



## National Electric Power Regulatory Authority

ISLAMIC REPUBLIC OF PAKISTAN  
Regional Office Consumer Affairs  
Office # 706, 7<sup>th</sup> Floor, Balad Trade Centre.  
Aalamgir Road, B.M.C.H.S., Bahadurabad, Karachi

POK/09/5567/2025  
August 15, 2025

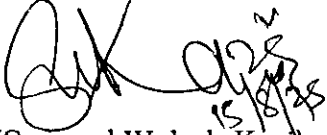
Chief Executive Officer,  
K-Electric Limited, KE House No. 39-B,  
Sunset Boulevard Phase-II, Defence Housing Authority,  
Karachi

Subject: **DECISION IN THE MATTER OF COMPLAINT FILED BY S. HASSAM ALI 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. AL-830710)**

Complaint No. KElectric-KHI-50683-02-25

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:

- Dir(11)*
- ✓ 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) S. Hassam Ali,  
House No. D-51/666, Farooqabad, Gulbahar No. 1,  
Karachi  
Ph: 03359991929



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

**Complaint No. KElectric-KHI-50683-02-25**

**Mr. S.Hassam Ali**

House No. D-51/666, Farooqabad,  
Gulbahar No. 1, Karachi.  
Contact# 03359991929.

.....Complainant

**Versus**

**K-Electric Limited (KE)**

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

.....Respondent

**Date of Hearing(s):** May 27, 2025

**On behalf of:**

**Complainant:** Mr. S.Hassam Ali

**Respondent:**

- 1) Mr. Anas Lakhani (K-Electric Ltd)
- 2) Mr. Abdul Rubb (K-Electric Ltd)
- 3) Mr. Shah Rukh (K-Electric Ltd)

**Subject: DECISION IN THE MATTER OF COMPLAINT FILED MR. S.HASSAM ALI  
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. AL-830710)**

This decision shall dispose of the Complaint filed by Mr. S.Hassam Ali, House No. D-51/666, Farooqabad, Gulbahar No. 1, 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").

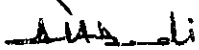
2. Brief facts of the case are that NEPRA received a complaint wherein the dispute agitated by the Complainant was that KE has charged detection bills and requested NEPRA to intervene in the matter & direct KE to withdraw the detection bills. The matter was taken-up with KE for submission of parawise comments/report. In response, KE reported that a discrepancy direct use was reported. KE added that the consumer has been charged detection bill amounting to Rs.180,947/- on the connection bearing consumer No. AL-830710. 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 27, 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.180, 947/- to the Complainant on the connection having consumer no. AL-830710 having tariff A1-R.
- ii. KE is of the view that the detection bill amounting to Rs.180,947/- for the period from July 2024 to December 2024 have been charged on the discrepancy of direct use on connected load 5.2kW.
- 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 the premises.
- 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. 180, 947/- charged to the Complainant on AL-830710 on connected load 2.1kW. 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