



**National Electric Power Regulatory Authority**  
**Islamic Republic of Pakistan**

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**OFFICE OF THE  
REGISTRAR**

No. NEPRA/R/TCD-09/19779-80


26-8-2014

Mr. M. Ovais Iqbal Baloch,  
Director. VSH News,  
VG House 5-F, Block-6  
P.E.C.H.S., Shahrah-e-Faisal  
Karachi.

Subject: Decision in the Matter of Complaint Filed by Mr. M. Ovais Iqbal Baloch, Director VSH News under Section 39 of The Regulation of Generation, Transmission and Distribution of Electric Power Act, 1997 Against K-Electric Limited Regarding Billing Dispute  
Complaint # KE-247/2014

Please find enclosed the decision of Member (Consumer Affairs) in the subject matter for information and necessary action.

Encl : As Above

  
( Atikhar Ali Khan )  
Deputy Registrar

Copy to:

Chief Executive Officer, K-Electric Limited (KEL), House No. 39-B, Sunset Boulevard Phase-II, Defense Housing Authority, Karachi.



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

**Complaint No: KESC-247/2014**

**Mr. M. Ovais Iqbal Baloch,**  
Director, VSH News,  
VG House 5-F, Block 6,  
PECIS, Shahrah-e-Faisal,  
Karachi.

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**Complainant**

**Versus**

**K- Electric Limited,**  
(Formerly Karachi Electric Supply Company, KESC)  
KE House No.39-B,  
Sunset Boulevard Phase-II,  
Defence Housing Authority, Karachi.

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**Respondent**

**Date of Hearings:** July 14, 2014

**Date of Decision:** August 25, 2014

**On behalf of:**

**Complainant:** 1) Mr. M. Ovais Iqbal Baloch  
2) Mr. Sami Ahsan (Legal Counsel)

**Respondent:** 1) Mr. Rafique Ahmed Sheikh, General Manager (Regulations)  
2) Mr. Jameel Ahmed, Deputy General Manager  
3) Mir Muslehuddin Alvi, Deputy General Manager

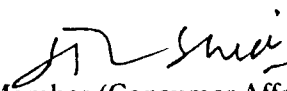
**Subject:** **DECISION IN THE MATTER OF COMPLAINT FILED BY MR. M. OVAIS IQBAL BALOCH, DIRECTOR VSH NEWS UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST K-ELECTRIC LIMITED REGARDING BILLING DISPUTE**

**DECISION**

1. As per facts of the case, a complaint dated April 23, 2014 was filed by Mr. M. Ovais Iqbal Baloch (hereinafter referred to as the "Complainant") under Section 39 of the Regulation of Generation, Transmission and Distribution of Electric Power Act, 1997 (NEPRA Act) against K-Electric Limited (hereinafter referred to as the "Respondent" or "KE").

- The Complainant in his complaint stated that on April 22, 2014, electricity supply of the VSH News (Head Office) was deliberately disconnected by falsely showing short circuit at electric pole and till now it has not been restored, while, the dues were cleared upto the month of April 2009. The Complainant informed that VSH News did not pay electricity bill for the month of December 2009 amounting to Rs.40,900/- which was surcharged as Rs.44,100/- (including TV License fee, Meter rent, Bank Charges, Electricity Duty, Income Tax, Sales Tax). The Complainant added that the dispute with K-Electric started from the billing month of April 2010 when K-Electric charged arrears amounting to Rs.26,225.70/- which has reached to Rs.3,017,742/-. The Complainant prayed that KE be directed for installation of new Electric Meter, checking of the wiring and load of the premises by Electric Inspector, correction of the Electric bill since the year 2009 and to ensure to supply power without fluctuation etc.
3. The matter was taken up with KE for submission of para-wise comments which reported that the consumer has regularly defaulted in payment of his electricity bills and currently an amount of Rs.3,196,370/- is outstanding against him. The last payment made by the consumer was in December 2013. KE further stated that the consumer's electric supply was disconnected from time to time due to non-clearance of outstanding dues, however, the consumer got it reconnected through illegal means which resulted in fluctuated electric supply. KE further added that it again disconnected electricity supply of the Complainant on April 22, 2014, but the consumer tried to get electric supply reconnected which resulted in power failure in the neighborhood. Thereafter, electric supply to the area was restored by KE team, however, the supply to the consumer's premises stays affected due to non-clearance of outstanding dues. KE requested that the consumer be advised to clear his outstanding dues in order to enable KE to restore his electric supply.
  4. In order to further examine the matter, a hearing was held on July 14, 2014 at Karachi which was attended by both the parties. During the hearing, it transpires that the matter relates to the 'billing' dispute which falls within the jurisdiction of Provincial Office of Inspection (POI) in terms of section 38 of the NEPRA Act and also the same is under process in High Court of Sindh, Karachi. Also, during the hearing the Complainant requested for referral of his case to Provincial Office of Inspection for decision
  5. Foregoing in view, the complaint is disposed of. However, the Complainant may seek remedy before the relevant forum, if so advised.

Islamabad, August 25, 2014

  
Member (Consumer Affairs)  
For and on behalf of NEPRA

