



**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.04/275-2025  
July 10, 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. EMAD MIRZA AGAINST THE DECISION OF NEPRA REGIONAL OFFICE'S CONSUMER COMPLAINTS RESOLUTION COMMITTEE KARACHI IN THE MATTER OF COMPLAINT OF MR. EMAD MIRZA AGAINST K-ELECTRIC LIMITED REGARDING DETECTION BILL (CONSUMER NO. LA-406859)**

**Complaint No. KElectric-KHI-36518-04-24**

Please find enclosed herewith the decision of the NEPRA Complaints Resolution Committee (CRC), dated July 10, 2025 regarding the subject matter for necessary action and compliance.

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. Emad Mirza,  
A-522, Block 15, Gulistan e Jouhar, Karachi.  
Cell: 0323-2177118

*(Signature)*  
(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-36518-04-24**

**Mr. Emad Mirza,**  
**Complainant/Petitioner**  
House No. A-522, Block 15, Gulistan e Jouhar, Karachi,  
Ph: 0323-2177118.

**VERSUS**

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

**Date of Hearing:** April 08, 2025

**On behalf of Complainant:** Mr. Emad Mirza

**On behalf of Petitioner:** 1) Mr. Raheel Ali (K-Electric Ltd)  
2) Mr. S.M. Ali (K-Electric Ltd)  
3) Mr. Anas Lakhani (K-Electric Ltd)

**Subject:** **DECISION IN THE MATTER OF MOTION FOR LEAVE FOR REVIEW FILED BY**  
**MR. EMAD MIRZA AGAINST THE DECISION OF NEPRA REGIONAL OFFICE'S**  
**CONSUMER COMPLAINTS RESOLUTION COMMITTEE KARACHI IN THE**  
**MATTER OF COMPLAINT OF MR. EMAD MIRZA AGAINST K-ELECTRIC**  
**LIMITED REGARDING DETECTION BILL (CONSUMER NO. LA-406859)**

This decision shall dispose of the motion for leave for review filed by Mr. Emad Mirza, (hereinafter referred to as the "Complainant" or "Petitioner") against the decision of NEPRA Regional Office, Karachi's Complaints Resolution Committee in the matter of complaint of 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 NEPRA to intervene in the matter and 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 discrepancy of shunt in meter was reported and the matter shall be further taken up accordingly. 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, hearing was held at NEPRA Regional office Karachi on May 14, 2024 which was attended by both the parties i.e. (KE and the Complainant) in person. During the hearing the representative of KE informed that a detection bill of Rs 289,962/- has been charged to the Complainant as per site inspection report dated March 26, 2024 on discrepancy of shunt in meter. Subsequently, KE was directed to defer the disputed amount, issue current bills to the Complainant for payment



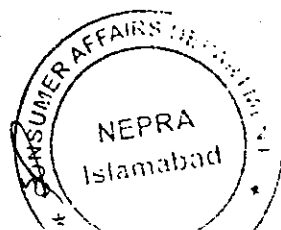
till finalization of the case by this office and conduct a fresh site inspection in presence of the Complainant or his representative for verification of connected load of all connections installed at Complainant premise. Accordingly, hearings were held at NEPRA Regional office Karachi which were attended by both the parties i.e. (KE and the Complainant) in person wherein the matter was discussed in detail. The representative of KE further informed that currently the alleged meter is being used for building amenities, whereas during checking on March 21, 2024 the same connection was found used for first floor. The representative of KE added that the same meter was used by all portions to get benefit and the consumption for all portions have significantly increased after replacement of the meter. The Complainant in rebuttal of KE's version, informed that meter is only used for amenities i.e. water pump.

4. The matter was decided vide order dated January 24, 2025 by the Complaints Resolution Committee whereby KE was directed to revise the detection bill amounting to Rs.289,962/- charged to the Complainant on LA-406859 from six (06) months to three (03) months on connected load of 4.5 kW.

5. Being aggrieved with the decision, the Complainant has filed review vide letter dated March 14, 2025. The review of the Complainant was considered and a hearing in this regard was held on April 08, 2025 which was attended by both the parties, wherein the issue was discussed in detail.

