



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/ 5564/2025
August 15, 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. SHAHZAD 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. LA-463596, AM-149558 & AM-149557)**

Complaint No. KElectric-KHI-50933-02-25

Please find enclosed herewith the decision of the NEPRA Regional Office Karachi dated August 13, 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. Shahzad Khan,
House No. L-47, Sector 4, North Karachi
Ph: 03452087417



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

Complaint No. KElectric-KHI-50933-02-25

Mr. Shahzad Khan

House No. L-47, Sector 4, North Karachi.
Contact# 03452087417.

.....Complainant

Versus

K-Electric Limited (KE)

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

.....Respondent

Date of Hearing(s): June 03, 2025

On behalf of:

Complainant: 1) Mr. Shahzad Khan
2) Mr. Shahbaz

Respondent: 1) Mr. Anas Lakhani (K-Electric Ltd)
2) Mr. Atiq Ur-Rehman (K-Electric Ltd)
3) Mr. Afnan Ali Khan (K-Electric Ltd)

Subject: DECISION IN THE MATTER OF COMPLAINT FILED MR. SHAHZAD 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. LA-463596, AM-149557 & AM-149558)

This decision shall dispose of the Complaint filed by Mr. Shahzad Khan, House No. L-47, Sector 4, North 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 hook in use was reported. KE added that the consumer has been charged detection bills amounting to Rs.101,993/-, Rs.121,409/- & Rs.97,023/- for the period from March, 2024 to August, 2024 on the connection having consumer No. LA-463596, AM-149557 & AM-149558 respectively. 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 June 03, 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 bills amounting to Rs.101,993/-, Rs.121,409/- & Rs.97,023/- to the Complainant on the connection having consumer no. LA-463596, AM-149557 & AM-149558 respectively having tariff A1-R.
- ii. KE is of the view that the detection bills amounting to Rs.101,993/-, Rs.121,409/- & Rs.97,023/- for the period from March, 2024 to August, 2024 on the connection having consumer No. LA-463596, AM-149557 & AM-149558 respectively have been charged on the discrepancy of hook in use on connected load, 2.7kW, 4.68kW & 4kW respectively.
- iii. KE showed sufficient evidence wrt extra phase in use at the premises against the detection bills of Rs.101,993/-, Rs.121,409/- & Rs.97,023/ on LA-463596, AM-149557 & AM-149558 respectively. Moreover, electricity consumption on the same connection has 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 bills on higher side

5. Foregoing in view, KE is directed to revise the detection bills amounting to Rs.101,993/-, Rs.121,409/- & Rs.97,023/ charged to the Complainant on the connection having consumer No. LA-463596, AM-149557 & AM-149558 respectively from six (06) months to three (03) months. 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 13, 2025