



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/09/6147/2025
September 03, 2025

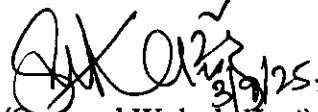
Chief Executive Officer,
K-Electric Limited, KE House No. 39-B,
Sunset Boulevard Phase-II, Defence Housing Authority,
Karachi

Subject: **DECISION IN THE MATTER OF COMPLAINT FILED BY MR. SHAFIQUE TABASSUM 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-042726)**

Complaint No. KElectric-KHI-50349-02-25

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. Shafique Tabassum,
H. No. 3862, Gulshan-e-Ghazi, Block No. A, Hazara
Colony, Baldia Town, Karachi
Ph: 03472322815



BEFORE THE
NATIONAL ELECTRIC POWER REGULATORY AUTHORITY
(NEPRA)

Complaint No. KElectric-KHI-50349-02-25

Mr. Shafique Tabassum

.....Complainant

H. No. 3862, Gulshan-e-Ghazi,
Block No. A, Hazara Colony, Baldia Town, Karachi,
Contact# 03472322815

Versus

K-Electric Limited (KE)

.....Respondent

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

Date of Hearing(s): July 16, 2025
On behalf of:
Complainant: Mr. Shafique Tabassum

Respondent:
1) Mr. Yasir (K-Electric Ltd)
2) Mr. Muhammad Sufiyan (K-Electric Ltd)
3) Mr. Anas Lakhani (K-Electric Ltd)

Subject: DECISION IN THE MATTER OF COMPLAINT FILED MR. SHAFIQUE TABASSUM 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-042726)

This decision shall dispose of the Complaint filed by Mr. Shafique Tabassum, H. No. 3862, Gulshan-e-Ghazi, Block No. A, Hazara Colony, Baldia 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 bill. The matter was taken-up with KE for submission of parawise comments/report. In response, KE reported that the meter installed at Complainant's premises was found to be defective owing to display off issue. The said meter has been duly replaced and a supplementary bill for two previous month's i.e March 2024 & April 2024 has charged to the Complainant. Further KE added that a discrepancy of d defective owing to display off was reported. KE added that the consumer has been charged detection bill amounting to Rs.19,229/- on the connection bearing Consumer No. LC-042726. 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 16, 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.19,229/- to the Complainant on the connection having consumer No. LC-042726 having tariff A1R.
- ii. KE is of the view that the detection bill amounting to Rs.19,229/- for the months of March 2024 & April 2024 have been charged on connected load due to discrepancy of faulty meter.
- iii. KE submitted meter department report dated April 18, 2024 having remarks a "Terminal strip and main cover seal caps found intact. On power meter display found stuck. Low battery signal. Meter malfunctioning on testing bench".
- iv. Further it is 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.19,229/- charged to the Complainant on the same connection on the basis of average consumption observed during last 11 months or same month last year whichever is higher. 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