



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/09/1582/2024
March 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 COMPLAINT FILED BY MR. FARHAD YOUNUS MEMON UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST K-ELECTRIC LIMITED REGARDING WRONG BILLING (CONSUMER NO. AL-249143)**

Complaint No. KElectric-KHI-26846-07-23

Please find enclosed herewith the decision of the NEPRA Regional Office Karachi dated March 25, 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. Farhad Younus Memon
R129 Railway Society 13D2
Gulshan-e-Iqbal, Karachi
Ph: 03362375985, 03003454033



BEFORE THE
NATIONAL ELECTRIC POWER REGULATORY AUTHORITY
(NEPRA)

Complaint No. KElectric-KHI-26846-07-23

Mr. Farhad Younus Memon,

R129 Railway Society 13D2 Gulshan e Iqbal karachi,
Contact# 03362375985, 03003454033

.....Complainant

Versus

K-Electric Limited (KE)

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

.....Respondent

Date of Hearing(s): 1) September 13, 2023
2) November 22, 2023

On behalf of:

Complainant: 1) Mr. Farhad Younus Memon
2) Mr. Ameen

Respondent: 1) Mr. Ahsan Abdul Rehman (K-Electric Limited)
2) Mr. Waqar Hussain (K-Electric Limited)

Subject: **DECISION IN THE MATTER OF COMPLAINT FILED BY MR. FARHAD YOUNUS MEMON UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST K-ELECTRIC LIMITED REGARDING WRONG BILLING (CONSUMER NO. AL-249143)**

This decision shall dispose of the Complaint filed by Mr. Farhad Younus Memon, R129 Railway Society 13D2 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 dated nil 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 para wise comments/report. In response, KE vide letter dated August 10, 2023 reported the bills were issued on average basis for the period from August 2022 to May 2023 owing to non- availability of meter reading, however these bills were adjusted in June 2023 as per actual meter consumption. The report of KE was sent to the Complainant for information/comments. The Complainant vide letter raised observations over the report of KE.

3. In order to proceed further into the matter, hearings were held at NEPRA Regional office Karachi on September 13, 2023 & November 22, 2023 which were attended by the Complainant in person and representative of KE via video link 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 matter pertains to charging of the bills on average basis for the period from August 2022 to May 2023 owing to non-availability of meter reading. Further KE issued bill for the month of June 2023 for 2415 units on higher side.
- (ii) The billing statement of the Complainant account submitted by KE is mentioned below:

	2021	2022	2023
January	33	31	31 Average
February	32	44	44 Average
March	55	56	54 Average
April	66	65	56 Average
May	40	71	54 Average
June	50	89	2415 Adjust
July	73	78	0
August	29	29 Average	
September	52	52 Average	
October	68	57 Average	
November	61	57 Average	
December	56	56 Average	

- (iii) KE submitted meter department report dated July 18, 2023 having remarks a "Terminal strip and main cover seal caps found intact. Low battery, earth LED Faulty. Power LED ok, meter found averaged 08% fast on testing bench". Moreover, as per site inspection report dated September 14, 2023 submitted by KE revealed connected load of the Complainant premises as 0.46kW.
- (iv) As per provision of Consumer Service Manual (CSM) a consumer is required to be billed on average basis in case of defective / burnt meter. Moreover, as per clause 4.3.1 of CSM KE may charge bills on average basis i.e. 100% of the consumption recorded in the same months of previous year or average of the last eleven months whichever is higher for a maximum period of two months. However, KE has charged bills to the Complainant an average mode in violation of provision of Consumer Service Manual.
- (v) The billing statement of the Complainant account reveal that KE has charged bills for the period from August 2022 to May 2023 on average mode, without meter reading. Moreover, KE has charged bill for the month of June 2023 for

2415 units on adjustment mode which is abnormal and neither in line with consumption trend nor with the connected load of the Complainant's premises.

5. Foregoing in view, KE is directed to revise the bill for the month of August 2022 to July 2023 charged to the Complainant on the basis of healthy consumption during corresponding month of previous year i.e August 2021 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)

25 March , 2024