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 motion for leave for review is disposed of in the following terms:

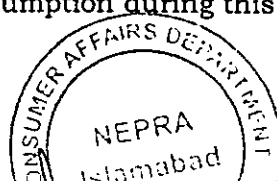
- i. The instant matter pertains to charging of detection bill amounting to Rs.289,962/- on the basis of allegation of shunt in meter on residential connection bearing consumer No. LA-406859.
- ii. Accordingly, KE charged detection bill amounting to Rs.289,962/- for the period from October 2023 to March 2024 on the basis of connected load of 8kW. The sanctioned load of the premises is 02kW.
- iii. KE submitted meter department report dated March 21, 2024 having remarks a "Terminal strip found damage. Shunt found in all phases at terminal block. LCD faulty".
- iv. It is observed that total four connections bearing consumer No. LA-406859, LA-762479, LA-762480 & LA-762478 are installed at a building whereas three connections are used for residential portions and one connection is used for water pump and amenities i.e. LA-406859.
- v. The Complainant resides in 1<sup>st</sup> floor bearing consumer No. LA-762478. The disputed meter bearing consumer No. LA-406859 is used for water pump and amenities of 1<sup>st</sup> and 2<sup>nd</sup> floor. Further, the Complainant has submitted the lease documents/ ownership proof in respect of his claim that each portion has separate owner.
- vi. The Complainant submitted that the 4<sup>th</sup> connection bearing consumer No. LA-762479 being used at ground floor, has no direct link with the disputed meter because ground floor has separate entrance, gate, water tanks, water pumps and amenities.
- vii. The billing statement of the Complainant's account submitted by KE is as under:



LA-406859 (Water Pump & Amenities of 1 <sup>st</sup> & 2 <sup>nd</sup> Floor)					Complainant's Consumer No. LA-762478 (1 <sup>st</sup> Floor)			
Months	2021	2022	2023	2024	2021	2022	2023	2024
January	29	28	27	40	86	75	65	156
February	31	31	27	37	87	76	73	129
March	33	38	60	49	128	116	208	114
April	77	117	120	56	171	187	207	169
May	175	200	179	193	180	235	177	246
June	186	196	191	193	177	247	293	386
July	172	203	199	199	156	219	297	328
August	163	121	180	186	181	287	254	342
September	149	189	74	151	168	212	124	318
October	184	186	107	177	185	183	127	287
November	112	83	138	175	186	154	207	250
December	37	43	57	143	109	103	157	209

LA-762480 (2 <sup>nd</sup> Floor)				
Months	2021	2022	2023	2024
January	117	170	145	138
February	179	168	129	151
March	297	255	251	155
April	445	406	348	336
May	607	540	427	415
June	792	524	478	600
July	614	477	552	1009
August	468	394	454	607
September	470	391	326	420
October	482	413	432	456
November	347	370	366	440
December	263	213	179	236

- viii. The electricity consumption of the Complainant during the disputed period of October, 2023 to March, 2024 shows seasonal variations. KE has attributed reduction of consumption in winter, to alleged tampering of the electricity meter. However, a comparative analysis of the consumption data from the corresponding months in the previous years i.e. 2021, 2022, and 2023 indicates that consumption during this winter period has historically




been lower. This consistent seasonal pattern supports the consumer's stance that the drop in usage is due to reduced electricity demand in winter months rather than any unlawful tampering. Therefore, the allegation appears to lack merit when viewed against the historical data, undermining the claim of meter tampering.

- ix. In response to KE's assertion regarding increased consumption following the replacement of the meter, the Complainant provided documentary evidence, including travel tickets of family members who visited the 2<sup>nd</sup> Floor premises in summer season of 2024. The Complainant further provided medical reports in support of his version that a baby with medical needs requiring a cooler environment was residing during this period, which resulted in increased usage of split air conditioner and consequently higher electricity consumption.
- x. Clause 6.1.4 of CSM provides that Meter Readers shall also check the irregularities/discrepancies in the metering system at the time of reading meters and record 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. No such discrepancy report was provided by KE to establish the theft of electricity by the Complainant earlier.
- xi. Further, there is no sufficient evidence to suffice that the load of the Complainant's premises was shifted on the disputed connection i.e. LA-406859 is claimed by KE during the hearing.
- xii. Clause 9.2.2 of Consumer Service Manual (CSM) provides a procedure for establishment of illegal abstraction of electricity which provides for securing of the meter, installation of check meter, recording of evidence etc. The said procedure has not been followed by KE; as such charging of detection bill is not justified.

7. Foregoing in view, the review filed by the Complainant is accepted and the decision of NEPRA Regional Office Karachi dated January 24, 2025 is modified. Accordingly, KE is directed to withdraw the detection bill charged against the connection bearing consumer No. LA-406859/-. The case is disposed of in the above terms.

  
(Lashkar Khan Qambrani)

Member, Complaints Resolution Committee/  
Director (CAD)

  
(Muhammad Irfan ul Haq)

Member, Complaints Resolution Committee/  
Assistant Legal Advisor

  
(Naveed Hah Shaikh)

Convener, Complaints Resolution Committee/  
Director General (CAD)

Islamabad, July 10, 2025

