



National Electric Power Regulatory Authority
ISLAMIC REPUBLIC OF PAKISTAN
NEPRA Head Office
Ataturk Avenue (East) Sector G-5/1, Islamabad.
Ph:051-2013200, Fax: 051-2600021

**Consumer Affairs
Department**

TCD.09/ 5319-2025
December 3, 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. ZAEEM ZAHID
UNDER SECTION 39 OF THE REGULATION OF GENERATION,
TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997
AGAINST K-ELECTRIC LIMITED REGARDING OVER BILLING (CONSUMER
NO.BL-007767).**

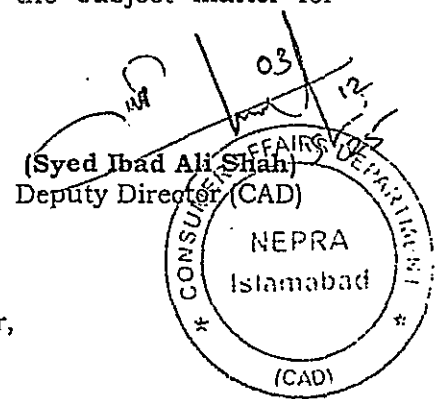
KElectric-KHI-49155-01-25

Please find enclosed herewith the decision of NEPRA Complaints Resolution Committee (CRC) dated December 03, 2025, regarding the subject matter for necessary action and compliance.

Encl: As above

Copy to:

1. Mr. M. 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,
NEPRA Regional Office, Plot No. 15/118,
Office No. 706, 7th Floor, Balad Trade Centre,
Aalamgir Road, B.M.C.H.S. Block No. 3,
Bahadurabad, Karachi.
3. Mr. Zaeem Zahid
H.No. 274, Garden West Nishter Road,
Karachi.
0331-8450002





BEFORE THE
NATIONAL ELECTRIC POWER REGULATORY AUTHORITY
(NEPRA)

Complaint No. KElectric-KHI-49155-01-25

Mr. Zaeem Zahid
H.No. 274, Garden West Nishter Road, Karachi
Contact# 03318450002.

.....Complainant

Versus

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

..... Respondent

Date of Hearing(s): March 12, 2024
June 03, 2025

On behalf of:
Complainant: Mr. Zaeem Zahid

Respondent:
1) Amir (K-Electric Limited)
2) Atif Ahmed (K-Electric Limited)
3) Anas Lakhani (K-Electric Limited)

DECISION

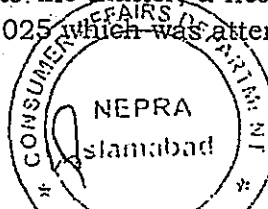
Subject: DECISION IN THE MATTER OF COMPLAINT FILED BY MR. ZAEEM ZAHID UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST K-ELECTRIC LIMITED REGARDING OVER BILLING (CONSUMER NO.BL-007767)

This decision shall dispose of the complaint filed by Mr. Zaeem Zahid, H. No. 274, Garden West Nishter Road 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 a detection bill without any justification. The Complainant requested to intervene in the matter and direct KE to withdraw the bill. The matter was taken-up with KE for submission of parawise comments/report. In response, KE reported that as per the site inspection report dated November 23, 2024, a discrepancy of 'hook use' was reported and accordingly a detection bill of Rs.139,647/- was processed on the basis of connected load. 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 a hearing was held at NEPRA Regional office Karachi on March 12, 2025 which was attended by the Complainant KElectric-KHI-49155-01-25

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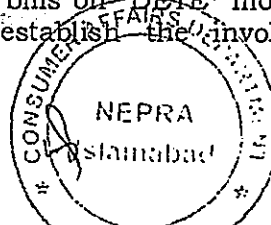
and representatives of KE in person. Upon directions of NEPRA, KE conducted a fresh site inspection in presence of the Complainant, wherein it has been observed that the Complainant's premises comprises of about 5 acres of area on ground and the same has been used for manufacturing of Sodium Silicates. Moreover, the connection to the supply of the Complainant's dedicated system (100 KVA PMT) was found disconnected. Moreover it was observed that the construction work was in process through an off grid Solar System of about 3.5 kW and a generator having capacity of 30 kVA load was also found installed. Accordingly, another hearing was held at NEPRA Regional office Karachi which was attended by both the parties.

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 case pertains to charging of detection bill by KE amounting to Rs.139647/- for the period from August 2024 to November 2024 on the connection having consumer No.BL007767 under tariff category E2 (temporary). KE has charged the detection bill on the allegation of hook use.
- (ii) Moreover, KE has also charged bills to the Complainant on "DETE" mode for the period from April 2024 to July 2024.
- (iii) The Complainant is of the view that KE has charged unjustified bills and requested for withdrawal of the same. Moreover, the Complainant informed that he has been using solar system as well as backup generator for electricity supply at his premises. The Complainant further informed that the factory has been non-operational since January 2024 and KE has disconnected the dedicated PMT since January 2024.
- (iv) The joint site inspection conducted revealed that the premises/factory was under construction and a public hotel found operational running through solar system. Moreover, the connected load of the premises was observed as 1.4 kW.
- (v) The electricity consumption of the Complainant's account is mentioned below:

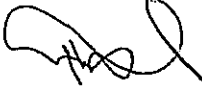
BL-007767			
Month	2023	2024	2025
January	0	15 '2	0
February	0	514	65
March	0	208	0
April	0	3035 Dete	0
May	0	3040 Dete	0
June	0	3050 Dete	0
July	0	3050 Dete	0
August	0	192	
September	280	295	
October	5049	0	
November	5241	1901	
December	5677	0	


KE charged bills to the Complainant for the months of April 2024 to July 2024 on DETE mode. K.E has charged 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. Further, KE failed to provide evidence to establish the involvement of the




Complainant in theft of electricity through "direct hook" as required under the provisions of CSM. However, the period prior and after the disputed period depicts that electricity was being consumed at the premises. Further, the connected load of 1.4 kW was recorded during the joint site inspection.

5. Foregoing in view, KE is directed to withdraw the detection bill amounting to Rs.139,647/- along with bills charged on "DETE" mode and charge the bills from April 2024 to July 2024 on the basis of connected load of 1.4 kW. 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, December 03, 2025

