



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.09/3655-2025
August 29, 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 K-ELECTRIC LIMITED AGAINST THE DECISION OF NEPRA REGARDING COMPLAINT FILED BY MR. SAJAWAL ON BEHALF OF JAMA MASJID SALMAN FARSI UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST K-ELECTRIC LIMITED REGARDING DETECTION BILL (AL-858324, AM-410521 & LA-175115).**

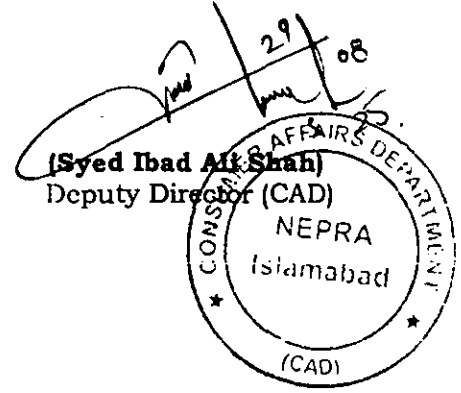
KElectric-KHI-43516-09-24

Please find enclosed herewith the decision of the NEPRA Complaints Resolution Committee (CRC) dated August 29, 2025, regarding the subject matter for necessary action.

Encl: As above

Copy to:-

1. Mr. M. Imran Hussain Qureshi
Chief Regulatory Affairs Officer & -
Government 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. Sajawal,
Banglow No. 65-1 and 65-2 Street No. 20,
Khayaban-e-Badban DHA Phase-5, Karachi.
03200001078, 03012037482



(For information and
necessary action, please)



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

**REVIEW MOTION FILED BY K-ELECTRIC IN
Complaint No. KElectric-KHI-43516-09-24**

K-Electric Limited (KE)

KE House No. 39-B

Sunset Boulevard Phase-II, DHA, Karachi

Karachi.

..... Petitioner

Versus

Mr. Sajawal,

Banglow No. 65-1 and 65-2 Street No. 20,

Khayaban-e-Badban DHA Phase-5, Karachi

Contact# 03200001078, 03012037482

.....Complainant

Date of Hearing(s): July 24, 2025

On behalf of:

Complainant: Mr. Sajawal

Petitioner:

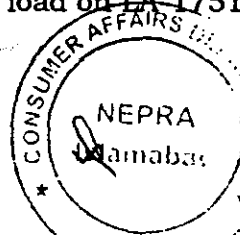
1) Mr. Nasir Ashfaq (K-Electric Limited)

2) Mr. Anas Lakhani (K-Electric Limited)

Subject: REVIEW MOTION FILED BY K-ELECTRIC LIMITED AGAINST THE DECISION OF NEPRA REGARDING COMPLAINT FILED BY BY MR. SAJAWAL ON BEHALF OF JAMA MASJID SALMAN FARSI UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST K-ELECTRIC LIMITED REGARDING DETECTION BILLS (AL-858324, AM-410521 & LA-175115)

This decision shall dispose of the motion for leave for review filed by K-Electric Limited (hereinafter referred to as the "KE" or "Petitioner") against the decision of NEPRA Complaints Resolution Committee dated May 02, 2025 in the matter of complaint of Mr. Sajawal, R/o Banglow No. 65-1 and 65-2 Street No. 20, Khayaban-e-Badban DHA Phase-5, Karachi (hereinafter referred to as the "Complainant") against K-Electric Ltd., 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 Complainant submitted that KE has charged unjustified detection bill 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 comments and hearings were also conducted. In response, KE reported that the Complainant's energy meters installed against consumer Nos: AL-858324, AM-410521 & LA-175115 were checked and discrepancies including meter tempering, terminal strip damage, hole in terminal block were reported. KE added that the consumer has been charged detection bills amounting to Rs.929,140/- and Rs.770,253/- on Consumer No. AL-858324 & AM-410521 respectively for the period from January 2024 to June 2024 on the basis of connected load of 27Kw & 17kW respectively and Rs.165,288/- for the period from April 2024 to June 2024 on the basis of 17kW connected load on LA-175115.



3. Accordingly, in light of the available record, verbal arguments advanced during hearings, and relevant laws, the matter was decided and KE was directed to revise the detection bill on the connection bearing consumer AM-410521 reducing the billing period from six (06) months to three (03) months on the basis of connected load of 9.8 kW and withdraw the detection bills charged on the connection bearing Consumer Nos. AL-858324 & LA-175115.

