



## 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/09/7950/2025  
November 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. WAHEED  
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. LC-361531 & LC-900065)  
Complaint No. KElectric-KHI-53871-05-25

Please find enclosed herewith the decision of the NEPRA Regional Office Karachi dated November 03, 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) 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. Waheed,  
Plot No. 1829, Madina Colony, Sector 11, Aurangi  
Town, Karachi  
Ph: 03106041394

Consumer Affairs Department

Diary No. 10546  
Date: 11-11-25



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

**Complaint No. KElectric-KHI-53871-05-25**

**Mr. Waheed,** .....**Complainant**  
Plot No. 1829, Madina Colony, Sector 11, Aurangi Town, Karachi  
Contact# 03106041394

**Versus**

**K-Electric Limited (KE)** .....**Respondent**  
KE House No.39B, Sunset Boulevard  
Defence Housing Authority, Karachi.

**Date of Hearing(s):** 1) August 13, 2025  
2) October 23, 2025

**On behalf of:**

**Complainant:** 1) Mr. Waheed  
2) Mr. Waqas

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

**Subject:** DECISION IN THE MATTER OF COMPLAINT FILED BY MR. WAHEED 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. LC-361531 & LC-900065)

Reference is made to the complaint regarding the subject matter.

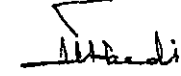
2. Scrutiny of the record provided by both the parties i.e. (KE and the Complainant) and arguments during the hearing reveals that KE has charged the detection bill amounting to Rs.124,811/-, Rs.122,199/- & Rs.68,404/- on the connection having consumer no. LC-361531 and Rs.126,586/- & Rs.41,294/- on the connection having consumer no. LC-900065 without proper justification. Moreover, KE has charged the detection bill amounting to Rs.113,624,- on the connection having consumer no. LC-900065 on the basis of sufficient evidence.

3. Foregoing in view, KE is directed as follows:-

- a) Withdraw the detection bills amounting to Rs.124,811/-, Rs.122,199/- & Rs.68,404/- charged to the Complainant on LC-361531.
- b) Withdraw the detection bills amounting to Rs.126,586/- & Rs.41,294/- charged to the Complainant on LC-900065.

c) The detection bill amounting to Rs.113,624,- charged to the Complainant charged to the Complainant on LC-900065 does not merit to be proceeded & the same is liable to be paid.

4. 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)

November 03 , 2025