



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/09/5559/2025
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. MUHAMMAD SHAMIM 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. LB-249760)**

Complaint No. KElectric-KHI-51602-03-25

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. Muhammad Shamim,
Flat No. F-6, Central Jail Staff Colony, Karachi
Ph: 03093724451



BEFORE THE
NATIONAL ELECTRIC POWER REGULATORY AUTHORITY
(NEPRA)

Complaint No. KElectric-KHI-51602-03-25

Mr. Muhammad Shaim

.....Complainant

Flat No. F-6, Central Jail Staff Colony, Karachi,
Ph: 03093724451

Versus

K-Electric Limited (KE)

.....Respondent

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

Date of Hearing(s): July 16, 2025

On behalf of:

Complainant: Mr. Muhammad Shaim

Respondent:

- 1) Ms. Mirza Kulsum Jahan (K-Electric Ltd)
- 2) Mr. Anas Lakhani (K-Electric Ltd)
- 3) Mr. Muhammad Ali Patel (K-Electric Ltd)

Subject: DECISION IN THE MATTER OF COMPLAINT FILED MR. MUHAMMAD SHAIM 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. LB-249760)

This decision shall dispose of the Complaint filed by Mr. Muhammad Shaim, Flat No. F-6, Central Jail Staff Colony, 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").

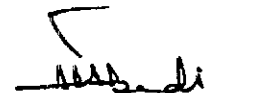
2. Brief facts of the case are that NEPRA received a complaint wherein the dispute agitated by the Complainant was that KE has charged detection bills and requested NEPRA to intervene in the matter & direct KE to withdraw the detection bills. The matter was taken-up with KE for submission of parawise comments/report. In response, KE reported that a discrepancy of direct use was reported. KE added that the consumer has been charged detection bills amounting to Rs.167,209/- on the connection bearing Consumer No. LB-249760. 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 16, 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 bills amounting to Rs.167,209/- to the Complainant on the connection having consumer No. LB-249760 having tariff A1R.
- ii. KE is of the view that the detection bills amounting to Rs.167,209/- charged on the connection having consumer No. LB-249760 for the period from June 2024 to November 2024 on connected load of 5kW due to discrepancy of "shunt in meter".
- iii. KE submitted meter department report dated January 02, 2025 having remarks a "terminal strip found damage. Shunt found in terminal block phase to phase and neutral to neutral. Main cover seal caps found intact. LCD faulty".
- iv. It has observed that KE has charged the detection bill on the basis of sufficient evidence. Moreover the electricity consumption of the Complainant has also observed to be on lower side as compared with the connected load of the premises, however, it has observed that KE has charged the said detection bill on higher side.

5. Foregoing in view, KE is directed to withdraw the detection bill amounting to Rs.167,209/- charged to the Complainant on LB-249760 and charge 236kWh/month for the period from December 2024 to February 2025. 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