



National Electric Power Regulatory Authority

ISLAMIC REPUBLIC OF PAKISTAN

Attaturk Avenue (East) Sector G-5/1, Islamabad.

Ph: 051-2013200 Fax: 051-2600021

**Consumer Affairs
Department**

TCD.04/2194-2025
May 30, 2025

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

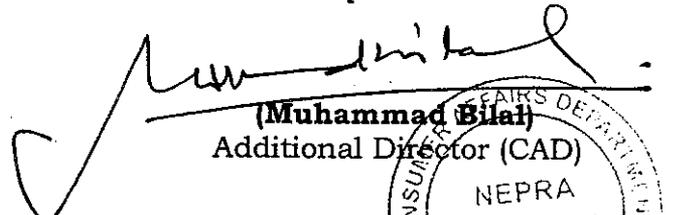
Subject: **DECISION IN THE MATTER OF COMPLAINT FILED BY MR. NOOR AHMED RIND UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST K-ELECTRIC LIMITED REGARDING FAULTY OCB PANEL (CONSUMER No. BH-000744)**

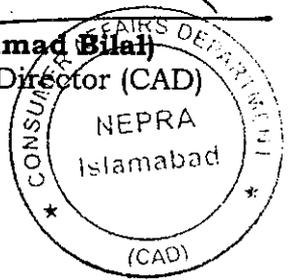
Please find enclosed herewith the decision of the NEPRA Complaints Resolution Committee (CRC), dated May 30, 2025 regarding the subject matter for necessary action and compliance within twenty (20) days.

Encl: As above

Copy to:

1. Mr. M. Imran Hussain Qureshi
Chief Regulatory Affairs Officer & Govt. Relations Officer,
K-Electric Limited Office, 56 A, Street No. 88, G-6/3,
Islamabad.
2. Mr. Abid Hussain, Advisor,
Provincial Office Consumer Affairs,
Office # 101, 1st Floor, Balad Trade Centre,
Aalamgir Road, B.M.C.H.S., Bahadurabad,
Karachi.
3. Mr. Noor Ahmed Rind, Executive Engineer,
Korangi Fisheries Harbour Authority, Chashma Goth,
Regri, District Malir, Karachi,
Contact# 02135013311-2


(Muhammad Bilal)
Additional Director (CAD)





BEFORE THE
NATIONAL ELECTRIC POWER REGULATORY AUTHORITY
(NEPRA)

Complaint No. KElectric-KHI-20617-03-23

Mr. Noor Ahmed Rind,

Executive Engineer,

Korangi Fisheries Harbour Authority, Chashma Goth,

Regri, District Malir, Karachi,

Contact# 02135013311-2

.....**Complainant**

Versus

K-Electric Limited (KE)

KE House No.39B, Sunset Boulevard

Defence Housing Authority, Karachi.

..... **Respondent**

Date of Hearing(s):

1) September 18, 2024

2) October 03, 2024

3) May 02, 2024

4) July 23, 2024

On behalf of:

Complainant: Mr. Noor Ahmed Rind

Respondent: 1) Mr. Asif Khan (K-Electric Limited)

2) Mr. S.M. Ali (K-Electric Limited)

3) Mr. Anas Lakhani (K-Electric Limited)

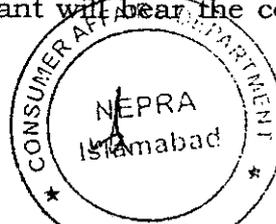
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This decision shall dispose of the Complaint filed by Mr. Noor Ahmed Rind, Korangi Fisheries Harbour Authority, Chashma Goth, Regri, District Malir, Karachi, (hereinafter referred to as the "Complainant") against K-Electric (Pvt) Ltd (hereinafter referred 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 replaced the faulty OCB panel of Korangi Fisheries Harbour Authority however KE did not return the removed OCB to the Complainant. The Complainant requested for return of the faulty OCB panel and rationalization of average bills issued by KE. The matter was taken-up with KE for submission of para wise comments/report. In response, KE reported that the old dedicated OCB panel of the Complainant's connection was retained by KE as per provisions of NEPRA Consumer Eligibility Criteria (Distribution Licensees) Regulations, 2022. Further KE added that owing to delay on part of the Complainant to either provide VCB panel or undertaking that the Complainant will bear the cost of replacement of

