



**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/ -2024  
October 10, 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. MUHAMMAD SABIR S/O  
ABDUL RAZZAQ 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. AP-091238)**  
Complaint No. **KElectric-KHI-29524-10-23**

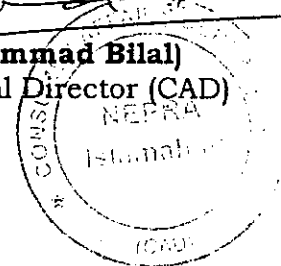
Please find enclosed herewith the decision of the NEPRA Complaints Resolution Committee (CRC), dated October 10, 2024 regarding the subject matter for necessary action and compliance.

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 Sabir S/o Abdul Razzaq,  
Plot No. 330, Abbgasi Nagar, Sector 11-G, North Karachi,  
Contact# 03311345738, 03332397051

(Muhammad Bilal)  
Additional Director (CAD)





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

**Complaint No. KElectric-KHI-29524-10-23**

**Mr. Muhammad Sabir S/o Abdul Razzaq**

**Complainant**

Plot No. 330, Abbgasi Nagar, Sector 11-G, North Karachi,  
Contact# 03311345738, 03332397051

**Versus**

**K-Electric Limited (KE)**

**Respondent**

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

**Date of Hearing(s):** 1) January 31, 2024  
2) March 26, 2024

**On behalf of:**

**Complainant:** 1) Mr. Muhammad Sabir S/o Abdul Razzaq  
2) Mr. Muhammad Islam

**Respondent:** 1) Mr. Ahsan Abdul Rehman (K-Electric Limited)  
2) Mr. Aamir Masood (K-Electric Limited)

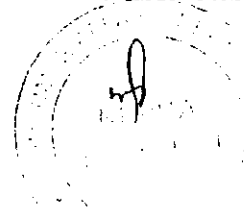
**Subject:** **DECISION IN THE MATTER OF COMPLAINT FILED BY MR. MUHAMMAD SABIR S/O ABDUL RAZZAQ UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST K-ELECTRIC LIMITED REGARDING DETECTION BILL (CONSUMER NO. AP-091238)**

This decision shall dispose of the Complaint filed by Mr. Muhammad Sabir S/o Abdul Razzaq, Plot No. 330, Abbasi Nagar, Sector 11-G, North 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 excessive bill and requested NEPRA to intervene in the matter & direct KE to withdraw the excessive bill. The matter was taken-up with KE for submission of parawise comments/report. In response, KE submitted that the Complainant's premises is used for industrial purposes i.e. for operating embroidery machine(s). KE added that during the site inspection dishonest abstraction/use of energy was reported by inspection team with remarks of 'Direct use and load of 15kW was found connected and running at site. KE further submitted that

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a detection bill of Rs.849,310/- was charged in the month of March 2023. KE further submitted that bills for the period of March 2023 to July 2023 were also charged on assessed/dete mode based on the adverse Meter Reader remarks of 'Kunda use along meter' and 'Line DC light in use' as consumer was repeatedly using electricity through hook. 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 which were attended by the Complainant in person and representative of KE via video link wherein the matter was discussed in detail.

4. 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.849,310/- for the period from September 2022 to February 2023, Rs.38793/- for the month of March 2023 and Rs. 43888/- in August 2023 against the Complainant's connection having industrial tariff bearing consumer No.AP-091238. In this regard, KE has provided pictures, i.e. hook use.
- (ii) KE has also charged bill on DETE mode to the Complainant for the period of March 2023 to July 2023 on the allegation of direct line use. There is no provision in Consumer Service Manual (CSM) for charging of bills on DETE mode.
- (iii) The electricity consumption of the Complainant's connection submitted by KE is tabulated below:-

Month	2021 (kWh)	2022 (Units)	2023 (Units)	2024 (Units)
January	0	389	241	0
February	0	356	26	0
March	163	163 Avera	276 DETE	0
April	489	551 Adjus	4034 DETE	0
May	1194	445	3953 DETE	
June	671	75	4035 DETE	
July	815	32	4122 DETE	
August	112	91	0	
September	93	48	0	
October	18	109	0	
November	0 Avera	42	0	
December	488 Adjus	497 DETE	0	

- (iv) The Complainant is of the view that the premises was occupied by the tenant from August 2022 to April 2023. However, no tenancy agreement was placed on record by the Complainant. Moreover, the recorded consumption does not corroborate with the connected load of 5kW at the premises.
- (v) It has been observed that KE has charged the detection bill on the basis of sufficient evidences; i.e. use of hook for which pictures have been placed on record as such the detection bills are payable by the Complainant. However, the bills charged on DETE mode have been charged not only on higher side for the months of April 2023 to July 2023 but are also in violation of the provisions of Consumer Service Manual as there is no provision for issuance of bills on DETE mode.
- (vi) KE has informed that the Complainant has availed out of court settlement for payment of disputed bills.

5. Foregoing in view, it is concluded that the detection bills are payable by the Complainant; however, KE is directed to withdraw the DETE bills charged w.e.f. April 2023 to July 2023 being in violation of provisions of CSM. However, the Complainant may approach KE for implementation of the instant decision or processing of the settlement agreement if he desires so. Further proceedings in the matter are being closed by this office.



**(Lashkar Khan Qambrani)**

Member, Complaints Resolution Committee/  
Director (CAD)



**(Moqeem-ul-Hassan)**

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



**(Naweed Hahi Shaikh)**

Convener, Complaints Resolution Committee/  
Director General (CAD)

Islamabad, October 10, 2024

