



National Electric Power Regulatory Authority
ISLAMIC REPUBLIC OF PAKISTAN
NEPRA Head Office
Ataturk Avenue (East) Sector G-5/1, Islamabad.
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Consumer Affairs
Department

TCD.09/ 5120 -2025
November 25, 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 REVIEW MOTION FILED BY MR. MUHAMMAD WAQAS AGAINST THE DECISION OF NEPRA REGIONAL OFFICE KARACHI REGARDING COMPLAINT FILED UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST K-ELECTRIC LIMITED ON ACCOUNT OF DETECTION BILL (CONSUMER No. LA-989181)

KElectric-KHI-49589-01-25

Please find enclosed herewith the decision of NEPRA Complaints Resolution Committee (CRC) dated November 25, 2025, regarding the subject matter for necessary action and compliance.

Encl: As above

(Syed Ibad Ali Shah)
Deputy Director (CAD)

Copy to:

1. Mr. M. Imran Hussain Qureshi,
Chief Regulatory Affairs & Government Relation Officer,
KE Office, 56-A, Street No. 88 G-6/3 Islamabad.
2. Mr. Abid Hussain, Advisor,
NEPRA Regional Office, Plot No. 15/118,
Office No. 706, 7th Floor, Balad Trade Centre,
Aalamgir Road, B.M.C.H.S. Block No. 3,
Bahadurabad, Karachi.
3. Mr. Muhammad Waqas,
House No. 225, Madina Colony, Sector C/11,
Aurangi Town, Karachi.
0317-8916425



BEFORE THE
NATIONAL ELECTRIC POWER REGULATORY AUTHORITY

REVIEW MOTION FILED BY THE COMPLAINANT IN
COMPLAINT NO. KElectric-KHI-49589-01-25

Mr. Muhammad Waqas, Complainant/Petitioner
House No. 225, Madina Colony, Sector C/11,
Aurangi Town, Karachi.
0317-8916425

VERSUS

K-Electric Limited (KE), Respondent
KE House No. 39-B,
Sunset Boulevard Phase-II,
Defense Housing Authority
Karachi.

Hearing(s): October 21, 2025

On behalf of:

Complainant: Mr. Muhammad Waqas

Respondent/ K.E: i. Mr. Muhammad Atif
ii. Mr. Ehtesham
iii. Mr. Anas Lakhani

Subject: DECISION IN THE MATTER OF REVIEW MOTION FILED BY MR. MUHAMMAD WAQAS AGAINST THE DECISION OF NEPRA REGIONAL OFFICE KARACHI REGARDING COMPLAINT FILED UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST K-ELECTRIC LIMITED ON ACCOUNT OF DETECTION BILL (CONSUMER No. LA-989181)

DECISION

This decision shall dispose of the motion for leave for review filed by Mr. Muhammad Waqas (hereinafter referred to as the "Complainant" or "Petitioner") against the decision of NEPRA Complaints Resolution Committee dated August 07, 2025 (the impugned decision) 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 bills 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 parawise comments/report. In response, KE reported that a discrepancy of meter stop, hook use was reported. KE added that the consumer has been charged detection bill amounting to Rs.387,505/- on the connection bearing Consumer No. LA-989181. 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, hearings were held at NEPRA Regional office Karachi on April 17, 2025 and July 15, 2025 which were attended by both the parties i.e. KE and the Complainant in person. Accordingly, the matter was disposed of vide decision dated August 07, 2025 wherein KE was directed to revise the detection bill amounting to Rs. 387,505/- charged to the Complainant on connected load of 3.5 kW.

4. Being aggrieved with the impugned decision, the Complainant filed a motion for leave for review. The Complainant in the review submitted that the illegal kunda (hook) use was not proved against him and requested for removal of detection bill. The review of the Complainant was considered and a hearing in this regard was held on October 21, 2025 which was attended by both the parties.

5. 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 on the following terms:

- i. The instant matter pertains to charging of detection bill amounting to Rs.387,505/- to the Complainant on the connection having consumer No. LA-989181 having tariff A1R.
- ii. KE has charged the detection bill amounting to Rs.387,505/-for the period from June 2024 to November 2024 on connected load 7kW on the allegation of meter stop, hook use.
- iii. KE has issued the said detection bills without following the procedure provided in Consumer Service Manual (CSM) for establishment of the Complainants involvement in theft of electricity and charging of detection bill thereto.
- iv. The electricity consumption of the Complainant's account is tabulated below:

Consumer No.LA-989181			
Month	2023 (Units)	2024 (Units)	2025 (Units)
January	75	89	88
February	63	107	116
March	101	109	108
April	118	118	128
May	119	332	125
June	134	125	97
July	155	111	102
August	118	119	98
September	125	103	84
October	119	93	86
November	142	111	
December	64	91	
Average	111	125	103

The electricity consumption of the Complainant's connection shows that there is no variation in consumption of the Complainant during the disputed period as compared with the consumption recorded during the corresponding months of the previous year. Moreover, after checking there is no abrupt increase in consumption. In view thereof,

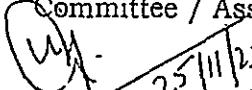
the allegation lacks merit when viewed against the historical consumption data.

- v. According to CSM; video record, photos of theft are required as evidence to establish theft of electricity however, the representatives of KE could not produce proper evidence of theft of electricity by the Complainant.
- vi. During the hearing held on October 21, 2025, the representative of K-Electric apprised that the first survey was conducted on November 20, 2025, the second survey on January 03, 2025, and the third survey on March 22, 2025, wherein the alleged discrepancy of hook-up wire was found removed by the Complainant. However, no plausible justification was provided as to why the alleged discrepancy, if existing, was not removed during the earlier two surveys. Moreover, had there been any valid discrepancy substantiated at the first instance, K-Electric would have acted promptly to remove the same and preserved evidence to support its claim. In the absence of evidence; K-Electric's stance does not support the allegation of theft of electricity.

6. Foregoing in view, the review filed by the Complainant is accepted and the decision of NEPRA Regional Office, Karachi dated August 07, 2025 is modified. Accordingly, KE is directed to withdraw the detection bill charged against the connection bearing consumer No. LA-989181/- . The review motion is disposed of in the above terms.


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


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


(Naweed Illahi Shaikh)
Convener, Complaints Resolution Committee /
Director General (CAD)

Islamabad, November 25, 2025