



**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.04/620-2025  
February 11, 2025

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

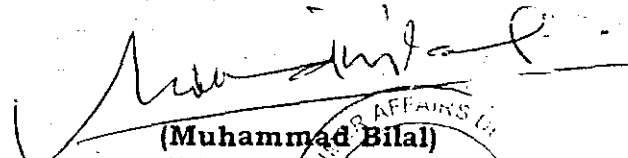
Subject: **DECISION IN THE MATTER OF COMPLAINT FILED BY MR. SHAHID IQBAL  
UNDER SECTION 39 OF THE REGULATION OF GENERATION,  
TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997  
AGAINST K-ELECTRIC LIMITED REGARDING DISCONNECTION OF SUPPLY  
(ACCOUNT No. 0400038484255, 0400039590137)  
Complaint No. KElectric-KHI-49154-01-25**

Please find enclosed herewith the decision of the NEPRA Complaints Resolution Committee (CRC), dated February 11, 2025 regarding the subject matter for necessary action and compliance within thirty (30) days.

Encl: As above

Copy to:

1. Mr. M. Imran Hussain Qureshi  
Chief Regulatory Affairs Officer & Govt. Relations Officer,  
K-Electric Limited Office, 36-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. Shahid Iqbal,  
The Residents of Diamond City, Gadap Town, Karachi.  
Cell: 0303-0354450

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



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

**Complaint No. KElectric-KHI-49154-01-25**

**Mr. Shahid Iqbal,**

The Residents of Diamond City, Gadap Town.

Contact# 03030354450

.....Complainant

**Versus**

**K-Electric Limited (KE)**

KE House No.39B, Sunset Boulevard

Defence Housing Authority, Karachi.

.....Respondent

**Date of Hearing(s):** 1) January 24, 2025  
2) January 31, 2025

**On behalf of:**

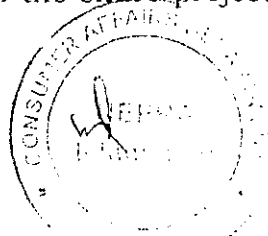
**Complainant:** Mr. Shahid Iqbal

**Respondent:** 1) Mr. Khurram Abdullah (K-Electric Limited)  
2) Mr. Jameel Ahmed (K-Electric Limited)  
3) Mr. Asif Shajer (K-Electric Limited)

**Subject: DECISION IN THE MATTER OF COMPLAINT FILED BY MR. SHAHID IQBAL UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST K-ELECTRIC LIMITED REGARDING DISCONNECTION OF SUPPLY (ACCOUNT NO. 0400038484255, 0400039590137)**

This decision shall dispose of the Complaint filed by Mr. Shahid Iqbal, resident of Diamond City, Gadap Town, 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 disconnected electricity supply of Diamond City, Gadap Town, Karachi and requested that KE be directed to resolve the matter. The matter was taken-up with KE for submission of para wise comments/report. In response, KE reported that project in question i.e. "Diamond City" is a boundary wall project situated in the area of Gadap Town Karachi having area of approximately 13 acres. KE added that the street lights inside the entire project have been illuminated



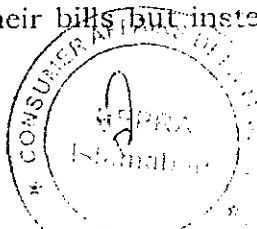
through illegal hook connections and despite repeated disconnections the residents do not apply for metered connections for street lights and restore supply soon after disconnection through the LT network available in the said society/project and as a last resort consumer has been charged with bills on estimate basis according to actual connected load of the street lights which have not been paid; as such this has resulted in accumulation of dues to the tune of approximately Rs. Three (03) million. In addition to the said outstanding dues there are many other individual connections against which dues are piled up to the extent of approximately Rs.17.8 million in totality. KE added that KE engages the residents and representatives of the Society for effective resolution of this issue and has made many recovery efforts such as arrangement of recovery camps and facilitating consumers at their doorstep by offering various payment/rebate schemes for recovery of outstanding bills. However, despite repetitive efforts, consumers did not turn up for payment of outstanding dues. KE added that the supply of the project/society was disconnected on January 22, 2025 as a last resort and simultaneously engagements were tried to be done by KE teams with Society representatives for agreement on settlement of outstanding dues and as a result of these engagements the representatives of the society finally paid a token amount of Rs.600,000/- on January 23, 2025 with further firm commitment that they will not only apply for metered connection for street light but also pay bills regularly without any default. Based on this firm commitment and submission of undertaking, electricity supply has been restored after payment of the above token amount.

3. The Consumer is of the view that KE disconnected the 11kV feeder in violation of Consumer Service Manual (CSM) which caused disturbance and mental torture to the families of more than 1000 paying consumers.

4. In order to proceed further into the matter, hearings were held at NEPRA Regional office Karachi on January 24, 2023 and January 31, 2025 which were attended by both the parties i.e. (KE and the Complainant) in person wherein the matter was discussed in detail

5. 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 disconnection of supply of Diamond City, Gadap Town, Karachi by K-Electric due to non-payment of dues of street lights.
- (ii) K-Electric is of the view that the supply of the society was disconnected from 11 kV feeder on January 22, 2025 due to accumulation of dues amounting to Rs.3 million approx on street lights connected through hook with KE network. Moreover, the supply of the society was restored by KE on January 23, 2025 due to payment of Rs.600,000/- by the residents of the society.
- (iii) As per Clause 8.1 of Consumer Service Manual (CSM), a premises is liable to be disconnected if the consumer is a defaulter in making payments of the electricity bill(s). During the hearing it was revealed that more than one thousand (1000) consumers paid their bills but instead of disconnecting




the electricity supply of defaulters; KE disconnected the supply of the society from the 11kV feeder in violation of the said provisions of CSM which has caused mental stress to the good paying consumers.

6. K-Electric disconnected electricity supply of the society from 11kV feeder instead of disconnection of individual defaulters which caused agony and stress to the families of regular paying consumers. Foregoing in view, KE is hereby directed as follows:

- a. KE should conduct an inquiry through its Chief Internal Auditor to determine who authorized the illegal disconnection of the 11 kV feeder at Diamond City, Gadap Town, Karachi, over non-payment for the street light connection, rather than disconnecting the street light itself. Responsibility should be fixed accordingly. The report shall be submitted in NEPRA within thirty (30) days.
- b. KE must strictly follow CSM procedures for disconnecting electricity due to non-payment and ensure that 11kV supply to paying consumers is not disrupted for individual connection dues. Any future violations will result in legal action against KE.
- c. KE should negotiate with Diamond City, Gadap Town, Karachi, representatives to arrange an easy instalment plan for the outstanding street light connection dues.
- d. KE should issue an apology letter to the complainant, expressing regret for the illegal disconnection of the 11kV supply, which caused distress to law-abiding, paying consumers.
- e. An acknowledgment of this letter must be submitted within seven (07) days, with a compliance report to follow within thirty (30) days.

  
(Lashkar Khan Qambrani)

Member, Complaints Resolution Committee/  
Director (CAD)

  
(Muhammad Irfan Ul Haq)

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

  
(Naweed Illahi Shaikh)

Convener, Complaints Resolution Committee /  
Director General (CAD)

Islamabad, February 11, 2025

