

National Electric Power Regulatory Authority

ISLAMIC REPUBLIC OF PAKISTAN

Attaturk Avenue (East) Sector G-5/1, Islamabad.

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**Consumer Affairs
Department**

TCD.04/2867-2025
July 11, 2025

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

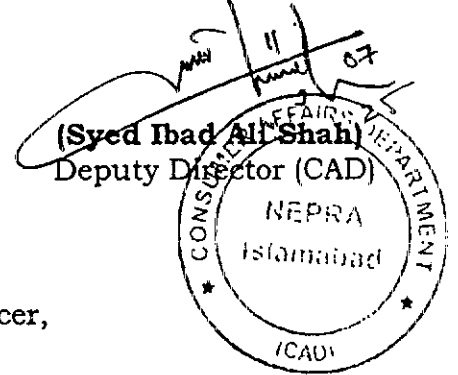
Subject: DECISION IN THE MATTER OF MOTION FOR LEAVE FOR REVIEW FILED BY MR. MUHAMMAD ISHAQ AGAINST THE DECISION OF NEPRA REGIONAL OFFICE KARACHI IN THE MATTER OF COMPLAINT FILED AGAINST K-ELECTRIC LIMITED UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 REGARDING DETECTION BILLING (CONSUMER NO. AM-203130)
Complaint No. KElectric-KHI-47947-12-24

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.

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 Ishaq,
House No. M-49, Street No. 03, Abuzar Ghaffari Colony,
Sector 11½, Orangi Town, Karachi
Cell: 0300-2579136





BEFORE THE
NATIONAL ELECTRIC POWER REGULATORY AUTHORITY
(NEPRA)

Motion for leave for review in complaint No. KElectric-KHI-47947-12-24

Mr. Muhammad Ishaq,

House No. M-49, Street No. 03, Abuzar Ghaffari Colony,
Sector 11½, Orangi Town, Karachi
Cell: 0300-2579136

.....Complainant

Versus

K-Electric Limited (KE)

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

.....Respondent

Date of Hearing: July 03, 2025

On behalf of:

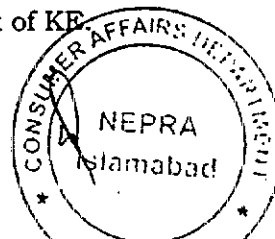
Complainant: Mr. Muhammad Ishaq

Respondent: Mr. Salahuddin (K-Electric Limited)

Subject: DECISION IN THE MATTER OF MOTION FOR LEAVE FOR REVIEW FILED BY MR. MUHAMMAD ISHAQ AGAINST THE DECISION OF NEPRA REGIONAL OFFICE KARACHI IN THE MATTER OF COMPLAINT FILED AGAINST K-ELECTRIC LIMITED UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 REGARDING DETECTION BILLING [CONSUMER NO. AM-203130]

This decision shall dispose of the motion for leave for review filed by Mr. Muhammad Ishaq, House No. M-49, Street No. 03, Abuzar Ghaffari Colony, Sector 11½, Orangi Town, Karachi, (hereinafter referred to as the "Complainant") against the decision of NEPRA Complaints Resolution Committee, Karachi in the matter of complaint filed 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 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 during a site inspection on October 16, 2024, a discrepancy of meter tampered was found on the connection having Consumer No. AM-203130 and connected load was found to be 8.00 kW. Therefore, the Complainant was charged detection bill amounting to Rs. 333,759/- for the period from March 27, 2024 to September 25, 2024 on the basis of connected load. 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 on February 20, 2025 which was attended by both the parties i.e. the Complainant and representatives of KE. During the hearing, KE informed that the detection bill amounting to Rs. 333,759/- is charged for the period from April 2024 to September 2024 on the connection having Consumer No. AM-203130 on the basis of meter tampered.

4. Accordingly, the matter was decided by the NEPRA Complaints Resolution Committee, Regional Office Karachi vide its decision dated March 28, 2025 whereby K-Electric was directed to revise the detection bill of Rs. 333,759/- from six (06) months to three (03) months i.e. July 2024 to September 2024.

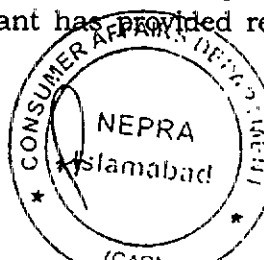
5. Being aggrieved with the said decision, the Complainant again approached NEPRA and requested for review in the matter. The request of the Complainant was considered and a hearing in this regard was held on July 03, 2025 which was attended by both the parties. The Complainant contested that the meter was working properly and no discrepancy attributed to the Complainant has been highlighted in the KE's meter departmental report.

6. 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 motion for leave for review is disposed of in the following terms:

- i. The instant matter pertains to charging of detection bill amounting to Rs.333,759/- by KE to the Complainant on the connection bearing consumer No. AM-203130 having A-1 tariff.
- ii. KE has charged the detection bill for the period from April 2024 to September 2024 to the Complainant on the basis of allegation of meter tampered.
- iii. The electricity consumption of the Complainant's account is mentioned below:

Month	Consumer No. AM-203130				
	2021	2022	2023	2024	2025
January	69	69	187	132	5
February	82	143	125	115	8
March	147	152	203	109	17
April	197	193	216	138	13
May	223	185	225	152	3
June	212	166	245	171	128
July	203	299	238	170	
August	182	292	194	168	
September	157	232	209	147	
October	185	247	229	158	
November	149	159	200	154	
December	114	31	118	48	

The electricity consumption of the Complainant's connection shows that the consumption of the Complainant is on lower side during the disputed period as compared with the consumption observed during the corresponding months of the previous year. Upon query regarding the low consumption, the Complainant has provided receipt dated



25-09-2023 of purchase of inverter for installation of solar system. Therefore, the allegation appears to lack merit when viewed against the historical data, undermining the claim of meter tampered.

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/tampering of electricity by the Complainant.

v. Clause 9.2.2 of CSM provides that upon knowledge of any illegal abstraction of electricity the DISCO shall secure metering installation without removing it in the presence of the consumer or his representative and install check meter at the premises and declare it as a billing meter. However, no such procedure was followed by KE in the instant case.

vi. KE submitted meter departmental report dated January 21, 2025 having remarks that "terminal strip found damage, main cover seal caps intact, shunt not found and meter within permissible limit on testing bench". The representatives of KE could not present evidence of meter tampered and failed to substantiate the claim of electricity theft.

7. Foregoing in view, the review petition filed by the Complainant is accepted and the decision of NEPRA Regional Office, Karachi dated March 28, 2025 is modified. Accordingly, KE is directed to withdraw the detection bill charged against the connection bearing Consumer No. AM-203130. The case is disposed of in the above terms.

(Lashkar Khan Qambrani)

Member, Complaints Resolution Committee/
Director (CAD)

(Muhammad Iran-ul-Haq)

Member, Complaints Resolution Committee /
Assistant Legal Advisor (CAD)

(Naweed Illahi Shaikh)

Convener, Complaints Resolution Committee/
Director General (CAD)

Islamabad, July 18, 2025

