



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/09/1829/2024
April 05, 2024

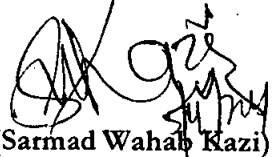
Mrs. Ishrat Zahid W/o Zahid Ali
Plot No. 06, City Survey No. Z-1
6/9, Industrial Area, Liaquatabad
Karachi

Subject: DECISION IN THE MATTER OF COMPLAINT FILED BY MRS. ISHRAT ZAHID W/O ZAHID ALI UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST K-ELECTRIC LIMITED REGARDING CHANGE OF TARIFF (CONSUMER NO. AL-365154)

Complaint No. KElectric-KHI-31975-12-23 & KElectric-KHI-32393-12-23

Please find enclosed herewith the decision of the NEPRA Regional Office Consumer Affairs dated April 05, 2024 regarding the subject matter for necessary action, further the proceedings in the matter have been closed by this office.

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) Chief Executive Officer,
K-Electric Limited, KE House No. 39-B,
Sunset Boulevard Phase-II, Defence Housing Authority,
Karachi
- 3) Mr. M. Imran Hussain Qureshi,
Chief Regulatory Affairs & Government Relation Officer,
KE Office, 56-A, Street No. 88 G-6/3
Islamabad



BEFORE THE
NATIONAL ELECTRIC POWER REGULATORY AUTHORITY
(NEPRA)

Complaint No. KElectric-KHI-31975-12-23 & KElectric-KHI-32393-12-23

Mrs. Ishrat Zahid W/o Zahid Ali, **Complainant**
Plot No. 06, City Survey No. Z-1, 6/9, Industrial Area, Liaquatabad, Karachi,
Contact# 03129242724, 03229242724

Versus

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

Date of Hearing(s): 1) February 28, 2024
2) March 11, 2024

On behalf of:

Complainant: Mr. Mehmood Hasan

Respondent: 1) Mr. Khuwaja M. Ahsan (K-Electric Limited)
2) Mr. Anas Lakhani (K-Electric Limited)
3) Mr. Eram Shahzad (K-Electric Limited)
4) Mr. S.M.Awais (K-Electric Limited)

Subject: **DECISION IN THE MATTER OF COMPLAINT FILED BY MRS. ISHRAT ZAHID W/O ZAHID ALI UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST K-ELECTRIC LIMITED REGARDING CHANGE OF TARIFF (CONSUMER NO. AL-365154)**

This decision shall dispose of the Complaint filed by Mrs. Ishrat Zahid W/o Zahid Ali, Plot No. 06, City Survey No. Z-1, 6/9, Industrial Area, Liaquatabad, 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 wrong tariff and requested NEPRA to intervene in the matter and direct KE to withdraw the wrong tariff bill. The matter was taken-up with KE for submission of parawise comments/report. In response KE reported that that complainant has applied for new connection for multi- story building comprising of B+G+4 floors (residential units and commercial shops). Accordingly, survey of the premises was conducted by KE teams after which the applicant has been informed about the suitable location to arrange ROW for installation of dedicated distribution system to serve the assessed load requirement of 118 kW

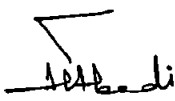
approx of the said building. However, the applicant is insisting for installation of PMT in front of the building which is not a suitable location due to narrow availability of space in the street and violation of minimum safe distance. The report of KE was sent to the Complainant for information/comments.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


3. In order to proceed further into the matter, ⁴ 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