



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.H.S., Bahadurabad, Karachi

POK/09/ 414 /2024  
January 18, 2024

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


*Dir (C)*

Subject: DECISION IN THE MATTER OF COMPLAINT FILED BY MR. WAHIB AHMED KHAN 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. AL-499464)

Complaint No. KElectric-KHI-28715-09-23

Please find enclosed herewith the decision of the NEPRA Regional Office Karachi dated January 18, 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. Wahib Ahmed Khan  
House No. 504-A, Block-1,  
Gulshan-e-Iqbal, Karachi  
Ph: 0322208128  
Email: wahibahmedkhan85@gmail.com



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

Complaint No. KElectric-KHI-28715-09-23

Mr. Wahib Ahmed Khan,  
House No. 504-A, Block-1, Gulsha-e-Iqbal,  
Karachi  
Ph: 03222082128  
Email: wahibahmedkhan85@gmail.com

..... Complainant

Versus

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

..... Respondent

Date of Hearing(s): 1) October 26, 2023

On behalf of:

Complainant: 1) Mr. Wahib Ahmed Khan  
2) Dr. Rafay Imran

Respondent: 1) Mr. Babar (K-Electric Limited)  
2) Mr. Israr Ahmed (K-Electric Limited)  
3) Mr. Ahsan Abdul Rehman (K-Electric Limited)

Subject: DECISION IN THE MATTER OF COMPLAINT FILED BY MR. WAHIB AHMED KHAN 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. AL-499464)

This decision shall dispose of the Complaint filed by Mr. Wahib Ahmed Khan, House No. 504-A, Block-1, Gulsha-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 September 21, 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 para wise comments/report. In response, KE vide letter dated October 11, 2023 reported that a discrepancy of meter damage /extra

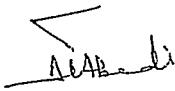
phase use was reported and connected load was found to be 13kW. KE added that the consumer has been charged a detection bill of 4063 units amounting to Rs.486,102/- for the period from January 2023 to June 2023 on the basis of connected load. The report of KE was sent to the Complainant for information/comments.

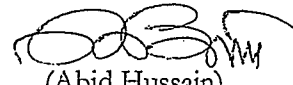
4. The Complainant vide emailed dated October 16, 2023 raised observations over the report of KE. In order to proceed further into the matter, a hearing was held at NEPRA Regional office Karachi on October 26, 2023 which was attended by the Complainant in person and representative of KE via video link 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 concluded:

- (i) The instant matter pertains to charging of detection bill amounting to Rs.486,102/- on the basis of meter tempered on residential connection having A1R tariff.
- (ii) Accordingly, KE charged detection bill amounting to Rs.486,102/- for the period from January 2023 to June 2023 on connected load of 13kW.
- (iii) The record submitted by KE reveal that the faulty meter having meter no. TY29840 was installed on May 04, 2023 and replaced on June 24, 2023.
- (iv) KE submitted meter department report dated July 12, 2023 having remarks a "Terminal strip found damage. Main cover seal caps found intact. Hole found in back side of meter from inner plate. Three resistors inside the meter & wiring disturb".
- (v) The alleged meter was installed for (01) month and (20) days however KE charged bill for (06) months which is unjustified and against the provision of CSM.

6. Foregoing in view, KE is directed to withdraw the detection bill amounting to Rs. 486,102/- charged to the Complainant for the period from January 2023 to June 2023 and charge for the month of May 2023 for 473 units i.e., on the basis of healthy average consumption observed on the new meter. A report in this regard be submitted within twenty (20) days, positively.

  
(Syed Taqi Abedi)  
Deputy Director (CAD)

  
(Abid Hussain)  
Advisor (CAD)

January 18, 2024