



**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**

2252-  
TCD.04/ -2024  
June 4, 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 HONORARY  
SECRETARY SINDH GOVERNMENT EMPLOYEES COOPERATIVE  
HOUSING SOCIETY LIMITED UNDER SECTION 39 OF THE  
REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION  
OF ELECTRIC POWER ACT, 1997 AGAINST K-ELECTRIC REGARDING  
RESTORATION OF ELECTRIC SUPPLY/PROVISION OF ELECTRICITY  
METER**

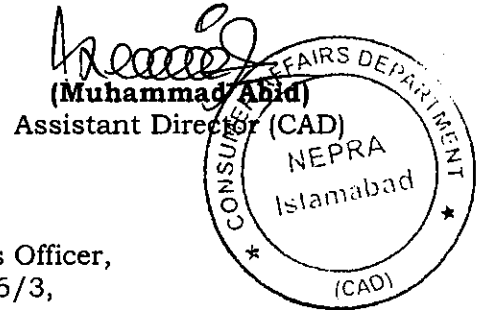
Complaint No. **KElectric-KHI-6174-07-21**

Please find enclosed herewith the decision of the NEPRA Complaints Resolution Committee (CRC), dated June 04, 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, 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. Honorary Secretary,  
Sindh Government Employees Co-Operative  
Housing Society Ltd.,  
Syed Muzamil Hussain, 558-A,  
Block 5, Gulshan-e-Iqbal, Karachi  
Ph: 0333-3230768, 34986183





**BEFORE THE**  
**NATIONAL ELECTRIC POWER REGULATORY AUTHORITY**

**Motion for leave for review in Complaint No. Kelectric-KHI-6174-07-21**

**Honorary Secretary**

Sindh Government Employees Cooperative Housing Society  
558-A, Block-5, Gulsahn-e-Iqbal, Karachi.

..... **Petitioner**

**VERSUS**

**K-Electric Limited (KE)**

KE House No. 39-B,  
Sunset Boulevard Phase-II, Defense Housing Authority  
Karachi.

..... **Respondent**

**Date of Hearing:** November 05, 2024

**On behalf of  
Complainant:**

1) Mr. Imran Shahid

**Respondent:**

1) Mr. Asif Shajar  
2) Mr. Ihsan  
3) Mr. Farid

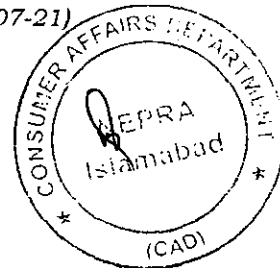
**SUBJECT: DECISION IN THE MATTER OF REVIEW PETITION FILED BY HONORARY SECRETARY SINDH GOVERNMENT EMPLOYEES COOPERATIVE HOUSING SOCIETY LIMITED AGAINST DECISION OF COMPLAINTS RESOLUTION COMMITTEE IN THE MATTER OF COMPLAINT FILED UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST K-ELECTRIC LIMITED REGARDING RESTORATION OF ELECTRIC SUPPLY/PROVISION OF ELECTRICITY METER**

**DECISION**

Through this decision, a motion for leave for review filed by the Honorary Secretary, Sindh Government Employees Cooperative Housing Society Limited (hereinafter referred to as the "Complainant" or "Petitioner" or "SGECHS" or "Sponsor" or Society) against the decision of NEPRA Complaints Resolution Committee dated August 27, 2024 in the matter of complaint of SGECHS against K-Electric filed under Section 39 of the Regulation of Generation, Transmission and Distribution of Electric Power Act, 1997 (hereinafter referred to as the NEPRA Act), is being disposed of.

2. Brief facts of the case are that the Complainant filed a complaint wherein the issue agitated by the Complainant was that two (2) Nos. PMTs installed at SGECHS Scheme-33, Karachi supplying electricity within the same society were disconnected by KE without any prior notice. Being aggrieved with the disconnection of PMTs, the Complainant requested for the restoration of electricity supply through the reconnection and provision of new meters considering the distress of residents.

