



National Electric Power Regulatory Authority
ISLAMIC REPUBLIC OF PAKISTAN
NEPRA Head Office
Attaturk Avenue (East) Sector G-5/1, Islamabad.
Ph:051-2013200, Fax: 051-2600021

**Consumer Affairs
Department**

TCD 09/4000 -2025
September 17, 2025

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

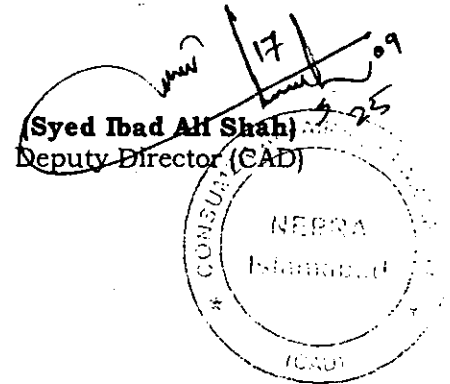
Subject: DECISION IN THE MATTER OF REVIEW MOTION FILED BY MR. ASIF ALI AGAINST THE DECISION OF NEPRA REGIONAL OFFICE KARACHI REGARDING COMPLAINT FILED UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST K-ELECTRIC LIMITED ON ACCOUNT OF DETECTION BILLING (CONSUMER No. LC-437879) KElectric-KHI-47907-12-24

Please find enclosed herewith the decision of NEPRA Complaints Resolution Committee (CRC) dated September 17, 2025, regarding the subject matter for necessary action.

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 No. 706, 7th Floor, Balad Trade Centre,
Aalamgir Road, B.M.C.H.S., Bahadurabad, Karachi.
3. Mr. Asif Ali,
House No. 121/10, Orangabad,
Nazimabad, Bara Maidan,
Karachi
0303-2430779





BEFORE THE
NATIONAL ELECTRIC POWER REGULATORY AUTHORITY

REVIEW MOTION FILED BY THE COMPLAINANT IN
COMPLAINT NO. KElectric-KHI-47907-12-24

Mr. Asif Ali,
House No. 121/10, Orangabad,
Nazimabad, Bara Maidan,
Karachi
0303-2430779

..... **Complainant/Petitioner**

VERSUS

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

.....

Respondent

Hearing(s):

July 29, 2025

On behalf of Complainant:

Mr. Asif Ali

On behalf of Respondent/ K.E:

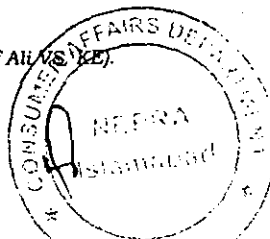
Mr. Wasif Ahmed
Mr. Shahrukh Ali

Subject: DECISION IN THE MATTER OF REVIEW MOTION FILED BY MR. ASIF ALI
AGAINST THE DECISION OF NEPRA REGIONAL OFFICE KARACHI REGARDING
COMPLAINT FILED UNDER SECTION 39 OF THE REGULATION OF
GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER
ACT, 1997 AGAINST K-ELECTRIC LIMITED ON ACCOUNT OF DETECTION
BILLING (CONSUMER No. LC-437879)

DECISION

This decision shall dispose of the motion for leave for review filed by Mr. Asif Ali (hereinafter referred to as the "Complainant" or "Petitioner") against the decision of NEPRA Complaints Resolution Committee dated April 30, 2025 in the matter of complaint 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 submitted that a use of direct supply was reported and therefore, a detection bill was charged against the Complainant. The report of KE was sent to the Complainant for information/comments. In response, 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 April 15, 2025 which was attended by both the parties i.e. (KE and the Complainant) in person. Accordingly, the matter was disposed of vide decision dated April 30, 2025 wherein KE was directed to revise the detection bill amounting to Rs. 116, 918/- charged to the Complainant from six (06) months to three (03) months on connected load of 02 kW.

4. Being aggrieved with the decision of Complaints Resolution Committee (NEPRA Regional Office, Karachi), the Complainant filed a motion for leave for review. The Complainant in the review submitted that the illegal kunda (hook) shown in the picture pertains to his neighbor and requested for removal of detection bill. The review of the Complainant was considered and a hearing in this regard was held on July 29, 2025 which was attended by both the parties.

5. 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 on the following terms:

- i. The instant matter pertains to charging of detection bill amounting to Rs. 116,918/- on the allegation of use of extra phase i.e. hook on residential connection bearing consumer No. LC-437879.
- ii. KE charged the said detection bill for the period from April 2024 to September 2024 for six (06) months.
- iii. KE has issued the said detection bills without following the procedure prescribed in chapter 9 of Consumer Service Manual (CSM) which provides a procedure for charging of detection bill.
- iv. The electricity consumption of the Complainant's account is tabulated below:

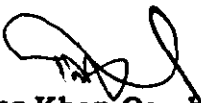
Consumer No.LC-437879			
Month	2023 (Units)	2024 (Units)	2025 (Units)
January	83	95	53
February	51	97	50
March	110	106	84
April	124	147	125
May	140	165	119
June	177	154	122
July	176	144	118
August	144	133	
September	136	123	
October	153	126	
November	144	124	
December	120	98	


The electricity consumption of the Complainant's connection shows that there is no variation in consumption of the Complainant during the disputed period as compared with the consumption observed during the corresponding months of the previous year. Moreover, after checking there is no abrupt increase in consumption. In view thereof,


the allegation lacks merit when viewed against the historical consumption data.

- v. Furthermore, the representatives of KE earlier presented evidence of plastic pipe originating from the Complainant's premises and a wire was seen tied to that pipe. The Complainant contested that wire is terminating at the neighbor's premises and informed that the same was recorded by K-Electric officials during survey.
- vi. During the hearing dated July 29, 2025, KE officials provided additional video evidence which, upon close observation, revealed that the wire tied to the plastic pipe of the Complainant's premises was ultimately looping into the wall of the nearby neighbor's premises through a hole in the wall. This evidence supports the claim made by the Complainant that he was not involved in theft of electricity.

6. Foregoing in view, the review filed by the Complainant is accepted and the decision of NEPRA Regional Office, Karachi dated May 05, 2025 is modified. Accordingly, KE is directed to withdraw the detection bill charged against the connection bearing consumer No. LC-437879/-. 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)


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

Islamabad, September 17, 2025

