



**TRANSPARENCY
INTERNATIONAL-PAKISTAN**

5-C, 2nd Floor, Khayaban-e-Istisna, Phase III
Defence Housing Authority, Karachi
Tel: (92-21)-35330408, 35390409, Fax: 35390410
E-mail: ti.pakustan@gmail.com
Website: www.transparency.org.pk

19th October, 2016

TL16/1910/8A

Managing Director,
K-Electric,
Karachi.

Attention Mr. Tayyab Tareen.

Reminder

Sub: Complaint of Unavailability of Electricity & Meter & Illegal Billing for the Month of September 2015.

Dear Sir,

Transparency International Pakistan refers to its letter dated 19-8-2016 (Copy Enclosed) regarding complaint of unavailability of electricity & meter & illegal billing for the month of September 2015 from Mr. Mohammad Nawaz Shahani, a resident of House No. 371 Haji Malik.

The complainant does not have connection anymore but is being issued electricity bills and no action had been taken on the complaint sent earlier.

Threats are being given to arrest if bill is not paid. This is extortion leading to corruption.

MD, K-Electric is requested to kindly examine the complaint and take immediate action to resolve the complainant's issue.

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.
5. Managing Director, PPRA, Islamabad.

Bill Type: Disconnection

Name / نام: **MOHAMMAD NAWAZ**
Address / پتہ: **HC 371 NIC NO: 41202-1362908-5 HAJI MALI K GOTH MANGHOPIR A TOWN**

نوٹس برائے انتظام
آپ کے اکاؤنٹ میں ظاہر ہونے والے بٹایا جاتے کے باعث آپ کو بجلی کی فراہمی منقطع کیے جانے کا امکان ہے۔ اگر آپ نے اب تک بٹایا جاتے ادا نہیں کیے ہیں تو آپ کو الیکٹریٹی ایکٹ کے سیکشن 24(1) کے تحت سات دنوں کا نوٹس دیا جاتا ہے۔ اس نوٹس کی مدت ختم ہوتے ہی آپ کو بجلی کی فراہمی منقطع کر دی جائے گی۔

CONT. ACC./ ACC. NO. **0400014947297**

AMOUNT PAYABLE WITHIN DUE DATE **1,537**

DUE DATE **14-Oct-16**

BILLING MONTH **Sep-16**

AMOUNT PAYABLE AFTER DUE DATE **1,582**

FORWARDING / BANK ACCOUNT NAME & ADDRESS:
Bill S. No. 191603610 Contract No. 31471259
Consumer No. HC090371 Meter No.
Bill ID 580003863221 GSTN/NTN/CNIC N/A/N/A/N/A

NO OF MTH	BILL CHG MODE	TARIFF	C LOAD	S LOAD	TOTAL SD	ISSUE DATE	M/R DATE
1	ASSD	A1-R	1	1	N/A	30-Sep-16	27-Sep-16
PRESENT RDG	PREVIOUS RDG	UNITS ADJUSTED	BILLED UP TO	UNITS BILLED	MDI		
0	0			73			

CURRENT MONTH BILLING DETAILS / موجودہ مہینے کے بل کی تفصیلات

HISTORICAL INFORMATION / سابقہ معلومات

TOTAL CHARGES	AMOUNT
K-ELECTRIC CHARGES	0.00
FIXED CHARGES	420.88
VARIABLE CHARGES	0.00
SURCHARGE	0.00
METER RENT	24.58
*FUEL SURCHARGE ADJ. (FSA/FCA)	6.68
GOVT AND BANK CHARGES	76.86
ELECTRICITY DUTY	0.00
GENERAL SALES TAX	0.00
GST ADJUSTMENT	0.00
2% FURTHER GST	0.00
5% EXTRA GST	0.00
GST ON RETAILERS	0.00
GST ON MARBLE CUTTING	0.00
INCOME TAX U/S 235	0.00
INCOME TAX U/S 235A	0.00
INCOME TAX U/S 235B	0.00
TVL FEE	0.00
BANK CHARGES	8.00
OTHERS	0.00

MM/YY	Billed Amount	Pay-Date	Payment
08/16	13,661.03	09-Mar-15	1,791
08/13	663.06	10-Nov-14	568
07/13	670.94	13-Oct-14	2,081
06/13	870.36	08-Jul-14	750
05/13	613.54	10-Jun-14	693
04/13	647.63	12-May-14	490

Dear Customer, As per SRO 571(1)/2016 issued by MoW&P, total tariff has been classified into variable charges and surcharge. Refer tariff calculations.

