



**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.04/2281-2024  
May 22, 2024

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

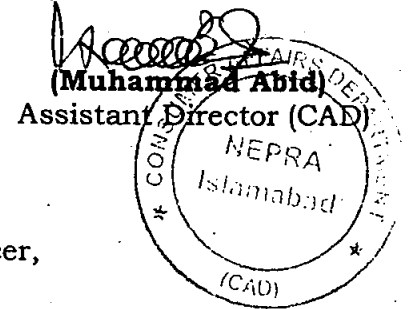
Subject: **DECISION IN THE MATTER OF COMPLAINT FILED BY MR. NOOR MUHAMMAD  
UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND  
DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST K-ELECTRIC LIMITED  
REGARDING OVER BILLING (CONSUMER NO. AL-903123)**  
**Complaint No. KElectric-KHI-25947-06-23**

Please find enclosed herewith the decision of the NEPRA Complaints Resolution Committee (CRC), dated May 20, 2024 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 Muhammad,  
H. No. 2, Liaquatabad, Karachi,  
Contact# 03152253557





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

**Complaint No. KElectric-KHI-25947-06-23**

**Mr. Noor Muhammad,**  
H. No. 2, Liaquatabad, Karachi,  
Contact# 03152253557

.....Complainant

**Versus**

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

.....Respondent

**Date of Hearing(s):** 1) September 19, 2023  
2) November 28, 2023  
3) January 17, 2024  
4) March 25, 2024

**On behalf of:**

**Complainant:** 1) Mr. Noor Muhammad  
2) Mr. Muzammil

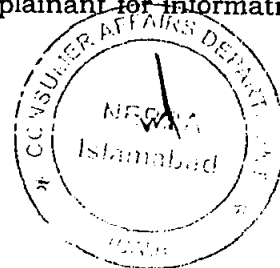
**Respondent:** 1) Mr. Naveed Irshad (K-Electric Limited)  
2) Mr. Anas Lakhani (K-Electric Limited)

**Subject: DECISION IN THE MATTER OF COMPLAINT FILED BY MR. NOOR MUHAMMAD UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST K-ELECTRIC LIMITED REGARDING OVER BILLING (CONSUMER NO. AL-903123)**

This decision shall dispose of the Complaint filed by Mr. Noor Muhammad, OT 2/40-41, Crooked Lane Off, Embankment Road, 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 a complaint wherein the dispute agitated by the Complainant was that KE has charged excessive bill without any justification on the allegation of usage of electricity supply for construction whereas the construction was completed by using generator. The Complainant requested NEPRA to intervene in the matter and direct KE to withdraw the detection bill and provide electricity connection to the Complainant. The matter was taken-up with KE for submission of para wise comments/report. In response, KE reported that currently legitimate outstanding dues of Rs. 2,163,994/- exist at the Complainant's premises that are liable to be paid by the Complainant before entertaining his request for provision of connection. KE further added that apart from outstanding dues, the premises has also been sealed by the Sindh Building Control Authority (SBCA), therefore, connection cannot be provided to the Complainant. The report of KE was sent to the Complainant for information/comments. The Complainant raised observations over the report of KE.

KElectric-KHI-25947-06-23

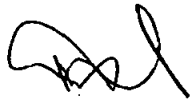


3. In order to proceed further into the matter, hearings were held at NEPRA Regional office Karachi which were attended by the Complainant in person and representative of KE via video link. Accordingly, a joint site inspection was conducted on December 15, 2023 in presence of both the parties wherein it was observed that the Complainant premises consists of ground plus five (05) floors having three shops constructed on ground floor and two flats on each floor constructed which were constructed during 2021 to July 2022. Subsequently hearings were held at NEPRA Regional office Karachi which were attended by the Complainant in person and representative of KE via video link wherein the matter was discussed in detail. Accordingly, KE was directed to conduct survey to check connected load of the Complainant premises. In response, KE submitted report whereby connected load has been observed as 9.4kW.

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:

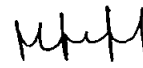
- (i) The instant matter pertains to charging of detection bill amounting to Rs.573,231/- on Consumer No. AL-000477 being temporary connection having E1 tariff and charging of bills on DETE mode since June 2022 & onwards. The Complainant's premises is a multi-storey building.
- (ii) KE is of the view that electric supply of the Complainant's premises was disconnected from time to time, however, the Complainant was using electricity through hook connection.
- (iii) It has been observed that KE has issued detection bills without following procedure laid at Clause 9.1 of Consumer Service Manual. KE has also charged bills on DETE mode, however, there is no provisions in Consumer Service Manual (CSM) for charging of bills on DETE mode. Further, the Complainant failed to justify usage of electricity at site through generator. The site inspection revealed connected load of the Complainant as 9.4kW.

5. Foregoing in view, KE is directed to withdraw the detection bill amounting to Rs. 573,231/- charged to the Complainant. Further KE is directed to revise bills charged on DETE mode for the period from June 2022 & onward on connected load of 9.428kW. A report in this regard be submitted within twenty (20) days, positively.



**(Lashkar Khan Qambrani)**

Member, Complaints Resolution Committee/  
Director (CAD)



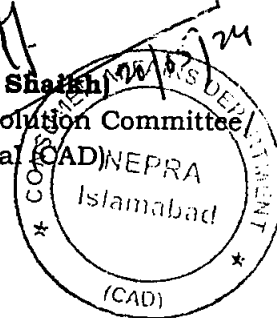
**(Moqem-ul-Hassan)**

Member, Complaints Resolution Committee/  
Assistant Legal Advisor (CAD)



**(Naweel Illahi Shaikh)**

Convener, Complaints Resolution Committee/  
Director General (CAD)



Islamabad, May 20, 2024