



**National Electric Power Regulatory Authority**  
**ISLAMIC REPUBLIC OF PAKISTAN**  
Provincial Office Consumer Affairs  
Office #706, 7<sup>th</sup> Floor, Balad Trade Centre,  
Aalamgir Road, B.M.C.H.S., Bahadurabad, Karachi

POK/09/ 1989/2024  
April 23, 2024

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. SAJID AHMED S/O ABDUL HAMEED 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-333866)**

Complaint No. KElectric-KHI-28753-09-23

Please find enclosed herewith the decision of the NEPRA Regional Office Karachi dated April 23, 2024 regarding the subject matter for necessary action and compliance within twenty (20) days, positively.

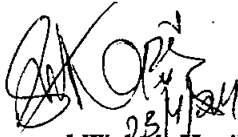
**Encl: As above**

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. Sajid Ahmed  
S/o Abdul Hameed  
House No. R94, Sector 48, Surjani Town  
Karachi  
Ph: 03212361763, 03111273288

  
(Sarmad Wahab Kazi)  
Dy. Director, CAD



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

**Complaint No. KElectric-KHI-28753-09-23**

**Mr. Sajid Ahmed S/o Abdul Hameed,**  
House No. R94, Sector 48, Surjani Town, Karachi,  
Contact# 03212361763, 03111273288

..... **Complainant**

**Versus**

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

..... **Respondent**

**Date of Hearing(s):** 1) November 23, 2023  
2) January 31, 2024

**On behalf of:**

**Complainant:** 1) Mr. Sajid Ahmed S/o Abdul Hameed  
2) Mst. Saba Sajid

**Respondent:** 1) Mr. Waqas Awan (K-Electric Limited)  
2) Mr. Anas Lakhani (K-Electric Limited)  
3) Mr. Ahsan Abdul Rehman (K-Electric Limited)

**Subject:** **DECISION IN THE MATTER OF COMPLAINT FILED BY MR. SAJID AHMED S/O ABDUL HAMEED 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-333866)**

This decision shall dispose of the Complaint filed by Mr. Zaheer Ahmed S/o Shabbir Ahmed, House No. R94, Sector 48, Surjani Town, Karachi, (hereinafter referred to as "the Complainant" against K-Electric Limited (KE) (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 excessive bill and requested NEPRA to intervene in the matter and direct KE to withdraw the excessive bill. The matter was taken-up with KE for submission of parawise comments/report. In response KE reported that a discrepancy of hook in use. KE added that the consumer has been charged detection bill amounting to Rs.117,351/- for the period from February 2023 to June 2023 was processed on the basis of connected load of 4kW. 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 23, 2023 & January 31, 2024 NEPRA Regional office Karachi which was attended by the Complainant in person and representative of KE via video link 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.117,351/- by KE on the basis of hook use on residential connection having A1R tariff. Accordingly, KE charged detection bill for the period from February 2023 to June 2023 on connected load of 4kW.
- (ii) Complainant in a view that he has installed solar generation system so the consumption has dropped during dispute period, however it is observed that solar system installed in July 2023 after the dispute period as per record provided by Complainant.
- (iii) KE has charged the detection bill on the basis of sufficient evidences, however, the detection bill have been charged on higher side.

5. Foregoing in view, KE is directed to revise the detection bill of Rs.117,351/- charged to the Complainant on connected load of 2.4kW as per site inspection report dated December 28, 2023. A report in this regard be submitted within twenty (20) days, positively.

  
(Syed Taqi Abedi)  
Deputy Director (CAD)

  
(Abid Hussain)  
Advisor (CAD)

April 23, 2024