National Electric Power Regulatory Authority

ISLAMIC REPUBLIC OF PAKISTAN
NEPRA Head Office
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Consumer Affairs Department

TCD.09/4052-2026
October 15, 2026

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. FAIZAN AHMED AGAINST THE DECISION OF NEPRA COMPLAINTS RESOLUTION COMMITTEE 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 ON ACCOUNT OF DETECTION BILL (CONSUMER NO. LC-718587, LB-088624 & LC-045274)**

KElectric-KHI-47893 & 47894-12-24

Please find enclosed herewith the decision of NEPRA Complaints Resolution Committee (CRC) dated October 15, 2026, regarding the subject matter for necessary action.

Encl: As above

(Syed Ibad Ali Shah)
Deputy Director (CAD)

Copy to:

1. Mr. Asif Shajar,
   General Manager (Regulations),
   K-Electric Limited, KE House No 39-B,
   Sunset Boulevard Phase-II, Defence Housing Authority,
   Karachi.

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. Faizan Ahmed,
   H. No. 199, Gali No. Sheet 3, Sector 11Ã½,
   Orangi Town, Karachi.
   Cell: 0301-1120239

BEFORE THE
NATIONAL ELECTRIC POWER REGULATORY AUTHORITY

REVIEW MOTION FILED BY THE COMPLAINANT IN COMPLAINT NOs. KElectric-KHI-47893 & 47894-12-24

Mr. Faizan Ahmed, ... **Complainant**
H. No. 199, Gali No. Sheet 3, Sector 11Â½,
Orangi Town, Karachi.
Cell: 0301-1120239

VERSUS

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

Hearing(s): January 20, 2026

On behalf of Complainant: Mr. Faizan Ahmed

On behalf of K.E/Respondent: Mr. Wamiq Ahmed

Subject: **DECISION IN THE MATTER OF REVIEW MOTION FILED BY MR. FAIZAN AHMED AGAINST THE DECISION OF NEPRA COMPLAINTS RESOLUTION COMMITTEE 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 ON ACCOUNT OF DETECTION BILL (CONSUMER NO. LC-718587, LB-088624 & LC-045274)**

DECISION

This decision shall dispose of the motion for leave for review filed by Mr. Faizan Ahmed (hereinafter referred to as the "Complainant") against the decision of NEPRA Complaints Resolution Committee dated September 24, 2025 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 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 extra phase in use was reported and therefore, 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). Accordingly, the matter was disposed of vide decision dated

September 24, 2025 wherein KE was directed to revise the detection bills amounting to Rs. 98,841/-, Rs. 109,614/- & Rs. 179,637/- charged to the Complainant against consumer Nos. LC-045274, LB-088624 & LC-718587 respectively from six (06) to three (03) months.

4. Being aggrieved with the decision of Complaints Resolution Committee (NEPRA Regional Office, Karachi) dated September 24, 2025, the Complainant filed a motion for leave for review. The Complainant in the review submitted that the illegal kunda (hook) shown in the picture is a PTCL landline cable and the same cannot be attributed for stealing heavy load of 15 kW and requested for withdrawal of detection bills. The review of the Complainant was considered and a hearing in this regard was held on January 20, 2026 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. 179,637/-, Rs. 98,841/- & Rs. 109,614/-. charged on the electricity connections bearing consumer Nos. LC-718587, LC-045274 & LB-088624 respectively, having tariff A1R.

ii. KE is of the view that the detection bills have been charged against the discrepancy of Kunda/extra phase in use with connected load of 3.6 kW, 3.5 kW and 7.9 kW respectively, against the above mentioned connections. During the hearing, KE showed pictorial evidence of a cable and alleged that the same was being used at the Complainant's premises along with the rental premises opposite to the Complainant's main residence, for the purpose of theft of electricity.

iii. KE has issued the said detection bills without following the procedure provided in Consumer Service Manual (CSM) which provides a procedure for establishing illegal abstraction of electricity and charging of detection bill thereof.

iv. The electricity consumption of the above mentioned accounts is tabulated below:

Consumer No. LB-088624 Main Residence (Units)			
Month	**2023**	**2024**	**2025**
January	316	205	161
February	307	212	200
March	283	**227**	226
April	583	**263**	291
May	741	**493**	466
June	765	**520**	588
July	815	**572**	543
August	406	**338**	427
September	449	192	320
October	634	406	222
November	384	346	145
December	272	209	112
Avg.	496	331	308

