



National Electric Power Regulatory Authority
ISLAMIC REPUBLIC OF PAKISTAN
Attaturk Avenue (East) Sector G-5/1, Islamabad.
Ph: 051-2013200 Fax: 051-2600021

**Consumer Affairs
Department**

TCD.09/1317-2025
March 28, 2025

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

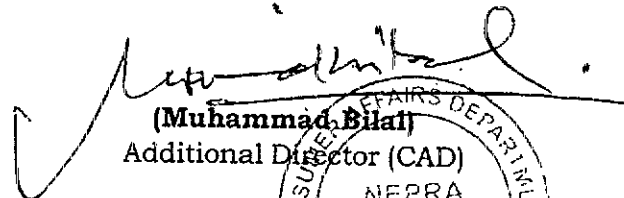
Subject: **DECISION IN THE MATTER OF COMPLAINT FILED BY SYED IFRAHEEN AZEEM UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST K-ELECTRIC LIMITED REGARDING DETECTION BILL (CONSUMER NO. AM-018568)**
Complaint No. KElectric-KHI-32739-12-23

Please find enclosed herewith the decision of the NEPRA Complaints Resolution Committee (CRC), dated March 28, 2025 regarding the subject matter for necessary action and compliance within twenty (20) days.

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,
Provincial Office Consumer Affairs,
Office # 101, 1st Floor, Balad Trade Centre,
Aalamgir Road, B.M.C.H.S., Bahadurabad,
Karachi.
3. Syed Ifraheen Azeem,
H. No. B-489, Sector 11-A, Township Borth, Karachi,
Contact# 03142100225


(Muhammad Bilal)
Additional Director (CAD)
NEPRA
Islamabad
CONSUMER AFFAIRS DEPARTMENT
/CAD/



**BEFORE THE
NATIONAL ELECTRIC POWER REGULATORY AUTHORITY
(NEPRA)**

Complaint No. KElectric-KHI-32739-12-23

Syed Ifraheen Azeem,

H. No. B-489, Sector 11-A, Township Borth, Karachi,
Contact# 03142100225

.....Complainant

Versus

K-Electric Limited (KE)

KE House No.39B, Sunset Boulevard
Defence Housing Authority, Karachi.

..... Respondent

Date of Hearing(s): 1) March 21, 2024
2) May 23, 2024
3) August 15, 2024

On behalf of:

Complainant: Syed Ifraheen Azeem

Respondent:

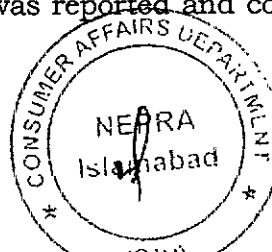
1) Mr. Anas Lakhani (K-Electric Limited)
2) Mr. Amir Masood (K-Electric Limited)

Subject: DECISION IN THE MATTER OF COMPLAINT FILED BY SYED IFRAHEEN AZEEM UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST K-ELECTRIC LIMITED REGARDING DETECTION BILL (CONSUMER NO. AM-018568)

DECISION

This decision shall dispose of the Complaint filed by Syed Ifraheen Azeem, H. No. B-489, Sector 11-A, Township Borth, 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 regarding charging of detection bill and requested that KE be directed to withdraw the detection bill. The matter was taken-up with KE for submission of para-wise comments/report. In response, KE reported that bills have been issued as per actual consumption recorded through electricity meter. KE added that a site survey of the Complainant premises was carried out on October 16, 2023 during which discrepancy of 'shunt in meter' was reported and connected load of the

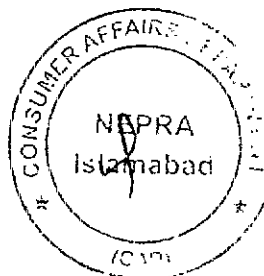


premises was found to be 10.657kW. The report of KE was sent to the Complainant for information/comments. The Complainant raised observations over the report of KE.

