



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/ ⁵³²³ -2025
December 3, 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. TUR ALI SINA KHAN 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 BILL (CONSUMER Nos. LA-110529 & LA-110530) KElectric-KHI-20624-03-23

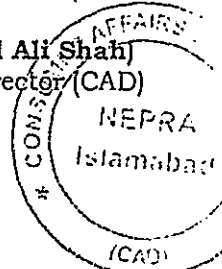
Please find enclosed herewith the decision of the NEPRA Complaints Resolution Committee (CRC) dated December 03, 2025, regarding the subject matter for necessary action and compliance.

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,
NEPRA Regional Office, Plot No. 15/118,
Office No. 706, 7th Floor, Balad Trade Centre,
Aalamgir Road, B.M.C.H.S. Block No. 3,
Bahadurabad, Karachi.
3. Mr. Tur Ali Sina Khan,
House B-107, Daran-e-Kohsar Housing Society
Latifabad, Karachi.
Cell: 0347-3648412

(Syed Ibad Ali Shah)
Deputy Director (CAD)





BEFORE THE
NATIONAL ELECTRIC POWER REGULATORY AUTHORITY

REVIEW MOTION FILED BY THE COMPLAINANT IN
COMPLAINT NO. KElectric-KHI-20624-03-23

Mr. Tur Ali Sina Khan, Complainant/Petitioner
House B-107, Daman-e-Kohsar Housing Society
Latifabad, Karachi.
Cell: 0347-3648412

VERSUS

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

Hearing(s): November 28, 2025

On behalf of Complainant: Mr. Tur Ali Sina Khan

On behalf of Respondent/ K.E: Mr. Imran Zakir

Subject: **DECISION IN THE MATTER OF REVIEW MOTION FILED BY MR. TUR ALI SINA KHAN 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 BILL (CONSUMER Nos. LA-110529 & LA-110530)**

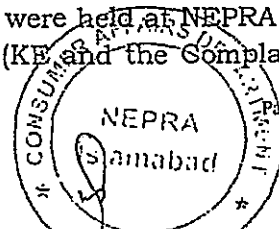
DECISION

This decision shall dispose of the motion for leave for review filed by Mr. Tur Ali Sina Khan (hereinafter referred to as the "Complainant" or "Petitioner") against the decision of NEPRA Complaints Resolution Committee dated April 05, 2024 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 bills 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 bills were 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

CRC Decision (Review): KElectric-Khi-20624-03-23 (Mr. Tur Ali Sina Khan VS. KE).



person. Accordingly, the matter was disposed of vide decision dated April 05, 2025 wherein KE was directed to revise the detection bill on the basis of connected load of 2.2 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 there is no evidence of illegal kunda (hook). Further, the premises referred by KE does not pertain to him and the same 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 November 28, 2025 which was attended by both the parties.

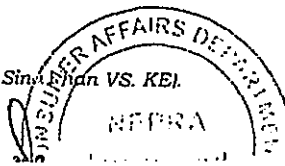
5. The case has been examined in detail in light of the record made so available by the parties, arguments advanced during the hearing and applicable law. The motion for leave for review is disposed of on the following terms:

- i. The instant matter pertains to charging of detection bills amounting to Rs. 62,011/- and Rs. 36,204/- on the connections bearing consumer No. LA-110529 and LC-110530 respectively, on the allegation of use of extra phase i.e. hook on residential connection.
- ii. KE charged the detection bills for the period from April 2022 to September 2022 for six (06) months.
- iii. KE has issued the said detection bills without following the procedure provided 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 accounts is tabulated below:

Consumer No.LA-110529			
Month	2021 (Units)	2022 (Units)	2023 (Units)
January	47	93	51
February	59	108	70
March	121	135	86
April	164	163	167
May	206	205	147
June	146	194	169
July	178	209	175
August	141	174	107
September	173	140	165
October	241	153	163
November	141	129	146
December	109	81	93
Avg.	143	148	128

Consumer No.LA-110530			
Month	2021 (Units)	2022 (Units)	2023 (Units)
January	77	97	109
February	106	141	126
March	183	169	151
April	199	184	176
May	244	200	146
June	195	195	120
July	198	209	141
August	174	174	143
September	177	164	148
October	178	186	172
November	168	164	143
December	137	148	84
Avg.	169	169	138

The electricity consumption of the Complainant's connections shows that there is no variation in consumption of the Complainant during the disputed period as compared with the consumption recorded during the corresponding months of the previous year. Moreover, after checking there is no increase in consumption. In view thereof, the allegation lacks merit when viewed against the historical consumption data.

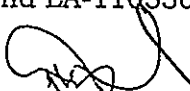


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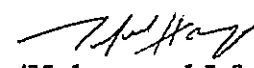
Furthermore, the representatives of KE earlier presented pictorial evidences of plastic PVC pipe originating from the Complainant's premises. The Complainant contested that pipe is not a plastic pipe instead it's an iron gas pipe and the disputed wires and pipes belong to the neighbor's premises and informed that the same was recorded by K-Electric officials during survey.

- vi. During the hearing dated November 28, 2025, KE officials failed to provide any pictorial/video evidence to substantiate the Complainant's involvement in theft of electricity or wires/extra phase looping into the Complainant premises. However, the Complainant has provided pictorial evidences in support of his claim that the disputed wires, pipes and premises belong to his neighbor. The evidences support 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 April 05, 2024 is modified. Accordingly, KE is directed to withdraw the detection bills charged against the connection bearing consumer No. LA-110529 and LA-110530/-. 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, December 03, 2025

