



National Electric Power Regulatory Authority

ISLAMIC REPUBLIC OF PAKISTAN

NEPRA Head Office

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Consumer Affairs Deptt.

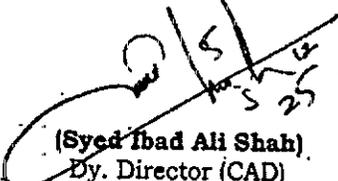
TCD.09/ 3353 -2025
December 5, 2025

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. MISTI CHANIHO 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 (KEL) REGARDING DETECTION BILL (CONSUMER # LC-148532, LC-294691 & LC-264692)**
KElectric-KHI-47117-11-24

Please find enclosed herewith the decision of NEPRA Complaints Resolution Committee (CRC) dated December 05, 2025, regarding the subject matter for necessary action and compliance.

Encl: As above


(Syed Ibad Ali Shah)
Dy. Director (CAD)

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,
Aalangi Road, B.M.C.H.S., Bahadurabad, Karachi.
3. Mr. Misti Chaniho,
H.No.911-A, Block-C40, Mahallah Bomba Goth,
Chakra Goth, Korangi No. 1, Karachi.
0311-2969378





**BEFORE THE
NATIONAL ELECTRIC POWER REGULATORY AUTHORITY
REVIEW MOTION FILED BY THE COMPLAINANT IN
COMPLAINT NO. KElectric-KHI-47117-11-24**

Mr. Misri Chaniho, Complainant/Petitioner
H.No.911-A, Block-C40, Mohallah Bomba Goth,
Chakra Goth, Korangi No.1, Karachi.
0311-2969378

VERSUS

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

Hearing(s): September 09, 2025

On behalf of:

Complainant: Mr. Misri Chaniho

Respondent/ K.E: i. Mr. Danish Saeed
iii. Mr. Anas Lakhani

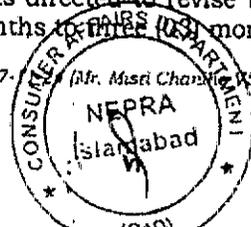
Subject: DECISION IN THE MATTER OF REVIEW MOTION FILED BY MR. MISRI CHANIHO AGAINST THE DECISION OF NEPRA REGIONAL OFFICE KARACHI REGARDING COMPLAINT FILED UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST K-ELECTRIC LIMITED ON ACCOUNT OF DETECTION BILL (CONSUMER # LC-148532, LC-294691 & LC-264692)

DECISION

This decision shall dispose of the motion for leave for review filed by Mr. Misri Chaniho (hereinafter referred to as the "Complainant" or "Petitioner") against the decision of NEPRA Complaints Resolution Committee dated July 18, 2025 (the impugned decision) in the matter of complaint filed 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 & direct KE to withdraw the detection bill. The matter was taken-up with KE for submission of parawise comments/report. In response, KE reported that a discrepancy of meter stop, hook use was reported. KE added that the consumer has been charged detection bills amounting to Rs. 97,123/-, Rs. 27,535/- and Rs. 21,921/- on the connections bearing consumer No. LC-148532, LC-294691 & LC-264692 respectively. The report of KE was sent to the Complainant for information/comments. 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 July 18, 2025 wherein KE was directed to revise the detection bill charged to the Complainant from six (06) months to five (05) months.



4. Being aggrieved with the impugned decision, the Complainant filed a motion for leave for review. The Complainant in the review submitted that the illegal kunda (hook) use was not proved against him and requested for removal of detection bill. The review of the Complainant was considered and a hearing in this regard was held on September 09, 2025 which was attended by both the parties.

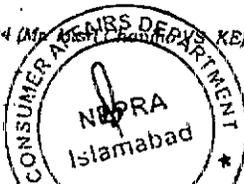
5. The case has been examined in detail in light of the record made so available by the parties, arguments advanced during the hearing and applicable law. The motion for leave for review is disposed of on the following terms:

- i. The instant matter pertains to charging of detection bills against the connections having tariff A1R. The detection bills were issued for the year 2024 for the periods from January to July, May to August and February to May against the connections bearing consumer No. LC-148532, LC-294691 & LC-264692, respectively.
- ii. KE has charged the detection bills on the allegation of "light direct in use and extra phase in use".
- iii. KE has issued the said detection bills without following the procedure provided in Consumer Service Manual (CSM) for establishing the involvement of the Complainant in theft of electricity and charging of detection bill thereto.
- iv. The electricity consumption of the Complainant's accounts is tabulated below:

Consumer No.LC-148532			
Month	2023 (Units)	2024 (Units)	2025 (Units)
January	70	34	0
February	53	25	0
March	73	33	205
April	90	82	91
May	104	87	102
June	71	95	0
July	149	95	105
August	108	116	87
September	106	149	88
October	98	140	93
November	108	373	
December	73	156	
Avg.	91	115	77

Consumer No.LC-294691			
Month	2023 (Units)	2024 (Units)	2025 (Units)
January	43	42	11
February	34	36	30
March	120	47	16
April	90	108	56
May	143	108	43
June	133	89	47
July	119	88	66
August	116	81	50
September	133	248	58
October	131	88	59
November	130	80	80
December	78	53	
Avg.	105	89	46

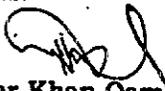
Consumer No.LC-294692			
Month	2023 (Units)	2024 (Units)	2025 (Units)
January	60	46	67
February	34	39	108
March	126	21	99
April	180	64	167
May	115	104	165
June	159	126	155
July	158	147	164
August	176	182	160
September	120	115	163
October	68	93	171
November	136	71	94
December	67	56	
Average	116	88	137

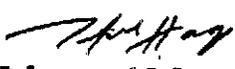


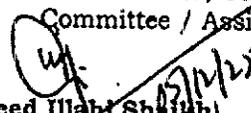
The electricity consumption of the Complainant's connections shows that there is no variation in consumption of the Complainant during the disputed period as compared with the consumption recorded during the corresponding months of the previous year. Moreover, after checking there is no increase in consumption.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

- v. According to CSM; video record, photos of theft are required as evidence to establish theft of electricity however, the representatives of KE could not produce proper evidence of theft of electricity by the Complainant.
- vi. During the hearing held on September 09, 2025, the representative of K-Electric apprised that the first survey was conducted on July 10, 2024, the second survey on August 08, 2024, and the third survey on February 15, 2025 on directions of NEPRA, wherein the alleged discrepancy of hook-up wire was found removed by the Complainant. However, no plausible justification was provided as to why the alleged discrepancy, if existing, was not removed during the earlier two surveys. Moreover, had there been any valid discrepancy substantiated at the first instance, K-Electric would have acted promptly to remove the same and preserved evidence to support its claim. In the absence of any evidence; K-Electric's stance does not support the allegation of theft of electricity.

6. Foregoing in view, the review filed by the Complainant is accepted and the decision of NEPRA Regional Office, Karachi dated August 07, 2025 is modified. Accordingly, KE is directed to withdraw detection bills amounting to Rs. 97,123/-, Rs. 27,535/- and Rs. 21,921/- charged against the connections bearing consumer No. LC-148532, LC-294691 & LC-264692 respectively. The review motion 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 05, 2025

