



**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.04/4688-2025  
May 02, 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. SAJAWAL ON  
BEHALF OF JAMA MASJID SALMAN FARSI UNDER SECTION 39 OF THE  
REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF  
ELECTRIC POWER ACT, 1997 AGAINST K-ELECTRIC LIMITED  
REGARDING DETECTION BILL (AL-858324, AM-410521 & LA-175115)**  
Complaint No. **KElectric-KHI-43516-09-24**

Please find enclosed herewith the decision of the NEPRA Complaints Resolution Committee (CRC), dated May 02, 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. Sajawal,  
Banglow No. 65-1 and 65-2 Street No. 20,  
Khayaban-e-Badban DHA Phase-5, Karachi  
Contact# 03200001078, 03012037482

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



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

**Complaint No. KElectric-KHI-43516-09-24**

**Mr. Sajawal,**

Banglow No. 65-1 and 65-2 Street No. 20,  
Khayaban-e-Badban DHA Phase-5, Karachi  
Contact# 03200001078, 03012037482

.....Complainant

**Versus**

**K-Electric Limited (KE)**

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

..... Respondent

**Date of Hearing(s):** October 29, 2024

**On behalf of:**

**Complainant:** Mr. Sajawal

**Respondent:**

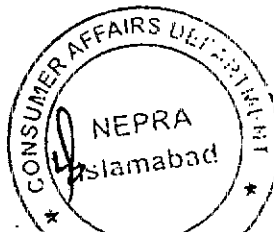
- 1) Mr. Nasir Ashfaq (K-Electric Limited)
- 2) Mr. Anas Lakhani (K-Electric Limited)

**Subject: DECISION IN THE MATTER OF COMPLAINT FILED BY MR. SAJAWAL ON BEHALF OF JAMA MASJID SALMAN FARSI UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST K-ELECTRIC LIMITED REGARDING DETECTION BILLS (AL-858324, AM-410521 & LA-175115)**

This decision shall dispose of the Complaint filed by Mr. Sajawal, R/o Banglow No. 65-1 and 65-2 Street No. 20, Khayaban-e-Badban DHA Phase-5, 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 Complainant has submitted that KE has charged unjustified detection bill and requested NEPRA to intervene in the matter in order to direct KE to withdraw the detection bills. The matter was taken-up with KE for submission of para wise comments/report. In response, KE reported that the Complainant's energy meters installed against consumer Nos: AL-858324, AM-410521 & LA-175115 were checked and discrepancies including meter tempering, terminal strip damage, hole in terminal block were reported. KE added that the consumer has been charged detection bills amounting to Rs.929,140/- and Rs.770,253/- on Consumer No. AL-858324 & AM-410521 respectively for the period from January 2024 to June 2024 on the basis of connected load of 27Kw & 17kW respectively and Rs.165,288/- for the period from April 2024 to June 2024 on the basis of 17kW connected load on LA-175115. The report of KE was forwarded to the Complainant for information/comments. The Complainant raised observations over the report of KE.

KElectric-KHI-43516-09-24



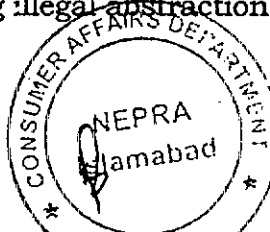
3. In order to proceed further into the matter, a hearing was held at NEPRA Regional office Karachi which was attended by the Complainant and representatives of KE. Accordingly, a joint site inspection was also conducted on October 30, 2024 in presence of both the parties, whereby the connected load of the premises was observed as 15.76 kW, 9.8 kW & 22.36 kW against the connections having consumer No. AL-858324, AM-410521 & LA-175115 respectively.

