



**National Electric Power Regulatory Authority**  
ISLAMIC REPUBLIC OF PAKISTAN  
Provincial Office Consumer Affairs  
Office #706, 7<sup>th</sup> Floor, Balad Trade Centre,  
Aalamgir Road, B.M.C.I.S., Bahadurabad, Karachi

POK/09/1705/2024  
April 02, 2024

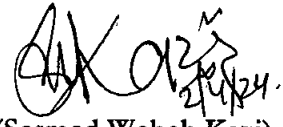
Chief Executive Officer,  
K-Electric Limited, KE House No. 39-B,  
Sunset Boulevard Phase-II,  
Defence Housing Authority,  
Karachi

Subject: **DECISION IN THE MATTER OF COMPLAINT FILED BY MR. KHALIL UR REHMAN MALANO 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. LA-357235)**

Complaint No. KElectric-KHI-18057-11-22

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**

  
(Sarmad Wahab Kazi)  
Dy. Director, CAD

Copy to:

- Discy*
- 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. Khalil Ur Rehman Malano  
House No. C-6-44, Rabia City, Gulistan-e-Johar  
Karachi  
Ph: 03343347086



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

**Complaint No. KElectric-KHI-18057-11-22**

**Mr. Khalil ur Rehman Malano,**

House No. C-6-44, Rabia City, Gulistan-e-Jauhar, Karachi,  
Contact# 03343347086

.....Complainant

**Versus**

**K-Electric Limited (KE)**

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

.....Respondent

**Date of Hearing(s):** 1) February 07, 2023

2) March 02, 2023

3) July 19, 2023

4) January 02, 2024

5) January 24, 2024

6) February 15, 2024

**On behalf of:**

**Complainant** 1) Mr. Khalil ur Rehman Malano

2) Mr. Mujeeb-ur-Rehman

**Respondent:** 1) Mr. Ahsan Abdul Rehman (K-Electric Limited)

2) Mr. S.M.Ali Mehmood (K-Electric Limited)

3) Mr. Muhammad Anas (K-Electric Limited)

4) Mr. Muhammad Asif (K-Electric Limited)

**Subject: DECISION IN THE MATTER OF COMPLAINT FILED BY MR. KHALIL UR REHMAN MALANO 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. LA-357235)**

This decision shall dispose of the Complaint filed by Mr. Khalil ur Rehman Malano House No. C-6-44, Rabia City, Gulistan-e-Jauhar, 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 the subject complaint dated nill 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 a discrepancy of extra phase use. KE added that the consumer has been charged detection bill of 6073 units amounting to Rs. 245,973/- for the period from March 2022 to August 2022 was


processed on the basis of connected load of 7kW. The report of KE was sent to the Complainant for information/comments.


4. 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. Accordingly, KE was directed vide letter dated August 01, 2023 to withdraw the detection bill amounting to Rs.245,973/- charged to the Complainant. In response, KE reported that a resurvey of the premises was conducted on August 31, 2023. During which split AC installed at the premises was found running using a concealed direct hook connection. The report of KE was sent to the Complainant for information/comments. The Complainant raised observations over the report of KE. Accordingly, 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.

5. 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.245,973/- by KE on the basis of extra phase use on residential connection having A1R tariff. KE has charged the detection bill for the period from March 2022 to August 2022 on the basis of connected load of 7kW.
- (ii) KE has charged the detection bill on the basis of sufficient evidences, however, the detection bill have been charged on higher.
- (iii) It has observed that KE has not followed the procedure as prescribed in clause 9.1 of Consumer Service Manual for issue of detection bill.

6. Foregoing in view, KE is directed to revise the detection bill of Rs. 245,973/- charged to the Complainant from six (06) months to three (03) month on connected load 4 kW. 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