



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.04/1467-2025
April 18, 2025

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

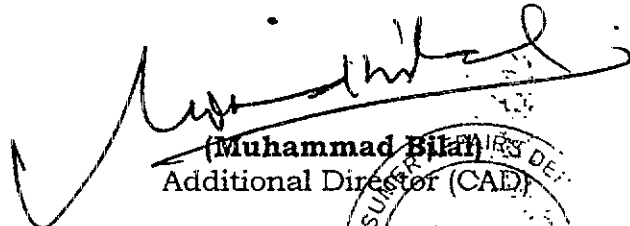
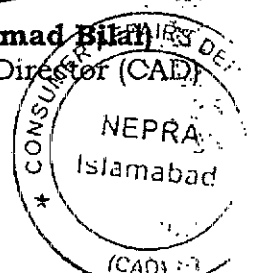
Subject: DECISION IN THE MATTER OF COMPLAINT FILED BY MR. MUHAMMAD ADIL S/O MUHAMMAD MUSHTAQUE UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST K-ELECTRIC LIMITED REGARDING DETECTION BILL (ACCOUNT NO. 0400016091950)
Complaint No. KElectric-KHI-41546-08-24

Please find enclosed herewith the decision of the NEPRA Complaints Resolution Committee (CRC), dated April 18, 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. Muhammad Adil S/o Muhammad Mushtaque,
Plot No. 9-10, Qasba Meteroville, Manghopir,
Karachi
Contact# 03462492253


(Muhammad Bilal)
Additional Director (CAD)




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

Complaint No. KElectric-KHI-41546-08-24

Mr. Muhammad Adil S/o Muhammad Mushtaque,
Plot No. 9-10, Qasba Meteroville, Manghopir, Karachi
Contact# 03462492253

.....Complainant

Versus

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

..... Respondent

Date of Hearing(s): October 24, 2024

On behalf of:

Complainant: Mr. Muhammad Mushtaque

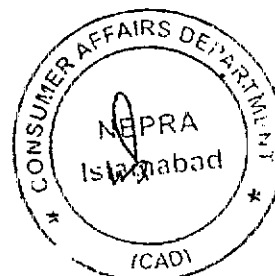
Respondent: 1) Mr. Usman Moean (K-Electric Limited)
2) Imran Zakir (K-Electric Limited)

Subject: DECISION IN THE MATTER OF COMPLAINT FILED BY MR. MUHAMMAD ADIL S/O MUHAMMAD MUSHTAQUE 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. 0400016091950)

This decision shall dispose of the Complaint filed by Mr. Muhammad Adil S/o Muhammad Mushtaque, Plot No. 9-10, Qasba Meteroville, Manghopir, Karachi (hereinafter referred to as the "Complainant") 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 amount dispute by Complainant has been set aside after due verification and the same will be further processed in due course of time.

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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.1,486,697/- for the period from February 03, 2024 to June 05, 2024 on the basis of faulty meter on industrial connection having B1 tariff bearing Account No. 0400016091950. KE has charged 15770 units to the Complainant as detection bill.
- (ii) KE is of the view that the electricity meter of the Complainant was observed as 50% slow during meter testing on June 15, 2024. The same electricity meter of the Complainant was replaced on July 8, 2024. KE submitted meter department report dated October 22, 2024 having remarks a terminal strip and main cover seal caps found intact. Low battery signal. Meter within permissible limit on testing bench.
- (iii) The billing history of the Complainant's account is mentioned below:


Month	2022	2023	2024
January	4333	2817	3396
February	3489	3903	4229
March	3999	3656	4426
April	4642	4530	3007
May	3280	2629	4292
June	3595	5203	4344
July	4035	2942	3029
August	1879	3563	2908
September	2813	4147	3600
October	1905	3712	3376
November	3001	2971	3488
December	3160	3930	3830

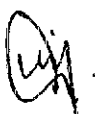
The above billing history of the Complainant's account shows no significant variation in the consumption of the Complainant as compared to the consumption observed during the corresponding months of previous year.

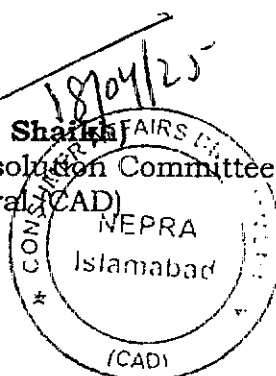
- (iv) Clause 6.1.4 of CSM provides that Meter Readers shall also check the irregularities/discrepancies in the metering system at the time of reading meters and record the same in the reading book/discrepancy book or through any other appropriate method as per the practice. The concerned officer/official 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) 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.
- (vi) 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 as the energy meter was found within permissible limits of accuracy upon checking by KE.
- (vii) There are no allegations against the Complainant for being involved in theft of electricity.
- (viii) Clause 9.1.4 of the Consumer Service Manual (CSM) provides for taking photos / recording video as evidence for theft of electricity. No such video evidence is placed on record by KE to establish theft of electricity by the Complainant; as such charging of detection bill is unjustified.

5. Foregoing in view, KE is directed to withdraw the detection bill of Rs.1,486,697/- charged to the Complainant. 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)


(Naveed Iqbal Shaikh)
Convener, Complaints Resolution Committee/
Director General (CAD)



Islamabad, April 18, 2025