



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/09/1692/2024  
April 01, 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. ZAHEER AHMED S/O SHABBIR AHMED UNDER SECTION 32 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST K-ELECTRIC LIMITED REGARDING DETECTION BILL (CONSUMER NO. LC-333866)

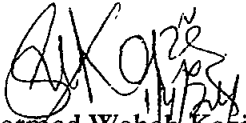
Complaint No. KElectric-KHI-28225-09-23

Please find enclosed herewith the decision of the NEPRA Regional Office Karachi dated March 29, 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 & Governmen. Relation Officer,  
KE Office, 56-A, Street No. 88 G-6/3  
Islamabad
- 3) Mr. Zaheer Ahmed S/o Shabbir Ahmed  
House No. 493, Sector No. 11/E  
Orangi Town, Karachi  
Ph: 03212361763, 03111273288

  
(Sarmad Wahab Kazi)  
Dy. Director, CAD



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

**Complaint No. KElectric-KHI-28225-09-23**

**Mr. Zaheer Ahmed S/o Shabbir Ahmed,**  
House No. 493, Sector No. 11/E, Orangi 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 14, 2023  
2) January 22, 2024

**On behalf of:**

**Complainant:** 1) Mr. Zaheer Ahmed S/o Shabbir Ahmed  
2) Mst. Farha Zaheer

**Respondent:** 1) Mr. Muhammad Bilal (K-Electric Limited)  
2) Mr. Ahsan Abdul Rehman (K-Electric Limited)  
3) Mr. Muhammad Anas (K-Electric Limited)

**Subject:** **DECISION IN THE MATTER OF COMPLAINT FILED BY MR. ZAHEER AHMED S/O SHABBIR AHMED 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. 493, Sector No. 11/E, Orangi 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").

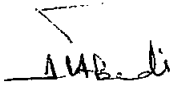
2. Brief facts of the case are that NEPRA received a complaint dated August 31, 2023 wherein the dispute agitated by the Complainant was that KE has charged excessive bill and requested NEPRA to intervene in the matter and direct KE to withdraw the excessive bill. The matter was taken-up with KE for submission of parawise comments/report. In response KE reported that a discrepancy of Hook use was reported. KE added that the consumer has been charged detection bill amounting to Rs.76,764/-, Rs.100,873 & Rs.112,637/- was processed on the basis of connected load of 5kW. The report of KE was sent to the Complainant for information/comments. The Complainant raised observations over the report of KE.


4. In order to proceed further into the matter, a hearing was held at NEPRA Regional office Karachi on November 14, 2023 & January 22, 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.

5. 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.76,764/- for the period from August 2022 to November 2023, Rs.100,873/- for the period from December 2022 to April 2023 & Rs.112,637/- for the period from May 2023 to July 2023 by KE on the basis of hook use on residential connection having A1R tariff. KE has charged the said detection bills on the basis of connected load of 5kW.
- (ii) KE has charged the detection bills on the basis of sufficient evidences, however, the detection bills have been charged on higher side.
- (iii) It has observed that KE has not followed the procedure as presented in clause 9.1 of Consumer Service Manual for issue of detection bill.

6. Foregoing in view, KE is directed to revise the detection bills of Rs.76,764/-, Rs.100,873/- & Rs.112,637/- charged to the Complainant on connected load of 2.7kW as per site inspection report dated November 24, 2023. A report in this regard be submitted within twenty (20) days, positively.

  
(Syed Taqi Abedi)  
Deputy Director (CAD)

  
(Abid Hussain)  
Advisor (CAD)

March 29, 2024