



**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/09/6280/2025  
September 03, 2025

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

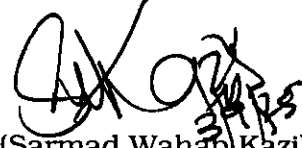
Subject: **DECISION IN THE MATTER OF COMPLAINT FILED BY MR. KHAWAJA MUHAMMAD SHAFIQ (ASAD RAUF) UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST K-ELECTRIC LIMITED REGARDING EXCESSIVE BILLING & DISCONNECTION OF ELECTRIC SUPPLY (CONSUMER NO. BH000896)**

Complaint No. KElectric-KHI-15086-08-22

Please find enclosed herewith the decision of the NEPRA Regional Office Karachi dated September 03, 2025 regarding the subject matter for necessary action and compliance within twenty (20) days, positively.

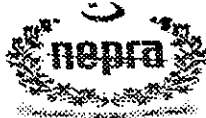
Encl: As above

Div (11)

  
(Sarmad Wahab Kazi)  
Deputy Director  
Consumer Affairs Deptt.

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. Khawaja Muhammad Shafiq (Asad Rauf),  
F-46, Block B, North Nazimabad, Karachi  
Ph: 03212404800, 03212011871



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

**Complaint No. KElectric-KHI-15086-08-22**

**Mr. Asad Rauf (Khawaja Muhammad Shafiq)**  
Flat No: 46, Block B, North Nazimabad, Karachi  
Contact# 03332220341, 03130101577.

.....Complainant

**Versus**

**K-Electric Limited (KE)**  
KE House No.39B, Sunset Boulevard  
Defence Housing Authority, Karachi.

..... Respondent

**Date of Hearing(s):** August 26, 2022  
February 01, 2023  
August 07, 2024  
**On behalf of:** September 26, 2024  
March 05, 2025

**Complainant:** Mr. Asad Rauf (Khawaja Muhammad Shafiq)

**Respondent:**

- 1) Mr. Asif Shajer (GM, Regulations)
- 2) Mr. Muhammad Ameen (Manager)
- 3) Mr. M.A. Qazzafi (Manager)
- 4) Mr. Imran Zakir (K-Electric Limited)
- 5) Mr. Anas Lakhani (K-Electric Limited)
- 6) Mr. Wamiq Ahmed (K-Electric Limited)
- 7) Mr. Muhammad Ali (K-Electric Limited)
- 8) Mr. Nadeem Dayo (K-Electric Limited)

**Subject:** **DECISION IN THE MATTER OF COMPLAINT FILED BY MR. ASAD RAUF / MR. KHAWAJA MUHAMMAD SHAFIQ UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST K-ELECTRIC LIMITED REGARDING EXCESSIVE BILLING & DISCONNECTION OF ELECTRIC SUPPLY [CONSUMER NO: BH-000896]**

This decision shall dispose of the Complaint filed by Mr. Asad Rauf , Flat No: 46, Block B, North Nazimabad, Karachi, (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 disconnected electric supply of the connection having consumer No.BH-000896 and requested that KE be directed to restore electricity. The matter was taken-up with KE for submission of parawise comments/report. In response KE reported that the supply to the complainant's premises is being fed through connection having consumer No.BH-000896 and bills to

the complainant have been issued as per the actual consumption recorded through electricity meter installed at the premises in question, on monthly basis. KE further apprised that the matter was forwarded to the relevant IBC to look into the issue of outstanding dues upon which it is highlighted by IBC that 'fake bills' have been prepared/ generated by the complainant to pay less than the amount of current bill issued by KE. The above issue was noted in April 2022 after which a bill of Rs.325,210/- against the payment of outstanding dues was issued, however the same was not paid by the complainant. Thereafter, supply of the premises was disconnected on April 25, 2022 which was restored later on April 27, 2022 upon payment and submission of undertaking by the complainant that outstanding dues will be settled within the stipulated time however, subsequently in May 2022, the Complainant again made a payment through a forged bill which was lesser than the actual bill issued to him by KE. Therefore, supply of the premises was disconnected on June 17, 2022. KE added that the complainant again approached KE and submitted another undertaking for restoration of supply and supply was restored on September 01, 2022 after payment was made by the complainant.


3. In order to proceed further into the matter, hearings were held at NEPRA Regional office Karachi. The hearings scheduled on August 7, 2024 & September 26, 2024 were attended by the representative of KE only whereas the Complainant failed to attend the same. Accordingly, further proceedings in the matter were closed due to non-prosecution of the matter. Later, Mr. Kh. Muhammad Shafiq, Chief Executive Shafiq Industrial Chemical Industries (Pvt) Ltd vide letter dated February 10, 2025 approached NEPRA wherein he informed that Mr. Asad Rauf is no longer associated with the company matters and requested to proceed the matter

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 setting aside the old billing dispute amount of Rs.203,000/- against the Complainant's connection having consumer No.BH-000896 having tariff category B2.
- (ii) KE is of the view that the amount of Rs.203,000/- was previously set aside and the same was highlighted in the month of April 2022 and charged back in the bill for payment.
- (iii) The Complainant is of the view that he has been regularly paying his bill whereas KE gave bills with setting aside the amount of Rs.203,000/- for past several years which was disputed in past against overbilling and KE didn't resolved the overbilling since many years.
- (iv) KE failed to submit specific justification to set aside the disputed amount for several years.
- (v) Further it is observed that the dispute amount pertains to billing period to 2013 and 2022 KE didn't resolved the old billing dispute timely and set a sided the amount and didn't claimed for payment over the past several years.

- (vi) KE vide letter dated March 28, 2023 failed to submit justification regarding setting aside the disputed amount of Rs.203,000/- against the Complainant's connection.

5. Foregoing in view, KE is hereby directed to waive off the disputed amount of Rs.203,000/- charged in the Complainant's connection having consumer No.BH-000896. A report in this regard must be submitted within twenty (20) days, positively.

  
(Syed Taqi Abedi)

Member Complaints Resolution  
Committee/Additional Director (CAD)

  
(Abid Hussain)

Member Complaints Resolution  
Committee/Advisor (CAD)

September 3 , 2025