*CRC Decision – Secretary (SGECHS) VS. KE. (Kelectric-KHI-6174-07-21)*



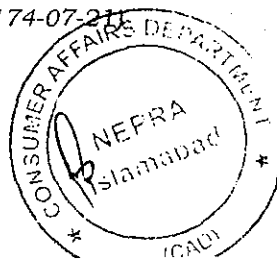
3. The matter was taken up with KE and a hearing was held on February 16, 2022 at NEPRA Head Office, Islamabad whereby the matter was discussed in detail. In furtherance to hearing, KE vide letter dated March 11, 2022 submitted that the complete electrification of the society remained pending due to non-cooperation of the sponsor i.e. the Complainant following the initial installation of two Nos. of PMTs at the society. KE further committed to provide individual electricity connections after the completion of electrification work. After detailed analysis of the matter, KE was directed vide letter dated April 01, 2022 to energize the already installed PMTs in the society and restore electricity supply of metered electricity connections after taking firm commitment from the Complainant/sponsor regarding electrification of the remaining area of society. In response, KE vide letter dated April 14, 2022 quoted a meeting held with the Complainant in the wake of Authority directions and reiterated the requirement of necessary documents i.e. NOC, layout plan etc. before restoration of electricity supply. KE vide letter dated May 11, 2022 was again directed to restore already installed connections from the existing PMTs only after taking commitment from the sponsor of which submission was claimed by the Complainant vide letter dated April 22, 2022, however, the same was again not complied by KE citing previously iterated reasons.

4. The matter remained disputed in terms of non-energization of the disconnected PMTs and conflicting statements of both the parties regarding provision of necessary documents in respect of the electrification of society while another hearing was also held at NEPRA Head Office, Islamabad on February 28, 2023. Following this, KE vide a letter dated March 06, 2023 was directed to clarify its requirements of necessary documents and further explain its inconsistent behavior in terms of keeping a standalone PMT energized while others remained disconnected in the same society. In response, KE outlined its revised requirements in letter dated March 30, 2023, however, failed to provide justification for its discriminatory behavior towards disconnected PMTs.

5. The Complainant contested the non-energization of disconnected PMTs and raised the issue of suspected bias of KE against the society. In order to further analyze the matter, another hearing was held on June 20, 2023 and in terms of the transpired discussion, KE was again asked to explain the operational status of PMT in question along with details of number of regular connection provided from all PMTs installed in the society. However, KE's response on August 29, 2023 did not provide sufficient justification on the operational PMT and connection details. A final hearing was also held on January 17, 2024 in attendance of both the parties. On July 11, 2024, the Complainant was requested to provide details of disconnected connections, pending application for new connections and measure to prevent theft from the PMTs as KE has raised concerns about this issue. The Complainant, in response, on July 25, 2023 informed that 20 new applications had been submitted with KE and the society management would take responsibility for preventing electricity theft through its security staff.

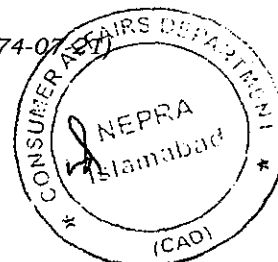
6. The case was examined in detail in light of the record made so available by both the parties, arguments advanced during the hearings and applicable law.

- i. The electrification work of Sindh Government Employees Cooperative Housing Society (SGECHS)-Scheme was approved during year 2005 on self-finance basis. The partial electrification of society was completed by KE during year 2009 through installation of (3) Nos. of PMTs. Later, (2) Nos. of PMTs were disconnected by KE during year 2016 on the pretext of incomplete electrification of society for extended period of time, however, the Complainant was of the view that the same have been disconnected unilaterally by KE without any justification/notice.
- ii. Perusal of the documentary evidence submitted by the Complainant & KE revealed that the disconnected PMTs having DTS IDs 6638 & 1765 with capacity of 250 kVA & 150 kVA respectively were providing electricity to the local residents of the society without any metering while the remaining one PMT was catering the dedicated load of Gulshan-e-Mehran Institute i.e. educational premises through a metered connection which is currently operational.



