



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**

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

TCD.09/4883-2025

November 10, 2025

Subject: DECISION IN THE MATTER OF COMPLAINT FILED BY MR. MUHAMMAD BASHIR UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST K-ELECTRIC LIMITED (KEL) REGARDING ASSESSMENT OF LOAD

KElectric-NHQ-53019-04-25

Please find enclosed herewith the decision of the NEPRA Complaints Resolution Committee (CRC), dated November 10, 2025 regarding the subject matter for necessary action.

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. Mr. Muhammad Bashir,
House No. R-17, Sector 17-B, Shah Latif Town,
Bin Qasim, Malir, Karachi.
0312-3936140

(Syed Ibad Ali Shah)
Deputy Director (CAD)





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

Complaint No. KElectric-KHI-53019-04-25

Mr. Muhammad Bashir

House No. R-17, Sector 17-B, Shah Latif Town,
Bin Qasim, Malir, Karachi.
Contact# 03123936140.

.....Complainant

Versus

K-Electric Limited (KE)

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

.....Respondent

Date of Hearing(s): September 09, 2025

On behalf of:

Complainant: Mr. Muhammad Bashir

Respondent: Mr. Asif Shajer (K-Electric Ltd)

Subject: DECISION IN THE MATTER OF COMPLAINT FILED BY MR. MUHAMMAD BASHIR UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST K-ELECTRIC LIMITED REGARDING ASSESMENT OF LOAD.

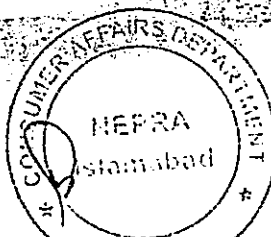
This decision shall dispose of the Complaint filed by Mr. Muhammad Bashir House No. R-17, Sector 17-B, Shah Latif Town, Bin Qasim, Malir, Karachi, (hereinafter referred to as the "Complainant") against K-Electric Limited (hereinafter referred to as the "Respondent" or "KE"), under Section 39 of the Regulation 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 he applied for two commercial connections for which KE has issued an estimate of Rs. 337,723/-. The Complainant requested NEPRA to intervene in the matter & direct KE to revise the unjustified estimate and issue estimate as per criteria laid down in Consumer Service Manual (CSM). The matter was taken-up with KE for submission of parawise comments/report. In response, KE reported that new connections are applied by the complainant for commercial purposes for premises situated in Shah Lateef Town which is less affluent as well as under privileged area under the territorial jurisdiction of Malir Development Authority (MDA) without necessary electricity infrastructure. Accordingly, an estimate was issued to the Complainant with PMT sharing charges, however, the Complainant did not pay the estimate and filed the instant complaint with NEPRA. 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, a hearing was held at NEPRA Regional office Karachi on September 09, 2025 which was attended by both the parties i.e. (KE and the Complainant) in person wherein the matter was discussed in detail.

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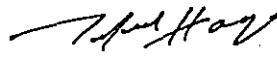



4. The case has been examined in detail in light of the record made so available by the parties, arguments advanced during the hearing and applicable law. The following has been observed:

- i. The instant matter pertains to provision of connection and assessment of load. The Complainant is of the view that KE has raised high estimate of Rs. 3,37,723/- for provision of commercial connection(s). According to KE, the area residents constructed dwellings and there is no proper electricity infrastructure.
- ii. Moreover, the Complainant's premises consist of three commercial shops at the front, with an adjoining area at back used as a godown, measuring 240 square yards in total for the entire premises.
- iii. During the hearing, KE submitted that the assessed load requirement of the premises was ascertained to be 22 kW and accordingly an estimate was issued to the Complainant with PMT sharing charges in accordance with the provisions of CSM.
- iv. Further, KE informed that upon non-payment of the charges, they invited the Complainant to amicably settle the matter wherein the Complainant was advised to completely isolate the godown area from the shops located at the front of the plot including closure of common access passage to the godown from the front shops, to assess the load of commercial shops and godown separately.
- v. Clause 2.6 of the CSM envisages that for provision of Commercial connections, having load above 15 kW to 100 kW, the connection will be granted from dedicated Transformer OR transformer sharing charges proportionate to load subject to availability of capacity/ load in the distribution transformer.

5. Foregoing in view, KE is directed to process/ revise the estimate for the provision of electricity connection(s) to the Complainant after completion of codal formalities by the Complainant including but not limited to complete isolation of the godown area from shops as already instructed to the Complainant by KE. The Complaint 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


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



Islamabad, November 10, 2025