



National Electric Power Regulatory Authority

ISLAMIC REPUBLIC OF PAKISTAN

Regional Office Consumer Affairs

Office # 706, 7th Floor, Balad Trade Centre,

Aalamgir Road, B.M.C.H.S., Bahadurabad, Karachi

POK/09/875/2025
January 24, 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. EMAD MIRZA 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-406859)**

Complaint No. KElectric-KHI-36518-04-24

Please find enclosed herewith the decision of the NEPRA Regional Office Karachi dated January 24, 2025 regarding the subject matter for necessary action and compliance within twenty (20) days, positively.

Encl: As above


(Sarmad Wahab Kazi)
Deputy Director
Consumer Affairs Deptt.

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. Emad Mirza,
A-522, Block 15, Gulistan e Jouhar, Karachi
Ph: 03232177118
emad7mirza@gmail.com





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

Complaint No. KElectric-KHI-36518-04-24

Mr. Emad Mirza,

A-522, Block 15, Gulistan e Jouhar, Karachi ,

Ph: 03232177118

emad7mirza@gmail.com

.....Complainant

Versus

K-Electric Limited (KE)

KE House No.39B, Sunset Boulevard

Defence Housing Authority, Karachi.

.....Respondent

Date of Hearing(s):

1) May 14, 2024

2) August 07, 2024

3) October 15, 2024

On behalf of:

Complainant:

Mr. Emad Mirza

Respondent:

1) Mr. Raheel Ali (K-Electric Limited)

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

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

**Subject: DECISION IN THE MATTER OF COMPLAINT FILED BY MR. EMAD MIRZA
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. LA406859)**

This decision shall dispose of the Complaint filed by Mr. Emad Mirza, A-522, Block 15, Gulistan e Jouhar, 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 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. The matter was taken-up with KE for submission of para wise comments/report. In response, KE reported that discrepancy of shunt in meter was reported and the matter shall be further taken up accordingly. 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, hearing was held at NEPRA Regional office Karachi on May 14, 2024 which was attended by both the parties i.e. (KE and the Complainant) in person. During the hearing the representative of KE informed that a detection bill of Rs.289,962/- has been charged to the Complainant as per site

inspection report dated March 26, 2024 on discrepancy of shunt in meter. Subsequently, KE was directed to defer the disputed amount, issue current bills to the Complainant for payment till finalization of the case by this office and conduct a fresh site inspection in presence of the Complainant or his representative for verification of connected load all connections installed at Complainant premise. Accordingly, hearings were held at NEPRA Regional office Karachi which were attended by both the parties i.e. (KE and the Complainant) in person wherein the matter was discussed in detail. The representative of KE further informed that currently the alleged meter is using for building amenities, whereas during checking on March 21, 2024 the same connection was found used for first floor. The representative of KE added that the same meter was used by all portions to get benefit and the consumption for all portions have significantly increased after replacement of the meter. The Complainant in rebuttal of KE informed that no any change has done in past and meter is only used for amenities.

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 detection bill amounting to Rs.289,962/- on the basis of shunt in meter on residential connection having A1R tariff.
- (ii) Accordingly, KE charged detection bill amounting to Rs.289,962/- for the period from October 2023 to March 2024 on the basis of connected load.
- (iii) KE submitted meter department report dated March 21, 2024 having remarks a "Terminal strip found damage. Shunt found in all phase at terminal block. LCD faulty".
- (iv) It is observed that total four connection bearing consumer No. LA-406859, LA-762479, LA-762480 & LA-762478 installed at building whereas three connections are used for residential portions and one connection is used for water pump and amenities.
- (v) The billing statement of the Complainant's account submitted by KE is as under :


LA-406859					LA-762479			
Months	2021	2022	2023	2024	2021	2022	2023	2024
January	29	28	27	40	278	254	328	223
February	31	31	27	37	122	253	268	307
March	33	38	60	49	327	291	305	388
April	77	117	120	56	499	647	398	748
May	175	200	179	193	636	913	565	999
June	186	196	191	193	685	920	875	1372
July	172	203	199	199	726	826	925	1408
August	163	121	180		699	805	766	1347
September	149	189	74		765	892	656	
October	184	186	107		779	922	908	
November	112	83	138		533	805	812	
December	37	43	57		336	554	541	

LA-762480					LA-762478			
Months	2021	2022	2023	2024	2021	2022	2023	2024
January	117	170	145	138	86	75	65	156
February	179	168	129	151	87	76	73	129
March	297	255	251	155	128	116	208	114
April	445	406	348	336	171	187	207	169
May	607	540	427	415	180	235	177	246
June	792	524	478	600	177	247	293	386
July	614	477	552	1009	156	219	297	328
August	468	394	454	607	181	287	254	342
September	470	391	326		168	212	124	
October	482	413	432		185	183	127	
November	347	370	366		186	154	207	
December	263	213	179		109	103	157	

- (vi) The above record reveal that the consumption observed to be increased for the connections installed at premises after meter replacement, whereas complainant couldn't justify for the same.
- (vii) Further the alleged connection installed at the premises since 1998 and Complainant installed additional meters in 2003 which clarifies that alleged meter was not for water pump and complainant has provision to shift meter connection to any other portion.
- (viii) Record reveal that it has observed that KE has charged the said detection bill on higher side in violation of the procedure prescribed in clause 9.2 of Consumer Service Manual (CSM).

5. Foregoing in view, KE is directed to revise the detection bill amounting to Rs.289,962/- charged to the Complainant on LA-406859 from six (06) months to three (03) months on connected load 4.5kW. A report in this regard be submitted within twenty (20) days, positively.


(Syed Taqi Abedi)
Additional Director
Consumer Affairs Deptt.


(Abid Hussain)
Advisor
Consumer Affairs Deptt.

January 24, 2025