



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/09/88/2024
January 04, 2024

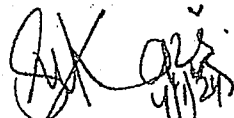
Mr. Tariq Mehmood
KE-193, Old KE 250
Plot No. 738, Block No. 11
Benazir Basti, Gulshan-e-Iqbal
Karachi
Ph: 03007068308

Subject: DECISION ON COMPLAINT FILED BY MR. TARIO MEHMOOD S/O TALIB HUSSAIN 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.LB-245326)

Complaint No. KElectric-KHI-25969-06-23

Please find enclosed herewith the decision of the NEPRA Regional Office Consumer Affairs dated January 04, 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-25969-06-23

Mr. Tariq Mehmood,
KE-193, Old KE 250,
Plot No. 738, Block No. 11
Benazir Basti, Gulshan-e-Iqbal,
Karachi.
Ph: 03007068308

..... Complainant

Versus

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

..... Respondent

Date of Hearing(s): 1) September 26, 2023
2) October 10, 2023

On behalf of:

Complainant: Mr. Tariq Mehmood

Respondent: 1) Mr. Ahsan (K-Electric Ltd)
2) Mr. Babar (K-Electric Ltd)

Subject: DECISION IN THE MATTER OF COMPLAINT FILED BY MR. TARIQ MEHMOOD S/O TALIB HUSSAIN 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. LB-245326)

DECISION

This decision shall dispose of the Complaint filed by Mr. Tariq Mehmood KE-193, Old KE 250, Plot No. 738, Block No. 11, Benazir Basti, Gulshan-e-Iqbal, Karachi. (hereinafter referred to as "the Complainant") against K-Electric Limited (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 the subject 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 waive off the excessive bill.

3. The matter was taken-up with KE for submission of para wise comments/report. In response, KE vide letter dated July 12, 2023 reported that a discrepancy of 'extra phase in use' was

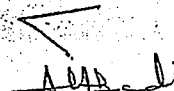
reported and the consumer has been charged detection bill of 10002 units amounting to Rs. 496,918/- for the period from November 2022 to April 2023 was processed on the basis of connected load of 12kW. The report of KE was sent to the Complainant for information/comments.

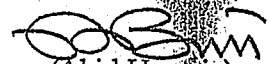
4. The Complainant vide letter dated August 08, 2023 raised observations over the report of KE. In order to probe into the matter, a hearing was held at NEPRA Regional office Karachi on September 26, 2023 & October 10, 2023 at NEPRA Regional office Karachi which was attended by the Complainant in person 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. 496,918/- by KE on the basis of 'extra phase in use' on a commercial connection / shop having A2C tariff.
- (ii) KE has charged detection bill amounting to Rs. 496,918/- for the period from November 2022 to April 2023 on the basis of connected load of 12kW.
- (iii) The complainant is of the view that the shop has been rented out in April, 2023 and purchased Chakki & allied machines on April 08, 2023, however, the same has not verified as per documents submitted by the Complainant. Further KE submitted sufficient evidence with respect of charging of the detection bill.
- (iv) The detection bill charged by KE is justified and liable to be paid by the complainant.

6. Foregoing in view, the case has no merit therefore further proceedings in the matter are being closed by this office.


(Syed Taqi Abedi)
Deputy Director (CAD)


(Abid Hussain)
Advisor (CAD)

January , 2024