



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/09/5487/2025
July 31, 2025

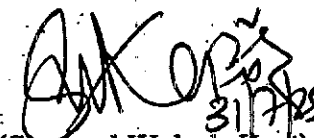
Chief Executive Officer,
K-Electric Limited, KE House No. 39-B,
Sunset Boulevard Phase-II, Defence Housing Authority,
Karachi

Subject: **DECISION IN THE MATTER OF COMPLAINT FILED BY MST. HAFEEZA
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. LA-007457)**

Complaint No. KElectric-KHI-53096-04-25

Please find enclosed herewith the decision of the NEPRA Regional Office Karachi dated July 31, 2025 regarding the subject matter for necessary action and compliance within twenty (20) days, positively.

Encl: As above


(Sarmad Wahab Razi)
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) Mst. Hafeeza,
Flat No. B-26, Block NCEOHS, 10-A, Rabia Palace,
Karachi
Ph: 03002316121



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

Complaint No. KElectric-KHI-53096-04-25

Mst. Hafeeza **Complainant**
Flat No. B-26, Block NCEOHS, 10-A, Rabia Palace, Karachi,
Contact# 03002316121

Versus

K-Electric Limited (KE) **Respondent**
KE House No.39B, Sunset Boulevard
Defence Housing Authority, Karachi.

Date of Hearing(s): June 30, 2025

On behalf of:
Complainant: Mst. Hafeeza

Respondent: 1) Mr. Muhammad Azhar (K-Electric Ltd)
2) Mr. Zulnurain Janjua (K-Electric Ltd)

Subject: **DECISION IN THE MATTER OF COMPLAINT FILED MST. HAFEEZA 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. LA-007457)**

This decision shall dispose of the Complaint filed by Mst. Hafeeza, Flat No. B-26, Block NCEOHS, 10-A, Rabia Palace, 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 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 parawise comments/report. In response, KE reported that a discrepancy of shunt in meter was reported. KE added that the consumer has been charged detection bill amounting to Rs.55,927/- on the connection bearing Consumer No. LA-007457. 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 June 30, 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.55,927/- to the Complainant on the connection having consumer No. LA-007457 having tariff A1R.
- ii. KE is of the view that the detection bill amounting to Rs.55,927/- for the months of August 2024 & September 2024 have been charged on connected load on due to discrepancy of "shunt in meter".
- iii. KE submitted meter department report dated March 20, 2025 having remarks a "terminal strip found damage. Shunt found in terminal block phase to phase and neutral to neutral. Main cover seal caps 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 revise the detection bill amounting to Rs.55,927/- charged to the Complainant on the above mentioned connection on the basis of healthy consumption during corresponding months of the year 2022. 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)

July 31, 2025