



**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/ 2204/ -2025  
May 30, 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. MUHAMMAD IQBAL AGAINST THE DECISION OF CONSUMER  
COMPLAINTS TRIBUNAL IN THE MATTER OF COMPLAINT OF MR.  
MUHAMMAD IQBAL AGAINST K-ELECTRIC LIMITED REGARDING  
DETECTION BILL [(CONSUMER NO.AL-739238)]**

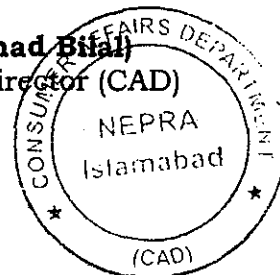
Please find enclosed herewith the decision of the NEPRA Complaints Resolution Committee (CRC), dated May 30, 2025 regarding the subject matter for necessary action and compliance within twenty (20) days.

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. Muhammad Iqbal,  
House No. 1728-8 Arab Muhalla Baldia Town No. 3,  
Karachi.  
Cell: 0317-0126170

(Muhammad Bifal)  
Additional Director (CAD)





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

**MOTION FOR LEAVE FOR REVIEW IN COMPLAINT NO. KElectric-KHI-36545-04-24**

**Mr. Muhammad Iqbal,**  
House No: 1728-8, Arab Mohalla Baldia Town No.3,  
Karachi.  
Ph. 03170126170.

**Petitioner**

**VERSUS**

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

**Respondent**

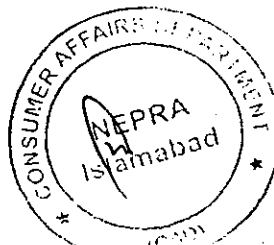
**Date of Hearing:** December 12, 2024  
**On behalf of:**  
**Complainant:** Mr. Muhammad Iqbal

**Respondent:**  
1) Muhammad Bilal (K-Electric Limited)  
2) M. Imran Zakir (K-Electric Limited)  
3) M. Sufyan (K-Electric Limited)  
4) Mr. Samiullah (K-Electric Limited)

**Subject:** **DECISION IN THE MATTER OF MOTION FOR LEAVE FOR REVIEW FILED BY MR. MUHAMMAD IQBAL AGAINST THE DECISION OF CONSUMER COMPLAINTS TRIBUNAL IN THE MATTER OF COMPLAINT OF MR. MUHAMMAD IQBAL AGAINST K-ELECTRIC LIMITED REGARDING DETECTION BILL ((CONSUMER NO.AL-739238)**

This decision shall dispose of motion for leave for review filed by Mr. Muhammad Iqbal (hereinafter referred to as the "Complainant" or "Petitioner") against the decision of NEPRA Regional Office Karachi dated August 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).

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 & 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 bill amounting to Rs.134,939/- on the connection bearing Consumer No. AL-739238. In order to proceed further into the matter, hearings were held at NEPRA Regional



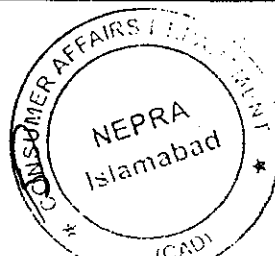
office Karachi which were attended by both the parties i.e. (KE and the Complainant) in person. In light of written/verbal arguments of the parties, applicable law, KE was directed vide NEPRA Regional Office Karachi order dated August 30, 2024 to revise the detection bill amounting to Rs. 134, 939/- on the connection bearing consumer No. AL-739238 on connected load of 4.4 kW. KE vide letter dated October 11, 2024 submitted compliance against the above mentioned directions of NEPRA.

3. Being aggrieved with the decision of NEPRA Regional Office Karachi, the Complainant filed review in the matter. The review filed by the Complainant was considered and accordingly a hearing was held which was attended by both the parties. A joint site inspection was also conducted in presence of both the parties, wherein the connected load of the premises has been found 2.4 kW.

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

- i. The instant matter pertains to charging of detection bill by KE to the Complainant on the allegation of "direct use" on the connection bearing consumer No. AL-739238 having A1 tariff.
- ii. According to KE, it carried out inspection of the premises on December 05, 2023 wherein the Complainant was found involved in theft of electricity. KE has charged the detection bill for the period from May, 2023 to November, 2023 on connected load of 6 kW. KE could not provide evidence of 6 kW connected load. In a joint site inspection, the connected load was found 2.4 kW.
- iii. KE assessed the consumption of the Complainant as 4080 units for the period from May 10, 2023 to November 08, 2023. After deducting already charged 1968 units during the said months, KE raised detection bill of 2112 units for amounting to Rs. 134939/-.
- iv. The billing statement of the Complainant's account submitted by KE is mentioned below:

| AL-739238 |      |      |      |
|-----------|------|------|------|
| Month     | 2022 | 2023 | 2024 |
| January   | 142  | 116  | 93   |
| February  | 111  | 106  | 90   |
| March     | 135  | 141  | 100  |
| April     | 345  | 240  | 164  |
| May       | 467  | 320  | 172  |

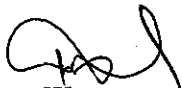



|           |     |     |     |
|-----------|-----|-----|-----|
| June      | 323 | 271 | 150 |
| July      | 329 | 326 | 169 |
| August    | 481 | 331 | 156 |
| September | 387 | 255 | 98  |
| October   | 281 | 266 | 88  |
| November  | 264 | 199 | 82  |
| December  | 214 | 116 | 81  |
| Average   | 290 | 224 | 128 |


The electricity consumption of the Complainant's connection show that there is no significant variation in the disputed period as compared with the consumption recorded during the corresponding months of the previous year and no increase after inspection.

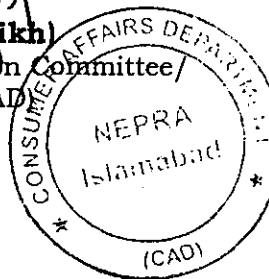
- v. Clause 9.1.4 of the Consumer Service Manual (CSM) envisages that for the availability of the evidence of theft, photos and/or videos shall be recorded for establishment of theft of electricity. KE has provided sufficient evidence of theft of electricity at the Complainant's premises, however, KE has issued the said detection bill on higher side.

7. Foregoing in view, KE is directed to revise the detection bill amounting to Rs.134939/- charged to the Complainant on the connection bearing consumer No. AL-739238 on connected load of 2.4 kW. 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, May 30, 2025**