



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/09/1423/2025
February 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. LAIQ AHMED (ADVOCATE) UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST K-ELECTRIC LIMITED REGARDING CORRECTION OF BILL (CONSUMER NO. AL-689510)**

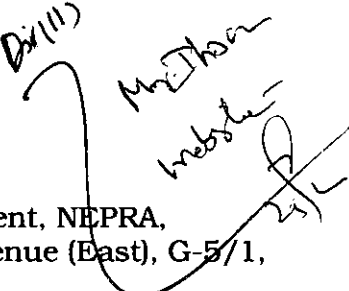
Complaint No. KElectric-NHQ-44340-09-24

Please find enclosed herewith the decision of the NEPRA Regional Office Karachi dated February 18, 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. Laiq Ahmed (Advocate),
12-Court Chamber, Opposite City Court, Karachi
Ph: 03452238928



BEFORE THE
NATIONAL ELECTRIC POWER REGULATORY AUTHORITY
(NEPRA)

Complaint No. KElectric-NHQ-44340-09-24

Mr. Laiq Ahmed (Advocate),
12-Court Chamber, Opposite City Court, Karachi,
Contact# 03452238928

.....**Complainant**

Versus

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

.....**Respondent**

Date of Hearing(s): 1) November 12, 2024
2) November 26, 2024
3) January 21, 2025

On behalf of:

Complainant: 1) Mr. Laiq Ahmed (Advocate)
2) Mr. Sarfraz Baig

Respondent: 1) Mr. Rehan Zafar (K-Electric Ltd)
2) Mr. Anas Lakhani (K-Electric Ltd)

Subject: DECISION IN THE MATTER OF COMPLAINT FILED BY MR. LAIQ AHMED (ADVOCATE) 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-689510)

Reference is made to the complaint regarding the subject matter.

2. Scrutiny of the record provided by both the parties i.e. (KE and the Complainant) and arguments during the hearing reveals that KE has charged the detection bill amounting to Rs.162,280/- for the period from December 2023 to May 2024 and Rs.95,815/- for the months of June 2024 & July 2024 on the connection having consumer no. AL-689510 on the basis direct use, however, it has observed that KE has charged the said detection bills on higher side. Further it has observed that KE has charged bills to the Complainant on Dete mode for the months of September 2024 & October 2024 on AL-689510 without proper justification.

3. Foregoing in view, KE is directed to,

- a) Revise the detection bill of Rs.162,280/- charged to the Complainant on AL-689510 from six (06) months to three (03) months.
- b) Revise the detection bills of Rs.95,815/- charged to the Complainant on AL-689510 from two (02) months to one (01) month.
- c) Revise the Dete bills for the months September 2024 & October 2024 charged to the Complainant on AL-689510 on the basis of actual meter reading.

4. A report in this regard be submitted within twenty (20) days, positively.



(Syed Taqi Abedi)
Additional Director
Consumer Affairs Deptt.



(Abid Hussain)
Advisor
Consumer Affairs Deptt.

February 18, 2025