4. Being aggrieved with the decision of Complaints Resolution Committee (NEPRA), KE filed a motion for leave for review. KE in its review inter-alia submitted as under:

- (i) In response to the Impugned Decision, KE submitted that as significant increase in consumption has been noted for all three connections (AL-858324, AM-410521 & LA-175115) in question and that the basis i.e., increase in consumption post replacement of tempered meter and correspondence months of last year relied upon by NEPRA to approve charging of detection bill against one of the account bearing consumer number AM-410521 is not appreciated for rest of the other two accounts wherein the similar trend of increased in consumption is observed.
- (ii) KE further submitted that there is substantial evidence in the form of change in consumption patterns to substantiate KE's claim regarding theft of electricity on all three connections and accordingly KE is of the view that the relevant facts and evidences submitted vide this Review Motion as well as previous submissions, should be taken into account and the decision to withdraw the detection bills on Account Nos. AL-858324 and LA-175115 should be reconsidered.

5. The motion for leave for review filed by KE was considered and accordingly, a hearing was held at NEPRA Regional Office, Karachi which was 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. KE in its review motion has reiterated its earlier version and has not submitted any new grounds. The motion for leave for review is disposed of on the following terms:

- (i) The electricity consumption of the Complainant's account is mentioned below:

Month	AL-858324		LA-175115		AM-410521	
	Units		Units		Units	
	2023	2024	2023	2024	2023	2024
January	337	576	925	2013		205
February	659	720	1117	2614		243
March	699	787	1057	2594		250
April	897	1673	1854	2224		249
May	1234	2459	3689	2561		257
June	2279	2498	5015	4032		257
July	2019	2858	6158	5268		2744
August	1467	2666	5218	3082		2900
September	1244	3150	4083	1041	2	1928
October	1547	1960	3235	5562	178	2120
November	1067	3979	2557	4923	287	1895
December	604	1955	2541	4695	286	688

- (ii) With regards to connection bearing consumer No. AL-858324; KE in its review has contended that the consumer's electricity consumption increased after the inspection conducted in June 2024, and therefore the detection bill was justified. On examination of the consumption record over KE's observation, it is noted that even before the inspection, i.e., during the undisputed period of January-May 2024, the consumer's consumption was already on the higher side as compared to the same period of 2023. This comparison clearly establishes that the rise in consumption cannot be exclusively attributed to the inspection of June 2024 or to any alleged



irregularity detected therein, as the higher consumption trend was evident well before the inspection. Accordingly, KE's reliance solely on post-inspection consumption to justify the detection bill is misconceived, since the undisputed pre-inspection period reflects a natural increase in consumption.

- (iii) Further, KE's comparative analysis on connection bearing consumer No. LA-175115 does not hold merit, since the appropriate benchmark was the same months of the preceding year, which indicates no significant variation however KE has compared the consumption of period from January-June of 2024 with the consumption of period from July-December of 2024. The detection bill was raised for July-November of 2024 and the consumer's average monthly consumption was 4095 units during this period, whereas during the same period of preceding year, the consumption was 3965 units per month. The variation is marginal and does not justify charging a detection bill.
- (iv) 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.
- (v) Furthermore, 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 failed to provide any evidence to substantiate the involvement of the Complainant in theft of electricity/tampering of meter.
- (vi) Moreover, KE did not follow the procedure laid down in chapter 9 for establishing illegal abstraction of electricity. Clause 9.2.2 of the CSM provides that for investigation by DISCO for establishing illegal abstraction of electricity, DISCO will secure metering installation without removing it in the presence of the consumer or his representative, install check meter at the premises and declare it as a billing meter. However, in the instant meter KE neither installed check meter nor provided any pictorial/video evidence of meter tampering.

6. A motion seeking review of any order is competent only upon the discovery of new and important matter of evidence or on account of some mistake or error apparent on the face of record. The perusal of the decision sought to be reviewed clearly indicates that all material facts and representations made were examined in detail and there is neither any occasion to amend the impugned decision nor any error inviting indulgence, as admissible in law, has been pointed out. Therefore, we are convinced that the review would not result in withdrawal or modification of the impugned decision; therefore, there is no ground to modify the decision dated May 02, 2025. As such the said decision is upheld, therefore KE is directed to implement the said decision.

(Lashkar Khan Qambrani)

Member, Complaints Resolution Committee/
Director (CAD)

(Muhammad Irfan-Ul-Haq)

Member, Complaints Resolution Committee/
Assistant Legal Advisor (CAD)

(Naweed Illahi Shaukh)

Convener, Complaints Resolution Committee/
Director General (CAD)

Islamabad, August 29, 2025

