



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.09/2730-2025
July 04, 2025

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

SUBJECT: DECISION IN THE MATTER OF REVIEW PETITION FILED BY MST. SHAHNAZ BEGUM AGAINST THE DECISION OF NEPRA REGIONAL OFFICE, KARACHI IN THE MATTER OF COMPLAINT OF COMPLAINANT FILED UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST K-ELECTRIC REGARDING DETECTION BILL (CONSUMER NO. LC-344268).

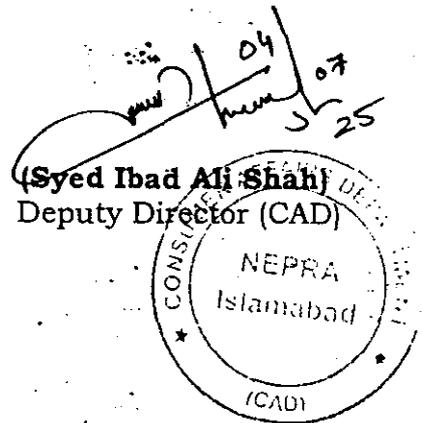
Complaint No. KELECTRIC-KHI-19529-01-23

Please find enclosed herewith the decision of the NEPRA Complaints Resolution Committee (CRC), dated July 04, 2025 regarding the subject matter for necessary action and compliance within twenty (20) days.

Encl: As above

Copy to:

1. Mr. Imran Hussain Qureshi
Chief Regulatory Affairs Officer & Govt. Relation Officer,
K-Electric Limited Office, 56-A, Street No. 88, G-6/3,
Islamabad.
2. Mr. Abid Hussain Advisor,
Provisional Office Consumer Affairs,
Office 101, 1st Floor, Balad Trade Center,
Aalamgir Road, B.M.C.H.S, Bahadurabad, Karachi.
3. Mst. Shahnaz Begum
C/o Assadullah Abro, House No. F-31, Near Fateh Masjid,
Patel Para, Karachi.
Cell: 0345-2279216, 0305-2849097.





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

Complaint No. KElectric-KHI-19529-01-23

Mst. Shahnaz Begum,Complainant
House No. F-31, Near Fateh Masjid, Patel Para, Karachi.
Contact# 03452279216, 03052849097

Versus

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

Date of Hearing: 1) June 08, 2023
2) July 31, 2023
3) March 18, 2024

On behalf of:

Complainant: 1) Mst. Shahnaz Begum
2) Mr. Asadullah Abro

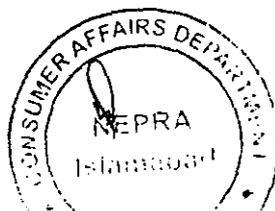
Respondent: 1) Mr. Ahsan Abdul Rehman (K-Electric Limited)
2) Mr. Irshad Ahmed (K-Electric Limited)

Subject: DECISION IN THE MATTER OF REVIEW PETITION FILED BY Mst. SHAHNAZ BEGUM AGAINST THE DECISION OF NEPRA REGIONAL OFFICE, KARACHI IN THE MATTER OF COMPLAINT OF THE COMPLAINANT FILED 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-344268)

This decision shall dispose of the Review Petition filed by Mst. Shahnaz Begum, House No. F-31, Near Fateh Masjid, Patel Para, Karachi, (hereinafter referred to as "the Complainants") against the decision of NEPRA Regional Office, Karachi dated August 30, 2023 in the matter of complaint of the complainant against K-Electric Pvt Ltd (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 detection bill and requested NEPRA to intervene in the matter and direct KE to withdraw the detection bill. The matter was taken-up with KE for submission of para wise comments/report. In response, KE reported that a discrepancy of extra phase was reported. KE added that the consumer has been charged detection bill amounting to Rs.79,911/- for the period from April 2022 to September 2022 on the basis of connected load of 6kW. The report of KE was sent to the Complainant for information/ comments. The Complainant raised observations over the report of KE.

3. In order to proceed further into the matter, hearings were held at NEPRA Regional office Karachi on June 08, 2023 & July 31, 2023 which were attended by the Complainant in person and representative of KE via video link. Accordingly, KE was directed vide letter dated August 30, 2023 to revise the detection bill amounting to



Rs.79,911/- charged to the Complainant from six (06) months to three (03) months. In response, KE reported that an allowance was processed and detection bill has been revised. The report of KE was sent to the Complainant for information/comments. The Complainant raised observations and requested for review of the decision. Accordingly, a hearing was held at NEPRA Regional office Karachi which was attended by the Complainant in person and representative of KE via video link wherein the matter was discussed in detail.

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. 79,911/- on the allegation of extra phase use on residential connection having A1R tariff. KE has charged detection bill of 2492 units from April 2022 to September 2022 on connected load of 6kW. The sanctioned load of the premises is 2kW.
- (ii) KE has charged the detection bill on the basis of sufficient evidences, however, the detection bill has been charged on higher side.
- (iii) The Consumer Service Manual (CSM) provides that detection bill shall be charged on the basis of sanctioned load or connected load whichever is higher. KE has charged detection bill on 6kW load against sanctioned load of 2kW. No concrete evidence of 6kW load has been provided by KE.
- (iv) As per clause 9.2.3 (c) of Consumer Service Manual (CSM), maximum period of charging detection bills shall be restricted to three billing cycles for general supply consumers i.e. A-1, A-2 & general services consumers i.e. A-3 and extendable up to a maximum of six months, subject to approval of the Chief Executive Officer (CEO). KE has charged the above detection bills on the higher side in violation of provisions of Consumer Service Manual.

5. Foregoing in view, the decision of NEPRA Regional Office, Karachi is modified and KE is directed to revise the detection bill of Rs.79,911/- charged to the Complainant from six (06) months to three (03) month on sanctioned load of 2kW. A report in this regard be submitted within twenty (20) days, positively.

5- مندرجہ بالا احکامات کے پیش نظر، نیپرا ریجنل آفس، کراچی کے فیصلے میں ترمیم کی گئی ہے اور کے الیکٹرک کو ہدایت کی جاتی ہے کہ شکایت کنندہ سے وصول کیے جانے والے -79,911/ روپے کے ڈیسٹیکشن بل کو چھ (06) ماہ سے کم کر کے 2 کلو واٹ کے منظور شدہ لوڈ کی بنیاد پر تین (03) ماہ کر دیا جائے۔ اس حوالے سے بیس (20) دنوں کے اندر مثبت رپورٹ پیش کی جائے۔

(Lashkar Khan Qambrani)

Member, Complaints Resolution Committee/
Director (CAD)

(Muhammad Irfan Ul Haq)

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

(Naweed Illahi Shaikh)

Convener, Complaints Resolution Committee /
Director General (CAD)

Islamabad, July 04, 2025

