



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/ 639 /2024
January 31, 2024

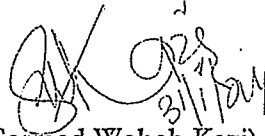
Chief Executive Officer,
K-Electric Limited, KE House No. 39-B,
Sunset Boulevard Phase-II,
Defence Housing Authority,
Karachi

Subject: DECISION IN THE MATTER OF COMPLAINT FILED BY MR. ABDUL HAFEEZ 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.LC-300051)

Complaint No. KElectric-KHI-20701-03-23

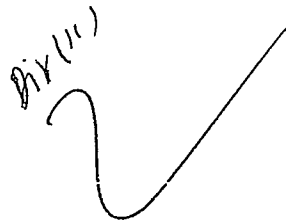
Please find enclosed herewith the decision of the NEPRA Regional Office Karachi dated January 31, 2024 regarding the subject matter for necessary action and compliance within twenty (20) days, positively.

Encl: As above


(Samad 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. Abdul Hafeez
1st Floor, Chanesor Goth, H. No. T-438,
Near Afzal General Store, PECHS, Karachi
Ph: 03452109335





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

Complaint No. KElectric-KHI-20701-03-23

Mr. Abdul Hafeez, Complainant
1st Floor, Chanesor Goth, H. No. T-438, Near Afzal General Store, PECHS, Karachi,
Contact# 03452109335

Versus

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

Date of Hearing(s): 1) July 06, 2023
2) September 13, 2023
3) October 12, 2023

On behalf of:
Complainant: Mr. Abdul Hafeez

Respondent: 1) Mr. Muhammad Anas (K-Electric Limited)
2) Mr. Faheem Khan (K-Electric Limited)
3) Mr. Waqas Ahmed (K-Electric Limited)

Subject: DECISION IN THE MATTER OF COMPLAINT FILED BY MR. ABDUL HAFEEZ
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. LC-300051)

This decision shall dispose of the Complaint filed by Mr. Abdul Hafeez, 1st Floor, Chanesor Goth, H. No. T-438, Near Afzal General Store, PECHS, 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 nill 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 March 31, 2023 reported that a discrepancy of extra phase use was reported and connected load was found to be 5kW. KE added that the consumer has been charged a detection bill of 4063 units amounting to Rs.164,050/- for the period from June 2022 to November 2022 on the basis of connected load. The report of KE was sent to the Complainant for information/comments.


4. The Complainant vide letter dated nill 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 July 06, 2023 NEPRA


Regional office Karachi which was attended by the Complainant in person and representative of KE via video link. Accordingly, joint site inspection was also conducted on July 18, 2023 in presence of both the parties, wherein it has been observed that no puncture found on incoming cable of the Complainant meter however incoming cable puncture observed on the other connection bearing consumer No. AL-562428 and connected load of the Complainant has been observed as 4.234kW. Accordingly hearings were held on September 13, 2023 and October 12, 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.164,050/- on the basis of extra phase use on residential connection having A1R tariff.
- (ii) Accordingly, KE charged detection bill amounting to Rs.164,050/- for the period from June 2022 to November 2022 on connected load of 5kW.
- (iii) During the joint site inspection no any discrepancy found in meter and cable of the Complainant connection however discrepancy of cable puncture observed in other connection AL-562428 and KE has already charged detection bill on said discrepancy.
- (iv) Moreover no any significant increase in electricity consumption of the Complainant connection observed after site inspection dated December 20, 2022.

6. Foregoing in view, KE is directed to withdraw the detection bill of Rs. 164,050/- charged to the Complainant for the period from June 2022 to November 2022. A report in this regard be submitted within 30 days positively.


(Syed Taqi Abedi)
Deputy Director (CAD)


(Abid Hussain)
Advisor (CAD)

January 31, 2024