



National Electric Power Regulatory Authority

ISLAMIC REPUBLIC OF PAKISTAN

Attaturk Avenue (East) Sector G-5/1, Islamabad.

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**Consumer Affairs
Department**

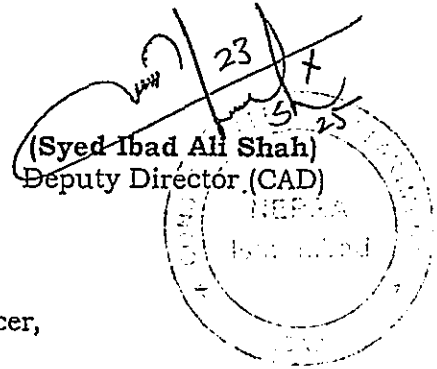
TCD.09/1598-2025
October 23, 2025

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. MUDASSIR MUZAMMIL UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST K-ELECTRIC LIMITED REGARDING AVERAGE BILLING (ACCOUNT NO. 0400021029497).
KElectric-KHI-52119-03-25

Please find enclosed herewith the decision of the NEPRA Complaints Resolution Committee (CRC), dated October 23, 2025, regarding the subject matter for necessary action and compliance.

Encl: As above



Copy to:

1. Mr. Imran Hussain Qureshi,
Chief Regulatory Affairs & Government Relation Officer,
KE Office, 56-A, Street No. 88 G-6/3,
Islamabad.
2. Mr. Abid Hussain, Advisor,
Provincial Office Consumer Affairs,
Office # 101, 1st Floor, Balad Trade Centre,
Aalamgir Road, B.M.C.H.S., Bahadurabad,
Karachi.
3. Mr. Mudassir Muzammil,
I-C 64 Sec 5, 5 Qasba Metroville, Karachi,
0301-8207499



BEFORE THE
NATIONAL ELECTRIC POWER REGULATORY AUTHORITY
(NEPRA)

Complaint No. KElectric-KHI-52119-03-25

Mr. Mudassir Muzammil
1-C 64 Sec 5, 5 Qasba Metroville, Karachi.
Contact No: 03018207499.

.....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: Mr. Mudassir Muzammil

Respondent:
1) Zeeshan Mehdi (K-Electric Limited)
2) Imran Mumtaz (K-Electric Limited)
3) Anas Lakhani (K-Electric Limited)

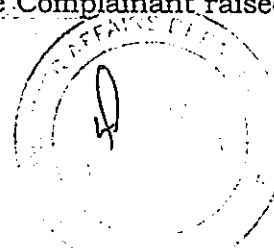
Subject: **DECISION IN THE MATTER OF COMPLAINT FILED BY MR. MUDASSIR MUZZAMIL UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST K-ELECTRIC LIMITED REGARDING AVERAGE BILLING (ACCOUNT NO. 0400021029497)**

This decision shall dispose of the complaint filed by Mr. Mudassir Muzzamil, 1-C 64 Sec 5, 5 Qasba Metroville, 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 average billing against the Complainant's connection without any justification. The Complainant requested to intervene in the matter and direct KE to withdraw the impugned bill. The matter was taken-up with KE for submission of parawise comments/report. In response KE reported that the average bills were issued to consumer during February, 2025 & March, 2025 owing to the meter display faulty. However, the meter was replaced on March 27, 2025. The report of KE was sent to the Complainant for information/comments. The Complainant raised observations over the report of KE.

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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 the Complainant and representative of KE in person.

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 bills for the month of February 2025 to April 2025 on "DETE" mode against the Complainant's connection having tariff B2-1B by KE due to 'Meter Display Faulty'.
- (ii) KE is of the view that the bills on "DETE" mode were issued to the Complainant during February 2025 to March 2025 owing to the meter display faulty. The meter was replaced on March 27, 2025. However, billing history shows that K.E has charged bills on "DETE" mode from February 2025 to April 2025.
- (iii) K.E has charged these bills to the Complainant in violation of the Consumer Service Manual (CSM) as there is no provision in CSM for charging of bills on "DETE" mode.
- (iv) The electricity consumption of the Complainant's account is mentioned below:

Month	2023		2024		2025	
	Off Peak	Peak	Off Peak	Peak	Off Peak	Peak
January	15815	4395	13373	557	14316	3381
February	16968	6140	14486	0	14711	4893
March	17934	4327	12888	236	14924	1359
April	15288	1854	12667	30	15129	1259
May	14450	275	12786	241		
June	17912	860	17082	118		
July	14454	1418	12760	83		
August	12522	425	12942	134		
September	15725	699	15275	243		
October	17118	686	18064	683		
November	15872	830	17142	2444		
December	13895	426	16418	2699		

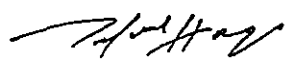
- (v) As per Clause 4.3.2 of CSM (Customer Service Manual), If the defectiveness of the meter is due to display wash then KE shall:

- a) Replace the metering installation immediately or within two billing cycles if meters are not available.
- b) KE may charge bills on average basis i.e. 100% of the consumption recorded in the same months of the previous year or average of the last eleven months whichever is higher for a maximum period of two months.
- c) Data of the impugned meter shall be retrieved and actual consumption as per retrieved data shall be charged to the consumer after issuing a notice to the consumer and already charged bills issued on average basis shall be adjusted.

(vi) KE has issued the bills without following the procedure prescribed in CSM which provides a procedure for charging of bill in case of meter display wash. In this case, KE should have retrieved the data of impugned meter and charged the Complainant accordingly. If data retrieval was not possible, KE should have charged the Complainant on average basis. However, KE neither retrieved the data nor charged bills on average basis, rather KE charged bills to the Complainant for the months of February 2025 to April 2025 on higher side/DETE mode.

5. Foregoing in view, KE is directed to withdraw the bills charged on "DETE" mode and retrieve the data of the impugned meter at the first instance and charge the bills to the Complainant accordingly. In case, data retrieval is not possible then the bills for the month of February 2025 to April 2025 to be charged on average consumption of the Complainant during last 11 months or consumption recorded during the same months of previous year, whichever is higher. The complaint is disposed of in the above terms.


(Lashkar Khan Qambrani)
Member, Complaints Resolution Committee/
Director (CAD)


(Muhammad Irfan-ul-Haq)
Member, Complaints Resolution Committee/
Assistant Legal Advisor


(Naweed Illahi Shaikh)
Convener, Complaints Resolution Committee/
Director General (CAD)

Islamabad, October 23 , 2025