- iii. It was established that the application for electrification of society was filed by the Complainant with KE during the year 2022 vide a new connection case ID: 914817308 which remained inconclusive due to a property dispute raised between the Complainant and the other relevant stakeholders pertaining to the society's land ensuing further requirement by KE for revised layout plan and fresh NOC from Malir Development Authority (MDA) etc. Hence, the application was not processed in default of the submission of necessary documents as required by KE.
- iv. It was also revealed that the case remained a subject of civil litigation before the Sindh High Court and the society is currently devoid of electricity following the disconnection of both the PMTs during the year 2016. The status of disputed land i.e. 128 acres out of 550 acres of the society is still under adjudication before the High Court which apparently hampered the Complainant to proffer the requisite documents expeditiously. However, perusal of the record transpires the fact that undisputed part of society is not currently subject of any stay order of the High Court regarding status of the society in relation towards provision of electricity connection. This furnishes eligibility to provide the electricity connections after external electrification of the Complainant's society based on revised layout & NOC as & when submitted by the Complainant excluding the disputed land. However, depriving the residents of society from reliable electricity supply from already installed PMTs is not warranted.
- v. An electricity connection i.e. Gulshan-e-Mehran Institute located in same society is active at present. This has created discrimination towards the other residents which were connected to remaining two PMTs located in same society (currently disconnected). According to Consumer Eligibility Criteria (Distribution Licensees) Regulations, 2022, distribution licensee shall ensure that all the applicants and consumers are treated in non-discriminatory, fair, transparent and just manner.
- vi. Section 21(1) of the NEPRA Act, 1997 (to be read with successive amendments) stipulates that all distribution licensees shall be responsible to provide distribution service within its service territory on a non-discriminatory basis to all the consumers who meet the eligibility criteria laid down by the Authority. Additionally, NEPRA Licensing (Distribution), Regulations, 2022 impose an obligation on distribution licensees to provide safe, secure and reliable distribution of electric power on a non-discriminatory basis to all persons who meet the eligibility criteria, in accordance with the applicable documents and Consumer Eligibility Criteria (Distribution Licensees) Regulations, 2022. Moreover Article (2) of Distribution License expressly mandates that K-Electric/Licensee shall comply with applicable law (i.e. NEPRA Act and Applicable Documents) and shall be obligated to comply with Distribution Regulations. Furthermore, provision of electricity is a Fundamental Right for all citizens under Article 9 and 14 of Constitution of Islamic Republic of Pakistan. Non supply of electricity to a citizen, tantamount to deprivation of this Fundamental Right as well as violation of Article 8 of the Constitution which says that any law, custom or usage having the force of law that is inconsistent or abridges a Fundamental Right is void and inoperable.

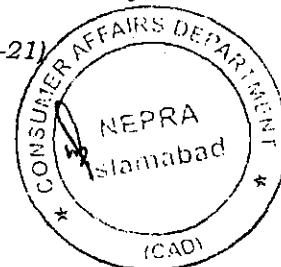
7. Foregoing in view, KE was directed to energize the (2) Nos. of installed PMTs having DTS IDs 6638 & 1765 located in Sindh Government Employees Cooperative Housing Society Limited after obtaining bank guarantee, from the sponsor, equivalent to 25% of electrification cost of the society along with a written undertaking from the Complainant/ sponsor to the effect that the formalities for complete electrification of the society shall be completed and the society shall also undertake to control theft of electricity from that PMTs on its own, failure to which KE shall disconnect electricity supply till completion of electrification work of the society by the sponsor.



8. Being aggrieved with decision of Complaints Resolution Committee, the Complainant filed a motion for leave for review vide letter dated September 25, 2024. The Petitioner in its review inter alia introduced the society as a residential area, consisting of several thousand members under the municipal jurisdiction of Cantonment Board Malir. Having executed the civil work and provision of amenities within the society along with the partial electrification i.e. installation of 3 Nos. of PMTs on self-finance basis and subsequent disconnection by KE, the Petitioner argued the eligibility of society to be provided with electricity connections as per the infield relevant civic approval. The Petitioner asserted to undertake all the directives concerning electrification process and pleaded for reconnection of two currently disconnected PMTs and requested that the energization of the PMTs be not linked with bank guarantee.

9. The motion for leave for review filed by the Petitioner was considered and a hearing was held on November 05, 2024 in presence of both the parties. Following the issuance of directions to KE to ascertain scope of electrification against paid demand notice as claimed by the Petitioner, KE submitted pictorial evidence suggesting the absence of any individual residential connections, however, detailed only one number of metered connection from the standalone energized PMT. After detailed deliberation, the motion for leave for review is disposed of in the following terms:


