

National Electric Power Regulatory Authority

ISLAMIC REPUBLIC OF PAKISTAN

NEPRA Head Office

Attaturk Avenue (East) Sector G-5/1, Islamabad.

Ph:051-2013200, Fax: 051-2600021

**Consumer Affairs
Department**

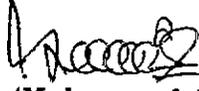
TCD.09/5384 -2025
December 5, 2025

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 REVIEW MOTION FILED BY MR. MUHAMMAD IMRAN AGAINST THE DECISION OF NEPRA REGIONAL OFFICE KARACHI REGARDING COMPLAINT FILED UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST K-ELECTRIC LIMITED ON ACCOUNT OF DETECTION BILL (CONSUMER # LC-019025 & LC-509291).**
KElectric-KHI-50925-02-25

Please find enclosed herewith the decision of the NEPRA Complaints Resolution Committee (CRC) dated December 05, 2025, regarding the subject matter for necessary action and compliance.

Encl: As above


(Muhammad Abid)
Assistant Director (CAD)

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. Muhammad Imran,
H. No. 37, Street 55, Sector D/2,
Ahmed Raza Khan Road, Hijrat Colony,
Karachi.
0322-2085492



For follow up, please



BEFORE THE
NATIONAL ELECTRIC POWER REGULATORY AUTHORITY
REVIEW MOTION FILED BY THE COMPLAINANT IN
COMPLAINT NO. KElectric-KHI-50925-02-25

Mr. Muhammad Imran,
H. No. 37, Street 55, Sector D/2,
Ahmed Raza Khan Road, Hijrat Colony,
Karachi.
0322-2085492

..... Complainant/Petitioner

VERSUS

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

..... Respondent

Hearing(s):

November 24, 2025

On behalf of:
Complainant:

Mr. Muhammad Imran

Respondent/ K.E:

- i. Mr. Azmat Khan (KE)
- ii. Mr. Umair Shaikh (KE)
- iii. Mr. Wamiq Ahmed (KE)

Subject: **DECISION IN THE MATTER OF REVIEW MOTION FILED BY MR. MUHAMMAD IMRAN AGAINST THE DECISION OF NEPRA REGIONAL OFFICE KARACHI REGARDING COMPLAINT FILED UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST K-ELECTRIC LIMITED ON ACCOUNT OF DETECTION BILL (CONSUMER # LC-019025 & LC-509291).**

DECISION

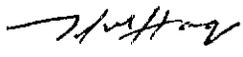
This decision shall dispose of the motion for leave for review filed by Mr. Muhammad Imran (hereinafter referred to as the "Complainant" or "Petitioner") against the decision of NEPRA Complaints Resolution Committee dated August 25, 2025 (the impugned decision) in the matter of complaint filed against 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 bill. The matter was taken-up with KE for submission of parawise comments/report. In response, KE reported that a discrepancy of "hook use, meter bypassed" was reported. KE added that the consumer has been charged detection bills amounting to Rs. 39,194/- and Rs. 61,396/- on the connections bearing consumer No. LC-019025 & LC-509251 respectively. The report of KE was sent to the Complainant for information/comments. The Complainant raised observations over the report of KE.



Forgoing in view, the review filed by the Complainant is accepted and the decision of NEPRA Regional Office, Karachi dated August 25, 2025 is modified. Accordingly, KE is directed to withdraw the detection bills amounting to Rs. 39,194/- and Rs. 61,396/- on the connections bearing consumer No. LC-019025 & LC-509251, respectively. The review motion 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 (CAD)


(Naweed Illahi Shafiq)
Convener, Complaints Resolution Committee /
Director General (CAD)

Islamabad, December 05, 2025

