

National Electric Power Regulatory Authority

ISLAMIC REPUBLIC OF PAKISTAN
Regional Office Consumer Affairs
Office # 706, 7th Floor, Balad Trade Centre,
Aulangi Road, B.M.C.H.S., Bahadurabad, Karachi

POK/09/ ⁸³⁶⁹ /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. SHAFI MUHAMMAD 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-471083)**

Complaint No. KElectric-KHI-58409-07-25

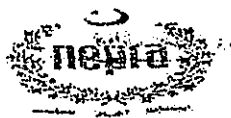
Please find enclosed herewith the decision of the NEPRA Regional Office Karachi dated November 17, 2025 regarding the subject matter for necessary action and compliance within twenty (20) days, positively.

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. Shafi Muhammad,
R-42, Saqib City, Zafar Town, Bin Qasim, Karachi
Ph: 03212441087



BEFORE THE
NATIONAL ELECTRIC POWER REGULATORY AUTHORITY
(NEPRA)

Complaint No. KElectric-KHI-58409-07-25

Mr. Shafi Muhammad

.....Complainant

R-42, Saqib City, Zafar Town, Bin Qasim, Karachi

Contact# 03212441087

Versus

K-Electric Limited (KE)

.....Respondent

KE House No.39B, Sunset Boulevard

Defence Housing Authority, Karachi.

Date of Hearing(s): November 04, 2025

On behalf of:

Complainant: Mr. Shafi Muhammad

Respondent: 1) Mr. Kaleem Ahmed (K-Electric Ltd)

2) Mr. Wamiq Ahmed (K-Electric Ltd)

Subject: DECISION IN THE MATTER OF COMPLAINT FILED MR. SHAFI MUHAMMAD
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-471083)

This decision shall dispose of the Complaint filed by Mr. Shafi Muhammad, R-42, Saqib City, Zafar Town, Bin Qasim, 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").

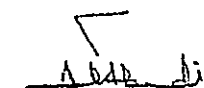
2. Brief facts of the case are that NEPRA received a complaint wherein the dispute agitated by the Complainant was that KE has charged detection bill and requested NEPRA to intervene in the matter & direct KE to withdraw the detection bills. The matter was taken-up with KE for submission of parawise comments/report. In response, KE reported that a discrepancy of terminal strip damage was reported. KE added that the consumer has been charged detection bill amounting to Rs.24,982/- on the connections bearing consumer No. LC-471083. 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 November 04, 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.24,982/- on the electricity connection having consumer no. LC-471083 having tariff A1R.
- ii. KE is of the view that the detection bill amounting to Rs.24,982/- for the month of February 2025 & March 2025 have been charged against the discrepancy of terminal strip damage on connected load of 2.9kW on the connection having consumer No. LC-471083.
- iii. KE submitted meter department report dated February 25, 2025 having remarks a "terminal strip found damage and main cover seal caps intact. Low battery signal. Meter within permissible limit on testing bench".
- 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 as compared the connected load of the premises.
- v. Record reveal that KE has charged the said detection bill on higher side in violation of the procedure prescribed in clause 9.2 of Consumer Service Manual (CSM)

5. Foregoing in view, KE is directed to revise the detection bill amounting to Rs.24,982/- charged to the Complainant on LC-471083 on the basis of healthy consumption during corresponding month of the previous year. 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 17, 2025