



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/ ^{22/17} -2025
May 30, 2025

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

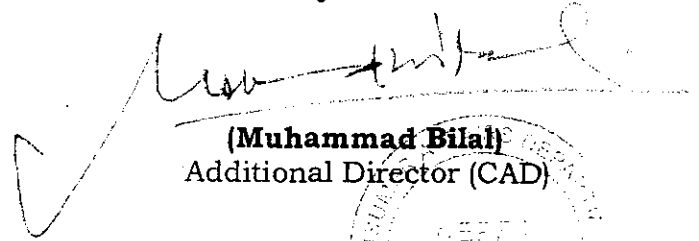
Subject: **DECISION IN THE MATTER OF COMPLAINT FILED BY MR. MUHAMMAD ALI RASHID UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST K-ELECTRIC REGARDING FIXED CHARGES (Account No. BH # 0400025137076).**
Complaint No. KElectric-KHI-17053-10-22

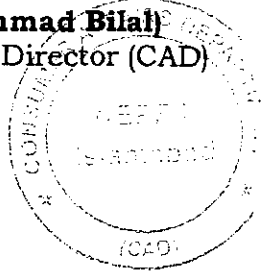
Please find enclosed herewith the decision of the NEPRA Complaints Resolution Committee (CRC), dated May 30, 2025 regarding the subject matter for necessary action and compliance within fifteen (15) days.

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. Mr. Muhammad Ali Rashid,
Partner - Crafters Paper Industries, Plot No. 4-C,
Bukhari Commercial Lane No. 07, Phase No. 06,
DHA, Karachi. Cell # 0321-2433042


(Muhammad Bilal)
Additional Director (CAD)





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

Complaint No. KElectric-KHI-17053-10-22

Mr. Muhammad Ali Rashid

Partner-Craft Paper Industries Plot No. 4C
Bukhari Commercial Lane No. 07, Phase No. 06
DHA, Karachi.

..... **Complainant**

VERSUS

K-Electric Limited (KE)

KE House No. 39-B
Sunset Boulevard Phase-II, DHA, Karachi
Karachi.

..... **Respondent**

Date of Hearing:

December 14, 2022
July 26, 2023
October 18, 2023
December 12, 2024

On behalf of

Complainant:

Mr. Muhammad Ali Rashid

Respondent:

1) Mr. Asif Shajar, KE
2) Mr. Arbab Ali, KE
3) Mr. Israr, KE

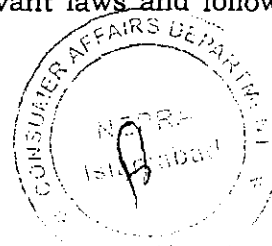
SUBJECT: DECISION IN THE MATTER OF COMPLAINT FILED BY MR. MUHAMMAD ALI RASHID UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST K-ELECTRIC REGARDING FIXED CHARGES (Account No. BH # 0400025137076).

DECISION

This decision shall dispose of the complaint filed by Mr. Muhammad Ali Rashid (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 (the "NEPRA Act").

2. The brief facts of the case are that the Complainant in his complaint disputed the imposition of fixed charges during the period when his industrial connection was actually disconnected. He requested for withdrawal of these charges. The matter was taken up with KE, and a hearing was held at NEPRA Regional Office, Karachi. In its written and verbal submissions, KE stated that the Complainant's connection remained disconnected from June 6, 2022, to September 15, 2022, due to multiple faults, force majeure, and right-of-way issues related to underground cable infrastructure. KE further claimed that the connection was initially disconnected at the Complainant's request in May 2022, and although the Complainant applied for reconnection in June 2022, restoration was delayed due to external constraints until September 2022.

3. In order to evaluate the matter, multiple hearings were conducted at NEPRA's Regional Office in Karachi, where both parties presented their arguments. They were also directed to provide additional documentary evidence, which was duly examined in light of the available record, verbal arguments, and relevant laws and following have been observed:



- i) The Complainant having industrial connection (reference number 0400025137076), located at Landhi, Port Qasim, Karachi, requested KE in February 2022 for discontinuation/disconnection of the independent 11kV line due to maintenance work within the factory. Subsequently, the Complainant requested KE in June 2022 for restoration of electricity supply. However, KE did not reconnect the electricity supply due to presence of rain water. During this period, fixed charges amounting to Rs. 1,104,730/- for the period from June 2022 to September 2022 was levied upon the Complainant. The Complainant contested these charges, asserting that the connection was not energized until September 2022, and thus, the application of fixed charges during the disconnection period was unjustified.
- ii) Review of the documents confirms that fixed charges were applied in accordance with the approved tariff, however, the actual status of the connection being non-energized throughout the disputed period raises the question of whether during this period the charges are legitimate or otherwise. The Complainant's multiple communications and the application for reconnection in June 2022, indicate that KE failed to restore supply despite being under obligation to do so. This points to KE's inability to meet the Complainant's demand, in violation of prudent utility practices and license obligations.
- iii) Even if KE's position is accepted, that force majeure (e.g., rainwater accumulation and right-of-way obstacles) caused delays, the responsibility to ensure continuity of supply still rests with KE. As per Clause 8 of the Consumer Eligibility Criteria (Distribution Licensees) Regulations, 2022, the Dedicated Distribution System shall be operated and maintained by the distribution licensee up to the metering installation. KE, therefore, was duty-bound to maintain and restore the cables and associated infrastructure serving the Complainant's premises.
- iv) KE also maintained that the disconnection was initiated at the Complainant's request. However, this is countered by the fact that the Complainant explicitly requested reconnection and fulfilled all requirements, which KE failed to act upon in a timely manner. Hence, the claim that KE is absolved of responsibility lacks merit.
- v) Given the circumstances, KE's failure to restore supply for an extended period, despite the Complainant's compliance is not obligatory to the Complainant to pay fixed charges for the period during which electricity supply was not restored by KE.

4. In view of the above, KE cannot be absolved of its statutory responsibility to provide uninterrupted electricity. Therefore, the fixed charges levied for the period from June 2022 to September 2022 are required to be withdrawn.

5. Accordingly, KE is directed to withdraw the fixed charges imposed during the period from June 2022 to September 2022. A compliance report shall be submitted within fifteen (15) days of issuance of this order.


(Lashkar Khan Qambrani)

Member, Complaints Resolution Committee/
Director (CAD)


(Muhammad Irfan ul Haq)

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


(Naveed Illahi Shaikh)

Convener, Complaints Resolution Committee/
Director General (CAD)

Islamabad, May 30, 2025

