



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.04/2776-2025
July 11, 2025

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

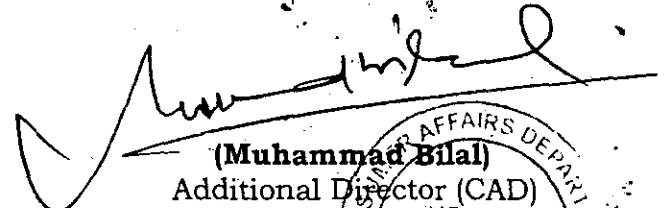
Subject: **DECISION IN THE MATTER OF MOTION FOR LEAVE FOR REVIEW FILED
BY MR. UMER S/O MALIK JAVED AGAINST THE DECISION OF NEPRA
REGIONAL OFFICE KARACHI REGARDING DETECTION BILL (CONSUMER
NO. LA-193459)**
Complaint No. KElectric-KHI-36407-04-24

Please find enclosed herewith the decision of the NEPRA Complaints Resolution Committee (CRC), dated July 11, 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. Umar S/o Malik Javed,
House No. 10-9, Gali No. 1, Mohalla Behar Colony,
Jail Road, Lyari, Karachi.
Cell: 0300-4124305


(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-36407-04-24

Mr. Umer S/O Malik Javed,
House No. 10-9, Gali No. 01, Mohalla Behar Colony,
Karachi.
Ph: 03004124305

.....Complainant

Versus

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

..... Respondent

Date of Hearing(s): January 6, 2025
May 22, 2025

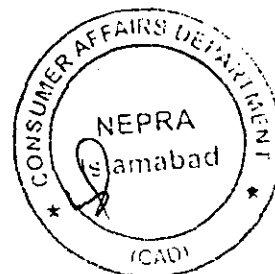
On behalf of:
Complainant: ➔ Mr. Umer S/O Malik Javed

Respondent:
1) Fateh Buksh (K-Electric Limited)
2) Siffat Ali Bhutto (K-Electric Limited)
3) Khuldoon Arif (K-Electric Limited)

Subject: **DECISION IN THE MATTER OF MOTION FOR LEAVE FOR REVIEW FILED
BY MR. UMER S/O MALIK JAVED AGAINST THE DECISION OF NEPRA
REGIONAL OFFICE KARACHI REGARDING DETECTION BILL (CONSUMER
NO. LA-193459)**

This decision shall dispose of a motion for leave for review of Mr. Umer (hereinafter referred to as the "Complainant") against the decision of NEPRA Regional Office, Karachi dated August 30, 2024 in the matter of complaint filed by Mr. Umer against K-Electric (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 without any justification. The Complainant 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 parawise comments/report. In response KE reported that as per the site inspection report dated January 04, 2024, a discrepancy of 'Extra Phase Use' was found and connected load was found to be 2.1 kW. KE added that the consumer has been charged detection bill amounting to Rs.50874/- on the connection bearing Consumer No. LA-193459. 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, hearings were held at NEPRA Regional office Karachi which were attended by both the parties i.e. (KE and the Complainant) in person.

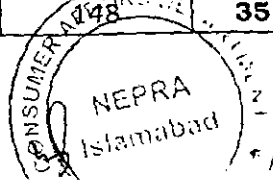
4. In light of written/verbal arguments of the parties, applicable law, the Complainant vide NEPRA Regional Office Karachi decision dated August 30, 2024 was informed that KE has charged the detection bill of Rs.50,874/- on the basis of sufficient evidence and the same is liable to be paid. Accordingly, further proceedings in the matter were closed.

5. In response, the Complainant filed review against the decision of NEPRA Regional Office, Karachi dated August 30, 2024. The review filed by the Complainant was considered and accordingly a hearing was held on January 06, 2025 which was attended by both the parties. Subsequently, a joint site inspection was also conducted on January 06, 2025 in presence of both the parties. It has been observed that the Complainant's premises comprises of about 850 sq. feet flat/apartment on 5th floor of a multistorey building/apartment. The Complainant's electricity meter found installed at ground floor at common area along with other electricity meters. The connected load of the premises has been observed as 3.45 kW against the connection bearing consumer no. LA-193459. In order to decide the matter, another hearing was held on May 22, 2025 wherein both parties participated and case was discussed in detail.

6. 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.50,874/- by KE to the Complainant on the connection bearing consumer No. LA-193459 having A-1 tariff.
- ii. KE has charged the detection bill to the Complainant on the basis of extra phase use for the period from July 2023 to January 2024 on the allegation of direct use of electricity.
- iii. Moreover, KE has issued the said detection bills without following the procedure prescribed in clause 9.1 of Consumer Service Manual (CSM) which provides a procedure for charging of detection bill.
- iv. The electricity consumption of the Complainant's account is mentioned below:


Consumer No.LA-193459			
Month	2022	2023	2024
January	206	141	42
February	278	127	58
March	342	162	94
April	398	111	205
May	270	76	160
June	262	111	65
July	260	38	38
August	287	63	48
September	282	48	67
October	284	50	90
November	240	42	78
December	148	35	60




The electricity consumption of the Complainant's connection shows that the consumption of the Complainant is on lower side as compared with the consumption observed during the corresponding months of the previous year. Therefore, the allegation appears to lack merit when viewed against the historical data, undermining the claim of extra phase in use

- v. Furthermore, the representatives of KE presented evidence of an alleged punctured wire. However, they failed to substantiate the claim of electricity theft, as the wire in question was connected to the outgoing terminal of the Complainant's electricity meter. Any hook connection from the meter's outgoing side would still be recorded by the meter. In contrast, if such a connection were made on the incoming side, it would bypass the meter and constitute an electricity theft.

7. Foregoing in view, the review filed by the Complainant is accepted and the decision of NEPRA Regional Office, Karachi dated August 30, 2024 is modified. Accordingly, KE is directed to withdraw the detection bill charged against the connection bearing consumer No. LA-193459/-. 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 (CAD)


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

Islamabad, July 11, 2025

