



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/09/5338/2025
August 15, 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. MOHABBAT JAN UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST K-ELECTRIC LIMITED REGARDING WRONG BILLING (CONSUMER NO. AL-890898)**

Complaint No. KElectric-KHI-50145-02-25

Please find enclosed herewith the decision of the NEPRA Regional Office Karachi dated August 13, 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. Mohabbat Jan,
SIRC Supervisor, Aga Khan Hospital, Stadium Road,
Karachi
Ph: 03137885971



BEFORE THE
NATIONAL ELECTRIC POWER REGULATORY AUTHORITY
(NEPRA)

Complaint No. KElectric-KHI-50145-02-25

Mr. Mohabbat Jan

.....Complainant

SIRC Supervisor, Agha Khan Hospital,
Stadium Road, Karachi.
Contact# 03402360227

Versus

K-Electric Limited (KE)

.....Respondent

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

Date of Hearing(s): May 27, 2025

On behalf of:

Complainant: Mr. Mohabbat Jan

Respondent:

- 1) Mr. Anas Lakhani (K-Electric Ltd)
- 2) Mr. Abdul Rubb (K-Electric Ltd)
- 3) Mr. Shah Rukh (K-Electric Ltd)

Subject: DECISION IN THE MATTER OF COMPLAINT FILED MR. MOHABBAT JAN
UNDER SECTION 39 OF THE REGULATION OF GENERATION,
TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997
AGAINST K-ELECTRIC LIMITED REGARDING WRONG BILLING
(CONSUMER NO. AL-890898)

This decision shall dispose of the Complaint filed by Mr. Mohabbat Jan, SIRC Supervisor, Agha Khan Hospital, Stadium 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 detection bills 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 extra phase in use was reported. KE added that the consumer has been charged detection bill amounting to Rs.82,833/- on the connection bearing Consumer No. AL-890898. 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 May 27, 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 bill amounting to Rs.82,833/- to the Complainant on the connection having consumer no. AL-890898 having tariff A1-R.
- ii. KE is of the view that the detection bill amounting to Rs.82,833/- for the period from June 2024 to November 2024 have been charged on the discrepancy of extra phase in use on connected load 2.8kW.
- iii. It has observed that KE has charged the detection bill on the basis of sufficient evidence. Moreover, electricity consumption on the same connection has observed to be on lower side as compared with the connected load of the premises.
- iv. Further it is observed that KE has charged the said detection bill on higher side.

5. KE is directed to revise the detection bill amounting to Rs.82,833/- charged to the Complainant on the same connection on the basis of healthy consumption during corresponding months of the previous year. 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)

August 13, 2025