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 bills amounting to Rs.929,140/- for the period from January 2024 to June 2024 on the residential connection having consumer No: AL-858324, Rs.770,253/- for the period from January 2024 to June 2024 on AM-410521 & Rs.165,288/- for the period from April 2024 to June 2024 and Rs.180,523/- for September 2024 on LA-175115. The sanctioned load of the connections are 6kW, 9kW and 11kW respectively.
- (ii) During joint site inspection it was observed that connections having consumer No. AM-410521 & LA-175115 are installed at Plot No.65/2 and AL-858324 is installed at Plot No. 65/1. Both premises were in use of Complainant as per his statement.
- (iii) KE has charged the above mentioned detection bills on connected load 27kW, 17kW & 17kW against the consumer Nos. AL-858324, AM-410521 & LA-175115 respectively, whereas the joint site inspection transpired the connected loads as 15.76kW, 9.8kW and 22.36kW respectively.
- (iv) The electricity consumption of the Complainant's account is mentioned below:

Month	AL-858324		AM-410521		LA-175115	
	2023	2024	2023	2024	2023	2024
January	337	576		205	925	2013
February	659	720		243	1117	2614
March	699	787		250	1057	2594
April	897	1673		249	1854	2224
May	1234	2459		257	3689	2561
June	2279	2498		257	5015	4032
July	2019	2858		2744	6158	5268
August	1467	2666		2900	5218	3082
September	1244	3150	2	1928	4083	1041
October	1547	1960	178	2120	3235	5562
November	1067	3979	287	1895	2557	
December	604		286		2541	

- (v) The energy meter regarding consumer No. AL-858324 was replaced on June 13, 2024 and meter department report shows that "terminal strip found damaged. Hole found in terminal block on blue phase incoming side. Blue phase CT wire disconnected inside the meter".
- (vi) KE submitted the meter department report dated June 15, 2024 regarding consumer No. AM-410521 & LA-175115 having remarks "a hole found in terminal block, red C.T wire disconnected inside the meter, terminal strip damaged."
- (vii) The clause 9.2 of the Consumer Service Manual (CSM) lays down the procedure for establishing illegal abstraction of electricity. However, in the

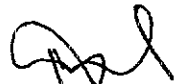



present case, the inspection of electricity meters were carried out in absence of the Complainant.

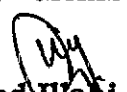
- (viii) The consumption observed after meter change against Consumer No. AL-858324 for the period from July 2024 to November 2024 has significantly increased minorly as compared to the corresponding months of the previous year. However, the consumption of the Complainant is already on higher side during the disputed period.
- (ix) The consumption observed after meter change against Consumer No. AM-410521 for the period from July 2024 to November 2024 has increased as compared to the months before meter change. Further, it is observed that KE has charged the said detection bill on higher side.
- (x) The consumption observed after meter change against Consumer No. LA-175115 from the period July 2024 to November 2024 has no significant change as compared to the corresponding months of the previous year.
- (xi) As per clause 9.2.3 (c) of Consumer Service Manual (CSM), maximum period of 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). The Chief Executive Officer (CEO) of KE may delegate its powers and authorize a committee comprising at least three officers of Chief Engineer / Director level to allow charging of detection bill up to six months to these consumers on case to case basis after proper scrutiny so that no injustice is done with the consumer. In such cases action will also be initiated against the concerned officer for not being vigilant enough.

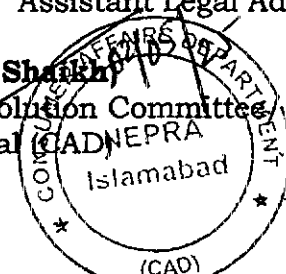
5. Foregoing in view, KE is directed to revise the detection bill on the connection bearing consumer No. AM-410521 reducing the billing period from six months to three months on the basis of connected load of 9.8 kW and withdraw the detection bills charged on the connections bearing Consumer Nos. LA-175115 and AL-858324. A report in this regard be submitted within twenty (20) days, positively.

5۔ مذکورہ بالا حقائق کو مد نظر رکھتے ہوئے، کے ای کو ہدایت کی جاتی ہے کہ کنکشن نمبر AM-410521 پر 9.8 KW کے منسلک لوڈ کی بنیاد پر ڈیٹیکشن بل کو چھ ماہ سے تین ماہ پہ تبدیل کیا جائے اور کنکشن نمبر LA-175115 اور AL-858324 پر چارج کیا گیا ڈیٹیکشن بل واپس لیا جائے۔ اس حوالے سے بیس (20) دنوں کے اندر مثبت رپورٹ پیش کی جائے۔

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

  
(Muhammad Irfan-Ul-Haq)  
Member, Complaints Resolution Committee/  
Assistant Legal Advisor (CAD)

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



Islamabad, May 02, 2025