



**National Electric Power Regulatory Authority**

ISLAMIC REPUBLIC OF PAKISTAN  
Regional Office Consumer Affairs  
Office # 706, 7<sup>th</sup> Floor, Balad Trade Centre,  
Aalamgir Road, B.M.C.H.S., Bahadurabad, Karachi

POK/09/ 4132 /2024  
August 22, 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 MR. HASSHAM UDDIN UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST K-ELECTRIC LIMITED REGARDING OUTSTANDING DUES & PROVISION OF CONNECTION (CONSUMER NO. AL-011526, CASE ID: 505216)**

Complaint No. KElectric-KHI-26118-07-23

Please find enclosed herewith the decision of the NEPRA Regional Office Karachi dated August 22, 2024 regarding the subject matter for necessary action and compliance within twenty(20) days, positively.

**Encl: As above**

*dir(11)*  
  
(Sarmad Wahab Razi)  
Dy. Director, CAD

Copy to:

- 1) Director General,  
Consumer Affairs Department, NEPRA,  
NEPRA Tower, Attaturk Avenue (East), G-5/1,  
Islamabad
- 2) Mr. M. Imran Hussain Qureshi,  
Chief Regulatory Affairs & Government Relation Officer,  
KE Office, 56-A, Street No. 88 G-6/3  
Islamabad
- 3) Mr. Hassham Uddin,  
NP 2/11/1, Gold Smith Off Kundan ST, Karachi  
Ph: 03452698479, 03452352711, 03035712136



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

**Complaint No. KElectric-KHI-26118-07-23**

**Mr. Hassham Uddin,**

NP 2/11/1, Gold Smith Off Kundan ST, Karachi,  
Ph: 03452698479, 03452352711, 03035712136

.....Complainant

**Versus**

**K-Electric Limited (KE)**

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

..... Respondent

**Date of Hearing(s):**

- 1) November 02, 2023
- 2) December 05, 2023
- 3) February 02, 2024
- 4) February 28, 2024

**On behalf of:**

**Complainant:** 1) Mr. Hassham Uddin  
2) Mr. Sohail Hussain

**Respondent:** 1) Mr. Ahsan Abdul Rehman (K-Electric Ltd)  
2) Mr. Naveed Irshad (K-Electric Ltd)  
3) Mr. Danish (K-Electric Ltd)

Subject: **DECISION IN THE MATTER OF COMPLAINT FILED BY MR. HASSHAM UDDIN**  
**UNDER SECTION 39 OF THE REGULATION OF GENERATION,**  
**TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997**  
**AGAINST K-ELECTRIC LIMITED REGARDING OUTSTANDING DUES &**  
**PROVISION OF CONNECTION (CONSUMER NO. AL-011526, CASE ID:**  
**505216)**

This decision shall dispose of the Complaint filed by Mr. Hassham Uddin, NP 2/11/1, Gold Smith Off Kundan ST, 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 wherein the dispute agitated by the Complainant was that KE has charged excessive bill and requested NEPRA to intervene in the matter and direct KE to withdraw the excessive bill. The matter was taken-up with KE for submission of parawise comments/report. In response, KE reported that an amount of Rs.253,084/- is outstanding against one of the connection LA-162491 installed at the Complainant premises. 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 several 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 non-provision of additional electricity connection on shop located at plot No. 2/11/1, Gold Smith Off Kumfan ST, Karachi. The Complainant is of the view that he has fulfilled codal formalities in the matter however KE rejected the application on the basis of dues against the premises.
- (ii) KE is of the view that dues amounting to Rs.253084/- are outstanding against the Complainant's premises against the connection having consumer No.LA-162491.
- (iii) The Complainant is of the view that he purchased the shop in the year 2022 with installed active electricity connection having consumer No. AL-011526.
- (iv) Record reveal that the Complainant purchased the shop in the year 2022 and bifurcated into 3 shops. The record reveal that the connection having consumer No.AL-011526 and LA-162491 already sanctioned in the year 2010 & 1992 against the Complainant's premises having same address as plot No.2/11/1 Kundan Street.

5. Foregoing in view, the Complainant is required to clear dues against the connection having consumer No. LA-162491 and may proceed to fulfill codal formalities for provision of additional connection. In view of the said, further proceedings in the matter are being closed by this office.



(Syed Taqi Abedi)  
Additional Director  
Consumer Affairs Deptt.



(Abid Hussain)-  
Advisor  
Consumer Affairs Deptt.

**August 21, 2024**

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