



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/ ⁸³⁶⁶ /2025
November 18, 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. AMEEN PASHA
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-122271)**

Complaint No. KElectric-KHI-54432-05-25

Please find enclosed herewith the decision of the NEPRA Regional Office Karachi dated November 17, 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. Ameen Pasha,
Plot No. A-14, Row 1, Block B, Block 10-A, N.C.E.H.S,
Gulshan-e-Iqbal, Karachi
Ph: 03009207006



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

Complaint No. KElectric-KHI-54432-05-25

Mr. Ameen PashaComplainant
Plot No. A-14, Row 1, Block B, Block 10-A, N.C.E.H.S, Gulshan-e-Iqbal, Karachi
Contact# 03009207006

Versus

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

Date of Hearing(s): 1) July 08, 2025
2) October 02, 2025

On behalf of:
Complainant: Mr. Ameen Pasha

Respondent: 1) Mr. Raheel Ali (K-Electric Ltd)
2) Mr. Wamiq Ahmed (K-Electric Ltd)

**Subject: DECISION IN THE MATTER OF COMPLAINT FILED MR. AMEEN PASHA
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-122271)**

This decision shall dispose of the Complaint filed by Mr. Ameen Pasha, Plot No. A-14, Row 1, Block B, Block 10-A, N.C.E.H.S, Gulshan-e-Iqbal, 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.201,702/- on the connections bearing consumer No. LA-122271. 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 July 08, 2025 & October 02, 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.201,702/- on the electricity connections having consumer no. LA-122271 having tariff A1R.
- ii. KE is of the view that the detection bill amounting to Rs.201,702/- for the period from November 2024 to April 2025 have been charged on LA-122271 respectively against the discrepancy of Shunt in meter on connected load of 6kW.
- 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 with the connected load of the premises of 3kW against the connection having consumer LA-122271 as per KE site inspection report dated July 26, 2025.
- iv. As per clause 9.2.3 (c) of Consumer Service Manual (CSM) the CEO Kelectric Ltd may delegate its powers and authorize a committee comprising at least three officers of Chief Engineer / Director level to allow charging of detection bill up to six months to these consumers on case to case basis after proper scrutiny so that no injustice is done with the consumer. In such cases action will also be initiated against the concerned officer for not being vigilant enough. KE has charged the detection bill in violation of the provision of Consumer Service Manual (CSM).
- v. Further 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.201,702/- charged to the Complainant on LA-122271 from six (06) months to three (03) months on connected load of 3kW. 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)

November / 7 , 2025