



National Electric Power Regulatory Authority

ISLAMIC REPUBLIC OF PAKISTAN

NEPRA Head Office

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

Ph:051-2013200, Fax: 051-2600021

Consumer Affairs Department

TCD.09/3682-2026
September 23, 2026

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

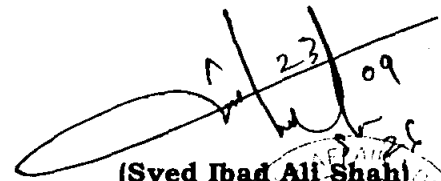
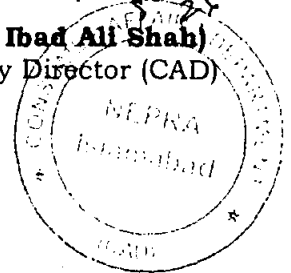
Subject: **DECISION IN THE MATTER OF COMPLAINT FILED BY MR. HIMAT ALI MANGNEJO UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST KELECTRIC LIMITED REGARDING DETECTION BILL (ACCOUNT NO. 0400025600612)**
KElectric-KHI-47908-12-24

Please find enclosed herewith the decision of NEPRA Complaints Resolution Committee (CRC) dated September 23, 2026 regarding the subject matter for necessary action.

Encl: As above

Copy to:

1. Mr. Asif Shajar,
General Manager (Regulations),
K-Electric Limited, KE House No 39-B,
Sunset Boulevard Phase-II, Defence Housing Authority,
Karachi.
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. Himat Ali Mangnejo,
Dhani Bux Goth, Gulistna-e-Johar, Karachi
Ph: 03043713397


(Syed Ibad Ali Shah)
Deputy Director (CAD)




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

Complaint No. KElectric-KHI-47908-12-24

Mr. Himat Ali Mangnejo

House No. 378, Street No. 04, Dhani Bux Goth,
Gulistan-e-Jauhar, Block 09, Karachi.
Contact No: 03043713397.

.....Complainant

Versus

K-Electric Limited (KE)

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

..... Respondent

Date of Hearing(s):

On behalf of:

- 1) February 26, 2025
- 2) May 08, 2025
- 3) August 13, 2025
- 4) September 23, 2025

Complainant:

Mr. Himat Ali Mangnejo

Respondent:

- 1) Mr. Asif Ahmed (K-Electric Limited)
- 2) Mr. Ayaz Ahmed (K-Electric Limited)
- 3) Syed Ali Mehmood (K-Electric Limited)
- 4) Mr. Wamiq Ahmed (K-Electric Limited)

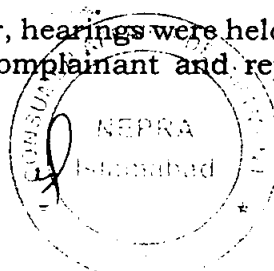
Subject: DECISION IN THE MATTER OF COMPLAINT FILED BY MR. HIMAT ALI MANGNEJO UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST K-ELECTRIC LIMITED REGARDING DETECTION BILL (CONSUMER NO. LC-043064)

Decision

This decision shall dispose of the complaint filed by Mr. Himat Ali Mangnejo, House No. 378, Street No. 04, Dhani Bux Goth, Gulistan-e-Jauhar, Block 09, 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 detection bill and requested NEPRA to intervene in the matter and 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 "extra neutral phase direct use through ABC cable" was reported. KE added that the consumer has been charged detection bill amounting to Rs.692,785/- against the electricity connection bearing consumer No. LC-043064. 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 and representatives of KE



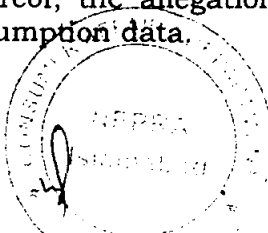
wherein the matter was discussed in detail. A joint site inspection of the Complainant's premises was conducted by NEPRA in presence of the Complainant and the representative of KE. During the joint site inspection, it has been observed that the Complainant's electricity meter was found installed outside on boundary wall. The connected load of the premises has been observed as 7.1 kW against the connection having consumer No. LC-040306.

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 bill amounting to Rs.692,785/- for 9807 units against the electricity connection bearing consumer No. LC-043064 having tariff A1R.
- ii. KE is of the view that the detection bill amounting to Rs.692,785/- for the period from March 2024 to August 2024 has been charged against the discrepancy of "extra neutral phase direct use through ABC cable" on connected load of 13 kW.
- iii. It has been observed that KE has charged the detection bills amounting to Rs.692,785/- to the Complainant on LC-043064 without proper evidence.
- iv. It is observed that KE, in its report, stated that a connected load of 13 kW was found at the Complainant's premises during its survey. However, during the subsequent verification conducted by NEPRA in the presence of both the parties, the connected load at the premises was found to be 6 kW. The substantial difference between the connected load reported by KE and that subsequently verified by NEPRA raises questions regarding the accuracy/reliability of KE's survey findings and the corresponding report.
- v. The electricity consumption of the Complainant's account is mentioned below:

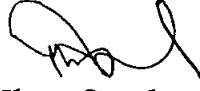
LC-043064				
Month	2023	2024	2025	2026
January	24	86	65	75
February	52	91	86	60
March	48	118	111	73
April	104	171	162	69
May	151	208	193	130
June	147	185	224	181
July	144	192	224	181
August	165	168	156	148
September	207	148	160	
October	167	117	145	
November	69	174	105	
December	103	86	77	
Avg.	115	145	142	

The electricity consumption of the Complainant's connections 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 and next year. Moreover, after checking conducted on September 11, 2024; there is no increase in consumption. In view thereof, the allegation lacks merit when viewed against the historical consumption data.

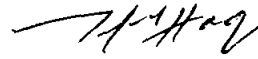


- vi. The record reveals that KE has not followed the procedure provided in Consumer Service Manual (CSM) for establishment of illegal abstraction of electricity and charging of detection bill. Clause 9.1.4 of the CSM provides that for evidence of theft, photos and/or videos shall be recorded for exhibition before the competent forum. However, KE did not provide conclusive evidence to establish that the alleged wire was connected to or terminated at the Complainant's premises or being used by the Complainant.

5. Foregoing in view, KE is directed to withdraw the detection bill amounting to Rs.692,785/- charged to the Complainant on the connection bearing consumer No. LC-043064. The case is disposed of in the above terms.



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



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



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



Islamabad, September 23, 2026