BILL CALCULATION					
VARIABLE CHARGES			SURCHARGE		
UNITS	RATE	VALUE	UNITS	RATE	VALUE
72.69	5.79	420.88	72.69	0.00	0.00
72.69		420.88	72.69		0.00

FSA							
MONTH	QTY	RATE	VALUE	MONTH	QTY	RATE	VALUE
Jun-16	68.28493	0.36	24.58				

NET AMOUNT OF CURRENT BILL	537.00
ARREARS AS ON 30-Sep-16	0.00
INSTALMENT AMOUNT I	1,000.00
UPFRONT AMOUNT	0.00
MISC CHARGES	0.00
NET AMOUNT PAYABLE	1,537
LATE PAYMENT SURCHARGE	44.55
GROSS AMOUNT OF CURRENT BILL	581.55
GROSS AMOUNT PAYABLE (MT ADJUSTED UP TO)	1,582
BALANCE INSTALMENT NO	0
BALANCE INSTALMENT AMOUNT	8,575.66

20160929 / Suspended Arrears:- 0.00

ضروری معلومات: تاخیر سے ادائیگی پر جرمانے سے بچنے کے لیے اپنے بل مقرر تاریخ تک جمع کر لیں۔

BOC/BC: R1 / IBC Orangi-I
K-Electric office, Near Habib Bank Chowrang, SITE, Karachi
bill@ke.com.pk
www.ke.com.pk

سہولتوں کی ستر خدمت و ہنرمندی اور معلومات کے لیے کال سے 24 گھنٹے رابطے کا سہولت دکن

twitter.com/kelectricpk

facebook.com/kelectricpk

24 HOURS
118
CUSTOMER CARE

8119 ایس ایم ایس سروسز

For billing related information or complaints: bill@ke.com.pk

For power complaints and queries: customer.care@ke.com.pk



D/C	BMC	Contract Account/Account No	Due Date
X	I	0400014947297	14-Oct-16
Net Amount		Gross Amount	Contract/Consumer No
1,537		1,582	31471259

DWP - N

ORD DISC

1916

*Due to variation in fuel and power purchase prices as determined by NEPRA.

Name / نام	MOHAMMAD NAWAZ .	Date / تاریخ	30-Sep-16
Account No. / اکاؤنٹ نمبر	0400014947297	Cons. No. / صارف نمبر	HC090371
Address / پتہ	HC 371 NIC NO: 41202-1362908-5 HAJI MALI K GOTH MANGHOPIR A TOWN	IBC Name / آئی بی سی کا نام	IBC Orangi-I
		Address / پتہ	K-Electric office, Near Habib Bank Chowrangi, SITE, Karachi

Outstanding Dues / واجب الادا رقم
10,113

بجلی منقطع ہونے اور دیگر سزاؤں کے لئے تیار رہیں!
یاد دہانی کا آخری اور حتمی نوٹس

1916



معزز صارف،

آپ نے اپنے ذمے واجب الادا رقم 10,113 تاحال ادا نہیں کی ہے۔ آپ کو یاد دہانی کے اس آخری اور حتمی نوٹس کے ساتھ متنبہ کیا جاتا ہے کہ نوٹس موصول ہونے کے سات (7) دن کے اندر واجب الادا رقم لازماً ادا کر دیں۔ عدم ادائیگی کی صورت میں بجلی منقطع ہونے اور دیگر سزاؤں کے لئے تیار رہیں۔

یاد رہے! حکومت پاکستان کے پاکستان پیپلز کوڈ میں حالیہ ترمیم کے تحت بجلی چوری ناقابل ضمانت جرم ہے۔ KE یہ حق محفوظ رکھتا ہے کہ (i) آپ کی بجلی منقطع کر دے اور (ii) آپ کے خلاف قانون کی عدالت میں مقدمہ دائر کر دے جس کی سزائیں درج ذیل ہیں:

بغیر وارنٹ گرفتاری	7 سال تک قید با مشقت	30 سے 60 لاکھ روپے تک کا جرمانہ	حکومت پاکستان کے ان لینڈ ریونیو ایکٹ کے تحت نادہندہ کی جائیداد ضبط کی جاسکتی ہے
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اگر آپ اپنے تمام واجبات ادا کر چکے ہیں تو براہ کرم اس نوٹس کو نظر انداز کر دیں۔
مزید معلومات کے لئے اپنے متعلقہ IBC سے رابطہ یا 118 پر کال کریں۔



TRANSPARENCY
INTERNATIONAL-PAKISTAN

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

19th August, 2016

TL16/1908 1A

Managing Director,
K-Electric,
Karachi.

