



**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/ <sup>5435</sup>/2025  
August 12, 2025

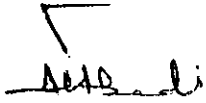
Chief Executive Officer,  
K-Electric Limited, KE House No. 39-B,  
Sunset Boulevard Phase-II, Defence Housing Authority,  
Karachi

Subject: **DECISION IN THE MATTER OF COMPLAINT FILED BY SYED MUHAMMAD HARIS 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-184212)**

Complaint No. KElectric-KHI-55312-06-25

Please find enclosed herewith the decision of the NEPRA Regional Office Karachi dated August 12, 2025 regarding the subject matter for necessary action and compliance within twenty (20) days, positively.

**Encl: As above**

  
(Syed Taqi Abedi)  
Additional Director  
Consumer Affairs Deptt.

Copy to:

- 1) ~~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) Syed Muhammad Haris,  
B-05 P No F-13 Block 5, Clifton, Karachi  
Ph: 03218224401



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

**Complaint No. KElectric-KHI-55312-06-25**

**Syed Muhammad Haris**

.....Complainant

B-05 P No F-13 Block 5, Clifton, Karachi,  
Ph: 03218224401

**Versus**

**K-Electric Limited (KE)**

.....Respondent

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

**Date of Hearing(s):** 1) June 25, 2025  
2) August 06, 2025

**On behalf of:**

**Complainant:** Syed Muhammad Haris

**Respondent:**

- 1) Mr. Imtiaz Zubair (K-Electric Ltd)
- 2) Mr. Zulnurain Janjua (K-Electric Ltd)
- 3) Mr. Amir Shaikh (K-Electric Ltd)

**Subject: DECISION IN THE MATTER OF COMPLAINT FILED SYED MUHAMMAD HARIS  
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-184212)**

This decision shall dispose of the Complaint filed by Syed Muhammad Haris, B-05 P No F-13 Block 5, Clifton, 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 of Kunda use meter bypassed was reported. KE added that the consumer has been charged detection bill amounting to Rs.411,061/- on the connection bearing Consumer No. LA-184212. 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 25, 2025 & August 06, 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.411,061/- to the Complainant on the connection having consumer No. LA-184212 having tariff A1R.
- ii. KE is of the view that the detection bill amounting to Rs.411,061/- for the period from November 2024 to April 2025 have been charged on the discrepancy of extra phase in use on connected load 14.8kW.
- 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 of 8.4kW as per KE site inspection report dated July 10, 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 withdraw the detection bill amounting to Rs.411,061/- charged to the Complainant on the connection LA-184212 and revise billing for two (02) months i.e April 2025 & May 2025 on the basis of healthy consumption observed during the corresponding months of the previous year. 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 12, 2025**