



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.09/3657-2025
August 29, 2025

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

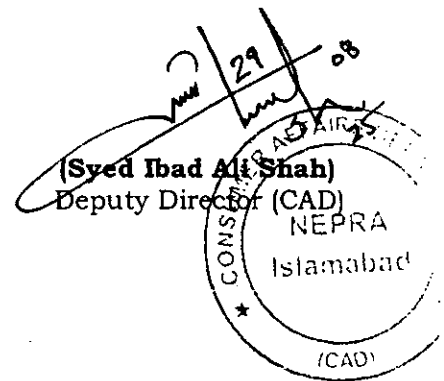
Subject: **DECISION IN THE MATTER OF REVIEW MOTION FILED BY MR. HUZAIFA WAKIL AGAINST THE DECISION OF NEPRA IN THE MATTER OF COMPLAINT FILED UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST K-ELECTRIC LIMITED REGARDING DETECTION BILLING (CONSUMER# LC-610711).**
KElectric-KHI-37034-05-24

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 No. 706, 7th Floor, Balad Trade Centre,
Aalamgir Road, B.M.C.H.S., Bahadurabad,
Karachi.
3. Mr. Huzaifa Wakil,
House #3, Street #19, 36-B, Landhi #5, Karachi.
Cell: 0334-4167141



(For information and
necessary action please.)



BEFORE THE
NATIONAL ELECTRIC POWER REGULATORY AUTHORITY
(NEPRA)

MOTION FOR LEAVE FOR REVIEW
IN
Complaint No. KElectric-KHI-37034-05-24

Mr. Huzaifa Wakil, **Complainant/Petitioner**
House #3, Street #19, 36-B, Landhi #5, Karachi.
Cell: 0334-4167141

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

Versus

Date of Hearing(s): August 05, 2025

On behalf of:

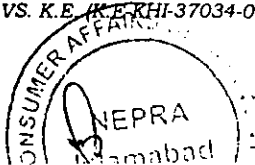
Complainant/Petitioner: Mr. Huzaifa Wakeel

Respondent: 1) Mr. Imran Zakir (KE)
2) Mr. Yousaf Akram (KE)
3) Mr. Azmat Khan (KE)

Subject: DECISION IN THE MATTER OF REVIEW MOTION FILED BY MR. HUZAIFA WAKIL AGAINST THE DECISION OF NEPRA IN THE MATTER OF COMPLAINT FILED UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST K-ELECTRIC LIMITED REGARDING DETECTION BILLING (CONSUMER# LC-610711).

This decision shall dispose of the Review Motion filed by Mr. Huzaifa Wakil (hereinafter referred to as the "Complainant" or "Petitioner") against the decision of NEPRA Regional Office, Karachi in the matter of complaint filed 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 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 discrepancy of use of "extra phase" 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, hearings were held at NEPRA Regional office Karachi which were attended by both the parties i.e. KE and the Complainant in person. Accordingly, the matter was disposed of vide decision dated February 18, 2025 wherein KE was directed to revise the detection bill amounting to Rs. 40,310/- charged to the Complainant on connected load of 2.946 kW as observed during site inspection.

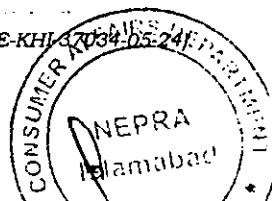
4. Being aggrieved with the decision of Complaints Resolution Committee (NEPRA Regional Office, Karachi), the Complainant filed a motion for leave for review. The Complainant in the review denied the allegations of use of "extra phase" and contested that there is no evidence to prove his involvement in discrepancy of use of extra phase and requested for withdrawal of detection bill. The review of the Complainant was considered and a hearing in this regard was held on August 05, 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. 40,310/- on the allegation of use of extra phase i.e. hook on residential connection bearing consumer No. LC-610711.
- ii. KE charged the said detection bill for the month of June 2023 on connected load of 5 kW.
- 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-610711			
Month	2022	2023	2024
January	93	92	80
February	90	80	65
March	85	78	61
April	149	137	92
May	202	185	112
June	211	178	129
July	187	190	128
August	196	202	98
September	172	128	63
October	182	146	74
November	174	135	88
December	120	80	67

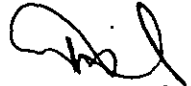
The electricity consumption of the Complainant's connection shows that there is no variation in consumption of the Complainant during the disputed period as compared with the consumption observed during the corresponding months of the





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 a wire claiming it an extra phase being used by the Complainant. The Complainant contested that wire is entering the meter and is not an extra phase.
- vi. During the hearing dated August 05, 2025, KE officials provided video evidence which, upon close observation, revealed no discrepancy and KE could not provide clear evidence of "extra phase" discrepancy and its use by the Complainant.

6. Foregoing in view, the review filed by the Complainant is accepted and the decision of NEPRA Regional Office, Karachi dated February 18, 2025 is modified. Accordingly, KE is directed to withdraw the detection bill charged against the connection bearing consumer No. LC-610711/-. 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, August 29, 2025