Sub: Complaint of Illegal Bill of Rs 8,000 on Account No. 0400014947297.
Mohammad Nawaz Shahani, a resident of House No. 371 Haji Malik.

Dear Sir,

Transparency International Pakistan has received a complaint regarding Illegal Bill of about Rs 8,000 issued in July 2016 on Account No. 0400014947297, of Mr. Mohammad Nawaz Shahani, a resident of House No. 371 Haji Malik_(Copy Enclosed).

The complainant has made the following allegations;

1. That Haji Malik, Goth Monghopir, a town has been facing the problem of unavailability of and even approved PMT has not been fixed/ installed in this area.
2. The he has already paid the charges of Rs 4000/- for fixation/ installation of meter, but only number K.E.599 has been pasted on his house and a fresh bill was sent against the Account No. 0400014947297 of Rs. 3196 for 135 Unit for the month Sep 2015, which is illegal as the K-Electric staff disconnected the line in June-2015.
3. He has received Rs. 8,000 bill in month of July 2016, though electricity is disconnected from last 26 months.

The above complaint against K-Electric has examined by TI-Pakistan, and it is a very that the complainant has been issued bill without any K-Electric connection in his house.

MD, K-Electric is requested to kindly examine the complaint and take immediate action to resolve the complainant's issue as well as thousands for such illegal bills being issued to many such consumers by K-Electric.

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. Director General, NAB, Karachi.
2. Registrar, Sindh High Court, Islamabad.
3. Chairman, NEPRA, Islamabad



Business Operation Center,
K-electric office
Near Habib Bank Chowrangi,
S.I.T.E,
Karachi.

Subject: - Complaint of unavailability of electricity & Meter & illegal Billing for the Month of September 2015

Dear Sir,

I, the Undersigned resident of House NO 371 Haji Malik Goth Manghopir A Town have been facing the problem of unavailability of electricity & meter & even approved PMT has not been fixed/Installed in my area . Though I have already paid the charges of Rs 4000/= for fixation/Installation of meter but only this Number K.E 599 has been pasted on my house and a fresh bill has been generated against the Account # 0400014947297 of Rs 3196 for 135 unit for September 2015 which is illegal as I have not been using electricity Since June 2015

My humble request is that kindly correct my bill as per my monthly consumption and as there is no electricity in my area since Jun 2015 yet the fresh bill has been generated as I am a very poor person can not afford or bear my monthly Bill which is not according to my usage.

Through this letter I request that you look into the issue and resolve this problem as soon as possible.

Dated:05/10/2015

Thanking you

Mohammad Nawaz shahani
Resident of House # 371 haji malik
Goth Manghopeer town

Bill Type: Normal

Name / نام: **MOHAMMAD NAWAZ**
Address / پتہ: **HC 371 NIC NO: 41202-1362908-5 HAJI MALI K GOTH MANGHOPIR A TOWN**
FORWARDING / BANK ACCOUNT NAME & ADDRESS:

Qty X Rate = Value
66.08 X 5.79 = 382.60
Total = 382.60

CONT. ACC./ ACC. NO. **0400014947297**

AMOUNT PAYABLE WITHIN DUE DATE **750**

DUE DATE **14-Jul-14**

BILLING MONTH **Jun-14**

AMOUNT PAYABLE AFTER DUE DATE **788**

Bill S. No. 19180360	Contract No. 31471259					
Consumer No. HC090371	Meter No.					
Bill ID 620001394740	GST/NTN/CNIC N/A					
NO OF MTH / مہینوں کی تعداد	BILL CHG MODE / بل چارج کی حالت	TARIFF / نرخ	C LOAD / کھارچہ	TOTAL SD / کل بل کی رقم	ISSUE DATE / تاریخ جاری	MR DATE / میٹر کی تاریخ
1	ASSD	A1-R	1	N/A	30-Jun-14	26-Jun-14
PRESENT RDG / موجودہ میٹر کی پڑاؤ	PREVIOUS RDG / سابقہ میٹر کی پڑاؤ	UNITS ADJUSTED / ایڈجسٹ شدہ یونٹس	BILLED UP TO / بل کی رقم تک	UNITS BILLED / یونٹس	MIX / میڈیا	
0	0			67		

