

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.04/28/6-2025
July 11, 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. SHAHID
HUSSAIN S/O HAMID HUSSAIN 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. 0400026076453, 0400035943909)
Complaint No. KElectric-KHI-43485-09-24**

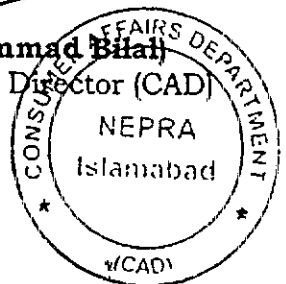
Please find enclosed herewith the decision of the NEPRA Complaints Resolution
Committee (CRC), dated July 11, 2025 regarding the subject matter for necessary action
and compliance within twenty (20) days.

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. Shahid Hussain S/O Hamid Hussain
House No: B-25, Sector W-2, Gulshan-e-Maymar,
Karachi
Contact# 0331-4600004.

(Muhammad Bilal)
Additional Director (CAD)





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

Complaint No. KElectric-KHI-43485-09-24

Mr. Shahid Hussain S/O Hamid Hussain

.....Complainant

House No: B-25, Sector W-2,
Gulshan-e-Maymar, Karachi
Contact# 0331-4600004.

Versus

K-Electric Limited (KE)

..... Respondent

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

Date of Hearing(s): November 05, 2024
January 15, 2025

On behalf of:

Complainant: Mr. Shahid Hussain S/O Hamid Hussain

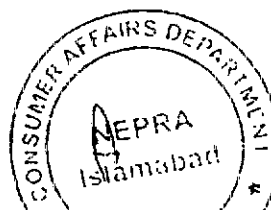
Respondent:

- 1) Zulfurain (K-Electric Limited)
- 2) Mustafa Hussain (K-Electric Limited)
- 3) Asad Ullah Abbasi (K-Electric Limited)
- 4) S.Ghazanfar Ali (K-Electric Limited)

Subject: DECISION IN THE MATTER OF COMPLAINT FILED BY MR. SHAHID HUSSAIN S/O HAMID HUSSAIN 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. 0400026076453, 0400035943909)

This decision shall dispose of the complaint filed by Mr. Shahid Hussain s/o Hamid Hussain, House No: B-25, Sector W-2, 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 on his two connections on the basis of allegation of theft of electricity. The Complainant added that KE has issued detection bill without any justification. The Complainant requested to intervene in the matter and 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 as per the site inspection report dated July 18, 2024, a discrepancy of 'light used by hook was found'. KE further submitted that detection bill of Rs.355,505/- & Rs.557,582/- has been charged to the Complainant against the connections LB-331526 & AM-206107 respectively. The report of KE was sent to the Complainant for information/comments. The Complainant raised observations over the report of KE.

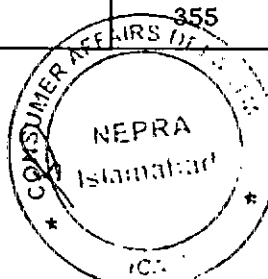


3. In order to proceed further into the matter, a hearing was held at NEPRA Regional office Karachi which was attended by both the parties i.e. the Complainant and representatives of KE in person. During the hearing, KE was directed to conduct a fresh site inspection in presence of the Complainant or his representative for verification of connected load of both the connections installed at the Complainant's premises. Accordingly another hearing was held at NEPRA Regional office Karachi on January 15, 2025 which was attended by the Complainant in person and representative of KE in person.

4. The case has been examined in detail in light of the record made so available by the parties, arguments advanced during the hearings and applicable law. The following has been observed:

- (i) The instant matter pertains to charging of detection bill to the Complainant amounting to Rs.355,505/- & Rs.557,582/- against the connections LB-331526 & AM-206107 respectively having tariff category A1-R.
- (ii) KE is of the view that the said detection bills have been charged on the discrepancy of light used through hook found during checking on July 18, 2024. The detection bills have been charged for the period from January 2024 to July 2024 on connected load of 11 kW & 12 kW on the connection LB-331526 & AM-206107 respectively. KE charged 5586 units and 8559 units respectively on the above mentioned connections of the Complainant.
- (iii) The electricity consumption of the Complainant's account is mentioned below:

	Billing Consumption of AM206107			Billing Consumption of LB331526		
Month	2023	2024	2025	2023	2024	2025
January	177	303	198	252	281	191
February	105	284	226	209	238	212
March	286	254	256	473	276	333
April	185	290	405	577	420	557
May	256	191	364	768	510	578
June	279	219		806	807	
July	236	245		902	952	
August	286	2,095 (DETE)		863	1,877 (DETE)	
September	228	600		643	512	
October	322	556		750	691	
November	231	644		764	705	
December	517	470		355	459	



The electricity consumption of the Complainant's shows that the consumption of the Complainant against connection bearing consumer No. AM-206107 has been observed to be increased after removal of the discrepancy during site inspection conducted on July 18, 2024. However, the electricity consumption against the connection bearing consumer No. LB-331526 has no significant variation before and after site inspection.

- (iv) Moreover, as per site inspection report dated November 21, 2024 conducted by KE, the connected load was observed as 9.3 kW & 7.8 kW against the connections bearing consumer Nos. LB-331526 & AM-206107 having sanctioned load of 13 kW & 6 kW respectively. It has been observed that the electricity consumption of the connection bearing consumer No. AM-206107 has been on lower side during the disputed period as compared to the connected load of the connection.
- (v) Clause 9.1.4 of the Consumer Service Manual (CSM) envisages that for the availability of the evidence of theft, photos and/or videos shall be recorded for establishment of theft of electricity. KE has provided sufficient evidence of theft of electricity at the Complainant's premises, however, KE has issued the said detection bill on higher side.
- (vi) Further, KE has also charged bills on DETE mode for the month of August, 2024 against both the connections. KE has charged these bills in violation of the CSM as there is no provision in CSM for charging the consumer(s) on DETE mode.

5. Foregoing in view, KE is directed to revise the detection bill amounting to Rs.557,582/- against the connection bearing consumer No. AM-206107 from six months to three months period on connected load of 7.8 kW and withdraw the detection bill amounting to Rs. 355,505/- against the connection bearing consumer No. LB-331526. Moreover, the bills charged on DETE mode against both connections be also withdrawn. 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 Mahi Sharif)

Convener, Complaints Resolution Committee/
Director General (CAD)

Islamabad, July 11, 2025

