



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/09/8368/2025
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. AKBAR ALI
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-224852)**

Complaint No. KElectric-KHI-58403-07-25

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.

Encj: 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. Akbar Ali,
House No. 350, Street No. 2, Sir Syed Colony, Sector
14, Block 1, Aurangi Town, Karachi
Ph: 03222398516, 03112913669



BEFORE THE
NATIONAL ELECTRIC POWER REGULATORY AUTHORITY
(NEPRA)

Complaint No. KElectric-KHI-58403-07-25

Mr. Akbar AliComplainant
House No. 350, Street No. 2, Sir Syed Colony, Sector 14, Block 1, Aurangi Town,
Karachi
Contact# 03222398516, 03112913669

Versus

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

Date of Hearing(s): October 23, 2025

On behalf of:

Complainant: Mr. Akbar Ali

Respondent: 1) Mr. Muhammad Atif (K-Electric Ltd)
2) Mr. Imran Zakir (K-Electric Ltd)

Subject: DECISION IN THE MATTER OF COMPLAINT FILED MR. AKBAR ALI 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-224852)

This decision shall dispose of the Complaint filed by Mr. Akbar Ali, House No. 350, Street No. 2, Sir Syed Colony, Sector 14, Block 1, Aurangi Town, 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.219,485/-on the connection bearing consumer No. LA-224852. 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 October 23, 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.219,485/- on the electricity connection having consumer no. LA-224852 having tariff A1R.
- ii. KE is of the view that the detection bill amounting to Rs.219,485/- for the period from August 2024 to January 2025 have been charged on LA-224852 against the discrepancy of Shunt in meter on connected load of 5kW.
- iii. KE submitted meter department report dated January 29, 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".
- iv. 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 3.8kW against the connection having consumer LA-224852 as per KE site inspection report dated October 14, 2025.
- v. Record reveal that KE has not followed the procedure defined in clause 9.2.2 of Consumer Service Manual (CSM) for establishment of illegal abstraction of electricity and issuance of detection bill. However, a significant variation in consumption of the Complainant observed before and after meter replacement.
- vi. 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.219,845/- charged to the Complainant on LA-224852 from six (06) months to three (03) months on the basis of healthy average consumption of the year 2023. 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)

November 17, 2025