



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.09/1557-2025
April 22, 2025

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

Subject: **COMPLAINT FILED BY M/S AGROGREEN PVT LTD UNDER SECTION 39
OF THE REGULATION OF GENERATION, TRANSMISSION AND
DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST K-ELECTRIC
LIMITED (KEL) REGARDING REVISION OF ELECTRICITY TARIFF
(CONSUMER No. BL-008691).**
Complaint No. KElectric-NHQ-49679-01-25

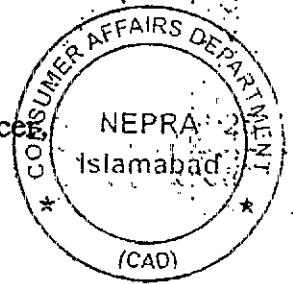
Please find enclosed herewith decision of the NEPRA Complaints Resolution Committee (CRC) dated April 22, 2025 regarding the subject matter for compliance and submission of report within thirty (30) days.

Encl: As above


(Muhammad Abid)
Assistant Director (CAD)

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,
Consumer Affairs Department, NEPRA Provisional Office,
Office # 101, 1st Floor, Balad Trade Centre,
Aalamgir Road, B.M.C.H.S., Bahadurabad, Karachi.
3. M/s Agrogreen Pvt Ltd,
Haji Sheedi Goth, Adjacent KE Power
Grid Station, Near Memon Goth, Malir,
Karachi.
Cell: 0301-1158544.



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. K-ELECTRIC-KHI-49679-01-25

M/S AGRO Green (Pvt.) Ltd,
Haji Sheedi Goth, Adjacent KE Power Grid Station,
Near Memon Goth, Malir, Karachi.
Ph: 0301-1158544

.....Complainant

Versus

K-Electric Limited
KE House No. 39-B Sunset Boulevard Phase-II,
DHA, Karachi.

..... Respondent

Date of Hearing(s): March 25, 2025

On behalf of
Complainant: Mr. Ehtashamullah (Counsel)

Respondent: Mr. Muhammad Junaid, General Manager Commercial

Subject: **DECISION IN THE MATTER OF COMPLAINT FILED BY M/S AGROGREEN PVT LTD UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST K-ELECTRIC LIMITED REGARDING REVISION OF ELECTRICITY TARIFF (CONSUMER NO. BL-008691)**

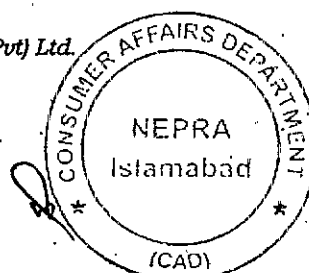
DECISION

This decision shall dispose of the complaint filed by M/S AgroGreen (Pvt.) Ltd. (hereinafter referred to as the "Complainant") against K-Electric Limited (hereinafter referred to as the "Respondent" or "K-Electric"), under Section 39 of the Regulation of Generation, Transmission and Distribution of Electric Power Act, 1997 (hereinafter referred to as the "NEPRA Act").

2. The brief facts of the case are that the Complainant filed a complaint before NEPRA wherein it was stated that the Complainant was previously being billed under the Agricultural Tariff (i.e., D-2). However, K-Electric changed the tariff to the Commercial Tariff (i.e., A-2) effective from the billing month of January 2025, and issued a revised bill for December 2024, applying the tariff change retrospectively. M/S AgroGreen contended that it operates as a subsidiary of the Sindh Government under an ADP-funded scheme, wherein it cultivates seeds and vegetables on its own agricultural land. These products are stored in controlled atmosphere storage units primarily for the benefit of farmers, rather than for any commercial gain. Accordingly, the Complainant requested NEPRA to direct K-Electric to revert the tariff to the Agricultural Tariff (D-2).

K-ELECTRIC-KHI-49479-01-25 M/S AgroGreen (Pvt) Ltd.

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(vi) K-Electric has changed the tariff of the Complainant without considering the operational nature of its activities. The Complainant is primarily engaged in the cultivation of agricultural produce on its own land and this agricultural activity constitutes the core function of the entity while the cold storage facilities serve as a supportive mechanism to preserve the products cultivated by the Complainant itself. The controlled atmospheric storage units installed at the premises are used exclusively to store their own agricultural output, not third-party goods. Further, no commercial activity is taking place. No outside goods are being preserved/stored at the premises. This distinguishes the Complainant's operations from the intermediary cold storages model described in the Authority's decision, where storage facilities function primarily as a commercial service for preserving perishable goods for wholesalers and retailers. The storage of products in the instant case is a logical necessity inherent to the agricultural operations, not a commercial activity for profit.

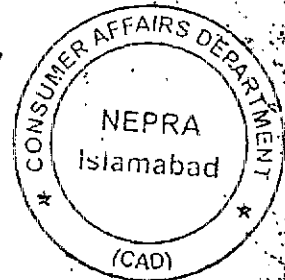
6. Foregoing in view, K-Electric is directed to revise the tariff of the Complainant back to Agricultural tariff category (D-2) and adjust any excess amount charged as a result of the tariff reclassification. Compliance report in the matter be submitted within thirty (30) days.

6. مندرجہ بالا حقائق کے پیش نظر کے الیکٹرک کو ہدایت کی جاتی ہے کہ شکایت کنندہ کا ٹیرف دوبارہ زرعی ٹیرف کیٹیگری (D-2) میں تبدیل کیا جائے اور ٹیرف کی درجہ بندی کی تبدیلی کے نتیجے میں وصول کی گئی اضافی رقم کو ایڈجسٹ کرے۔ عمل درآمد کی رپورٹ تیس (30) دنوں کے اندر جمع کروائی جائے۔

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

(Muhammad Irfan-ul-Haq)
Member Complaints Resolution Committee
Assistant Legal Advisor (CAD)

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



Islamabad, April 22, 2025