



Registrar

National Electric Power Regulatory Authority

Islamic Republic of Pakistan

NEPRA Tower, Attaturk Avenue (East), G-5/1, Islamabad
Ph: +92-51-9206500, Fax: +92-51-2600026
Web: www.nepa.org.pk, E-mail: registrar@nepa.org.pk

No. NEPRA/ADG(CAD)/TCD.09/ 10489-81


June 18, 2019

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

Subject: **ORDER IN THE MATTER OF COMPLAINT FILED BY MR. AQEEL HUSSAIN UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST K-ELECTRIC LIMITED REGARDING ARREARS IN BILL (CONSUMER NO. AL-775365)**

Please find enclosed herewith the Order of the Member (Consumer Affairs) dated 17.06.2019 (03 Pages) regarding the subject matter for necessary action and compliance within thirty (30) days, please.

Encl: As above


18/6/19
(Iftikhar Ali Khan)
Director
Registrar Office

Copy to:

- 1) Mr. Ayaz Jaffar Ahmed,
Director (Finance & Regulation),
K-Electric Limited, KE House No. 39-B,
Sunset Boulevard Phase-II, Defence Housing Authority,
Karachi.
- 2) Mr. Aqeel Hussain
C/o Jameel Yousuf
Shop Plot 13/2 Keshwaji Vali Street
Karachi.



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

Complaint No. KE-110/03/2018

Mr. Aqeel Hussain
C/o Jameel Yousuf
Shop Plot 13/2 Keshwaji Vali Street
Karachi.

..... **Complainant**

Versus

K-Electric Limited
KE House No. 39-B, Sunset Boulevard,
Phase-II, Defense Housing Authority,
Karachi.

..... **Respondent**

Date of Hearing: 14th July 2018
19th December 2018

Date of the Decision: June /7 , 2019

On behalf of

Complainant: 1) Mr. Kashif Aqeel
2) Mr. Aurangzeb Illahi

Respondent: 1) Mr. Yasir Qasim, DGM, (Garden)
2) Mr. Asif Shajar, DGM (Regulations)
3) Mr. Imran Hanif, Asst. Manager

Subject: **ORDER IN THE MATTER OF COMPLAINT FILED BY MR. AQEEL HUSSAIN UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST K-ELECTRIC LIMITED REGARDING ARREARS IN BILL (CONSUMER NO. AL-775365)**

ORDER

This Order shall dispose of the complaint filed by Mr. Aqeel Hussain (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 a complaint from the Complainant, dated 9th March 2018, wherein the Complainant submitted that he was using the premises for storage purpose only and there was less consumption of electricity as the premises was used very rarely. On 10th August, 2016 he applied to KE for disconnection of the electricity supply, however, instead of disconnecting the supply KE issued a bill amounting to Rs.4,465 and arrears of Rs. 36,398/- in the billing month of July 2017. The Complainant added that he approached KE repeatedly for the redressal of the grievances, however, the issue remained unresolved. The Complainant has requested NEPRA for resolution of the issue.

3. The matter was taken-up with KE for submission of para-wise comments/report. In response, KE, vide its letter dated 18th April 2018, reported, inter alia, that the bills being issued to the Complainant are based upon actual meter reading recorded on the energy meter installed at the Complainant's premises. Moreover, dues against the Complainant's account have been accumulated due to non-payment of monthly electricity bills. KE further reported that the Complainant has made only 25 payments out of 62 regular bills issued since the month of February 2013 and the last payment was made in August 2016.

4. The report of KE was forwarded to the Complainant for information/comments. In response, the Complainant, vide his letter dated 6th May 2018 raised observations over the report of KE and submitted that the connection was not in use since 2013. On 10th August 2016 he applied for disconnection of service, however KE did not disconnect the electricity supply and continued issuing bills.

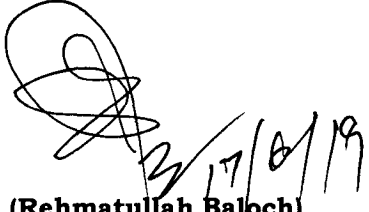
5. In order to further probe into the matter, a hearing was held on 14th July 2018 at NEPRA Regional Office, Karachi, wherein both the parties participated and advanced their arguments. During the hearing, the Complainant again informed that the allegation leveled by KE are baseless, reiterated his earlier version and submitted that as of now the electricity is not in use at his premises, however the meter is still installed at the premises. Whereas, KE submitted that no detection bill(s) have been issued to the Complainant and the bill amount is based on normal consumption recorded on the meter.

6. Accordingly, KE was directed vide letter dated 17th August 2018 to review the case in light of the similar nature of complaint already decided by NEPRA vide complaint No. KE-131/06/2017. In response, KE submitted that in the instant case the Complainant requested for Disconnection of Service (meter is disconnected without removal of complete electricity equipment/temporary disconnection), whereas the complaint bearing no. KE#131/06/2017 pertains to Dismantling of Service (meter and all allied material is removed from site/permanent disconnection).

7. In order to finalize the issue, another hearing was held on December 19, 2018 wherein both parties participated and further advanced their respective arguments. The case has been analyzed in detail in light of the documentary evidences made so available by the parties, arguments advanced during the hearings and applicable law. Following has been observed:

- i. The record reveals that the Complainant requested KE on August 10, 2016 for disconnection of electricity supply of consumer No. AL-775365. The same request was acknowledged by KE vide Ticket No. 8008330551. Accordingly, KE disconnected the electricity supply on his request however the meter was not removed from site. The Complainant paid bill amounting to Rs. 4,050/- in the month of August 2016. At that time there were no outstanding dues against the Complainant.
- ii. As per the provisions of Consumer Service Manual (CSM) a consumer who intend to get his/her premises disconnected, shall apply to the concerned load sanctioning Authority, who will arrange the final bill. After payment of the final bill, the concerned Authority will approve the disconnection. Disconnection of consumer's supply shall be effected through removal of, such facilities to avoid misuse of electricity during the period of disconnection.

- iii. KE should have removed the electricity meter upon receipt of request from the Complainant by permanently disconnecting the connection to avoid any misuse of electricity/wrong billing. However, the same was not done by KE. The KE is of the view that the Complainant has requested for disconnection of electricity supply and not for removal of the equipment/meter/permanent disconnection. Moreover, the complainant also could not able to produce any documentary evidence in support of his case to establish that he had submitted a request to KE for removal of electricity meter/permanent disconnection.
- iv. KE issued bills to the complainant after August 2016 in numerous months. If the meter was not removed and KE continued to issue bills, the Complainant should have had approached KE for erroneous billing immediately, however the complainant approached KE on August 22, 2017 vide Ticket No. 8009811963.
8. Foregoing in view, KE is directed to charge the bills to the Complainant as per actual reading at site as on August 22, 2017 and withdraw all the bills charged against the Complainant thereafter.
9. Compliance report to be submitted within thirty (30) days.


(Rehmatullah Baloch)
Member (Consumer Affairs)

Islamabad, June /7 , 2019