



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/09/6275/2025
September 03, 2025

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

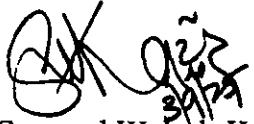
Subject: **DECISION IN THE MATTER OF COMPLAINT FILED BY MR. MUHAMMAD ASLAM KHAN UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST K-ELECTRIC LIMITED REGARDING DETECTION BILL (CONSUMER NO. AM-138457)**

Complaint No. KElectric-KHI-54572-05-25

Please find enclosed herewith the decision of the NEPRA Regional Office Karachi dated September 03, 2025 regarding the subject matter for necessary action and compliance within twenty (20) days, positively.

Encl: As above

Dir (11)


(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. Muhammad Aslam Khan,
H. No. K-23 9/6, Moosa Nagar, Nazimabad, Karachi
Ph: 03332165851, 03003782101



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

Complaint No. KElectric-KHI-54572-05-25

Mr. Muhammad Aslam Khan

.....Complainant

H. No. K-23 9/6, Moosa Nagar, Nazimabad, Karachi,
Ph: 03332165851, 03003782101

Versus

K-Electric Limited (KE)

.....Respondent

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

Date of Hearing(s): 1) June 26, 2025
2) July 22, 2025

On behalf of:

Complainant: 1) Mr. Muhammad Aslam Khan
2) Mr. Irfan Jamali

Respondent: 1) Mr. Muhammad Muzamil (K-Electric Ltd)
2) Mr. Imran Zakir (K-Electric Ltd)

Subject: DECISION IN THE MATTER OF COMPLAINT FILED MR. MUHAMMAD ASLAM KHAN 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. AM-138457)

This decision shall dispose of the Complaint filed by Mr. Muhammad Aslam Khan, H. No. K-23 9/6, Moosa Nagar, Nazimabad, 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 extra phase in use was reported. KE added that the consumer has been charged detection bill amounting to Rs.450,166/- on the connection bearing Consumer No. AM-138457. 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 26, 2025 & July 22, 2025 which were 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.450,166/- to the Complainant on the connection having consumer No. AM-138457 having tariff A1R.
- ii. KE is of the view that the detection bill amounting to Rs.450,166/- for the period from August 2024 to January 2025 have been charged on the discrepancy of extra phase in use on connected load 12.2kW.
- iii. It has observed that KE has charged the detection bill on the basis of sufficient evidence. Moreover, electricity consumption on the same connection has observed to be on lower side as compared with the connected load of 4kW as per KE site inspection report dated July 16, 2025.
- 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.450,166/- charged to the Complainant on the same connection on connected load of 4kW. 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)

September 3, 2025