CURRENT MONTH BILLING DETAILS / موجودہ مہینے کے بل کی تفصیلات

HISTORICAL INFORMATION / سابقہ معلومات

TOTAL CHARGES / کل اخراجات	AMOUNT / رقم
K-ELECTRIC CHARGES	2+ K-ELECTRIC
FIXED CHARGES / طے شدہ اخراجات	0.00
VARIABLE CHARGES / متغیر اخراجات	382.62
METER RENT / میٹر کی اجرت	0.00
*FUEL SURCHARGE ADJUSTMENT (FSA/PCA) / تیل کی سرجارج ایڈجسٹمنٹ	0.00
GOVT AND BANK CHARGES	گورنمنٹ اور بینک اخراجات
ELECTRICITY DUTY / بجلی کی ذمہ داری	5.74
INCOME TAX / آمدنی کی ٹیکس	0.00
GENERAL SALES TAX / جنرل سیلز ٹیکس	66.02
GST ADJUSTMENT / GST ایڈجسٹمنٹ	0.00
TVL FEE / ٹی وی ایف فیس	0.00
BANK CHARGES / بینک اخراجات	8.00
OTHERS / دیگر	0.00
NET AMOUNT OF CURRENT BILL	462.38
ARREARS AS ON 30-Jun-14	0.00
INSTALLMENT AMOUNT I	287.27
INSTALLMENT AMOUNT II	0.00
UPFRONT AMOUNT	0.00
MISC CHARGES	0.00
NET AMOUNT PAYABLE	758
LATE PAYMENT SURCHARGE	36.06
GROSS AMOUNT OF CURRENT BILL	500.94
GROSS AMOUNT PAYABLE	788
BALANCE INSTALLMENT NO.	2
BALANCE INSTALLMENT AMOUNT	577.57

MM/YY	Billed Amount	Pay-Date	Payment
05/14	492.66	10-Jun-14	693
04/14	462.38	12-May-14	490
03/14	447.23	09-Apr-14	1,000
02/14	530.53	10-Mar-14	700
01/14	477.52	18-Feb-14	1,000
12/13	462.38	13-Jan-14	1,000

Month	Qty	Rate	Value	Month	Qty	Rate	Value

20140701 /
Suspended Arrears: 0.00
Stamp: 08 JUL 2014
BASIC COMM. AREA OFFICE, KARACHI

bill@ke.com.pk
www.ke.com.pk

*Due to variation in fuel and power purchase prices as determined by NEPRA.

Ph: 33709132 (EXT 1483)

خبر سے متعلق ہر پرہیز سے بچنے کے لیے پائل میں ملاحظہ فرمائیں۔

بجلی کا باکال کفایت استعمال --- بچت ہے مثال

سور: سارا سے اجلاس ہے کہ وہ ہر روز کی سہولتوں کے لئے اس کے لئے اس کی سہولتوں کی ضرورت ہے۔
 کاب (40 1000 40) ہمارے ساتھ ہے کہ اس سے بچ سکتے ہیں۔
 نوت: بجلی کی سہولتوں کے لئے ان ازمی سے روز کو ہوا استعمال کی جائے گا اور ان کے لئے ہوا نہیں ہے۔

Name: **MOHAMMAD NAWAZ**
 Address: **HC 371 NIC NO: 41202-1362908-5 HAJI MALI K GOTH MANGHOPIR A TOWN**
 Contract No.: **31471259**
 Serial #: **19180360**
 CPA Code: **0-9-1-0-0**
 BMC

40W	گھر	گھر	بازار	پاگانی	انٹل	پارک		
60W	گھر	گھر	بازار	پاگانی	انٹل	پارک		
100W	گھر	گھر	بازار	پاگانی	انٹل	پارک		

ORD/CR/84

VIBC AURANGI	
D No.	32254
Date	21/11/14

Business Operation Center,
IBC-orangi,
K-electric office
Near Habib Bank Chowrangi,
S.I.T.E,
Karachi,

Subject: - Complaint of Excessive Billing

Dear Sir,

I, the Undersigned resident of House NO.371 Haji Malik Goth Monghopir A Town have been facing the problem of miscalculation & excessive of my monthly electricity bill I have only one room for my living in which 4 saver are installed whereas at a time only two of them are being used but every month I receive the bill more then 2000 rupees which is not according to my consumption. If you examine my bill you will note that every month less then 100 units are being consumed.

