



**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/09/8370/2025  
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. MUHAMMAD ILYAS 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-101309)

Complaint No. KElectric-KHI-58915-08-25

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

  
(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. Muhammad Ilyas,  
House No. L-71, Gul Town, Azeempura, Shah-Faisal,  
Karachi  
Ph: 03002692113



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

**Complaint No. KElectric-KHI-58915-08-25**

**Mr. Muhammad Ilyas** .....Complainant  
House No. L-71, Gul Town, Azeempura, Shah-Faisal, Karachi  
Contact# 03002692113

**Versus**

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

**Date of Hearing(s):** November 05, 2025

**On behalf of:**  
**Complainant:** Mr. Muhammad Ilyas

**Respondent:** 1) Mr. Mustafa Siraj (K-Electric Ltd)  
2) Mr. Imran Zakir (K-Electric Ltd)

**Subject:** **DECISION IN THE MATTER OF COMPLAINT FILED MR. MUHAMMAD ILYAS  
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-101309)**

This decision shall dispose of the Complaint filed by Mr. Muhammad Ilyas, House No. L-71, Gul Town, Azeempura, Shah-Faisal, 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 bills. The matter was taken-up with KE for submission of parawise comments/report. In response, KE reported that a discrepancy of direct use was reported. KE added that the consumer has been charged detection bills amounting to Rs.131,781/- on the connections bearing consumer No. LC-101309. 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 November 05, 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 bills amounting to Rs.131,781/- on the electricity connection having consumer no. LC-101309 having tariff A1R.
- ii. KE is of the view that the detection bills amounting to Rs.131,781/-, for the period from September 2024 to February 2025 have been charged against the discrepancy of direct use on connected load of 3.5 kW on the connection having consumer No. LC-101309.
- iii. KE showed sufficient evidence against the above mentioned detection bills. Moreover, electricity consumption on the said connection has observed to be on lower side as compared as compared the connected load of the premises of 0.5kW against the connection having consumer LC-101309 as per KE site inspection report dated November 04, 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 revise the detection bill amounting to Rs.131,781/- charged to the Complainant on LC-101309 from six (06) months to three (03) months on connected load of 0.5kW. 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 17 , 2025