



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/09/6141 /2025
September 01, 2025

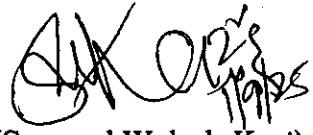
Chief Executive Officer,
K-Electric Limited, KE House No. 39-B,
Sunset Boulevard Phase-II, Defence Housing Authority,
Karachi

Subject: **DECISION IN THE MATTER OF COMPLAINT FILED BY MR. FEROZE AHMED 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-791474)**

Complaint No. KElectric-KHI-48824-01-25

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. Feroze Ahmed,
Principal, Al-Azeem Public School, Plot No. 740-3,
Sector 48/E, Gulshan-e-Mustafa, Korangi No. 2½,
Karachi
Ph: 03458253395



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

Complaint No. KElectric-KHI-48824-01-25

Mr. Feroze Ahmed

.....Complainant

Principal, Al-Azeem Public School, Plot No. 740-3,
Sector 48/E, Gulshan-e-Mustafa, KAurangi No. 2½, Karachi
Contact# 03458253395

Versus

K-Electric Limited (KE)

.....Respondent

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

Date of Hearing(s): May 08, 2025

On behalf of:

Complainant

- 1) Mr. Fazal Rabi
- 2) Mr. Zubair Khan

Respondent:

- 1) Mr. Nasir Alam (K-Electric Ltd)
- 2) Mr. Imran Zakir (K-Electric Ltd)

**Subject: DECISION IN THE MATTER OF COMPLAINT FILED BY MR. FEROZE AHMED
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-791474)**

This decision shall dispose of the Complaint filed by Mr. Feroze Ahmed, Principal, Al-Azeem Public School, Plot No. 740-3, Sector 48/E, Gulshan-e-Mustafa, Korangi No. 2½, 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 bill. The matter was taken-up with KE for submission of parawise comments/report. In response, KE reported that a discrepancy of terminal strip damage was reported. KE added that the consumer has been charged detection bill amounting to Rs.76,674/- on the connection bearing Consumer No. LA-791474. 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 08, 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.76.674/- to the Complainant on the connection having consumer No. LA-791474 having tariff A3G.
- ii. KE is of the view that the detection bill amounting Rs.76.674/- for the months of July 2024 & August 2024 have been charged on the discrepancy of terminal strip damage on connected load 3.1kW.
- iii. KE submitted meter department report dated February 20, 2024 having remarks a "terminal strip found damage, main cover seal caps found intact".
- iv. It has observed that KE has charged the late payment surcharge (LPS) amounting to Rs.8,941/- for the month of October 2024 have been charged on the connection having consumer no. LA-791474 without proper justification.
- v. The billing statement of the Complainant's account reveal that nil consumption observed during the disputed period. Whereas the Complainant failed to provide satisficing response or the same. The healthy average consumption of the Complainant has observed to be 161kWh/month on the three connections of the Complainant.
- vi. Further it is observed that KE has charged the said detection bill on the basis of adequate evidences on higher side.

5. Foregoing in view, KE is directed to revise the detection bill of Rs. 76.674/- charged to the Complainant on LA-791474 on 161kWh/month i.e on the basis of average combined consumption of all the connections at the Complainant premises. KE is further directed to withdraw the late payment surcharges (LPS) amounting to Rs.8,941/- charged to the Complainant on LA-791474. 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