My humble request is that kindly correct my bill as per my monthly consumption as I am a very poor person can not afford or bear my monthly Bill which is not according to my usage.

Through this letter I request that you look into the issue and resolve this problem as soon as possible.

Dated:

Thanking you

محمد نواز شاہانی

Mohammad Nawaz shahani
Resident of House # 371 haji malik
Goth Manghopcer town

Business Operation Center,
IBC-orangi,
K-electric office
Near Habib Bank Chowrangi,
S.I.T.E,
Karachi,

Subject: - Complaint of Excessive Billing

Dear Sir,

I, the Undersigned resident of House NO.371 Haji Malik Gotn Monghopir A Town have been facing the problem of miscalculation & excessive of my monthly electricity bill I have only one room for my living in which 4 saver are installed whereas at a time only two of them are being used but every month I receive the bill more then 2000 rupees which is not according to my consumption. if you examine my bill you will note that every month less then 100 units are being consumed.

My humble request is that kindly correct my bill as per my monthly consumption as I am a very poor person can not afford or bear my monthly Bill which is not according to my usage.

Through this letter I request that you look into the issue and resolve this problem as soon as possible.

Dated:

Thanking you

Mohammad Nawaz shahani
Resident of House # 371 haji malik
Goth Manghiopeer town

Business Operation Center,
K-electric office
Near Habib Bank Chowrangi,
S.I.T.E,
Karachi,

Dial. survey
we can't pay
How bill this year
Job pm received.
reson the loss.

Subject: - Complaint of unavailability of Electricity & Meter

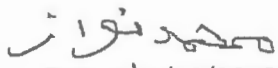
Dear Sir,

I, the Undersigned resident of House NO.371 Haji Malik Goth Monghopir A Town have been facing the problem of unavailability of electricity & meter & even approved PMT has not been fixed/Installed in my area . Though I have already paid the charges of Rs 4000/= for fixation/Installation of meter but only this Number K.E.599 has been pasted on my house and a fresh bill has been generated against the Account # 0400014947297 of Rs 3196 for 135 unit for September 2015 which is illegal as I have not been using electricity Since June-2015

For your information this is my second Application regarding the same issue as no any official/representative of K-Electric came to my area/home for the inspection about complaint made by me on dated 5/10/2015.

My humble request is that kindly correct my bill as per my monthly consumption and as there is no electricity in my area since Jun 2015 yet the fresh bill has been generated as I am a very poor person can not afford or bear my monthly Bill which is not according to my consumption/usage and Direction may be given your official to visit/inspect our area.

Through this letter I request that you look into the issue and resolve this problem as soon as possible.


Dated: 12/10/2015

Thanking you

Mohammad Nawaz shahani
Resident of House # 371 haji malik
Goth Manghopeer town

SKY NET

D.H.A., Phase V, Branch. Ph: 35244062

DATE	ORGIN	DESTN.	CODE NO.

CN. NO. **6327**

FROM *[Handwritten address]*
0337-7713052

TO *Bombay Operation Centre*
100
K. Eladur
[Handwritten address]

WEIGHT	DOX	<input type="checkbox"/>	O/N. DTN	<input type="checkbox"/>
	PARCEL	<input type="checkbox"/>	SAME DAY	<input type="checkbox"/>
	CAKE	<input type="checkbox"/>	GST	
	BOQUET	<input type="checkbox"/>	TOTAL	

Rs.

Receiver's Name & Signature

DATE & TIME

کیش ایئر نیٹ ورکس پرائیویٹ لمیٹڈ اور ایشیا پاسکی نیٹ ورکس قبول نہیں کرتا۔ ایشیا پاسکی پر "اسکی نیٹ" کو ریٹر کی ذمہ داری ہے۔

ALHUDA 03312339268