



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.04/2251-2025
June 04, 2025

Chief Executive Officer,
K-Electric Limited, KE House No 39-B,
Sunset Boulevard Phase-II, Defence Housing Authority,
Karachi.

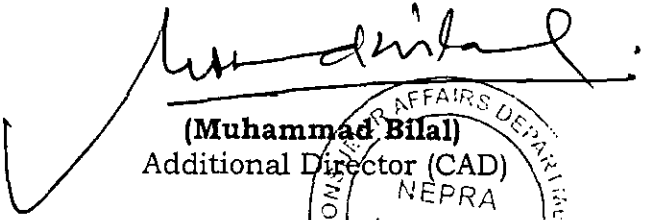
Subject: **DECISION IN THE MATTER OF MOTION FOR LEAVE FOR REVIEW FILED
BY MR. ZAIN UL ABIDEEN AGAINST THE DECISION OF CONSUMER
COMPLAINTS TRIBUNAL KARACHI IN THE MATTER OF COMPLAINT
AGAINST K-ELECTRIC LIMITED REGARDING DETECTION BILL
(CONSUMER NO. LA-546620 and AM-251554)**
Complaint No. **KElectric-KHI-31251-11-23**

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. Zain Ul Abideen,
House No. 34, Block F, Sector 13, Orangi Town, Karachi.
Cell: 0345-8086588


(Muhammad Bilal)
Additional Director (CAD)
NEPRA
Islamabad
(CAD)



BEFORE THE
NATIONAL ELECTRIC POWER REGULATORY AUTHORITY
(NEPRA)

MOTION FOR LEAVE FOR REVIEW IN COMPLAINT NO. KElectric-KHI-31251-11-23

Mr. Zain ul Abideen,
House No. 34, Block F, Sector 13, Orangi Town, Karachi,
Ph: 03458086588.

Petitioner

VERSUS

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

Respondent

Date of Hearing: October 17, 2024

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On behalf of Complainant: Mr. Zain ul Abideen

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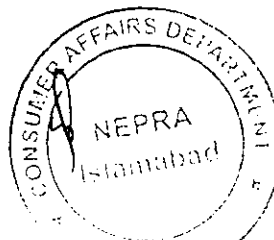
On behalf of Respondent: 1) Mr. Kashif Pervaiz (K-Electric Ltd)
2) Mr. Ahsan Abdul Rehman (K-Electric Ltd)

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Subject: **DECISION IN THE MATTER OF MOTION FOR LEAVE FOR REVIEW FILED BY**
MR. ZAIN UL ABIDEEN AGAINST THE DECISION OF CONSUMER COMPLAINTS
TRIBUNAL KARACHI IN THE MATTER OF COMPLAINT AGAINST K-ELECTRIC
LIMITED REGARDING DETECTION BILL (CONSUMER NO. LA-546620 and AM-
251554)

Through this decision, a motion for leave for review filed by Mr. Zain ul Abideen (hereinafter referred to as the "Complainant" or "Petitioner") against the decision of NEPRA Regional Office Karachi dated January 30, 2024 in the matter of complaint against K-Electric (Pvt) Ltd (hereinafter referred to as the "Respondent" or "KE") filed under section 39 of the Regulation of Generation, Transmission & Distribution of Electric Power Act, 1997 (hereinafter referred as the NEPRA Act), is being disposed of.

2. Brief facts of the case are that NEPRA received a complaint wherein the Complainant was charged detection bill and requested NEPRA to intervene in the matter & direct KE to withdraw the detection bill. The matter was taken-up with KE for submission of para wise comments/report. In response, KE reported that a discrepancy of direct use of electricity was



reported. KE added that the consumer has been charged detection bills amounting to Rs.108,217/- and Rs.83,334/- on the connections bearing Consumer No. LA-546620 & AM-251554 respectively.

3. In order to discuss the matter in detail and to provide opportunity to the parties, a hearing was held at NEPRA Regional office Karachi on January 11, 2024 which was attended by both the parties i.e. (KE and the Complainant) in person.

