



**National Electric Power Regulatory Authority**  
**ISLAMIC REPUBLIC OF PAKISTAN**  
Attaturk Avenue (East) Sector G-5/1, Islamabad.  
Ph: 051-2013200 Fax: 051-2600021

**Consumer Affairs  
Department**

TCD.04/ <sup>221/6</sup> -2025  
June 04, 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. SHAMIM UR REHMAN UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST K-ELECTRIC LIMITED REGARDING DETECTION BILL (ACCOUNT NO. 04000202364375)**

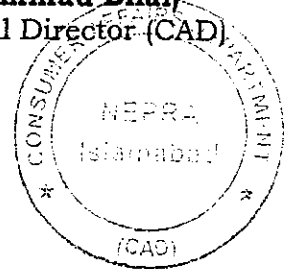
Please find enclosed herewith the decision of the NEPRA Complaints Resolution Committee (CRC), dated June 04, 2025 regarding the subject matter for necessary action and compliance within twenty (20) days.

Encl: As above

Copy to:

1. Mr. M. Imran Hussain Qureshi  
Chief Regulatory Affairs Officer & Govt. Relations Officer,  
K-Electric Limited Office, 56 A, Street No. 88, G-6/3,  
Islamabad.
2. Mr. Abid Hussain, Advisor,  
Provincial Office Consumer Affairs,  
Office # 101, 1st Floor, Balad Trade Centre,  
Aalamgir Road, B.M.C.H.S., Bahadurabad,  
Karachi.
3. Mr. Shamim Ur Rehman,  
Shan Polutary Farm, Opp Baqai Medical College,  
S. No. 55, NA Class, Gadap, Karachi  
Cell: 0333-2112131

(Muhammad Bilal)  
Additional Director (CAD)



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

**Complaint No. KElectric-KHI-41380-07-24**

**Mr. Shamim Ur Rehman**

Shan Poultry Farm, Opp Baqai  
Medical College, S. No. 55, NA Class,  
Gadap, Karachi.  
Ph: 03332112131

.....Complainant

**Versus**

**K-Electric Limited (KE)**

KE House No.39B, Sunset Boulevard  
Defence Housing Authority, Karachi.

..... Respondent

**Date of Hearing(s):** October 08, 2024  
January 29, 2025

**On behalf of:**

**Complainant:** Mr. Shamim Ur Rehman

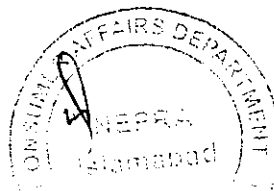
**Respondent:**

- 1) Mr. Shiraz Khan (K-Electric Limited)
- 2) Mr. Asif Shajer (K-Electric Limited)
- 3) Mr. Imran Zakir (K-Electric Limited)
- 4) Mr. Hammad Ur Rehman (K-Electric Limited)

**Subject:** **DECISION IN THE MATTER OF COMPLAINT FILED BY MR. SHAMIM UR REHMAN UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST K-ELECTRIC LIMITED REGARDING DETECTION BILL (ACCOUNT NO. 04000202364375)**

This decision shall dispose of the Complaint filed by Mr. Shamim Ur Rehman, Shan Poultry Farm, Opp Baqai Medical College, S. No. 55, NA Class, Gadap, 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 to direct KE to withdraw the detection bill. The matter was taken-up with KE for submission of parawise comments/report. In response, KE reported that discrepancy of

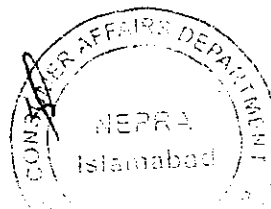


hook use was reported and connected load was found to be 28.3 kW. KE added that a detection bill of Rs.754,206/- for 9890 units was processed on the basis of connected load. The report of KE was sent to the Complainant for information/comments. The Complainant raised observations over the report of KE.

3. In order to proceed further into the matter, a hearing was held at NEPRA Regional office, Karachi on October 08, 2024 which was attended by the Complainant and representative of KE in person wherein the matter was discussed in detail. During the hearing the complainant informed that KE has charged the detection bill on the allegation of direct/hook use which was being used by his neighbor. Moreover, the record reveals that the Complainant has paid partial amount of the detection bill of Rs, 754,206/-. In order to finalize the matter, another hearing was held at NEPRA Regional office, Karachi on January 29, 2025 which was attended by the Complainant and representative of KE in person wherein the matter was discussed in detail. A joint site inspection of the Complainant's premises was also conducted by NEPRA in presence of both the parties. During the joint site inspection, it was observed that the Complainant's premises comprises of a ground and two floors above. Further, it has been observed that the Complainant premises comprises of about 4 acre area. The complainant informed that rest of 12 acre is owned by other owner i.e. Durrani Associates. The representatives of KE showed theft evidence/ video as per which alleged hook wires were found dropping/extended from KE LT pole into room, besides main gate, which is owned by Durrani Associates. Further, a poultry farm is also built at the Complainant premises having 5 shed & a feed hall. Moreover, a solar system of 5.2 kW was also found installed for office use & 23.2 KW for the poultry farm's feed hall. Moreover, a breaker was found installed on the meter outgoing wire at inside wall beside main gate and the representative of KE informed that the Complainant may connect hook on the breaker as well.

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:

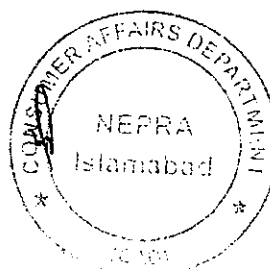
- (i) The instant matter pertains to charging of detection bill amounting Rs.754,206/- against the Complainant's connection bearing consumer No.AP-070830 having tariff category B1.



- (ii) KE is of the view that the detection bill has been charged on the discrepancy of direct use for the period from May 08, 2024 to July 08, 2024 for 9890 units on the basis of connected load of 28.3 kW.
- (iii) The Complainant is of the view that hook was used by his neighbor and KE has wrongly charged the detection bill against his connection.
- (iv) The electricity consumption of the Complainant's account is mentioned below:

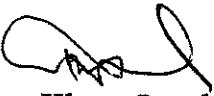
Month	2023	2024
January	1,582	2,048
February	2,071	1,582
March	1,935	1,576
April	3,210	2,015
May	4,127	2,104
June	3,222	<b>2,067</b>
July	2,322	<b>2,215</b>
August	2,257	1,777
September	2,260	2,324
October	2,101	2193
November	2,130	2047
December	1,784	1650

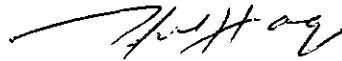
KE has issued detection bills for June & July 2024. The electricity consumption of the Complainant's connection shows no significant variation in the average consumption during the disputed period as compared to the consumption during the corresponding months of previous year. Moreover, there is no significant increase in consumption after the site inspection. This shows that the Complainant was not involved in theft of electricity.




- (v) Clause 9.1 of Consumer Service Manual (CSM) provides a procedure to establish theft of electricity however the said provision has not been followed by KE.

5. Foregoing in view, KE is directed to withdraw the detection bill amounting to Rs.754,206/- charged to the Complainant. A report in this regard be submitted within twenty (20) days, positively.

  
**(Lashkar Khan Qambrani)**  
Member,  
Consumer Resolution Committee /  
Director (CAD)

  
**(Muhammad Irfan Ul Haque)**  
Member,  
Consumer Resolution Committee /  
Assistant Legal Advisor (CAD)

  
**(Naweed Hahi Shaikh)**  
Convener,  
Consumer Resolution Committee /  
Director General (CAD)

Islamabad, June 04, 2025

