



National Electric Power Regulatory Authority

ISLAMIC REPUBLIC OF PAKISTAN

NEPRA Head Office

Attaturk Avenue (East) Sector G-5/1, Islamabad.

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**Consumer Affairs
Department**

TCD.09/3183-2026
August 27, 2026

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 JUNAID QURESHI, UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST K-ELECTRIC LIMITED (KEL) REGARDING ARREARS (CONSUMER# AP-080078).**
KElectric-KHI-72605-04-26

Please find enclosed herewith the decision of NEPRA Complaints Resolution Committee (CRC) dated August 27, 2026, regarding the subject matter for necessary action.

Encl: As above

Copy to:-

1. Mr. Asif Shajar,
General Manager (Regulations),
K-Electric Limited, KE House No 39-B,
Sunset Boulevard Phase-II, Defence Housing Authority,
Karachi.
2. Mr. Abid Hussain, Advisor,
NEPRA Regional Office, Plot No. 15/118,
Office No. 706, 7th Floor, Balad Trade Centre,
Aalamgir Road, B.M.C.H.S. Block No. 3,
Bahadurabad, Karachi.
3. Mr. Muhammad Junaid Qureshi,
A-36-A, Shade No. 2, SITE, Karachi.
03118120736

27/08
(Syed Ibad Ali Shah)
Deputy Director (CAD)
NEPRA
Islamabad



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

Complaint No. KElectric-KHI-72605-04-26

Mr. Muhammad Junaid Qureshi
A-36-A, Shade No. 2, SITE, Karachi.
Contact# 03118120736.

.....Complainant

Versus

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

..... Respondent

Date of Hearing(s): July 10, 2026

On behalf of:

Complainant:

Mr. Muhammad Junaid Qureshi

Respondent:

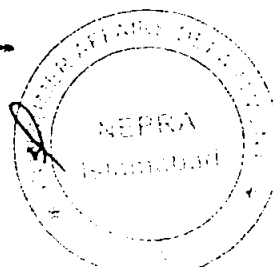
- 1) Mr. Qayoom Munwar (K-Electric Limited)
- 2) Mr. Umair Shaikh (K-Electric Limited)

Subject: DECISION IN THE MATTER OF COMPLAINT FILED BY MR. MUHAMMAD JUNAID QURESHI UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST K-ELECTRIC LIMITED REGARDING ARREARS (CONSUMER NO. AP-080078)

This decision shall dispose of the complaint filed by Mr. Muhammad Junaid Qureshi, A-36-A, Shade No. 2, SITE, 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 he has been paying bills in installments however KE has issued excessive bill. The Complainant requested to intervene in the matter and direct KE to make installments of the bill. The matter was taken-up with KE for submission of parawise comments/report. In response KE reported that monthly electricity bills pertaining to the Complainant's connection are generated strictly on the basis of actual consumption recorded by the electricity meter installed at the premises. However, the outstanding dues amounting to Rs. 2,668,579/- as of May 14, 2026 have accumulated against the said connection due to an irregular payment pattern and partial clearance of electricity bills by the Complainant. The report of KE was sent to the Complainant for information/comments. The Complainant raised observations over the report of KE.

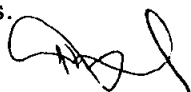
3. In order to proceed further into the matter, a hearing was held on July 10, 2026 at NEPRA Regional office Karachi which was attended by the Complainant and representatives of KE in person.



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 accumulation of dues amounting to Rs. 2,668,579/- as of May 14, 2026 against the connection bearing consumer No. AP-080078 having tariff B1.
- ii. The Complainant has contended that he has been regularly paying the monthly electricity bills along with an installment of approx Rs. 90,000/- towards the outstanding dues. However, despite the payments, KE has disconnected the electricity supply and has demanded clearance of the entire outstanding amount as a precondition for restoration of electricity supply. The Complainant has further alleged that KE has unjustifiably charged a Late Payment Surcharge (LPS) amounting to Rs. 659,361/-. Further the Complainant added that a dispute was decided by Consumer Protection Court in the year 2014 and KE has not implemented the same however the Complainant did not provide documentary evidence of the same.
- iii. KE is of the view that monthly electricity bills pertaining to the Complainant's connection have been charged on the basis of actual consumption recorded on the electricity meter however dues amounting to Rs. 2,668,579/- as of May 14, 2026 accumulated due to the Complainant's failure to make timely and regular payments. During the hearing held on July 10, 2026, KE informed that the outstanding dues have been piled up to Rs. 3,219,709/- as of July 10, 2026.
- iv. The billing statement provided by KE reveals that KE has been charging bills to the Complainant as per meter reading whereas the Complainant has been irregularly paying the electricity bills. Accordingly, dues and late payment surcharges have been accumulated due to the same.
- v. The clause 8.2.1 of the Consumer Service Manual envisages that the consumer is bound to pay the electricity bill within due date as specified in the bill or with the Late Payment Surcharge (LPS) if paid after due date. The connection shall not be disconnected if any consumer fails to deposit the current month bill provided that there are no outstanding dues. However, the Complainant failed to pay bills regularly which have caused accumulation of amount as such the premises was liable for disconnection.

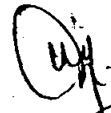
5. Foregoing in view, the bills issued by KE are as per actual meter reading and are liable to be paid. However, KE may provide facility of monthly installments to the Complainant for payment of the outstanding dues if requested by the Complainant. KE is further directed to restore electricity supply of the Complainant's premises upon payment of the 1st installment amount along with current bills. The case is disposed of in the above terms.


(Lashkar Khan Qambrani)

Member,
Complaints Resolution Committee /
Director (CAD)


(Muhammad Irfan Ul Haque)

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


(Naveed Mahi Shaikh)

Convener,
Complaints Resolution Committee /
Director General (CAD)

Islamabad, August 27, 2026