



**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/09/05/2024  
January 03, 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. IMRAN KHAN AFRIDI 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-233054)**

Complaint No. KElectric-KHI-18618-12-22

Please find enclosed herewith the decision of the NEPRA Regional Office Karachi dated January 03, 2024 regarding the subject matter for necessary action and compliance within twenty (20) days, positively.

**Encl: As above**

  
(Sarmad Wahab Kazi)  
Dy. Director, CAD

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. Imran Khan Afridi  
A/3, Gharibabad, Near KESC Medical Center, Karachi  
[Imrankhanafridi83@gmail.com](mailto:Imrankhanafridi83@gmail.com)  
Contact No. 03491514414, 03003586952



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

Complaint No. KElectric-KHI-18618-12-22

**Mr. Imran Khan Afridi,**  
A/3, Gharibabad, Near KESC Medical Centre, Karachi,  
imrankhanafri83@gmail.com  
Contact# 03491514414, 03003586952

.....Complainant

Versus

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

.....Respondent

**Date of Hearing(s):** 1) January 19, 2023  
2) March 02, 2023  
3) May 10, 2023  
4) August 3, 2023

**On behalf of:**

**Complainant:** Mr. Imran Khan Afridi

**Respondent:** 1) Mr. Israr Ahmed (K-Electric Limited)  
2) Mr. Ahsan Abdul Rehman (K-Electric Limited)  
3) Mr. Yasir Alam (K-Electric Limited)

**Subject:** **DECISION IN THE MATTER OF COMPLAINT FILED BY MR. IMRAN KHAN AFRIDI 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-233054)**

This decision shall dispose of the Complaint filed by Mr. Imran Khan Afridi A/3, Gharibabad, Near KESC Medical Centre, 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 the subject complaint dated nil wherein the Complainant informed that KE has charged detection bill and requested that KE be directed to withdraw the detection bill.

3. The matter was taken-up with KE for submission of parawise comments/report. In response, KE vide letter dated December 30, 2022 reported that a discrepancy of 'Extra phase in use' was reported and connected load was found to be 6.5 kW. KE added that a detection bill of 2402 units amounting to Rs.102,580/- for the period from March 4, 2022 to September 6, 2022 was processed on the basis of connected load. The report of KE was sent to the Complainant for information/comments. The Complainant vide email dated January 02, 2023 has raised observations over the report of KE.

4. To proceed further into the matter, a hearing was held at NEPRA Regional office Karachi on January 19, 2023 at NEPRA Regional office Karachi which was attended by both the parties. Subsequently a joint site inspection was conducted on February 01, 2023 in presence of both the parties and NEPRA official. During the inspection, it was observed that connected load of the premises was 4.644 kW and discrepancy of joint on meter incoming cable also observed. Subsequently, hearings were held at NEPRA Regional office Karachi on March 02 & May 10, 2023, at NEPRA Regional office Karachi which was attended by both the parties. Accordingly, KE was directed vide letter dated May 19, 2023 to revise the detection bill amounting to Rs.102,580/- charged for the period from April 2022 to September 2022 is required to be revised on connected load of 4.644kW as observed during joint site inspection dated February 01, 2023. In response, KE vide letter dated June 15, 2022 submitted the compliance report. The report of KE was sent to the Complainant for information/comments. The Complainant vide email dated July 10, 2023 again approached NEPRA and requested for review against the directions of the Authority.


5. In order to proceed further into the matter, a hearing was held at NEPRA Regional office Karachi on August 03, 2023 at NEPRA Regional office Karachi which was attended by both the parties.


6. 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 issue pertains to charging of detection bill by KE amounting to Rs.102,580/-. KE is of the view that the Complainant has been involved in extra phase/hook in use through joint on meter incoming cable whereas the Complainant denied use of any hook/extra phase at the premises.
- (ii) As per facts observed during the joint site inspection in presence of NEPRA official, discrepancy of joint has been observed in meter incoming cable of the Complainant and connected load observed as 4.644 kW.

(iii) The billing statement of the Complainant account reveal that KE has charged detection bill of Rs.102,580/- for the period from March 4, 2022 to September 6, 2022 on higher side.

7. Foregoing in view, please direct the concerned officials to revise the detection bill of Rs.102,580/- for the period from six (06) months to two (02) months on connected load of 4.6 kW. A report in this regard be submitted within twenty (20) days, positively.

  
(Syed Taqi Abedi)  
Deputy Director (CAD)

  
(Abid Hussain)  
Advisor (CAD)

January 03, 2024