



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/09/7986/2025
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. MUHAMMAD FAISAL S/O MUHAMMAD SHAFI 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-782944)**
Complaint No. KElectric-KHI-43971-09-24

Please find enclosed herewith the decision of the NEPRA Regional Office Karachi dated October 31, 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. Muhammad Faisal S/o Muhammad Shafi,
House No. L-5078, Sector 5-B-2, North Karachi
Ph: 03358231201

Consumer Affairs Department
Diary No: 105476
Date: 11/11/25



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

Complaint No. KElectric-KHI-43971-09-24

Mr. Muhammad Faisal S/o Muhammad Shafi
House No. L-5078, Sector 5-B-2, North Karachi
Contact# 03358231201

.....Complainant

Versus

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

.....Respondent

Date of Hearing(s): 1) December 11, 2024
2) February 06, 2025
3) March 04, 2025
4) August 26, 2025
5) October 02, 2025

On behalf of:

Complainant: Mr. Muhammad Faisal S/o Muhammad Shafi

Respondent: 1) Mr. Ikram Khokhar (K-Electric Ltd)
2) Mr. Wamiq Ahmed (K-Electric Ltd)

Subject: DECISION IN THE MATTER OF COMPLAINT FILED MR. MUHAMMAD FAISAL S/O MUHAMMAD SHAFI 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-782944)

This decision shall dispose of the Complaint filed by Mr. Muhammad Faisal S/o Muhammad Shafi, House No. L-5078, Sector 5-B-2, 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 bills. The matter was taken-up with KE for submission of parawise comments/report. In response, KE reported that a discrepancy of shunt in meter was reported. KE added that the consumer has been charged detection bills amounting to Rs.199,371/-on the connection bearing consumer No. LC-782944. 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, several hearings were held at NEPRA Regional office Karachi 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 bills amounting to Rs.199,371/- on the electricity connection having consumer no. LC-782944 having tariff A1R.
- ii. KE is of the view that the detection bill amounting to Rs.199,371/- for the period from March 2023 to August 2023 have been charged on LC-782944 against the discrepancy of Shunt in meter on connected load of 5kW.
- iii. KE submitted meter department report dated May 26, 2023 having remarks a "terminal strip found damage. Shunt found in terminal block phase to phase and neutral to neutral. Main cover seal caps intact".
- iv. KE showed sufficient evidence against the above mentioned detection bill. Moreover, electricity consumption on the said connection has observed to be on lower side as compared with the connected load of the premises of 4kW against the connection having consumer LC-782944 as per KE site inspection report dated February 02, 2025.
- v. Further it is 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.199,371/- charged to the Complainant on LC-782944 from six (06) months to three (03) months on the basis of healthy consumption during corresponding month of the year 2025. A report in this regard be submitted within twenty (20) days, positively.



(Syed Taqi Abedi)

Member Complaints Resolution
Committee/Additional Director (CAD)



Member Complaints Resolution
Committee/Advisor (CAD)

October 31, 2025