The electricity consumption pattern of the Complainant's main residence (Consumer No. LB-088624) does not reveal any abnormal variation indicative of theft of electricity. Although consumption after inspection dropped to 192 units during September 2024, for which the Complainant

during the hearing furnished pictorial evidence of their family-tour to support the version that the family remained away from the premises for a considerable period during the relevant month. Moreover, the Complainant also provided evidences that a solar system was installed in May 2024, which reasonably explains the reduction in overall consumption during subsequent months. Further, the yearly average consumption does not show any unusual fluctuation supporting KE's allegations.

v. The electricity consumption of the connections of rental premises opposite to the Complainant's main residence are tabulated below:

	LC-045274 (G. Floor) (Units)			LC-718587 (1st Floor) (Units)		
Months	**2023**	**2024**	**2025**	**2023**	**2024**	**2025**
January	101	105	48	95	14	16
February	113	110	84	132	28	44
March	157	141	132	196	18	83
April	255	200	175	241	16	109
May	301	210	140	260	49	119
June	206	203	229	219	62	118
July	0	214	199	390	48	111
August	153	161	186	184	35	106
September	190	97	160	140	32	18
October	196	155	140	155	5	0
November	149	152	102	123	43	0
December	110	74	72	22	24	0
Avg.	160	151	138	179	31	60

Likewise, the consumption history of the ground floor connection (Consumer No. LC-045274) remains substantially consistent during the relevant years and does not indicate any unusual pattern supporting unauthorized abstraction of electricity. The yearly average consumption has remained within a comparable range throughout the period under review. However, as regards the first floor connection (Consumer No. LC-718587), the billing history reflects a substantial decline in average monthly consumption from 179 units in 2023 to 31 units in 2024, which falls within the disputed period. However, a comparison of the corresponding months from March to September 2025 shows a significant increase in consumption. This sharp decline during the disputed period, followed by a substantial increase in the corresponding months of 2025, does not support the Complainant's contention that the variation was merely attributable to changes in tenancy and occupancy. Rather, the unusual reduction in consumption during the disputed period raises a reasonable concern regarding possible abstraction or interference with the recording of actual electricity consumption. Accordingly, the Complainant's grievance in respect of this connection does not merit acceptance in light of the available consumption history.

vi. 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.

vii. 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 has relied upon photographs and alleged that a wire i.e. PTCL/telephone cable, was being used for abstraction of electricity and supply to multiple portions of the premises. However, KE has not produced any conclusive evidence establishing the source, destination, or termination point of the alleged wire. The record does not demonstrate where the wire was looped from, whether it was energized, or how it was connected with any of the subject premises carrying heavy load of about 15 kW. Mere production of photographs of a wire, without establishing its actual use for theft of electricity, is insufficient to prove the allegation.

viii. Nevertheless, while KE has not produced sufficient photographic or video evidence establishing that the alleged unauthorized connection was terminated at the premises of the Complainant, the available billing history of consumer No. LC-718587 reveals a substantial decline in consumption during the disputed period, followed by a significant increase in the corresponding months of 2025. This pattern is materially different from the consumption recorded during the preceding and subsequent periods and cannot be adequately explained merely by the asserted changes in tenancy or occupancy. Although the consumption pattern, in itself, does not conclusively establish the alleged unauthorized abstraction, it constitutes a relevant circumstantial indicator when considered alongside KE's allegations. Accordingly, notwithstanding the deficiencies in KE's direct evidence, the consumption history provides a reasonable basis for sustaining a limited detection assessment against this connection, while the detection bills against the other two connections bearing consumer Nos. LC-045274 and LB-088624 are liable to be withdrawn for insufficient supporting evidence.

6. Foregoing in view, the review filed by the Complainant is accepted, and the decision of NEPRA Regional Office, Karachi, dated September 24, 2025, is partially modified. Accordingly, KE is directed to withdraw the detection bills amounting to Rs. 98,841/- and Rs. 109,614/- charged against electricity connections bearing Consumer Nos. LC-045274 and LB-088624, respectively. However, the decision concerning Consumer No. LC-718587 is upheld, whereby KE was directed to revise the detection bill amounting to Rs. 179,637/- by restricting the detection period from six (06) months to three (03) months, based on the consumption recorded during the period from June 2023 to August 2023. 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)

15/10/26

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

Islamabad, October 15, 2026