



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.04/1733-2025
May 5, 2025

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

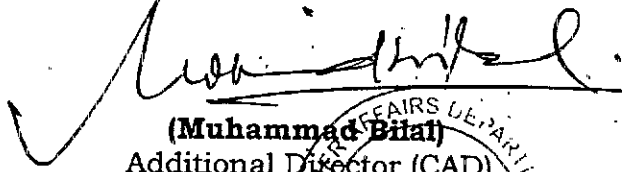
Subject: **DECISION IN THE MATTER OF COMPLAINT FILED BY MR. AHMED NAWAZ KHAN UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST K-ELECTRIC LIMITED REGARDING DETECTION BILL (ACCOUNT NO. 0400015805666)**
Complaint No. KElectric-KHI-41565-08-24

Please find enclosed herewith the decision of the NEPRA Complaints Resolution Committee (CRC), dated May 05, 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. Mr. Ahmed Nawaz Khan,
KESC S/ No. 179, New Mianwali Colony, Karachi
Contact# 03002541787
zulfiqartahir683@gmail.com


(Muhammad Bilal)
Additional Director (CAD)
NEPRA
Islamabad
(CAD)



BEFORE THE
NATIONAL ELECTRIC POWER REGULATORY AUTHORITY
(NEPRA)

Complaint No. KElectric-KHI-41565-08-24

Mr. Ahmed Nawaz Khan,

.....**Complainant**

KESC S/ No. 179, New Mianwali Colony, Karachi

Contact# 03002541787

zulfiqartahir683@gmail.com

Versus

K-Electric Limited (KE)

.....**Respondent**

KE House No.39B, Sunset Boulevard

Defence Housing Authority, Karachi:

Date of Hearing(s):

October 24, 2024

On behalf of:

Complainant:

1) Mr. Ahmed Nawaz Khan

2) Mr. Ahmed Khan

Respondent:

1) Mr. Ahsan Abdur Rehman (K-Electric Limited)

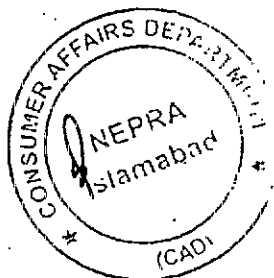
2) Imran Zakir (K-Electric Limited)

Subject: DECISION IN THE MATTER OF COMPLAINT FILED BY MR. AHMED NAWAZ KHAN 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. 0400015805666)

This decision shall dispose of the Complaint filed by Mr. Ahmed Nawaz Khan, KESC S/ No. 179, New Mianwali Colony, Karachi (hereinafter referred to as the "Complainants") against K-Electric (Pvt) Ltd (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 NEPRA to intervene in the matter & direct KE to withdraw the detection bill. The matter was taken-up with KE for submission of para wise comments/report. In response, KE reported that the meter installed at premises in question was not recording actual consumption of the premises owing to fault in one of the CT's. KE added that, the above fact was established after carrying out site inspection (SIR) as well as meter testing at site by means of meter testing equipment (MTE). The report of KE was sent to the Complainant for information/comments.

KElectric-KHI-41565-08-24



Page 1 of 3

3. In order to proceed further into the matter, a hearing was held at NEPRA Regional office Karachi on October 24, 2024 which was attended by both the parties i.e. (KE and the Complainant) in person wherein the matter was discussed in detail.

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.1,087,960/- on the basis of one faulty CT on industrial connection having B1 tariff bearing Account No. 0400015805666.
- (ii) KE has charged the detection bill on the basis of meter testing report dated June 8, 2024 having remarks as "at the time of inspection meter found 50% slow due to meter seems tempered and FMR issued for replacement of the meter". KE replaced the electricity meter on July 8, 2024. Meter department report dated June 10, 2024 shows remarks that terminal strip and main cover seal caps found intact. Low battery signal. Meter within permissible limit on testing bench. Reading 063284.
- (iii) The billing statement of the Complainant's account submitted by KE is as under:

	2022			2023			2024		
Months	Off Peak	Peak	Total	Off Peak	Peak	Total	Off Peak	Peak	Total
January	5150	394	5544	2916	160	3076	4398	125	4523
February	4066	442	4508	2565	167	2732	4201	174	4375
March	6413	742	7155	3801	287	4088	4201	159	4360
April	5487	397	5884	459	15	474	1751	153	1904
May	2590	14	2604	2956	58	3014	1160	43	1203
June	4936	50	4986	5651	136	5787	3784	80	3864
July	3808	225	4033	4408	204	4612	4408	204	4612
August	3276	67	3343	3932	175	4107	6436	51	6487
September	2248	19	2267	5766	209	5975	4195	150	4345
October	1671	14	1685	5548	145	5693	3599	115	3714
November	3473	110	3583	5038	259	5297			
December	2880	125	3005	4652	199	4851			
Average per month	3833	217	4050	3974	168	4142	3813	125	3939

The meter showed accurate behavior at the testing bench, however, at the premises, due to one of the burnt CTs, the energy meter did not record the actual consumption. The above billing history reflects this discrepancy as after replacement, the consumption trend is on higher side.

- (iv) 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.

- (v) Clause 9.1.4 of the Consumer Service Manual (CSM) provides for taking photos / recording video as evidence for theft of electricity).
- (vi) Moreover, KE has issued the said detection bill without following the procedure prescribed in clause 9.2 of Consumer Service Manual (CSM) which provides a procedure for charging of detection bill.
- (vii) There are no allegations against the Complainant for being involved in theft of electricity.
- (viii) Clause 4.3.3 Consumer Service Manual (CSM) defines procedure to check accuracy of any metering installation as well as charging of bill upon verification of slowness in the metering equipment. It has observed that KE has issued the detection bill in violation of provisions of CSM. The energy meter was slow due to non-recording of true consumption owing to one CT burnt. According to provisions of CSM, a supplementary bill was to be issued in case of slowness of metering equipment for two previous months and enhancement of multiplying factor till replacement of the meter.

5. Foregoing in view, KE is directed to withdraw the detection bill of Rs.1,087,960/- and charge a supplementary bill on 33.3% slowness (1 CT burnt) for previous two months prior to date of checking and enhance the multiplying factor till replacement of the meter. 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 (CAD)

(Naweed Ullah Shaikh)

Convener, Complaints Resolution Committee/
Director General (CAD)

Islamabad, May 05, 2025