- i. It is already an established fact that the partial electrification of society was approved by K-Electric through installation of 3 Nos. of PMTs during the year 2009 from which 2 Nos. of PMTs, later, got disconnected by KE during the year 2016 owing to litigation relevant to society land and further requirements laid by KE i.e. revised layout plan and fresh NOC from Malir Development Authority (MDA) etc. These PMTs were installed in Sector-1, Block-D and Sector-2, Block-D. In contrast, one No. of PMT also existing in the same society catering load of educational premises through metered connection remained energized to date, since installation. Moreover, another connection in the name of Gambat Institute of Medical Sciences having 500kVA transformer installed within said society.
- ii. As above, the inceptive approval of partial electrification work of society and installation of PMTs by KE does mark a critical juncture wherein the society was considered eligible by K-Electric for provision of the connections under presumably prudent circumstances. Eventually, it is now a recorded fact that un-disputed part of society is not currently subject of stay order or decree of the Court regarding status of the society in relation towards provision of any electricity connection.
- iii. Moreover, the only currently operationalized PMT within society illustrates that KE has not balanketly conceived the society as un-electrified area and has accommodated the room to keep energizing only PMT. Considering the fact that only one connection remained energized while several other related connections located in same society were disconnected, is unwarranted & clearly imprudent. The same points towards the bias and discrimination of KE wherein residential consumers' rights duly established following partial electrification of society, were, later, violated by KE through disconnection. Taking cognizant of the above, the same, then, argues in favor of provision of electricity connection to residents of society on non-discriminatory basis from both the disconnected PMTs as the residents had suffered aggressively due to such prejudice of KE.
- iv. Previously KE itself approved electrification on partial basis and now the condition for restoration of PMTs without complete electrification of the Society is unjustified. In order to remove discrimination & ensure transparency, the Committee is of considerate opinion to reconnect the disconnected PMTs for provision of individual connection to the residents, however, only limited to the previously electrified area. The same shall take affect after obtaining undertaking from the Complainant/ sponsor that the formalities for complete electrification of the society shall be completed subsequently.




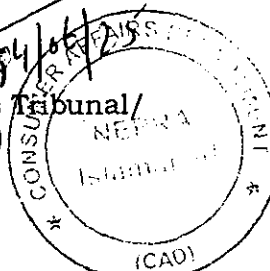
- v. According to Consumer Eligibility Criteria (Distribution Licensees) Regulations, 2022, distribution licensee shall ensure that all the applicants and consumers are treated in non-discriminatory, fair, transparent and just manner.
- vi. Section 21(1) of the NEPRA Act, 1997 (to be read with successive amendments) stipulates that all distribution licensees shall be responsible to provide distribution service within its service territory on a non-discriminatory basis to all the consumers who meet the eligibility criteria laid down by the Authority. Additionally, NEPRA Licensing (Distribution), Regulations, 2022 impose an obligation on distribution licensees to provide safe, secure and reliable distribution of electric power on a non-discriminatory basis to all persons who meet the eligibility criteria, in accordance with the applicable documents and Consumer Eligibility Criteria (Distribution Licensees) Regulations, 2022. Moreover Article (2) of Distribution License expressly mandates that K-Electric/Licensee shall comply with applicable law (i.e. NEPRA Act and Applicable Documents) and shall be obligated to comply with Distribution Regulations.
- vii. Furthermore, provision of electricity is a Fundamental Right for all citizens under Article 9 and 14 of Constitution of Islamic Republic of Pakistan. Non supply of electricity to a citizen, tantamount to deprivation of this Fundamental Right as well as violation of Article 8 of the Constitution which says that any law, custom or usage having the force of law that is inconsistent or abridges a Fundamental Right is void and inoperable.

10. Foregoing in view, it is concluded that KE itself approved and energized the impugned two PMTs in past for the Society without obtaining Bank Guarantee. It was responsibility of KE to assure proper electrification of the Society at that time. However, KE failed to do this and subsequently disconnected the two PMTs without any justification. In view thereof, KE is directed to reconnect the disconnected PMTs and provide individual connections to residents after completion of the codal formalities. The Petitioner shall provide bank guarantee equal to 25% of the electrification cost to extent of Sector-1, Block-D and Sector-2, Block-D where the two PMTs are installed. Moreover, the Sponsor shall tender undertaking to the effect that all formalities for electrification of the society shall be completed and the society shall also undertake theft control of electricity from that PMTs on its own. Compliance report be submitted within thirty (30) days.

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

  
**(Muhammad Irfan ul Haq)**  
 Member, Complaints Resolution Committee/  
 Assistant Legal Advisor (CAD)

  
**(Naweed Illahi Shaikh)**  
 Convener, Consumer Complaints Tribunal/  
 Director General (CAD)



Islamabad, June 04, 2025