



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/09/7953/2025
November 03, 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 MS. SHAHIDA
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-627345 & LC-461761)**

Complaint No. KElectric-KHI-52218-03-25

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

Encl: As above


(Syed Taqi Abedi)
Additional Director
Consumer Affairs Deptt.

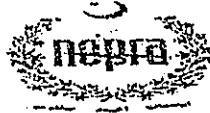
Copy to:

- ✓ 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) Ms. Shahida,
House No. M I 105-B, Sarhad Ittehad Colony, Golimar
No. 1, Karachi
Ph: 03132671934, 03132817614

Consumer Affairs Department

Diary No. 10546

Date: 11-11-25



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

Complaint No. KElectric-KHI-52218-03-25

Ms. ShahidaComplainant
House No. M I 105-B, Sarhad Ittehad Colony, Golimar No. 1, Karachi
Contact# 03132671934, 03132817614

Versus

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

Date of Hearing(s): 1) May 27, 2025
2) July 31, 2025
3) October 15, 2025

On behalf of:

Complainant: Ms. Shahida

Respondent: 1) Mr. Muhammad Rizwan (K-Electric Ltd)
2) Mr. Wamiq Ahmed (K-Electric Ltd)

Subject: DECISION IN THE MATTER OF COMPLAINT FILED MS. SHAHIDA 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-627345 & LC-461761)

This decision shall dispose of the Complaint filed by Ms. Shahida, House No. M I 105-B, Sarhad Ittehad Colony, Golimar No. 1, 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 use was reported. KE added that the consumer has been charged detection bills amounting to Rs.291,566/- & Rs.199,920/- on the connections bearing consumer No. AL-627345 & LC-461761. 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, hearings were held at NEPRA Regional office Karachi on May 27, 2025, July 31, 2025 & October 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.291,566/- & Rs.199,920/- on the electricity connections having consumer no. AL-627345 & LC-461761 respectively having tariff A1R.
- ii. KE is of the view that the detection bill amounting to Rs.291,566/- & Rs.199,920/- for the period from June 2024 to November 2024 have been charged against the discrepancy of extra phase use on connected load of 6.6kW & 4.6kW on the connections AL-627345 & LC-461761 respectively.
- iii. KE showed sufficient evidence against the above mentioned detection bill. Moreover, electricity consumption on the said connection has observed to be on lower side as compared as compared the connected load of the premises of 2.2kW & 3.7kW against the connections having consumer AL-627345 & LC-461761 respectively as per KE site inspection report dated September 03, 2025.
- iv. 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.291,566/- charged to the Complainant on AL-627345 from six (06) months to three (03) months on connected load of 2.2kW. Moreover, KE is further directed to revise the detection bill amounting to Rs. Rs.199,920/- charged to the Complainant on LC-461761 from six (06) months to three (03) months on connected load of 3.7kW A report in this regard be submitted within twenty (20) days, positively.



(Syed Taqi Abedi)

Member Complaints Resolution
Committee/Additional Director (CAD)



Member Complaints Resolution
Committee/Advisor (CAD)

October 31 , 2025