



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 09/3999 -2025
September 17, 2025

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

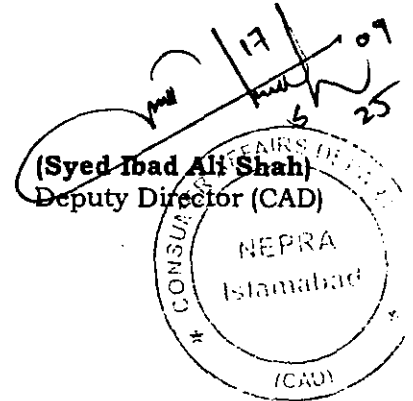
Subject: DECISION IN THE MATTER OF REVIEW MOTION FILED BY SHAFIQ DAD (M/S UMAIR BOWRING WATER SUPPLIER) AGAINST THE DECISION OF NEPRA REGARDING THE COMPLAINT FILED UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST K-ELECTRIC LIMITED ON ACCOUNT OF CHANGE OF TARIFF (A/C # 400035310857).
KElectric-NHQ-49903-01-25

Please find enclosed herewith the decision of NEPRA Complaints Resolution Committee (CRC) dated September 17, 2025, regarding the subject matter for necessary action.

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 No. 706, 7th 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.
0322-2742398





BEFORE THE
NATIONAL ELECTRIC POWER REGULATORY AUTHORITY
(NEPRA)
REVIEW MOTION FILED BY K-ELECTRIC IN
Complaint No. KElectric-NHQ-49903-01-25

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

..... **Petitioner**

VERSUS

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

..... **Respondent**

Date of Hearing: July 15, 2025

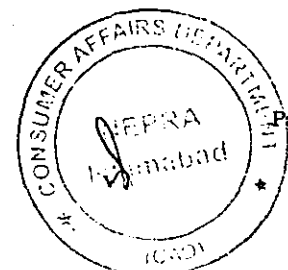
On behalf of Complainant/Petitioner: Mr. Shafiq Dad

On behalf of Respondent:
1) Mr. Anas Lakhani (K-Electric Ltd)
2) Mr. Hashim Raza (K-Electric Ltd)

Subject: **DECISION IN THE MATTER OF REVIEW MOTION FILED BY SHAFIQ DAD (M/S UMAIR BOWRING WATER SUPPLIER) AGAINST THE DECISION OF NEPRA REGARDING THE COMPLAINT FILED UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST K-ELECTRIC LIMITED ON ACCOUNT OF CHANGE OF TARIFF (A/C # 400035310857)**

This decision shall dispose of the motion for leave for review filed by Mr. Shafiq Dad (M/S Umair Bowring Water Supplier), (hereinafter referred to as the "Petitioner" or the "Complainant") against the decision of NEPRA Complaints Resolution Committee dated June 05, 2025 in the matter of complaint filed 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.

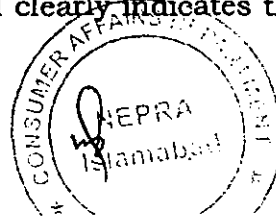
4. In order to proceed further into the matter, hearing was held at NEPRA Regional office, Karachi which was attended by both the parties i.e. (KE and the Complainant) in person. Accordingly, in light of the available record, verbal arguments, and relevant laws, the matter was disposed of with the decision that the commercial tariff charged by KE is in line with the NEPRA approved tariff terms & conditions.

5. Being aggrieved with the decision of Complaints Resolution Committee (NEPRA), the Complainant filed a motion for leave for review. The Complainant in his review submitted that they supply water to textile industries of dying and bleaching against industrial tariffs in SITE industrial area and requested NEPRA to reconsider the decision and allow charging of industrial tariff instead of commercial tariff.

6. The motion for leave for review filed by the Complainant was considered and accordingly, a hearing was held at NEPRA Regional Office, Karachi which was attended by both the parties. 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 Complainant in his review motion has not submitted any new ground. The motion for leave for review is disposed of on the following terms:

- i. During the hearing, the Complainant reiterated his earlier version and contested 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.
- ii. KE, on the other hand, reiterated its stance that the Complainant's business of selling/supplying water to various industries constitutes a commercial activity carried out for profit. KE maintained that the nature of such activity does not fall within the scope of industrial operations, and therefore, in line with NEPRA tariff terms and conditions, the Complainant is chargeable under the commercial tariff and not industrial tariff
- iii. 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. In the instant matter, the Complainant is merely engaged in pumping and supplying water and not in any form of industrial manufacturing, processing or value-added activity rather the Complainant is carrying out a commercial activity.

7. A motion seeking review of any order is competent only upon the discovery of new and important matter of evidence or on account of some mistake or error apparent on the face of record. The perusal of the decision sought to be reviewed clearly indicates that all material



facts and representations made were examined in detail and there is neither any occasion to amend the impugned decision nor any error inviting indulgence, as admissible in law, has been pointed out. Therefore, we are convinced that the review would not result in withdrawal or modification of the impugned decision; therefore, there is no ground to modify the decision dated June 05, 2025. As such the said decision is upheld, therefore, 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)



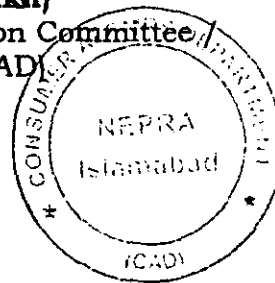
(Muhammad Irfan ul Haq)

Member, Complaints Resolution Committee/
Assistant Legal Advisor



(Naweed Illahi Shaikh)

Convener, Complaints Resolution Committee/
Director General (CAD)



Islamabad, September 17, 2025