



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/ ²²⁸³ -2025
June 05, 2025

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

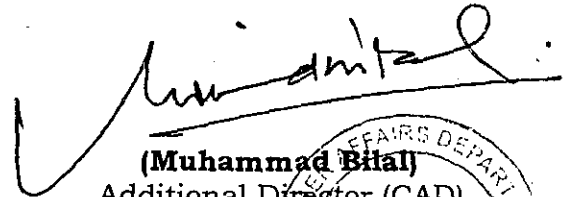
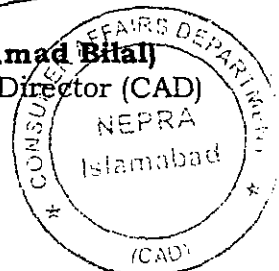
Subject: **DECISION IN THE MATTER OF COMPLAINT FILED BY MR. SHAFIQ DAD
(M/S UMAIR BOWRING WATER SUPPLIER) UNDER SECTION 39 OF THE
REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF
ELECTRIC POWER ACT, 1997 AGAINST K-ELECTRIC LIMITED (KEL)
REGARDING CHANGE OF TARIFF**
Complaint No. KElectric-NHQ-49903-01-25

Please find enclosed herewith the decision of the NEPRA Complaints Resolution Committee (CRC), dated June 05, 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. Shafiq Dad,
Plot No. D-67/C, Estate Avenue, SITE,
Karachi.
Cell: 0322-2742398


(Muhammad Bilal)
Additional Director (CAD)
NEPRA
Islamabad


Note: In case of any complaint, the consumers are advised to approach their respective distribution company in the first instance. In case of non-redressal of their grievances, the Consumers can file online complaint on NEPRA's website at following address:
<https://nepra.org.pk/CAD-Database/CMS-CAD/home.php>



BEFORE THE
NATIONAL ELECTRIC POWER REGULATORY AUTHORITY
(NEPRA)

Complaint No. KElectric-NHQ-49903-01-25

Mr. Shafiq Dad,

Plot No. D-67/C, Estate Avenue, SITE, Karachi,
Cell: 0322-2742398

Complainant

VERSUS

K-Electric Limited (KE)

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

Respondent

Date of Hearing:

April 23, 2025

On behalf of Complainant:

Mr. Shafiq Dad

On behalf of Petitioner:

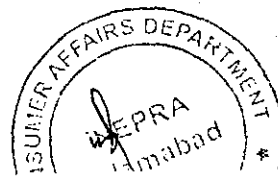
- 1) Mr. Anas Lakhani (K-Electric Ltd)
- 2) Mr. Hashim Raza (K-Electric Ltd)

Subject: DECISION IN THE MATTER OF COMPLAINT FILED BY SHAFIQ DAD (M/S UMAIR BOWRING WATER SUPPLIER) AGAINST K-ELECTRIC LIMITED REGARDING CHANGE OF TARIFF (A/C # 400035310857)

This decision shall dispose of the complaint filed by Mr. Shafiq Dad (M/S Umair Bowring Water Supplier), (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 they are supplying soil water Bowring to industries in WEST Karachi in SITE industrial area and KE is charging commercial tariff instead of industrial tariff. The Complainant requested NEPRA to intervene in the matter & direct KE to change the tariff category from commercial to industrial.

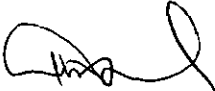
3. The matter was taken up with KE for submission of para wise comments/report. In response, KE reported that the Complainant is involved in the private commercial business of selling/supplying water to textile industries for different purposes such as dying, bleaching etc.; hence commercial tariff is charged as per NEPRA approved tariff terms and conditions. The report of KE was forwarded to the Complainant for information/comments. The Complainant raised observations on the report of KE.





4. In order to proceed further into the matter, hearing was held at NEPRA Regional office, Karachi which was attended by both the parties i.e. (KE and the Complainant) in person. 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:

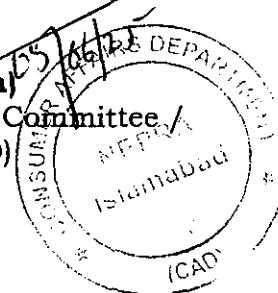
- i. The instant matter pertains to charging of commercial tariff against the electricity connection of the Complainant bearing A/c No. 400035310857. The Complainant is involved in supplying soil water Bowring to industries in WEST Karachi in SITE industrial area.
- ii. The Complainant is of the view that they are supplying water to textile industries of dying, bleaching etc. and the Karachi Water & Sewerage Board has issued a license for industrial purpose, therefore industrial tariff is applicable to them instead of commercial tariff.
- iii. KE submitted that the Complainant is involved in the private commercial business of selling/supplying water to textile industries for different purposes such as dying, bleaching etc.; hence commercial tariff is applicable as per NEPRA approved tariff terms and conditions.
- iv. M/s Umair Bowring Water Supplier is a water supplier that pumps water through boring and supply it to industries and accordingly charge the industries for the purpose of selling water. NEPRA tariff terms & conditions provides that for the purpose of application of industrial tariff, an "Industry" means a bona fide undertaking or establishment engaged in manufacturing, value addition and/or processing of goods. However, in the instant case no such activity is being carried out by the Complainant rather the Complainant is involved in a commercial activity.

5. Foregoing in view, the commercial tariff charged by KE is in line with the NEPRA approved tariff terms & conditions. Accordingly, further proceedings in the matter are being closed by this office.


(Lashkar Khan Qambrani)
Member, Complaints Resolution Committee/
Director (CAD)


(Muhammad Irfan ul Haq)
Member, Complaints Resolution Committee/
Assistant Legal Advisor


(Naweed Ilahi Shaikh)
Convener, Complaints Resolution Committee/
Director General (CAD)



Islamabad, June 05, 2025