



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/09/5488/2025
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 MR. MUHAMMAD ASIM KHAN 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. LC-717091)**

Complaint No: KElectric-KHI-49608-01-25

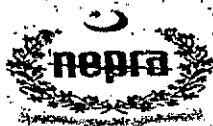
Please find enclosed herewith the decision of the NEPRA Regional Office Karachi dated July 31, 2025 regarding the subject matter for necessary action and compliance within twenty (20) days, positively.

Encl: As above

M. Khan
31/7/25
(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 Asim Khan,
KS-527, Plot 108, Sector 11½, Aurangi Town, Tauheed
Colony, Karachi
Pn: 03182444839



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

Complaint No. KElectric-KHI-49608-01-25

Mr. Muhammad Asim Khan,
KS-527, Plot 108, Sector 11½,
Aurangi Town, Tauheed Colony, Karachi,
Contact# 03182444839

.....**Complainant**

Versus

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

.....**Respondent**

Date of Hearing(s): 1) April 16, 2025
2) July 15, 2025

On behalf of:

Complainant: 1) Mr. Muhammad Asim Khan
2) Mr. Hamza
3) Mr. Nasreen

Respondent: 1) Mr. Muhammad Atif (K-Electric Ltd)
2) Mr. Anas Lakhani (K-Electric Ltd)
3) Mr. Ehtsham (K-Electric Ltd)

Subject: DECISION IN THE MATTER OF COMPLAINT FILED MR. MUHAMMAD ASIM KHAN 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. LC-717091)

This decision shall dispose of the Complaint filed by Mr. Muhammad Asim Khan, KS-527, Plot 108, Sector 11½, Aurangi Town, Tauheed 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 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.163,991/- on the connection bearing Consumer No. LC-717091. 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 were held at NEPRA Regional office Karachi on April 16, 2025 & July 15, 2025 which were 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.163,991/- to the Complainant on the connection having consumer No. LC-717091 having tariff A1R.
- ii. KE is of the view that the detection bill amounting to Rs.163,991/- for the period from June 2024 to November 2024 have been charged on connected load of 5kW on due to discrepancy of "shunt in meter".
- iii. KE submitted meter department report dated December 05, 2024 having remarks a "terminal strip found damage, main cover seal caps found intact. Shunt not found".
- iv. The billing statement of the Complainant account reveal that electricity consumption on the same connection has observed to be on lower side as compared to the consumption during the corresponding month of previous year. Further it is 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.163,991/- charged to the Complainant on the above mentioned connection from six (06) months to two (02) months. 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