



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/09/6138/2025
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. FAISAL KHALIL 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-320150)**

Complaint No. KElectric-KHI-51705-03-25

Please find enclosed herewith the decision of the NEPRA Regional Office Karachi dated August 29, 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. Faisal Khalil,
A-18 st-12, sector 14-B, Shadman Town-1, North
Nazimabad Town. Karachi
Ph: 03154950019



BEFORE THE
NATIONAL ELECTRIC POWER REGULATORY AUTHORITY
(NEPRA)

Complaint No. KElectric-KHI-51705-03-25

Mr. Faisal Khalil

.....**Complainant**

A-18 st-12, sector 14-B, Shadman Town-1,
North Nazimabad Town. Karachi,
Contact# 03154950019

Versus

K-Electric Limited (KE)

.....**Respondent**

KE House No.39B, Sunset Boulevard
Defence Housing Authority, Karachi.

Date of Hearing(s): July 24, 2025

On behalf of:

Complainant: Mr. Faisal Khalil

Respondent:

- 1) Mr. Muzamil Ahmed (K-Electric Ltd)
- 2) Mr. Manzoor Ahmed (K-Electric Ltd)
- 3) Mr. Imran Zakir (K-Electric Ltd)

Subject: DECISION IN THE MATTER OF COMPLAINT FILED MR. FAISAL KHALIL
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-320150)

This decision shall dispose of the Complaint filed by Mr. Faisal Khalil, A-18 st-12, sector 14-B, Shadman Town-1, North Nazimabad Town. 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 bills and requested NEPRA to intervene in the matter & direct KE to withdraw the detection bills. The matter was taken-up with KE for submission of parawise comments/report. In response, KE reported that a discrepancy of light direct in use was reported. KE added that the consumer has been charged detection bills amounting to Rs.159,994/- & Rs.285,187/- on the connection bearing Consumer No. LA-320150. 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 July 24, 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.159,994/- & Rs.285,187/- to the Complainant on the connections having consumer No. LA-320150 having tariff A1R.
- ii. KE is of the view that the detection bills amounting to Rs.159,994/- for the period from February 2024 to July 2024 & Rs.285,187/- for the period from August 2024 to November 2024 charged on the connection having consumer No. LA-320150 on connected load of 9kW due to discrepancy of "terminal strip damaged, shunt found in terminal block".
- iii. KE submitted meter department report dated December 11, 2024 having remarks a "terminal strip found damage. Shunt found in terminal block phase to phase and neutral to neutral. Main cover seal caps found intact".
- iv. It has observed that KE has charged the detection bill on the basis of sufficient evidence. Moreover the electricity consumption of the Complainant has also observed to be on lower side as compared with the connected load of the premises, however, it has observed that KE has charged the said detection bill on higher side.

5. Foregoing in view, KE is directed to revise the detection bill amounting to Rs.159,994/- charged to the Complainant on LA-320150 from six (06) months to two (02) months i.e June 2024 & July 2024 on the basis of healthy consumption observed during the corresponding month of the year 2023. KE is further directed to revise the detection bill amounting to Rs.285,187/- charged to the Complainant on LA-320150 from six (06) months to three (03) months i.e September 2024 to November 2024 on the basis of healthy average consumption 564kWh/month observed during for the period from January 2025 to July 2025. 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)

August 29, 2025