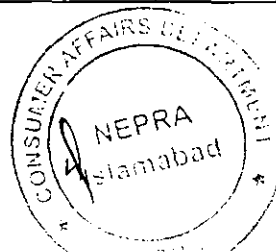
4. In light of written/verbal arguments of the parties, applicable law, KE was directed vide NEPRA's decision dated January 30, 2024 to revise detection bill amounting to Rs. 108,217/- & Rs.83,334/- issued against the connections LA-546620 & AM-251554 respectively on connected load of 2.78kW & 3.5kW as per site inspection report dated November 24, 2023 and the same was implemented by KE.

5. Being aggrieved with the decision of NEPRA, the Complainant filed the instant review. The review filed by the Complainant was considered and accordingly a hearing was held which was attended by both the parties. The Complainant submitted that the wire highlighted by KE was used for street light and not for theft of electricity. A joint site inspection was also conducted on November 05, 2024 in presence of both the parties, wherein it has been observed that the discrepancy on the basis of which KE charged detection bill was not verified because no hole was observed on exterior side of the boundary wall. According to the Complainant, the street light button has been removed. Moreover, the connected load of the premises was observed as 1.41 kW & 2.95 kW against the connection LA-546620 & AM-251554 respectively.

6. Foregoing in view, the following has been concluded:

- i. KE charged detection bill on the connections bearing No. LA-546620 & AM-251554 amounting to Rs.108,217/- & Rs.83,334/- respectively for the period from February 2023 to July 2023 on the allegation of direct use of electricity.
- ii. The electricity consumption of the Complainant's account is mentioned below:

Consumer No.LA-546620				
Month	2021	2022	2023	2024
January	184	156	45	116
February	154	145	47	108
March	386	99	53	130
April	741	64	73	230
May	907	71	59	311



June	1073	82	83	445
July	752	63	84	507
August	268	77	234	396
September	69	64	374	212
October	71	64	442	217
November	119	70	357	273
December	165	54	163	230

Consumer No.AM-251554				
Month	2021	2022	2023	2024
January	-	78	84	83
February	-	77	74	97
March	-	110	99	105
April	-	200	127	170
May	-	304	226	246
June	-	317	299	360
July	158	275	320	356
August	265	223	258	275
September	248	100	142	169
October	194	228	234	202
November	141	215	149	208
December	103	132	86	108


The consumption pattern of Consumer No. LA-546620 has been observed to be on the lower side in the detection bill period as compared to the consumption observed during the corresponding months of next year. The billing history further reflects that after checking, the consumption of the Complainant has increased. This shows involvement of the Complainant in theft of electricity whereas the consumption pattern of Consumer No.AM-251554 shows no considerable variation in the impugned months.


- iii. Clause 6.1.4 of Consumer Service Manual (CSM) provides that meter readers shall also check the irregularities /discrepancies in the metering system at the time of reading meters/taking snap shots and report the same in the reading book/discrepancy book or through any other appropriate method as per the practice. The concerned officer/official will take corrective action to rectify these discrepancies. Further, it is a fact that after inspection, consumption of consumer No. LA-546620 has increased. Moreover, the site situation at present has been changed which shows that the Complainant was involved in theft of electricity on the connection bearing No. LA-546620. Further, no significant variation in the consumption of the Complainant has observed against the Complainant's connection bearing Consumer No. AM-251554. KE has charged detection bill against both connections of the Complainant for six months. CSM provides that the approval of CEO is mandatory




for charging of detection bill above three (03) months upto six (06) months; however, in this case approval of CEO is not placed on record by KE.

7. Foregoing in view, KE is directed to withdraw the detection bill amounting to Rs.83,334/- against the connection having consumer No. AM-251554. Moreover, KE is directed to revise the detection bill amounting to Rs.108,217/- against consumer No.LA-546620 from six months to three months on connected load of 1.4 kW as observed during the joint site inspection. A report in this regard be submitted within twenty (20) days, positively.


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


(Muhammad Irfan-ul-Haq)
Member, Complaints Resolution Committee/
Assistant Legal Advisor (CAD)


(Naweed Illahi Shaikh)
Convener, Complaints Resolution Committee/
Director General (CAD)

Islamabad, June 04, 2025