3. In order to proceed further into the matter, hearings were held at NEPRA Regional office, Karachi which were attended by the Complainant in person and representative of KE via video link wherein the matter was discussed in detail. Accordingly, KE was directed vide letter dated March 25, 2024 to defer the disputed bill, issue current bills to the Complainant till finalization of the matter and conduct fresh site inspection of the Complainant's premises and submit report in the matter along with copy of the meter department report. In response KE vide letter dated April 16, 2024 submitted the required documents. In order to finalize the matter, another hearing was held at NEPRA RO Karachi which was attended by both the parties.

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 case pertains to charging of detection bill by KE amounting to Rs.509,256/- for the period from May 2023 to October 2023 on the residential connection having consumer No.AM018568. KE has charged the detection bill on the allegation of shunt in meter on 10.657 kW load whereas sanctioned load of the premises is 7 kW.
- (ii) The Complainant is of the view that the electricity meter is installed outside the premises and previously no discrepancy has been observed by KE during the site inspection carried out prior to October 16, 2023 and KE has charged detection bill without justification.
- (iii) KE is of the view that the detection bill has been charged to the Complainant on connected load of 10.657kW on the basis of shunt in the electricity meter however, the Complainant removed shunt after damaging terminal strip as verified by meter department report dated October 17, 2023 with remarks as "terminal strip found damage, meter cover seal caps found intact terminal block burnt out current coil not burnt out & shunt not found." Moreover, KE stated that during resurvey it was observed that one Air Conditioner was found removed by the Complainant.
- (iv) The electricity consumption of the Complainant's connection submitted by KE is mentioned below:



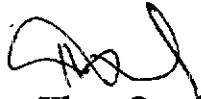
	2022			2023			2024		
Month	Off Peak	Peak	Total	Off Peak	Peak	Total	Off Peak	Peak	Total
January	79	20	99	95	23	118	63	18	81
February	79	17	96	64	18	82	53	17	70
March	122	34	156	122	32	154	61	19	80
April	167	37	204	144	36	180	134	29	163
May	257	24	281	179	33	212	124	29	153
June	275	34	309	326	39	365	169	36	205
July	233	21	254	348	27	375	212	49	261
August	185	22	207	246	32	278	129	32	161
September	189	17	206	173	30	203	187	41	228
October	178	22	200	185	30	215	137	35	172
November	153	19	172	224	11	235	144	36	180
December	75	18	93	105	23	128	98	26	124
Average			190			212			157

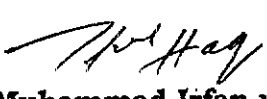
The above consumption of the Complainant show that there is no remarkable variation in consumption of the Complainant.


- (v) Clause 9.2.2 of Consumer Service Manual (CSM), provides a procedure to establish theft of electricity. The said provision has not been followed by KE. Moreover, Clause 9.2.3 (b) provides assessment of the detection bill on the basis of sanctioned load or connected load whichever is higher, however, KE failed to submit evidence with respect to connected load of 10.657 kW.
- (vi) Clause 9.1.4 of the Consumer Service Manual (CSM) provides for taking photos / recording video as evidence for theft of electricity. 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. However, video evidence transpires existence of shunt in the meter.
- (vii) In case of established of theft of electricity; clause 9.2.3 (c)(i) of CSM provides that maximum period for charging detection bills shall be restricted to three billing cycles for general supply consumers i.e. A-1, A-

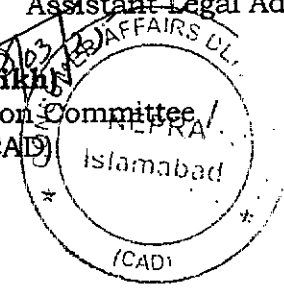
2 & general services consumers i.e. A-3 and extendable up to a maximum of six months, subject to approval of the Chief Executive Officer (CEO). In this case; KE has charged detection bill for period of six months, however, KE failed to submit approval of the CEO in the instant matter.

5. Foregoing in view, KE is directed to revise the detection bill of Rs.509,256/- on the basis of sanctioned load of 7 kW from six month to three months. A report in this regard be submitted within twenty (20) days, positively.


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


(Muhammad Irfan ul Haq)
Member, Complaints Resolution Committee /
Assistant Legal Advisor


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



Islamabad, March 28, 2025