



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:04/2803-2025
July 11, 2025

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

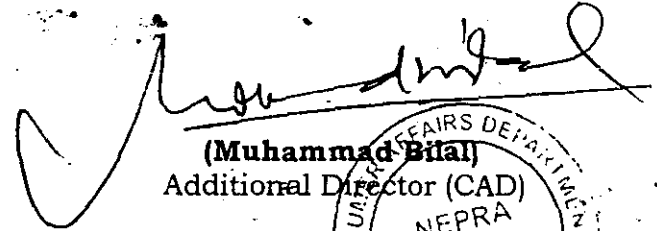
Subject: **DECISION IN THE MATTER OF COMPLAINT FILED BY MR. FAROOQ AHMED KHAN UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST K-ELECTRIC LIMITED (KEL) REGARDING REMOVAL OF ILLEGAL CONNECTION**
Complaint No. **KElectric-KHI-43469-09-24**

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

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. Mr. Farooq Ahmed Khan,
House No. A-867, Sector 11-A,
North Karachi.
Cell: 0300-2263295


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



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

Complaint No. KElectric-KHI-43469-09-24

Mr. Farooq Ahmed Khan

House No. A-867, Sector 11-A; North Karachi
Cell: 0300-2263295

..... Complainant

VERSUS

K-Electric Limited (KE)

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

..... Respondent

Date of Hearing: November 08, 2024
December 17, 2024

On behalf of:

Complainant: Mr. Farooq Ahmed Khan (Complainant)

Respondent: Mr. Asif Shajer, GM (K-Electric Limited)

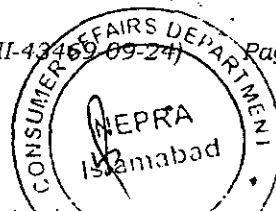
Subject: DECISION IN THE MATTER OF COMPLAINT FILED BY FAROOQ AHMED KHAN, UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT 1997 AGAINST K-ELECTRIC REGARDING REMOVAL OF ILLEGAL CONNECTION.

DECISION

This decision shall dispose of the complaint filed by Mr. Farooq Ahmed Khan (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 provided an electricity connection on his premises without his consent or permission. The Complainant further requested for the immediate disconnection of illegal KE's connection provided to encroachers occupying his plot MC-28, Block 6-D, Mehran Town, Korangi, Karachi. It was further stated by the Complainant that despite the land being illegally occupied and declared unauthorized by KDA, utility services including electricity, gas, and water have been extended to these encroachments without fulfilling the necessary SOPs and legal requirements. The Complainant urged NEPRA to intervene and take action against K-Electric, ensuring that such illegal connection is removed.

3. In order to proceed further into the matter, hearings were held at the NEPRA Regional Office, Karachi, which were attended by both parties, i.e., the Complainant and the representative of KE. Subsequently, KE was directed to submit a detailed report on the subject matter. KE, in its report submitted that the electricity connection was granted upon completion of all codal formalities. However, the Complainant categorically rejected the claim of K-Electric and insisted that no valid proof of ownership was provided, which is required for the installation of a new connection as per SOP.




4. The case has been examined in detail based on the available record, arguments presented during the hearing, and applicable law. The following observations are made:

- a. The applicant claims that illegal structures have been built on his plot MC-28, Block 6-D. These encroachments have managed to obtain utility connections (electricity, gas, water) from K-Electric, SSGC, and KW&SB despite the plot being unlawfully occupied.
- b. Although KDA (Karachi Development Authority) has declared these structures illegal, K-Electric has allegedly provided utility connection without fulfilling proper SOPs or legal documentation/ownership proof.
- c. On the other hand, KE submitted that the electricity connection was granted after fulfilling the requisite criteria and codal formalities. However, KE has not placed any legal ownership document on record.
- d. Clause 2.3.1 of Consumer Service Manual (CSM) provides that for issuance of Demand Notice(s); the applicant shall provide the ownership proof of the premises with the Application Form as determined by DISCO where connection is required. Conversely provision of electricity connection does not necessarily constitute proof of ownership of the premises.

5. Foregoing in view, K-Electric is directed to verify the ownership documents from the relevant agencies on the basis of which the connection was provided at the impugned location. In case the documents are found to be fake/ forged, the electricity connection shall be terminated immediately. The complaint is disposed of in the above terms.


(Lashkar Khan Qambrani)

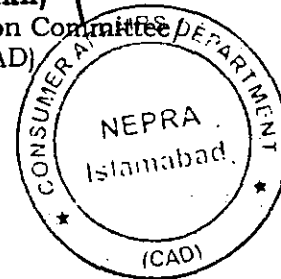
Member, Complaints Resolution Committee/
Director (CAD)


(Muhammad Irfan-ul-Haq)

Member, Complaints Resolution Committee/
Assistant Legal Advisor


(Naweed Illahi Shaikh)

Convener, Complaints Resolution Committee/
Director General (CAD)



Islamabad, July // , 2025