

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/ 2052-2025  
May 26, 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 FILED BY K-ELECTRIC LIMITED  
AGAINST THE DECISION OF NEPRA REGIONAL OFFICE KARACHI IN THE  
MATTER OF COMPLAINT OF MR. MERAJ UDDIN AGAINST K-ELECTRIC  
LIMITED REGARDING EXCESSIVE BILL (ACCOUNT NO. 0400002882807)  
Complaint No. KElectric-KHI-44608-09-24**

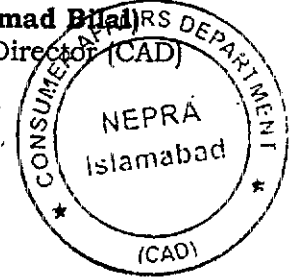
Please find enclosed herewith the decision of the NEPRA Complaints Resolution  
Committee (CRC), dated May 26, 2025 regarding the subject matter for necessary action  
and compliance.

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. Meraj Uddin,  
House No. B-4, Block No. 13, Gulshan-e-Iqbal, Karachi.  
Cell: 0331-4715168

(Muhammad Bilal)  
Additional Director (CAD)





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

**MOTION FOR LEAVE FOR REVIEW IN COMPLAINT NO. KElectric-KHI-44608-09-24**

**Mr. Meraj Uddin,**  
House No: B-4, Block No.13, Gulshan-e-Iqbal,  
Karachi.  
Ph. 0331-4715168

**Petitioner**

**Versus**

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

**Respondent**

**Date of Hearing(s):**  
1) November 28, 2024  
2) February 20, 2025

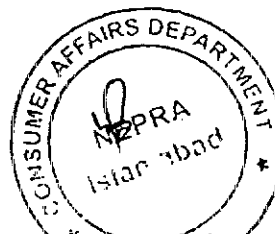
**On behalf of:**  
**Complainant:**  
1) Mr. Meraj Uddin

**Respondent:**  
1) Mr. Imran Zakir (K-Electric Limited)  
2) Mr. Muhammad Azhar (K-Electric Limited)  
3) Baber K-Electric Limited)

**Subject:** **DECISION IN THE MATTER OF REVIEW FILED BY K-ELECTRIC LIMITED AGAINST THE DECISION OF NEPRA REGIONAL OFFICE KARACHI IN THE MATTER OF COMPLAINT OF MR. MERAJ UDDIN AGAINST K-ELECTRIC LIMITED REGARDING EXCESSIVE BILL (ACCOUNT NO. 0400002882807)**

Through this decision, a motion for leave for review filed by K-Electric Limited (hereinafter referred to as the "Petitioner" or "K-Electric") against the decision of NEPRA Regional Office Karachi dated December 30, 2024 in the matter of complaint of Mr. Meraj Uddin (hereinafter referred to as the "Complainant") against K-Electric Limited filed under Section 39 Of the Regulation of Generation, Transmission and Distribution of Electric Power Act, 1997 (hereinafter referred to as the NEPRA Act), is being disposed of.

2. Brief facts of the case are that NEPRA received a complaint wherein the dispute agitated by the Complainant was that KE has charged excessive bill for the month of July 2024 and requested NEPRA to intervene in the matter and direct KE to revise the excessive



bill. The matter was taken-up with KE for submission of para wise comments/report. In response, KE reported that the bills have been issued to the complainant on the basis of actual meter reading recorded through energy meter installed at the Consumer premises. 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 at NEPRA Regional office Karachi on November 28, 2024 which was attended by both the parties i.e. the Complainant and representative of KE. During the hearing representatives of KE informed that KE has charged bill for the month of July 2024 as per actual meter reading taken on July 11, 2024. The case was analyzed in detail in light of written/verbal arguments of the parties, documents placed on record and applicable law. Accordingly, K-Electric was directed to revise bill for the month of July 2024 on the basis of pro rata consumption considering 30 days billing cycle on dated July 11, 2024.

4. Being aggrieved with the decision of NEPRA Regional Office Karachi, K-Electric filed a motion for leave for review. K-Electric in its review inter-alia submitted as under:

- i. The bill for the month of July 2024 was issued to the Complainant based on billing period of 31 days as per the number of days in the calendar month of July 2024 and the same is consistent with definition of "billing period" as defined in the NEPRA approved tariff terms and conditions.
- ii. The consumption recorded during the billing month of July 2024 was equal to 205 units hence the Complainant cannot be categorized as a protected consumer.
- iii. The meter reading was indeed carried out on the same date i.e. July 11, 2024 as such proration will have no impact on units charged to the consumer as well as applicable tariff category.


5. The motion for leave for review filed by K-Electric was considered and accordingly, a hearing was held in presence of both the parties at NEPRA Office, Karachi. The following has been concluded:

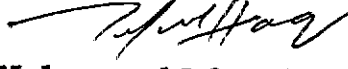
- i. The instant matter pertains to the monthly bill charged by KE to the Complainant for the month of July 2024 having tariff category A1R on connection having consumer No.AL432404.
- ii. The Complainant is of the view that KE has charged bill for the month of July 2024 on higher side due to which he has shifted from protected to unprotected tariff category.
- iii. KE is of the view that KE has charged bill to the Complainant on the basis of actual meter reading recorded through energy meter installed at the Consumer premises as per meter reading scheduled date of July 11, 2024.




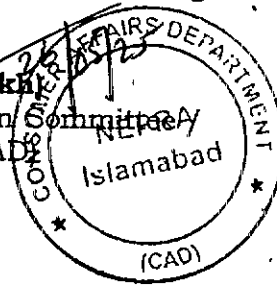
- iv. As per tariff notified vide SRO.1035(1)/2024 month or billing period unless otherwise defined for any particular tariff category means a billing month of 31 days or less reckoned from the date of last meter reading. Moreover, the said SRO has been effective since July 1, 2024.
- v. KE has charged bill to the Complainant for the month of July 2024 with meter reading date as July 11, 2024 for 31 days period as meter reading for the month of June 2024 was carried by KE on June 10, 2024.
- vi. KE has charged bill to the Complainant for the month of July 2024 in line with the provisions defined in the above mentioned SRO.

6. Foregoing in view, the decision of NEPRA Regional Office, Karachi dated December 30, 2024 is modified and it is held that the bill for the month of July 2024 charged by KE to the Complainant is justified. 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 (CAD)

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



Islamabad, May 26, 2025