



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/09/1826/2024
April 01, 2024

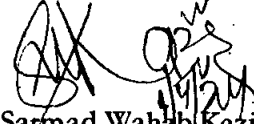
Chief Executive Officer,
K-Electric Limited, KE House No. 39-B,
Sunset Boulevard Phase-II,
Defence Housing Authority,
Karachi

Subject: **DECISION IN THE MATTER OF COMPLAINT FILED BY MR. SAFAYAT KHAN UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST K-ELECTRIC LIMITED REGARDING AVERAGE BILLING (CONSUMER NO. AP-088819)**

Complaint No. KElectric-KHI-28212-09-23

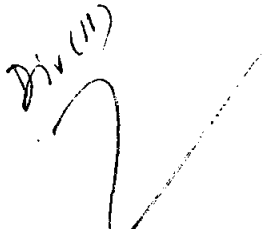
Please find enclosed herewith the decision of the NEPRA Regional Office Karachi dated March 29, 2024 regarding the subject matter for necessary action and compliance within twenty (20) days, positively.

Encl: As above


(Sarfraz Wahab Kazi)
Dy. Director, CAD

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. Safayat Khan
H.No. A-754, Muhammad Khan Colony
Ittehad Town, Karachi
Ph: 03443233429





BEFORE THE
NATIONAL ELECTRIC POWER REGULATORY AUTHORITY
(NEPRA)

Complaint No. KElectric-KHI-28212-09-23

Mr. Safayat Khan,
H. No. A-754, Muhammad Khan Colony, Ittehad Town, Karachi,
Contact# 03443233429

..... **Complainant**

Versus

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

..... **Respondent**

Date of Hearing(s): November 08, 2023

On behalf of:

Complainant: Mr. Safayat Khan

Respondent: 1) Mr. Israr Ahmed (K-Electric Limited)
2) Mr. Imran Zakir (K-Electric Limited)

Subject: **DECISION IN THE MATTER OF COMPLAINT FILED BY MR. SAFAYAT KHAN UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST K-ELECTRIC LIMITED REGARDING AVERAGE BILLING (CONSUMER NO. AP-088819)**

This decision shall dispose of the Complaint filed by Mr. Safayat Khan, H. No. A-754, Muhammad Khan Colony, Ittehad Town, 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 bills have been issued to the Complainant as per the actual consumption recorded through electricity meter installed at premises in question. However, few bills were issued in past on dete/average basis owing to meter defect, however, these bills were as per the consumption trend observed through newly installed meter.. 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 November 08, 2023 NEPRA Regional office Karachi which was attended by the

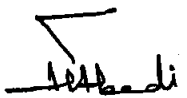
approx of the said building. However, the applicant is insisting for installation of PMT in front of the building which is not a suitable location due to narrow availability of space in the street and violation of minimum safe distance. The report of KE was sent to the Complainant for information/comments. The Complainant raised observations over the report of KE.

3. In order to proceed further into the matter, ~~A~~ hearings were held at NEPRA Regional office Karachi on February 28, 2024 & March 11, 2024 NEPRA Regional office Karachi which was attended by the both the parties 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 case pertains to charging of bill on tariff E1-R on a multi-story building and delay in provision of regular connection.
- (ii) The Complainant is of the view that KE has been charging bill on E1-R tariff for residential and commercial purpose on the connection having consumer No.AL365154. Moreover, KE has not been providing regular connection against case Id No.502711.
- (iii) KE is of the view that the Complainant applied for provision of regular connection has been pending on consumer end since the Complainant has not yet provided suitable location for installation of PMT. KE further submitted that the existing connection having consumer No.AL365154 was provided to the Complainant for construction purpose.
- (iv) The Complainant applied for temporary connection for the purpose of construction and has been using the same connection for residential/commercial purpose and requested for change of tariff. As per KE tariff terms and conditions E1-R tariff is charged on temporary residential/commercial connections means a supply given to persons temporarily on special occasions and persons engaged in construction work for all kind of single phase load. Accordingly, E1-R tariff of the connection having consumer No.AL365154 of the Complainant cannot be changed under the prevailing circumstances

5. Foregoing in view, the Complainant is required to fulfill codal formalities for provision of regular connection. In view of the said further proceedings in the matter have been closed.


(Syed Taqi Abedi)
Deputy Director (CAD)


(Abid Hussain)
Advisor (CAD)

April 05, 2024