



National Electric Power Regulatory Authority

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

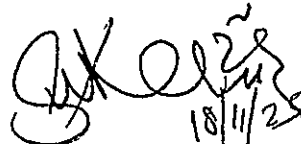
POK/09/ ⁸³⁷⁵/2025
November 18, 2025

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. ASIF KHAN AKHTER 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-582745 & LC-063934)**
Complaint No. KElectric-KHI-48826-01-25

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. Inran Hussain Qureshi,
Chief Regulatory Affairs & Government Relation Officer,
KE Office. 56 A, Street No. 88 G-6/3
Islamabad
- 3) Mr. Asif Khan Akhter,
H. No. A-117, Gali No. 5, Bakhtawar Goth, Gulistan-e-
Jauhar, Karachi
Ph: 03222147996



BEFORE THE
NATIONAL ELECTRIC POWER REGULATORY AUTHORITY
(NEPRA)

Complaint No. KElectric-KHI-48826-01-25

Mr. Asif Khan Akhter**Complainant**
H. No. A-117, Gali No. 5, Bakhtawar Goth, Gulistan-e-Jauhar, Karachi
Contact# 03222147996

Versus

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

Date of Hearing(s): 1) February 26, 2025
2) May 20, 2025
3) July 17, 2025
4) October 02, 2025
5) November 12, 2025

On behalf of:
Complainant: Mr. Asif Khan Akhter

Respondent: 1) Mr. Ayaz Ahmed (K-Electric Ltd)
2) Mr. Zulnurain Janjua (K-Electric Ltd)

Subject: DECISION IN THE MATTER OF COMPLAINT FILED MR. ASIF KHAN AKHTER
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-582745 & LC-063934)

This decision shall dispose of the Complaint filed by Mr. Asif Khan Akhter, H. No. A-117, Gali No. 5, Bakhtawar Goth, Gulistan-e-Jauhar, 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 extra phase in use was reported. KE added that the consumer has been charged detection bills amounting to Rs.137,395/- & Rs.227,843/- on the connections bearing consumer No. LA-582745 & LC-063934 respectively. 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, several hearings were held at NEPRA Regional office Karachi on 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 bills amounting to Rs.137,395/- & Rs.227,843/- on the electricity connection having consumer no. LA-582745 & LC-063934 respectively having tariff A1R.
- ii. KE is of the view that the detection bills amounting to Rs.137,395/- & Rs.227,843/- for the period from April 2024 to September 2024 have been charged against the discrepancy of light direct in use on connected load of 4kW on the connections having consumer No. LA-582745 & LC-063934 respectively.
- iii. KE showed sufficient evidence against the above mentioned detection bills. Moreover, electricity consumption on the said connection has observed to be on lower side as compared as compared the connected load of the premises.
- iv. Further it has observed that KE has charged the said detection bills on higher side.

5. Foregoing in view, KE is directed to revise the detection bills amounting to Rs.137,395/- & Rs.227,843/- charged to the Complainant on LA-582745 & LC-063934 respectively from six (06) months to three 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)

November 17 , 2025