



**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/ <sup>5256</sup> -2024  
November 29, 2024

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

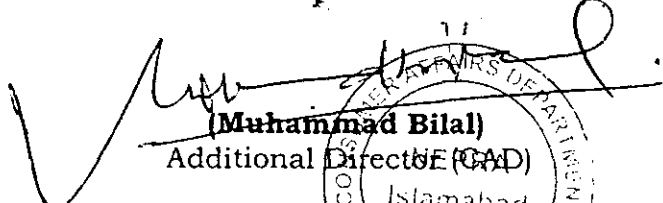
Subject: **DECISION IN THE MATTER OF COMPLAINT FILED BY MR. AFSAR ZAMAN KHAN UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST K-ELECTRIC LIMITED REGARDING DETECTION BILL (CONSUMER NO.LA-704542)**  
**Complaint No. KElectric-KHI-45835-10-24**

Please find enclosed herewith the decision of the NEPRA Complaints Resolution Committee (CRC), dated November 29, 2024 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. Afsar Zaman Khan,  
House No. R-30, Tariq Bin Ziyad Housing Project,  
Near Security Guard Check Post, Jinnah Avenue,  
Malir Halt, Karachi. Contact# 03009263452

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



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

**Complaint No. KElectric-KHI-45835-10-24**

**Mr. Afsar Zaman Khan,**

.....Complainant

House No. R-30, Tariq Bin Ziyad Housing Project,

Near Security Guard Check Post, Jinnah Avenue, Malir Halt, Karachi

Contact# 03009263452

**Versus**

**K-Electric Limited (KE)**

..... Respondent

KE House No.39B, Sunset Boulevard

Defence Housing Authority, Karachi.

**Date of Hearing(s):**

November 04, 2024

**On behalf of:**

**Complainant:**

Mr. Afsar Zaman Khan

**Respondent:**

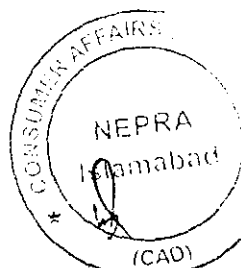
1) Mr. Waqas Ahmed (K-Electric Limited)

2) Syed Waqas Ahmed (K-Electric Limited)

**Subject: DECISION IN THE MATTER OF COMPLAINT FILED BY MR. AFSAR ZAMAN KHAN UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST K-ELECTRIC LIMITED REGARDING DETECTION BILL (CONSUMER NO.LA-704542)**

This decision shall dispose of the Complaint filed by Mr. Afsar Zaman Khan, House No. R-30, Tariq Bin Ziyad Housing Project, Near Security Guard Check Post, Jinnah Avenue, Malir Halt, Karachi (hereinafter referred to as "the Complainants") 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 a discrepancy of direct use of electricity was reported. KE added that the consumer has been charged detection bill amounting to Rs.80,508/- for the month of July 2024 & August 2024 on the basis of connected load of 5kW on the connection bearing Consumer No. LA-704542.



3. In order to proceed further into the matter, a hearing was held at NEPRA Regional office Karachi on November 04, 2024 which was attended by both the parties i.e. (KE and the Complainant) in person wherein the matter was discussed in detail.

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.80,508/- on the connections having consumer No. LA-704542 under tariff A1R.
- (ii) KE is of the view that the detection bills have been charged on the basis of direct use/hook use on connected load of 5kW against the consumer for the months of July 2024 & August 2024.
- (iii) The Complainant is of the view that KE has charged the detection bills without proper evidences.
- (iv) The billing statement of the Complainant's account submitted by KE is as under:

	LA-704542		
	2022	2023	2024
January	78	239	142
February	180	102	163
March	87	106	183
April	286	159	230
May	333	238	385
June	270	489	381
July	292	260	260
August	240	165	322
September	308	279	151
October	264	234	318
November	258	314	
December	420	212	
<b>Total units</b>	<b>3016</b>	<b>2797</b>	<b>2535</b>

The above billing statement submitted by KE reveal that there has been no remarkable difference in the consumption of the Complainant during the disputed period as compared to the consumption during the corresponding months of previous year.

- (v) Clause 9.1.4 of the Consumer Service Manual (CSM) provides for taking photos / recording video as evidence for theft of electricity. 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.

(vi) Moreover, KE has issued the said detection bill without following the procedure prescribed in Consumer Service Manual (CSM).

4. Foregoing in view, KE is directed to withdraw the detection bills amounting to Rs.80,508/- on the connection having consumer No. LA-704542. A report in this regard be submitted within twenty (20) days, positively.

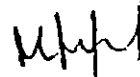
5- مندرجہ بالا حقائق کے پیش نظر، کے الیکٹرک کو ہدایت کی جاتی ہے کہ صارف نمبر LA-704542 والے کنکشن پر - 80,508/ کاڈٹیکشن بل واپس لے۔ اس حوالے سے بیس (20) دنوں کے اندر مثبت رپورٹ پیش کی جائے۔



(Lashkar Khan Qambrani)

Member, Complaints Resolutions Committee/

Director (CAD)



(Moqem-ul-Hassan)

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



(Naweed Illahi Shaikh)

Convener, Complaints Resolutions Committee/  
Director General (CAD)

Islamabad, November 29, 2024

