



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/09/6135/2025
September 01, 2025

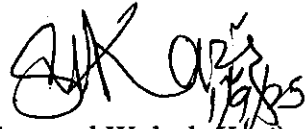
Chief Executive Officer,
K-Electric Limited, KE House No. 39-B,
Sunset Boulevard Phase-II, Defence Housing Authority,
Karachi

Subject: **DECISION IN THE MATTER OF COMPLAINT FILED BY MR. GULZAR S/O MUHAMMAD YOUSUF 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. LA-981146)**

Complaint No. KElectric-KHI-50370-02-25

Please find enclosed herewith the decision of the NEPRA Regional Office Karachi dated September 01, 2025 regarding the subject matter for necessary action and compliance within twenty (20) days, positively.

Encl: As above


(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. Gulzar S/o Muhammad Yousuf,
House No. L-86, Sector 17-A, Shah Latif Town, Landhi,
Karachi
Ph: 03412711800



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

Complaint No. KElectric-KHI-50370-02-25

Mr. Gulzar S/O Muhammad Yousuf
House No. L-86, Sector 17-A, Shah Latif
Town, Landhi, Karachi.
Contact# 03412711800.

.....**Complainant**

Versus

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

.....**Respondent**

Date of Hearing(s): May 27, 2025

On behalf of:

Complainant: Mr. Gulzar S/O Muhammad Yousuf

Respondent:

- 1) Mr. Anas Lakhani (K-Electric Ltd)
- 2) Mr. Kaleem Ahmed (K-Electric Ltd)
- 3) Mr. Nadeem (K-Electric Ltd)

Subject: **DECISION IN THE MATTER OF COMPLAINT FILED MR. GULZAR S/O MUHAMMAD YOUSUF 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. LA-981146)**

This decision shall dispose of the Complaint filed by Mr. Gulzar S/Muhammad Yousuf, House No. L-86, Sector 17-A, Shah Latif Town, Landhi, Karachi., (hereinafter referred to as "the Complainant") against K-Electric Limited (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 in the month of December, 2024 and requested NEPRA to intervene in the matter & direct KE to withdraw the detection bill. The matter was taken-up with KE for submission of parawise comments/report. In response, KE reported that a discrepancy 'Meter Shunt' was reported and connected load observed as 6.0kW. KE added that a detection bill of Rs. 170,132/-for 2171 units was processed on connected load. 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, a hearing was held at NEPRA Regional office Karachi on May 27, 2025 which was attended by both the parties i.e. (KE and the Complainant) in person 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.170,132/- to the Complainant on the connection having consumer no. LA-981146 having tariff A1-R.
- ii. KE is of the view that the detection bill amounting to Rs. 170,132/- for the period from August 21, 2024 to November 20, 2024 have been charged on the discrepancy of 'Meter Shunt' on connected load 6.0kW.
- iii. During the hearing, representative of KE informed that the detection bill has been charged on 'External Shunt' for the period from September, 2024 to November, 2024.
- iv. KE has charged the detection bill on the basis of sufficient evidences. However, the healthy consumption of the Complaint has as 395kWh during December, 2024 to May, 2025.

5. Foregoing in view, KE is directed to revise the detection bill of Rs. 170,132/- on the basis of healthy consumption of 395kwh/month. A report in this regard be submitted within twenty (20) days, positively.



(Syed Taqi Abedi)

Member Complaints Resolution
Committee/Additional Director (CAD)



(Abid Hussain)

Member Complaints Resolution
Committee/Advisor (CAD)

Sep 01, 2025