



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/ ⁸³⁶⁰ /2025
November 18, 2025

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

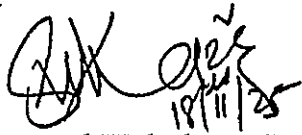
Subject: **DECISION IN THE MATTER OF COMPLAINT FILED BY MR. ARIF HUSSAIN
UNDER SECTION 39 OF THE REGULATION OF GENERATION,
TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997
AGAINST K-ELECTRIC LIMITED REGARDING DETECTION BILL
(CONSUMER NO. AL-339624)**

Complaint No. KElectric-KHI-50590-02-25

Please find enclosed herewith the decision of the NEPRA Regional Office Karachi dated November 17, 2025 regarding the subject matter for necessary action and compliance within twenty (20) days, positively.

Encl: As above

Div(1)


(Sarmad Wahab Kazi)
Deputy 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. Arif Hussain,
17-D, 25/2, Gidomal Compound Garden East, Karachi
Ph: 03009250009



BEFORE THE
NATIONAL ELECTRIC POWER REGULATORY AUTHORITY
(NEPRA)

Complaint No. KElectric-KHI-50590-02-25

Mr. Arif Hussain
17-B, 25/2, Gidomal Compound Garden East, Karachi
Contact# 03009250009

.....Complainant

Versus

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

.....Respondent

Date of Hearing(s): October 07, 2025

On behalf of:

Complainant: Mr. Arif Hussain

Respondent: 1) Mr. Waqar Hussain (K-Electric Ltd)
 2) Mr. Wamiq Ahmed (K-Electric Ltd)

Subject: **DECISION IN THE MATTER OF COMPLAINT FILED MR. ARIF HUSSAIN**
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-339624)

This decision shall dispose of the Complaint filed by Mr. Arif Hussain, 17-B, 25/2, Gidomal Compound Garden East, 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 bill and requested NEPRA to intervene in the matter & direct KE to withdraw the detection bill. The matter was taken-up with KE for submission of parawise comments/report. In response, KE reported that a discrepancy of tempering of metering device was reported. KE added that the consumer has been charged detection bill amounting to Rs.227,981/- on the connections bearing consumer No. AL-339624. 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 was held at NEPRA Regional office Karachi on October 07, 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.227,981/- on the electricity connections having consumer no. AL-339624 having tariff A1R.
- ii. KE is of the view that the detection bill amounting to Rs.227,981/- for the period from June 2024 to November 2024 have been charged on AL-339624 on connected load of 4.1kW against the discrepancy tempering of metering device.
- iii. KE showed sufficient evidence against the above mentioned detection bill, meter department report dated November 04, 2024 having remarks a "main cover seal caps and back plate found cut and repasted, main cover seal found broken, meter found open resistor connected inside the meter". Moreover, electricity consumption on the said connection has observed to be on lower side as compared with the connected load of the premises.
- iv. Record reveal that KE has not followed the procedure defined in clause 9.2.2 of Consumer Service Manual (CSM) for establishment of illegal abstraction of electricity and issuance of detection bill. 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.227,981/- charged to the Complainant on AL-339624 from six (06) months to three (03) months i.e September 2024 to November 2024 on the basis of healthy consumption observed during September 2022 to November 2022. 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)

November 17, 2025