



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/09/536 /2024
January 24, 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 MRS. SOFIA IBRAHIM 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-239172)

Complaint No. KElectric-KHI-30630-11-23

Please find enclosed herewith the decision of the NEPRA Regional Office Karachi dated January 24, 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) Mrs. Sofia Ibrahim
Hina Banglows, R-10, Block-19,
Gulistan-e-Johar, Karachi
Ph: 03335646608



BEFORE THE
NATIONAL ELECTRIC POWER REGULATORY AUTHORITY
(NEPRA)

Complaint No. KElectric-KHI-30630-11-23

Mst. Sofia Ibrahim,
Hina Banglows, R-10, Block 19, Gulistan-e-Johar, Karachi,
Ph: 03335646608

.....Complainant

Versus

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

.....Respondent

Date of Hearing(s): December 05, 2023

On behalf of:

Complainant: 1) Mst. Sofia Ibrahim
2) Mst. Wafa Basit
3) Mr. Abu Ibrahim

Respondent: 1) Mr. Ahsan Abdul Rehman (K-Electric Ltd)
2) Mr. S.M. Ali Mehmood (K-Electric Ltd)

Subject: DECISION IN THE MATTER OF COMPLAINT FILED BY MST. SOFIA IBRAHIM 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-239172)

This decision shall dispose of the Complaint filed by Mst. Sofia Ibrahim, Hina Banglows, R-10, Block 19, Gulistan-e-Johar, 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 October 30, 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 November 17, 2023 reported that a discrepancy of extra phase use was reported and connected load was found to be 8kW. KE added that the consumer has been charged a detection bill of 6459 units amounting to Rs.394,133/- for the period from May 2023 to October 2023

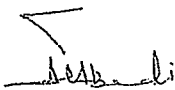
on the basis of connected load. The report of KE was sent to the Complainant for information/comments.


4. In order to proceed further into the matter, a hearing was held at NEPRA Regional office Karachi on December 05, 2023 at 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. 394,133/- on the basis of extra phase use on residential connection having A1-R tariff. KE has charged the detection bill for the period from May 2023 to October 2023 on connected load of 8kW.
- (ii) KE submitted sufficient evidence with respect to charging of the detection bill, where it has observed that KE has charged the detection bill amounting to Rs. 394,133/- on higher side.

6. Foregoing in view, KE is directed to revise the detection bill of Rs. 394,133/- charged to the Complainant from six (06) months to three (03) months. A report in this regard be submitted within 30 days positively.


(Syed Taqi Abedi)
Deputy Director (CAD)


(Abid Hussain)
Advisor (CAD)

January 24, 2024