



# TRANSPARENCY INTERNATIONAL-PAKISTAN

11<sup>th</sup> August, 2016

5-C, 2nd Floor, Khayaban-e-Ittehad, Phase VII,  
Defence Housing Authority, Karachi.  
Tel: (92-21)-35390408, 35390409, Fax: 35390410  
E-mail: ti.pakistan@gmail.com  
Website: www.transparency.org.pk

TL16/1108/2A

Mr. Ayub Tarin  
Chief Operating Officer,  
K-Electric,  
KE House, 39-B, Sunset Boulevard, Phase-II,  
Defence Housing Authority,  
Karachi.

Sub: Complaint regarding K-Electric illegal act of overcharging Bill of Rs. 7,400,000 on consumer No AL-515536 , Plot No L-632, Sector 5C-1, North Karachi

Dear Sir,

Transparency International Pakistan has received from a complaint, a widow, against K-Electric for its illegal act of overcharging Bill of Rs 7,400,000 on consumer No AL-515536 , Plot No L-632, Sector 5C-1, North Karachi.

The complainant has made the allegations that K-Electric is not taking action to undo the wrong billing by K-Electric of over Rs 7.4 million, though NEPRA has vide many letter directed you to rectify the irregularities committed with consumer No AL-515536 , Plot No L-632, Sector 5C-1, North Karachi. The latest letter of NEPRA sent to K-Electric is dated 13.6.2016, which is a reminder, with warning to take punitive action against K-Electric;;

*Sub: Complaint filed by MST, Seema Zehra C/O Akif Aslam under Section 39 of the Regulation of Generation, Transmission and Distribution of Electric Power Act, 1997 Against K-Electric Limited regarding Non- Implementation of Decision Dated 07-10-2015 of Advisory Board, Energy Department, Government of Sindh (Consumer # AL- 515536)*

*This is with reference to above, the required report in light of rejoinder of the complainant is still awaited despite has lapse of considerable time period. You are once again directed to expedite the submission of the same without any further delay. If no information/ report is received, punitive action may be taken as stipulated in the rules/ regulations.*

Transparency International Pakistan has examined the complaint, and prima facie it appears that K-Electric is at fault under NEPRA Rules, and the complainant is suffering due to negligence of K-Electric staff, who have made mistakes in overcharging the consumer.

CEO is requested to take immediate action to address the complain of Ms Seema Zehra and implement the Court orders to rectify the bill of consumer No AL-515536.

Transparency International Pakistan is striving for across the board application of Rule of Law, which is the only way to stop corruption.

With Regards,

  
Sohail Muzaffar  
Chairman

Copies forwarded for the information with request to take action under their mandate to:

1. Secretary to Prime Minister, Islamabad.
2. Director General, NAB, Karachi.
3. Chairman, Prime Minister's Inspection Commission, Islamabad.
4. Registrar Supreme Court of Pakistan, Islamabad.



Consumer Affairs  
Department

# National Electric Power Regulatory Authority

NEPRA Tower

Attaturk Avenue (East) Sector G-5/1, Islamabad.

Ph:051-2013200, Fax: 051-2600021

19  
TCD 09/3679-2016  
June 13, 2016

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

## REMINDER


Subject: COMPLAINT FILED BY MST. SEEMA ZEHRA C/O AKIF ASLAM UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST K-ELECTRIC LIMITED REGARDING NON IMPLEMENTATION OF DECISION DATED 07-10-2015 OF ADVISORY BOARD, ENERGY DEPARTMENT, GOVERNMENT OF SINDH (CONSUMER # AL-515536)  
Complaint # KE-06/2016

- Ref:
- KE's report/letter No.GM(RA)/NEPRA/2016/2346, dated January 28, 2016.
  - This office letter No.TCD.09/2719-2016, dated 04.05.2016.
  - This office letter No.TCD.09/3347-2016, dated 31.05.2016.

2. This is with reference to above, the required report in light of rejoinder of the complainant is still awaited despite has lapse of considerable time period. You are once again directed to expedite the submission of the same without any further delay. If no information/report is received, punitive action may be taken as stipulated in the relevant rules/regulations.

Copy to:

Mst. Seema Zehra  
C/o Akif Aslam, Suit No. 10, 3<sup>rd</sup> Floor,  
Namaco Centre, Compbell Street, M.A. Jinnah Road,  
Karachi-74000.

  
13/6/16  
(Engr. Imtiaz Hussain Baloch)  
Director  
