



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.04/22/18-2025
May 30, 2025

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

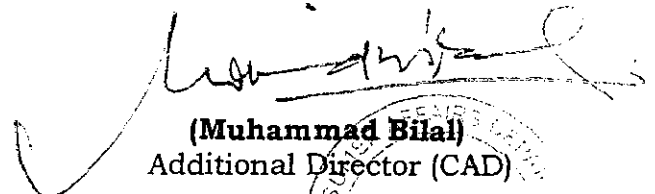
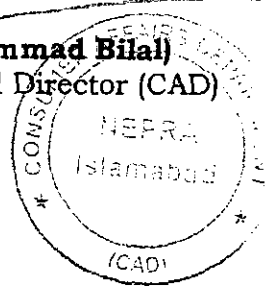
Subject: **DECISION IN THE MATTER OF COMPLAINT FILED BY MR. ZAKIR KHAN
UNDER SECTION 39 OF THE REGULATION OF GENERATION,
TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997
AGAINST K-ELECTRIC LIMITED REGARDING DETECTION BILL
(CONSUMER NOS. AP-063789 & AP-058990)
Complaint No. KElectric-KHI-46691-11-24**

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. Zakir Khan
R/o B-329 B4, Metroville,
SITE, Near Metro Line Hospital,
Karachi.
Ph: 0326-9254400


(Muhammad Bilal)
Additional Director (CAD)




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

Complaint No. KElectric-KHI-46691-11-24

Mr. Zakir Khan

.....Complainant

R/o B-329 B4, Metroville,
SITE, Near Metro Line Hospital,
Karachi.
Ph: 0326-9254400

Versus

K-Electric Limited (KE)

..... Respondent

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

Date of Hearing(s): January 29, 2025
May 06, 2025

On behalf of:

Complainant: Mr. Zakir Khan

Respondent:

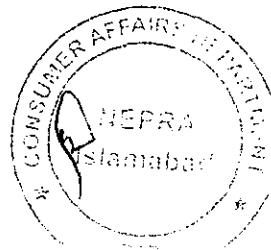
- 1) Mr. Anas Lakhani (K-Electric Limited)
- 2) Imran Zakir (K-Electric Limited)

**Subject: DECISION IN THE MATTER OF COMPLAINT FILED BY MR. ZAKIR KHAN
UNDER SECTION 39 OF THE REGULATION OF GENERATION,
TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997
AGAINST K-ELECTRIC LIMITED REGARDING DETECTION BILL
(CONSUMER NOS. AP-063789 & AP-058990)**

This decision shall dispose of the Complaint filed by Mr. Zakir Khan R/o B-329 B4, Metroville, SITE, Near Metro Line Hospital, 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 issued detection bills and requested NEPRA to intervene in the matter and direct KE to withdraw the detection bills. The matter was taken-up with KE for submission of para wise comments/report. In response, KE reported that a site inspection of the Complainant's premises was carried out and discrepancy of "light direct in use and extra phase in use". KE added that the consumer has been charged detection bills amounting to Rs. 1,035,802/- and Rs. 2,607,884/- on his industrial connections bearing consumer Nos. AP-063789 and AP-058990. The report received from KE was sent to the Complainant for information/comments.


3. In order to proceed further into the matter, hearings were held at NEPRA Regional office Karachi which were attended by both the parties. 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 bills amounting to Rs. 1,035,802/- and Rs. 2,607,884/- on Complainant's premises comprising of two industrial connections bearing consumer Nos. AP-063789 and AP-058990.
- (ii) KE is of the view that the Complainant has been charged detection bill on the basis of direct use of electricity. Further, KE presented evidence claiming that a wire was seen passing over the premises of the Complainant.
- (iii) On query, the Complainant argued that the wire was merely passing over their premises and did not connect to or terminate at their property. Additionally, the Complainant recorded a video of premises rooftop during the KE's inspection and presented during the hearing to support their claim of non-involvement in any unauthorized electricity use, wherein the alleged wire seem to be extended to the next premises and did not link to their own.
- (iv) The record reveals that KE has not followed the procedure prescribed in chapter 9 of the Consumer Service Manual (CSM) for establishment of illegal abstraction of electricity and charging of detection bill. Clause 9.1.4 of the CSM provides that for evidence of theft, photos and/or videos shall be recorded for exhibition before the competent forum. However, KE did not provide conclusive evidence to establish that the alleged wire was connected to or terminated at the Complainant's premises or being used by the Complainant.
- (v) Further, KE has also charged bills on DETE mode for the months of July, 2024 and August, 2024 against both the connections. KE has charged these bills in violation of the CSM as there is no provision in CSM for charging the consumer(s) on DETE mode.
- (vi) Further, there is no sufficient evidence to suffice the Complainant's involvement in unauthorized electricity use.

4. Foregoing in view, KE is directed to withdraw the detection bills amounting to Rs. 1,035,802/- and Rs. 2,607,884/- along with the bills charged on DETE mode against the Complainant's connections. 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

