



**National Electric Power Regulatory Authority**

ISLAMIC REPUBLIC OF PAKISTAN

NEPRA TOWER

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

**Consumer Affairs  
Department**

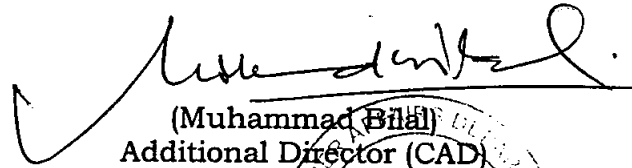
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May 16, 2024

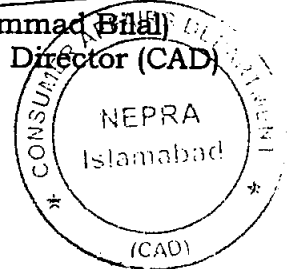
Chief Executive Officer  
K-Electric Limited, KE House No. 39-B,  
Sunset Boulevard Phase-II, Defense Housing Authority Karachi.

**Subject: DECISION IN THE MATTER OF COMPLAINT FILED BY MST. SURAIYA  
SHAHID UNDER SECTION 39 OF THE REGULATION OF GENERATION,  
TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997  
AGAINST K-ELECTRIC LIMITED REGARDING PROVISION OF  
CONNECTION (CASE ID: 558202)**  
**Complaint No. KElectric-KHI-22419-05-23**

Please find enclosed herewith the decision of the NEPRA Complaints Resolution Committee dated May 16, 2024 regarding the subject matter for information and necessary action.

Encl: As above

  
(Muhammad Bilal)  
Additional Director (CAD)



**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. Mst. Suraiya Shahid  
11-C, Zulfiqar Commercial Street No. 2, Phase 8, DHA, Karachi,  
Contact# 03218240024  
rashid.kedna@gmail.com



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

**Complaint No. KElectric-KHI-22419-05-23**

**Mst. Suraiya Shahid,**

11-C, Zulfiqar Commercial Street No. 2, Phase 8, DHA, Karachi,

Contact# 03218240024

rashid.kedna@gmail.com

.....Complainant

**Versus**

**K-Electric Limited (KE)**

KE House No.39B, Sunset Boulevard

Defence Housing Authority, Karachi.

.....Respondent

**Date of Hearing(s):** 1) September 26, 2023

2) October 10, 2023

3) November 15, 2023

**On behalf of:**

**Complainant:** 1) Mst. Suraiya Shahid

2) Mr. Imran Shahid

**Respondent:** 1) Mr. Shafqat Ahmed (K-Electric Limited)

2) Mr. Mohammad Anas (K-Electric Limited)

**Subject:** **DECISION IN THE MATTER OF COMPLAINT FILED BY MST. SURAIYA SHAHID UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST K-ELECTRIC LIMITED REGARDING PROVISION OF CONNECTION (CASE ID: 558202)**

This decision shall dispose of the Complaint filed by Mst. Suraiya Shahid, 223C, Murtuza Commercial Lane 4, Phase 8, DHA, Karachi, (hereinafter referred to as "the Complainant" against K-Electric Limited (KE) (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 dated May 15, 2023 wherein the Complainant agitated that KE has not processed the application submitted for provision of connection and requested that KE be directed to provide electricity connection. The matter was taken-up with KE for submission of para wise comments/report. In response, KE reported that an estimate was issued on April 07, 2023, however the Complainant did not pay the same within stipulated time, therefore the same was cancelled. Subsequently; a new/revised cost estimate for new connection has been issued to the Complainant on June 07, 2023. KE added that upon payment of estimate and security deposit in a timely manner and completion of other formalities by the Complainant, a new connection shall be provided at the Complainant's premises. The report of KE was sent to the Complainant for information/comments.

3. The Complainant raised observations over the report of KE. In order to proceed further into the matter, hearings were held at NEPRA Regional office Karachi which were attended by

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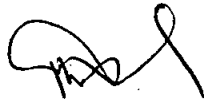


the Complainant in person and representative of KE via video link, wherein the matter was discussed in detail.

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:

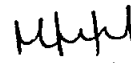
- (i) The Complainant approached KE for provision of electricity connection vide case ID 544719, after due process the estimate amounting to Rs. 7,019,395/- was issued to the Complainant for payment on April 07, 2023 with due date as May 07, 2023. The last day for payment of estimate was Sunday. The Complainant prepared bank draft dated May 05, 2023 and approached KE, however, the same was not accepted by KE with the view that the next two days i.e. May 06, 2023 & May 07, 2023 are holidays, therefore, the amount cannot be realized in time.
- (ii) Subsequently, a revised estimate of Rs.8,415,245/- was issued on June 7, 2023 for payment. During the hearing, representative of KE informed that the difference in both the estimates is due to escalation of prices. The Complainant is of the view that the revised estimate is not liable to be paid by her as KE did not extend the due date.
- (iii) Clause 2.4.3 of the Consumer Service Manual (CSM) provides that the applicants may approach the DISCO at least three days prior to expiry date of payment of demand notice for extension in due date for payment of demand notice / estimate and the DISCO shall allow 30 days grace period, however, in the instant case, no such document has been placed on record by the Complainant that ever she approached KE for extension in due date for payment of demand notice.
- (iv) The Consumer Service Manual (CSM) provides that in case a consumer intends to deposit the electricity bill through bank draft / pay order, the same shall be submitted three days prior to the due date so that the amount is realized in time. The same analogy applies in such cases, therefore, the applicant should have prepared the bank draft earlier and submitted the same to KE for realization by the due date or the applicant should have deposited the amount online or in cash in the designated bank. However, the same was not done by the Complainant. Therefore, escalation in cost of material is not attributable to K-Electric.

5. Foregoing in view, the revised estimate issued by K-Electric is justified and is liable to be paid by the Complainant. Further proceedings in the matter are being closed by this office.



**(Lashkar Khan Qambrani)**

Member, Complaints Resolution Committee/  
Director (CAD)



**(Moqem-ul-Hassan)**

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



**(Naweed Illahi Shaikh)**

Convener, Complaints Resolution Committee /  
Director General (CAD)

Islamabad, May 16, 2024

