



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/09/3033 /2025
April 16, 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. AHMAD FAKIR MUHAMMAD 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-582333, AM-582333 & AM-334321)**

Complaint No. KElectric-KHI-46014-10-24

Please find enclosed herewith the decision of the NEPRA Regional Office Karachi dated April 16, 2025 regarding the subject matter for necessary action and compliance within twenty (20) days, positively.

Encl: As above

Dir (w)
Mr. Thomas
(Signature)
(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. Ahmad Fakir Muhammad,
Plot No. 2193, Fateh Muhammad Shewani Road Opp
Gabol Park, Lyari, Karachi
Ph: 03010086224, 03452727303



BEFORE THE
NATIONAL ELECTRIC POWER REGULATORY AUTHORITY
(NEPRA)

Complaint No. KElectric-KHI-46014-10-24

Mr. Ahmad Fakir Muhammad,

.....**Complainant**

Plot No. 2193, Fateh Muhammad Shewani Road
Opp Gabol Park, Lyari, Karachi
Contact# 03452727303

Versus

K-Electric Limited (KE)

.....**Respondent**

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

Date of Hearing(s): 1) March 25, 2025
2) April 15, 2025

On behalf of:

Complainant: Mr. Ahmad Fakir Muhammad

Respondent: 1) Mr. Anas Lakhani (K-Electric Limited)
2) Munawar Ali (K-Electric Limited)

Subject: **DECISION IN THE MATTER OF COMPLAINT FILED BY MR. AHMAD FAKIR MUHAMMAD 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-582333, AM-334279 & AM-334321)**

This decision shall dispose of the Complaint filed by Mr. Ahmad Fakir Muhammad, Plot No. 2193, Fateh Muhammad Shewani Road Opp Gabol Park, Lyari, Karachi (hereinafter referred to as "the Complainants") against "K-Electric Pvt Ltd" (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 para wise comments/report. In response, KE reported that a discrepancy of extra phase use was found and the Complainant has been charged detection bill amounting to Rs.141,640/-, Rs.137,791/- & Rs.141,509/- for the period from February 2024 to July 2024 on the connections having consumer no. AL-582333, AM-334279 & AM-334321 on the basis of connected load of 3.735kW, 4.8555kW & 4.935kW respectively. The report of KE was sent to the Complainant for information/comments. The Complainant raised observations over the report of KE.

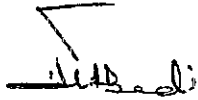
3. In order to proceed further into the matter, a hearing was held at NEPRA Regional office Karachi on March 25, 2025 which was attended by the Complainant in person and representative of KE via video link. A joint site inspection was also conducted on April 11, 2025 by NEPRA official in presence of both the parties, wherein the discrepancy on which KE has charged detection bills was not confirmed. Further it has observed that a 6kW solar system is installed along with batteries and an off grid solar system of about 7kW.

4. In order to proceed further into the matter, another hearing was held at NEPRA Regional office Karachi on April 15, 2025 which was attended by both the parties i.e. (KE and the Complainant) in person, wherein the matter was discussed in detail.

5. 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.141,640/-, Rs.137,791/- & Rs.141,509/- for the period from February 2024 to July 2024 on the connections having consumer no. AL-582333, AM-334279 & AM-334321 respectively on residential connections having A1R tariff.
- (ii) KE has charged the above mentioned detection bills on the allegation of extra phase use/meter incoming wire hidden in cemented plaster. However, during the joint site inspection conducted in presence of NEPRA official, no discrepancy/puncture was observed in the meter incoming wire.
- (iii) The Complainant informed that he purchased the premises in the month of December 2023 and shifted in the month of March 2024.
- (iv) 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 bill.

6. Foregoing in view, KE is directed to withdraw the detection bill of Rs.141,640/-, Rs.137,791/- & Rs.141,509/- charged on the connection having consumer no. AL-582333, AM-334279 & AM-334321 respectively. A report in this regard be submitted within twenty (20) days, positively.



(Syed Taqi Abedi)
Additional Director
Consumer Affairs Deptt.



(Abid Hussain)
Advisor
Consumer Affairs Deptt.

April/6 , 2025