



**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/09/1338/2025  
February 12, 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. TARIQ AHMED 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-174174)**

Complaint No. KElectric-KHI-38805-06-24

Please find enclosed herewith the decision of the NEPRA Regional Office Karachi dated February 12, 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. Tariq Ahmed,  
A-48, Block 17, Federal B Area, Karachi-75950  
Ph: 03353419939

Consumer Affairs Department  
Dated: 17.02.25



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

**Complaint No. KElectric-KHI-38805-06-24**

**Mr. Tariq Ahmed,**

A-48, Block 17, Federal B Area, Karachi,  
Ph: 03353419939

.....Complainant

**Versus**

**K-Electric Limited (KE)**

KE House No.39B, Sunset Boulevard  
Defence Housing Authority, Karachi.

.....Respondent

**Date of Hearing(s):**

July 30, 2024

**On behalf of:**

**Complainant:**

Mr. Tariq Ahmed

**Respondent:**

- 1) Mr. M. Ahad Jawaid (K-Electric Limited)
- 2) Mr. Ayaz Ahmed (K-Electric Limited)
- 3) Mr. Imran Zakir (K-Electric Limited)

**Subject: DECISION IN THE MATTER OF COMPLAINT FILED BY MR. TARIQ AHMED UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST K-ELECTRIC LIMITED REGARDING DETECTION BILL (ACCOUNT NO. 0400008013843)**

This decision shall dispose of the Complaint filed by Mr. Tariq Ahmed, A-48, Block 17, Federal B Area, Karachi, (hereinafter referred to as "the Complainant" against K-Electric Limited (KE) (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").

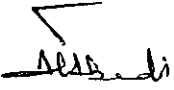
2. Brief facts of the case are that NEPRA received a complaint wherein the dispute agitated by the Complainant was that KE has charged excessive bill and requested NEPRA to intervene in the matter and direct KE to withdraw the excessive bill. The matter was taken-up with KE for submission of para wise comments/report. In response, KE reported that a discrepancy of terminal strip damaged, shunt found in terminal block. KE added that the consumer has been charged a detection bill of 3306 units amounting to Rs.203,445/- for the period from February 2023 to July 2023 on the basis of shunt in meter. 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 July 30, 2024 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 Complainant approached KE on July 13, 2023 for checking of electricity meter bearing No. SET-83392 installed against Consumer No. AL-174174, having residential connection. In this regard, Clause 4.3.4 of the Consumer Service Manual (CSM) provides that where a consumer is not satisfied with the accuracy of the metering installation, he may inform DISCO for checking of the same. The DISCO will check the accuracy of the metering installation in presence of the Consumer and will install a calibrated check metering installation in series with the impugned metering installation. In this case, instead of checking accuracy of the meter, KE illegally replaced the meter on July 20, 2023 and sent the meter to its meter department for checking. The meter department vide its testing report dated July 27, 2023 reported "terminal strip found damage, shunt found in terminal block phase to phase and neutral to neutral. Main cover Seal Caps intact. On the basis of meter department report, KE charged an amount of Rs. 5067/- to the Complainant on account of meter cost.
- (ii) Clause 4.2.1 of the CSM provides that the consumer is responsible for safe custody of meter, if installed at his premises. In the instant case, the meter was removed from site on July 20, 2023 and report was generated on July 27, 2023. Moreover, the consumer was present at site on July 20, 2023 when meter was being replaced and neither any discrepancy of presence of shunt was pointed out to the Complainant at site nor the shunt was shown to the Complainant. The meter department report itself mentions main cover seal cap intact which is usually visible.
- (iii) KE charged detection bill amounting to Rs.203,445/- for the period from February 2023 to July 2023 on the basis of terminal strip damaged, shunt found in terminal block on residential connection having A.I.F. tariff.
- (iv) Further there is no any variation found in consumption before and after electecticity meter change.
- (v) Record reveal that KE has issued the said detection bill without following the procedure prescribed in clause 9.1 of Consumer Service Manual (CSM) which provides a procedure for charging of detection bills.

5. Foregoing in view, KE is directed to withdraw the detection bills of Rs. 203,445/- charged to the Complainant. A report in this regard be submitted within twenty (20) days, positively

  
(Syed Taqi Abedi)  
Additinal Director  
Consumer Affairs Deptt.

  
(Abid Hussain)  
Advisor  
Consumer Affairs Deptt.

**February 12, 2025**