-23

Please find enclosed herewith the decision of the NEPRA Regional Office Karachi dated March 29, 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. Adoon Pervaiz Bhatti
L-51/13-G, Gulshan-e-Iqbal, Karachi
Ph: 03450182219


(Sarmad Wahab Kazi)
Dy. Director, CAD



BEFORE THE
NATIONAL ELECTRIC POWER REGULATORY AUTHORITY
(NEPRA)

Complaint No. KElectric-KHI-22670-05-23

Mr. Adoon Pervaiz Bhatti,
L-51/13-G, Gulshan-e-Iqbal, Karachi,
Contact# 03450182219

.....Complainant

Versus

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

..... Respondent

Date of Hearing(s): 1) July 24, 2023
2) November 29, 2023

On behalf of:

Complainant: 1) Mr. Adoon Pervaiz Bhatti
2) Mr. Zeeshan

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

Subject: **DECISION IN THE MATTER OF COMPLAINT FILED BY MR. ADOON PERVAIZ BHATTI 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. AL-768720)**

This decision shall dispose of the Complaint filed by Mr. Adoon Pervaiz Bhatti, L-51/13-G, Gulshan-e-Iqbal, 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 commercial activity was found at complainant's premises during a routine visit dated April 12, 2023 by the relevant KE team. Accordingly, the

complainant's tariff was changed from A1-R to A2-C tariff as per the guidelines. 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, a hearing was held at NEPRA Regional office Karachi on July 24, 2023 NEPRA Regional office Karachi which was attended by the Complainant in person and representative of KE via video link. A joint site inspection was also conducted on August 28, 2023 in presence of both the parties, revealed that the same connection has been connected to residential portion on ground floor of the Complainant premises. Accordingly another hearing was held at NEPRA Regional office Karachi on November 29, 2023 NEPRA Regional office Karachi which was attended by the Complainant in person and representative of KE via video link wherein the matter was discussed in detail. During the hearing, the representative of KE informed that the detection bill of Rs. 28,504/- & Rs.274,761/- charged to the Complainant due to extra phase use.


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. 28,504/- & Rs.274,761/- against the Complainant's connection having consumer No. AL-768720.
- (ii) KE changed the tariff against the electricity connection AL-768720 from A1R to A2C without proper justification. A joint site inspection was carried out in presence of the parties wherein it revealed that the same connection has been used for residential purpose with connected load of about 4.4 kW.
- (iii) The record reveal that KE has charged the detection bill without following the procedure prescribed in clause 9.1 of Consumer Service Manual. Moreover, KE has charged detection bill amounting to Rs. 28,504/- and Rs.274,761/- on higher side.

5. Foregoing in view, KE is directed to revise detection bill of Rs. 28,504/- and Rs.274,761/- charged to the Complainant on connected load of 4.4 kW as observed in

joint site inspection carried out on August 28, 2023 on A1-R tariff. Moreover, the bills charged to the Complainant for the period from April 2023 to October 2023 are required to be revised on A1R. A report in this regard be submitted within twenty (20) days, positively.


(Syed Taqi Abedi)
Deputy Director (CAD)


(Abid Hussain)
Advisor (CAD)

March 29, 2024