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old/defective OCB panel being a dedicated distribution system, the bills were charged on DETE mode. Further, bills from August 2022 to February 2023 were charged on assessed/ Dete basis. 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, hearings were held at NEPRA Regional office Karachi which were attended by the Complainant and representative of KE in person 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 matter pertains to charging of bills to the Complainant on Dete mode by KE and return of the faulty OCB panel to the Complainant having tariff category C2-HT.
- (ii) The Complainant is of the view that KE has charged excessive bills on Dete mode for the period from August 2022 to February 2023. Moreover, the Complainant also requested for return of faulty OCB panel replaced by KE.
- (iii) KE is of the view that the bills have been charged on Dete mode for the period from August 2022 to February 2023 due to delay in provision of the required 11 kV panel by the Complainant. Moreover, KE reported that the old dedicated OCB panel of the Complainant's connection was retained by KE as per NEPRA Consumer Eligibility Criteria (Distribution Licensees) Regulations, 2022.
- (iv) As per clause 4.3.1(b) of Consumer Service Manual (CSM), KE may charge bills on average basis i.e.100% of the consumption recorded in the same months of previous year or average of the last eleven months whichever is higher for a maximum period of two months.
- (v) The billing statement of the Complainant account submitted by KE is mentioned below:

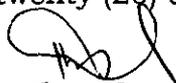
Billing Consumption of BH-000744

Month	2020	2021	2022	2023	2024
January	43723	55216	65203	89401	13799
February	42927	61280	77321	66630	12870
March	52835	88301	91997	41061	13152
April	36285	106454	122583	46152	19469
May	54085	123694	130407	47089	24841
June	68608	96605	136287	58077	25814
July	64064	69738	105141	50762	24788
August	78810	80326	88157	57546	22727
September	43251	83256	102164	54921	22701
October	75786	117439	101718	59454	26155
November	96079	113613	113612	38341	32630
December	75277	75658	103144	14254	18184



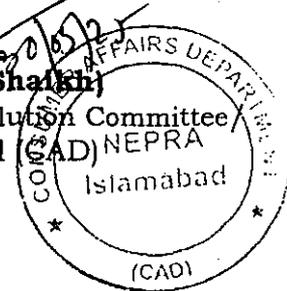
- (vi) The billing statement of the Complainant account reveals that KE has charged bills to the Complainant on dete mode for the period from August 2022 to February 2023. The average consumption per month of the Complainant during past 11 months i.e. from September 2021 to July 2022 is 101718 kWh/month. Further it has been observed that KE has charged bills on dete mode to the Complainant during the faulty metering installation period on lower side i.e. 94975 kWh/month, therefore, the same do not require any intervention of this office though charging of units on DETE mode is not provided in CSM.
- (vii) As per provision of NEPRA Consumer Eligibility Criteria (Distribution Licensees) Regulations, 2022, upon removal or replacement of a dedicated distribution system or any part thereof on account of permanent disconnection, modification or enhancement of load, the DISCO shall retain the dedicated distribution system or any part thereof as the case may be upon payment in the manner specified as under:
- (2) The payment of dedicated distribution system or any part thereof shall be made:
- (a) in lump sum after adjustment of any arrears/pending bills in case of permanent disconnection, within two months of the date of disconnection; or
- (b) through adjustment in cost demanded for new/additional equipment to be installed in the dedicated distribution system. Provided however, if the value of the removed dedicated distribution system or any part thereof is greater than the cost demanded for the additional system, the adjustment shall be made by crediting the balance in future bills commencing with two months of the replacement of the system.
- (viii) KE did not adjust the depreciated cost of the removed panel as per provision of NEPRA Consumer Eligibility Criteria (Distribution Licensees) Regulations, 2022

5. Foregoing in view, KE is hereby directed to adjust the depreciated cost of the removed panel in future bills of the Complainant as per provisions of NEPRA Consumer Eligibility Criteria (Distribution Licensees) Regulations, 2022. A report in this regard be submitted within twenty (20) days, positively.


(Lashkar Khan Qambrani)
Member, Complaints Resolution Committee/
Director (CAD)


(Muhammad Irfan Ul Haq)
Member, Complaints Resolution Committee/
Assistant Legal Advisor (CAD)


(Naweed Illahi Shahidi)
Convener, Complaints Resolution Committee/
Director General (CAD)



Islamabad, May 30, 2025