



National Electric Power Regulatory Authority

ISLAMIC REPUBLIC OF PAKISTAN
Regional Office Consumer Affairs
Office # 706, 7th Floor, Balad Trade Centre,
Aalamgir Road, B.M.C.H.S., Bahadurabad, Karachi

POK/09/3927/2025
June 03, 2025

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. RAHIM DAD UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST K-ELECTRIC LIMITED REGARDING DETECTION BILL (CONSUMER NO. LC-513302, LC-513303, LC-513413, LA-450292 & LC-687868)**

Complaint No. KElectric-KHI-49395-01-25

Please find enclosed herewith the decision of the NEPRA Regional Office Karachi dated May 30, 2025 regarding the subject matter for necessary action and compliance within twenty (20) days, positively.

Encl: As above

Dir (11)


(Sarmad Wahab Kazi)
Deputy Director
Consumer Affairs Deptt.

Copy to:

- ✓ 1) Director General,
Consumer Affairs Department, NEPRA,
NEPRA Tower, Attaturk Avenue (East), G-5/1,
Islamabad
- 2) Mr. M. Imran Hussain Qureshi,
Chief Regulatory Affairs & Government Relation Officer,
KE Office, 56-A, Street No. 88 G-6/3
Islamabad
- 3) Mr. Rahim Dad,
Plot No. MPR B-12 Colony, Aurangi Town, Karachi
Ph: 03363030299



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

Complaint No. KElectric-KHI-49395-01-25

Mr. Rahim Dad,
Plot No. MPR B-12 Colony, Aurangi Town, Karachi,
Ph: 03363030299

.....**Complainant**

Versus

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

.....**Respondent**

Date of Hearing(s): 1) April 09, 2025
2) May 06, 2025

On behalf of:

Complainant: 1) Mr. Rahim Dad
2) Mr. Mohammad Tanveer

Respondent: 1) Mr. Rizwan (K-Electric Ltd)
2) Mr. Imran Zakir (K-Electric Ltd)

**Subject. DECISION IN THE MATTER OF COMPLAINT FILED BY MR. RAHIM DAD
UNDER SECTION 39 OF THE REGULATION OF GENERATION,
TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997
AGAINST K-ELECTRIC LIMITED REGARDING DETECTION BILL
(CONSUMER NO. LC-513302, LC-513303, LC-513413, LA-450292 & LC-
687868)**


Reference is made to the complaint regarding the subject matter.

2. Scrutiny of the record provided by both the parties i.e. (KE and the Complainant) and arguments during the hearing reveals that KE has charged the detection bills amounting to Rs.30,207/- for the months of June 2024 & July 2024, Rs.62,687/- for the period from August 2024 to November 2024 on the connection having consumer no. LC-513302, Rs.17,413/- for the months of June 2024 & July 2024, Rs.31,918/- for the period from August 2024 to November 2024 on the connection having consumer no. LC-513303, Rs.34,098/- for the months of June 2024 & July 2024, Rs.66,883/- for the period from August 2024 to November 2024 on the connection having consumer no. LC-513413, Rs.123,079/- for the period from June 2024 to August 2024, Rs.116,528/- for the period from September 2024 to November 2024 on the connection having consumer no. LA-450292 and Rs.53,460/- for the period from June 2024 to August 2024, Rs.53,341/- for the period from September 2024 to November 2024 on the connection having consumer no. LC-687868 on the basis of extra phase use, however, it has observed that KE has charged the said detection bill on higher side.

3. Foregoing in view, KE is directed as follows:-

- a) Revise the detection bills of Rs.30,207/- & Rs.62,687/charged to the Complainant on LC-513302 on the basis of healthy consumption during corresponding month of previous year.
- b) Revise the detection bills of Rs.34,098/- & Rs.66,883/charged to the Complainant on LC-513303 on the basis of healthy consumption during corresponding month of previous year.
- c) Revise the detection bills of Rs.17,413/- & Rs.31,918/charged to the Complainant on LC-513413 on the basis of healthy consumption during corresponding month of previous year.
- d) Revise the detection bills of Rs.123,079/- & Rs.116,528/- charged to the Complainant on LA-450292 on the basis of healthy consumption during corresponding month of previous year.
- e) Revise the detection bills of Rs.53,460/- & Rs.53,341/- charged to the Complainant on LC-687868 on the basis of healthy consumption during corresponding month of previous year

4. A report in this regard be submitted within twenty (20) days, positively.



(Syed Taqi Abedi)

Consumer Resolution Committee /
Additional Director (CAD)



(Abid Hussain)

Consumer Resolution Committee /
Advisor (CAD)

May 30, 2025