



**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.04/89/-2025  
February 27, 2025

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

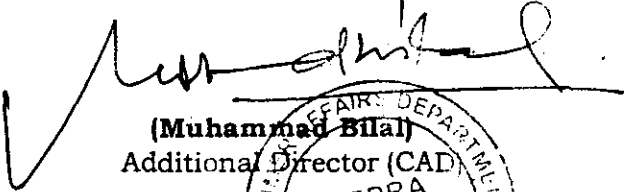
Subject: **DECISION IN THE MATTER OF COMPLAINT FILED BY MR. ZAIN HAQOI**  
**UNDER SECTION 39 OF THE REGULATION OF GENERATION,**  
**TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997**  
**AGAINST K-ELECTRIC LIMITED REGARDING EXCESSIVE BILLING**  
**(CONSUMER NO. AL-706333)**  
Complaint No. **KElectric-KHI-48783-01-25**

Please find enclosed herewith the decision of the NEPRA Complaints Resolution Committee (CRC). dated February 27, 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. Zain Haqqi  
House No: 410E, Street: 20, Khayaban e Shajar,  
DHA Phase 8, Karachi.  
Contact No: 03333072603

  
(Muhammad Bilal)  
Additional Director (CAD)  
NEPRA  
Islamabad  
(CAD)



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

**Complaint No. KElectric-KHI-48783-01-25**

**Mr. Zain Haqqi**

.....Complainant

House No: 410E, Street: 20, Khayaban e Shajar,  
DHA Phase 8, Karachi.  
Contact No: 03333072603

**Versus**

**K-Electric Limited (KE)**

..... Respondent

KE House No.39B, Sunset Boulevard  
Defence Housing Authority, Karachi.

**Date of Hearing(s):** January 23, 2025

**On behalf of:**

**Complainant:** Mr. Zain Haqqi

**Respondent:**

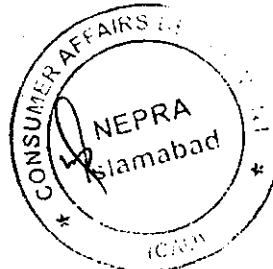
- 1) Mr. Muhammad Azhar (K-Electric Ltd)
- 2) Mr. Imran Zakir (K-Electric Ltd)
- 3) Mr. Babar H. Khan (K-Electric Ltd)

**Subject: DECISION IN THE MATTER OF COMPLAINT FILED BY MR. ZAIN HAQQI  
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AGAINST K-ELECTRIC LIMITED REGARDING EXCESSIVE BILLING  
(CONSUMER NO. AL-706333)**

This decision shall dispose of the Complaint filed by Mr. Zain Haqqi, House No: 410E, Street: 20, Khayaban e Shajar, DHA Phase 8, 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 has charged excessive billing and requested NEPRA to intervene in the matter & direct KE to withdraw the detection bill. The matter was taken-up with KE for submission of para wise comments/report. In response, KE reported that the bills have been issued to the Complainant on the basis of actual meter reading recorded through energy meter installed at the consumer's premises. The report

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of KE was sent to the Complainant for information/comments. The Complainant raised observations over the report of KE.

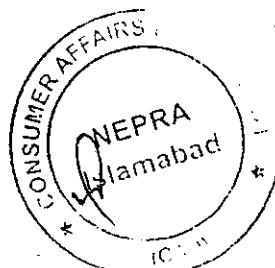
3. In order to proceed further into the matter, a hearing was held at NEPRA Regional office Karachi on January 23, 2025 which was attended by both the parties i.e. (KE and the Complainant) in person wherein the matter was discussed in detail. During the hearing, the Complainant informed that he occupied the premises on rent basis in the month of February 2024 till November 2024.

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 on DETE mode on the connection having consumer No. AL-706333 having A1-R tariff.
- (ii) KE is of the view that the bills have been charged to the Complainant on DETE mode during the period from September 2024 to November 2024 due to meter faulty. However, KE informed that the bills have been charged to the Complainant for the same period as per actual meter consumption.
- (iii) The electricity consumption of the Complainant's account is mentioned below:

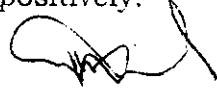
Month	2023	2024
January	9	22
February	33	383
March	315	1382
April	177	2789
May	19	3674
June	3	3782
July	0	3851
August	8	3396
September	35	<b>3431</b> <b>Det</b>
October	199	<b>26315</b> <b>Det</b>
November	286	<b>25892</b> <b>Det</b>
December	70	-

The above electricity consumption of the Complainant reveals no significant variation in the consumption of the Complainant prior to charging of dete bills i.e. from April 2024 to August 2024. On a query regarding less consumption in the year 2023; the Complainant submitted that he has occupied the premises since February, 2024.




- (iv) KE submitted Meter Department report dated December 5, 2024 with remarks as "terminal strip and terminal block burnt out. Meter Showing open indication. Main cover seal caps found intact. Blue phase Current coil burnt out."
- (v) The Complainant is of the view that the electricity meter was malfunctioning and became faulty and recorded consumption higher than the actual consumption. The Complainant further informed that no load enhancement was conducted and healthy consumption already recorded during the past several months.
- (vi) Further as per clause 6.1.4 of Consumer Service Manual (CSM), meter readers shall also check the irregularities/discrepancies in the metering system at the time of reading meters / taking snap shots and report the same in the reading book/discrepancy book or through any other appropriate method as per the practice. The concerned officer/official will take corrective action to rectify these discrepancies. However, no any such discrepancy was pointed out by the KE officials.
- (vii) As per clause 4.3.1 (b) of CSM, in case a metering installation becomes defective/burnt (which was otherwise correct up to last billing cycle) KE shall replace the metering installation immediately or within two billing cycles if meters are not available. Moreover, 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. The Complainant occupied the premises in the month of February 2024. The healthy consumption was established since April, 2024. Therefore the dete bills charged are required to be revised on the basis of Complainant's healthy average usage recorded during April 2024 to August 2024.
- (viii) Moreover, there is no provision in CSM for charging of electricity bill on dete mode. KE has charged bills on dete mode for the months of September 2024 to November 2024 in violation of provisions of CSM.

5. Foregoing in view, KE is directed to revise the bills charged to the Complainant for the months of September 2024 to November 2024 on average basis recorded during the period from April 2024 to August 2024. 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

  
(Naveed Ullahi Shaikh)

Convener, Complaints Resolution Committee/  
Director General (CAD)

Islamabad, February 27, 2025

