



National Electric Power Regulatory Authority
ISLAMIC REPUBLIC OF PAKISTAN
NEPRA Head Office
Attaturk Avenue (East) Sector G-5/1, Islamabad.
Ph:051-2013200, Fax: 051-2600021

**Consumer Affairs
Department**

TCD 09/3656-2025
August 29, 2025

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

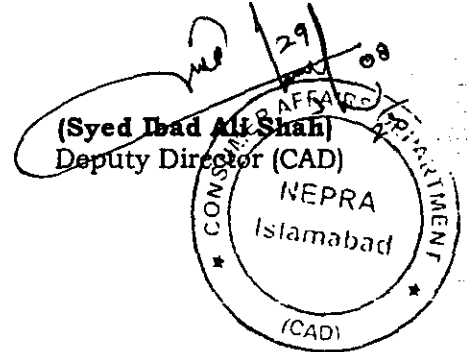
Subject: **DECISION IN THE MATTER OF COMPLAINT FILED BY MS. SARDARAN BIBI UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST K-ELECTRIC LIMITED (KEL) REGARDING CHANGE OF TARIFF (CONSUMER # 0400038690815).**
KElectric-KHI-26430-07-23

Please find enclosed herewith the decision of the NEPRA Complaints Resolution Committee (CRC) dated August 29, 2025, regarding the subject matter for necessary action.

Encl: As above

Copy to:-

1. Mr. M. Imran Hussain Qureshi
Chief Regulatory Affairs Officer & -
Government 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. Ms. Sardaran Bibi,
R-219, Block-E, Gulshan-e-Jamal,
Rashid Minhas Road, Karachi.
0300-9276056



For information and
necessary action, please



BEFORE THE
NATIONAL ELECTRIC POWER REGULATORY AUTHORITY
(NEPRA)

Complaint No. KElectric-KHI-26430-07-23

Ms. Sardaran Bibi,
R/o R-219, Block-E, Gulshan-e-Jamal,
Rashid Minhas, Karachi,
Contact# 0300-9276056

.....Complainant

Versus

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

.....Respondent

Date of Hearing(s): June 17, 2025

On behalf of:
Complainant: Ms. Sardaran Bibi

Respondent: 1) Mr. Asif Shajjer (K-Electric Limited)
2) Mr. Mohammad Anas (K-Electric Limited)

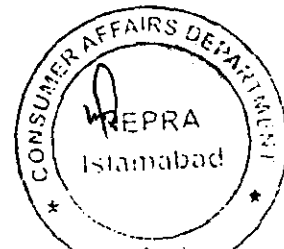
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Complaint No. KElectric-KHI-26430-07-23

Reference is made to the following:

- i. NEPRA Complaints Resolution Committee (CRC)'s decision dated September 04, 2024.
- ii. Complainant's letter dated May 16, 2025 regarding the subject matter.
- iii. Hearing Held on June 17, 2025 regarding the subject matter.

2. KE was directed vide the above referred CRC decision dated September 04, 2024, to provide a regular electricity connection to the Complainant as per the provisions of the Consumer Service Manual (CSM), after completion of all requisite codal formalities. However, the Complainant, through the referenced letter dated May 16, 2025, again approached this office and informed that the matter remained unresolved, as no regular connection had been provided by KE.

3. Accordingly, a hearing was held on June 17, 2025, wherein KE informed that it was willing to provide a regular electricity connection to the Complainant; however, the Complainant had not yet constructed a proper building structure. During the hearing, KE presented a video of the Complainant's premises, which showed a temporary setup consisting of a single room and a kitchen, a tent setup for living, lacking basic amenities and thus was deemed insufficient for provision of a regular connection. It was also observed that no proper internal wiring had been carried out, and no approved building plan is available.

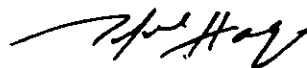


In light of the foregoing, a regular electricity connection cannot be extended to the Complainant at this stage. The decision of CRC dated September 4, 2024 is modified accordingly. KE shall provide regular connection to the Complainant once the building is constructed and all codal formalities are completed. Further proceedings in the matter are being closed 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 Shahi Shaikh)

Convener, Complaints Resolution Committee/
Director General (CAD)

Islamabad, August 29, 2025

