National Electric Power Regulatory Authority

ISLAMIC REPUBLIC OF PAKISTAN
NEPRA Head Office
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Consumer Affairs Department

TCD.09/4057-2026
October 16, 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 COMPLAINT FILED BY MR. MAQBOOL HAQ UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST K-ELECTRIC LIMITED REGARDING DETECTION BILL (ACCOUNT NO. 0400041761960)**

KElectric-KHI- 48466-12-24

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. Maqbool Haq,
   House No. A-112, Sector T-III,
   Gulshan-e-Maymar, Karachi.
   Contact# 03333068438

BEFORE THE
NATIONAL ELECTRIC POWER REGULATORY AUTHORITY
(NEPRA)
Complaint No. KElectric-KHI-48466-12-24

Mr. Maqbool Haq .....**Complainant**
House No. A-112, Sector T-III,
Gulshan-e-Maymar, Karachi.
Contact# 03333068438.

Versus

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

Date of Hearing(s): September 01, 2026

On behalf of:
Complainant: Mr. Maqbool Haq

Respondent: Mr. Umair Shaikh (K-Electric Limited)

Subject: **DECISION IN THE MATTER OF COMPLAINT FILED BY MR. MAQBOOL HAQ UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST K-ELECTRIC LIMITED REGARDING DETECTION BILL (ACCOUNT NO. 0400041761960)**

This decision shall dispose of the complaint filed by Mr. Maqbool Haq, House No. A-112, Sector T-III, Gulshan-e-Maymar, Karachi, (hereinafter referred to as the "Complainant") 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 bill and requested to 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 premises was inspected on October 31, 2024 and discrepancy of 'Shunt in Meter' was reported and connected load was found to be 11.0 kW. KE added that a detection bill of Rs.837,236/- for 11493 units was processed on the basis of connected load of the premises. 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 the Complainant and representatives of KE in person. During the hearing the representatives of KE informed that the detection bill has already been revised from (06) months to (02) months on connected load of 6 kW as per MCA report.

4] 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 following has been observed:

(i) The instant matter pertains to charging of detection bill amounting to Rs. 837,236/- for the period from May 2024 to October 2024 against the Complainant's connection bearing consumer No. AM-354518 having tariff category A1-R.

(ii) KE is of the view that the detection bill has been charged on the discrepancy of 'Shunt in Meter' for the period from April 07, 2024 to October 08, 2024 for 11493 units on the basis of connected load of 11.0 kW.

(iii) KE further informed that the Complainant meter was changed on December 16, 2024 with previous meter having remarks of "terminal strip damage. Main cover seal caps found intact. Red phase OK. Meter within permissible limit on testing bench".

(iv) The electricity consumption of the Complainant's account is provided below:

AM-354518			
Month	**2023**	**2024**	**2025**
January	171	167	142
February	141	172	125
March	267	167	195
April	365	172	288
May	429	173	230
June	664	218	276
July	503	188	317
August	466	169	343
September	380	174	272
October	397	167	242
November	318	170	219
December	237	244	122
Average	361	181	230

The electricity consumption of the Complainant's connection does not indicate any abnormal increase in consumption after checking by KE on October 31, 2024 and replacement of the meter on December 16, 2024. Although the consumption during 2024 remained comparatively lower than the preceding year, the subsequent billing history does not reflect any abrupt or substantial increase after replacement of the meter. The consumption recorded thereafter remained within a comparable range and does not corroborate the allegation that the meter had been substantially under-recording consumption during the period in question. Had the meter been materially under-recording consumption during the detection period, a corresponding and noticeable increase in consumption soon after checking and replacement of the meter would reasonably be expected.

(v) Further, KE informed that the Complainant's meter was changed on December 16, 2024 and the previous meter was examined, wherein the remarks recorded were "terminal strip damage. Main cover seal caps found intact. Red phase OK. Meter within permissible limit on testing bench." Thus,

notwithstanding the observation regarding damage to the terminal strip, the meter was found to be *within permissible limits on testing bench.* The intact main cover seal caps and the finding that the meter remained within permissible limits on the testing bench do not establish that the meter was under-recording consumption during the period for which the detection bill has been charged.

(vi) Further, KE initially assessed the detection bill on the basis of connected load of 11.0 kW. Later, KE revised the said bill from (06) months to (02) months on connected load of 6 kW on remarks of MCA. However, during the hearing dated February 11, 2026; KE was directed to conduct fresh site inspection of the Complainant's premises to verify the connected load. Accordingly, site inspection was conducted and load was found to be 4.168 kW. The substantial difference between the load relied upon by KE for assessment of the detection bill and the load subsequently observed during the joint survey creates ambiguity regarding the basis adopted by KE for determination of the alleged unrecorded consumption. In the absence of a clear and consistent explanation/reconciliation of the said difference, the connected load of 11.0 kW and 6 kW cannot reasonably be relied upon as a reliable basis for sustaining the detection bill.

(vii) Moreover, the previous meter was reported to be within permissible limits on testing bench, with the main cover seal caps found intact, while the subsequent billing history does not indicate any abrupt increase in consumption after checking and replacement of the meter. Thus, neither the meter testing nor the subsequent consumption pattern corroborates substantial under-recording during the disputed period.

5. Foregoing in view, KE is directed to withdraw the detection bill amounting to Rs. 837,236/- charged to the Complainant against consumer No. AM-354518. The case is disposed of in the above terms.

(Lashkar Khan Qambrani)
Member, Complaints Resolution Committee /
Director (CAD)

(Muhammad Irfan Ul Haque)
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