



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/ 1625/2024
March 27, 2024

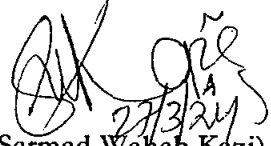
Chief Executive Officer,
K-Electric Limited, KE House No. 39-B,
Sunset Boulevard Phase-II,
Defence Housing Authority,
Karachi

Subject: DECISION IN THE MATTER OF COMPLAINT FILED BY MR. ZOHAIB SHAH S/O MUQEEM SHAH UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST K-ELECTRIC LIMITED REGARDING OUTSTANDING DUES (CONSUMER NO. AM-066474)

Complaint No. KElectric-KHI-28238-09-23

Please find enclosed herewith the decision of the NEPRA Regional Office Karachi dated March 27, 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:

- 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. Zohaib Shah
S/o Muqeem Shah
House No. 39/40, 37-D, Landhi
Karachi
Ph: 03113221082



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

Complaint No. KElectric-KHI-28238-09-23

Mr. Zohaib Shah S/o Muqeem Shah,
House No. 39/40, 37-D, Landhi, Karachi,
Contact# 03113221082

..... Complainant

Versus

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

..... Respondent

Date of Hearing(s): November 07, 2023

On behalf of:

Complainant: 1) Mr. Muqeem Shah
2) Mr. Salman

Respondent: 1) Mr. Muhammad Danish (K-Electric Limited)
2) Mr. Ahsan Abdul Rehman (K-Electric Limited)

Subject: **DECISION IN THE MATTER OF COMPLAINT FILED BY MR. ZOHAIK SHAH S/O MUQEEM SHAH UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST K-ELECTRIC LIMITED REGARDING OUTSTANDING DUES (CONSUMER NO. AM-066474)**

This decision shall dispose of the Complaint filed by Mr. Zohaib Shah S/o Muqeem Shah, House No. 39/40, 37-D, Landhi, 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 dated September 09, 2023 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.

3. The matter was taken-up with KE for submission of parawise comments/report. In response, KE vide letter dated October 03, 2023 reported that a site inspection of Complainant's premises was carried out dated October 25, 2022 during which the terminal strip of Complainant's meter was found to be damaged besides remarks of suspected shunt in meter by inspection officer. Hence, the meter has been replaced and sent to the laboratory for further testing. KE added that findings of lab test reaffirmed SIR remarks that hole found in meter body right side, main cover seal caps repasted, blue CT wire cut and terminal strip damaged. Further KE submitted that a detection bill of 2957 units for the month of July 2022 was charged to the


Complainant. The report of KE was sent to the Complainant for information/comments. The Complainant vide letter dated October 24, 2023 raised observations over the report of KE.

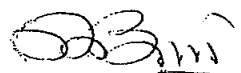
4. In order to proceed further into the matter, a hearing was held at NEPRA Regional office Karachi on November 07, 2023 NEPRA Regional office Karachi which was attended by the Complainant in person and representative of KE via video link wherein the matter was discussed in detail.

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. 155,866/- for the month of May 2023 on the basis of shunt in meter on industrial connection having A2-B tariff. Accordingly, KE charged detection bill of 2957 units for the month of May 2023 on connected load of 21kW.
- (ii) KE submitted that premises was checked on October 25, 2022 and suspected tempering in meter and same was affirmed by meter department through report dated June 07, 2023 having remarks a "Hole found in meter body right side. Main cover seal caps repasted. Blue CT wire cut. Terminal strip damage, left side and main cover seal caps intact and main cover seal caps found intact.
- (iii) The Complainant is of the view that the premises has not been in use. Moreover, the billing statement of the Complainant account submitted by KE shows no/ minimum electricity consumption since the month of October 2022 and onwards.
- (iv) KE has charged the detection bill amounting to Rs.155,866/- for the month of May 2023 on higher side.

6. Foregoing in view, KE is directed to revise the detection bill of Rs. 155,866/- charged to the Complainant on 1942 units i.e on the basis of healthy consumption observed during May 2022 to July 2022. A report in this regard be submitted within twenty (20) days, positively.


(Syed Taqi Abedi)
Deputy Director (CAD)


(Abid Hussain)
Advisor (CAD)

March 27, 2024