



**National Electric Power Regulatory Authority**  
ISLAMIC REPUBLIC OF PAKISTAN  
Consumer Affairs Department, NEPRA TOWER  
Ataturk Avenue (East) Sector G-5/1, Islamabad.  
Ph: 051-2013200, Fax: 051-2600021

**Consumer Affairs  
Department**

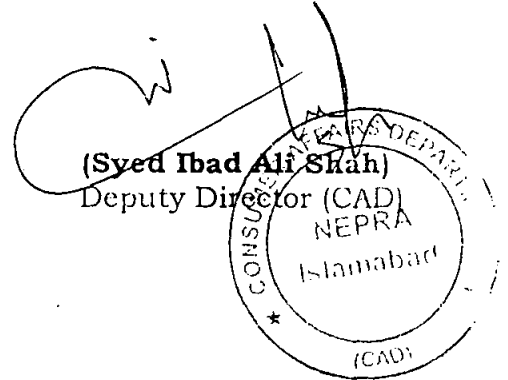
TCD.09/3268-2023  
August 03, 2023

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 MS. NEELOFAR WD/O.  
LATE, MUHAMMAD BUX LASHARI 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. HC-948080)**  
Complaint No. **KElectric-KHI-12666-05-22**

Please find enclosed herewith the decision of the NEPRA Consumer Complaints Tribunal dated August 03, 2023 regarding the subject matter for necessary action and compliance within thirty (30) days, positively

Encl: As above



**Copy to:**

1. Mr. 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,  
Provincial Office Consumer Affairs, Office # 101,  
1st Floor, Balad Trade Centre, Aalamgir Road,  
B.M.C.H.S., Bahadurabad,  
Karachi
3. Ms. Neelofar Wd/o. Late Muhammad Bux Lashari,  
House No. A-157, Sub Sector S-4,  
Gulshan-e-Maymar, Karachi.  
Contact# 0300-2478385



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

**Complaint No. KElectric-KHI-12666-05-22**

**Mst. Neelofar Wd/o. Late, Muhammad Bux Lashari,**  
House No. A-157, Sub Sector S-4, Gulshan-e Maymar, Karachi,  
Contact# 03002478385

.....Complainant

**Versus**

**K-Electric Limited (KE)**  
KE House No.39B, Sunset Boulevard  
Defence Housing Authority, Karachi.

.....Respondent

**Date of Hearing(s):** 1) August 25, 2022  
2) September 20, 2022  
3) December 06, 2022

**On behalf of:**  
**Complainant:** Mr. Mehfooz Ahmed

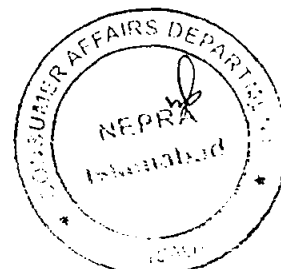
**Respondent:** Mr. Asif Shajer (GM, Regulations)

**Subject:** DECISION IN THE MATTER OF COMPLAINT FILED BY MST. NEELOFAR WD/O. LATE, MUHAMMAD BUX LASHARI 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. HC-948080)

Through this decision, the complaint filed by Ms. Neelofar Wd/o Late, Muhammad Bux Lashari (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"), is being disposed of.

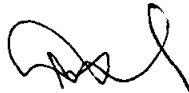
2. The Complainant through the above referred complaint agitated that KE has issued a detection bill amounting to Rs. 4,93,654/-. The Complainant contested that she recently shifted to her premises where use of electricity is low and requested this office for withdrawal of detection bill.

3. The matter was taken up with KE for submission of comments. In response, KE submitted that prior to installation of the electricity meter, supply was being used directly from KE's network which was disconnected by KE time to time however the same was again reconnected soon after disconnection. Therefore, as a last resort bills were issued to the Complainant on the basis of load of premises but the same were not paid due to which the outstanding dues accumulated to the tune of Rs. 516,449/-

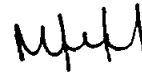


4. In order to look further into the matter, hearings were held at NEPRA Regional Office, Karachi wherein the scrutiny of record and arguments advanced by both the parties revealed that KE has charged bills to the Complainant from November 2020 to May 2022 on DETE mode without any evidence. The Complainant submitted documentary evidences with respect to sale deed agreement dated November 04, 2015 wherein the premises was mentioned as residential open plot. Moreover, the Complainant also submitted construction agreement dated February 10, 2021 of the premises, which shows that the premises was vacant during the years 2020 & 2021. Further, the electricity connection was provided to the premises in the month of June, 2022.

5. KE could not produce any documentary evidence or video to establish that the supply was being used at the premises through direct hook. Foregoing in view, the bills amounting to Rs. 527,419/- charged by KE on "DETE" mode during the period from November 2020 to May 2022 are unjustified and the same are required to be withdrawn. KE is directed to withdraw the bills amounting to Rs. 527,419/- A report in this regard be submitted within thirty (30) days.



Lashkar Khan Qambrani  
Member (Consumer Complaints Tribunal)  
Director (CAD)

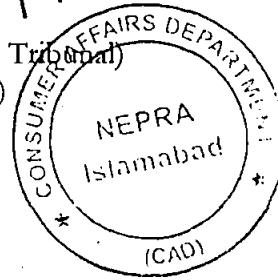


Moqem Ul Hassan  
Member (Consumer Complaints Tribunal)  
Assistant Legal Advisor (CAD)



Naweed Illahi Shaikh  
Convener (Consumer Complaints Tribunal)  
Director General (CAD)

03/08/23



Islamabad, August 03, 2023