



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 09/3510-2025
August 25, 2025

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

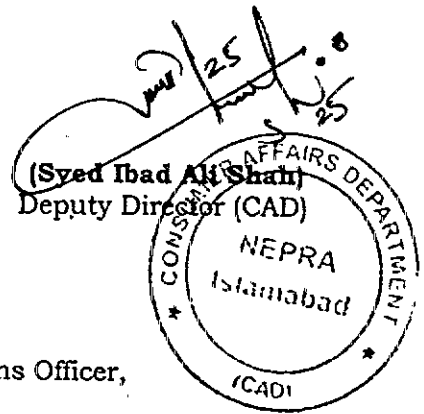
Subject: **DECISION IN THE MATTER OF REVIEW MOTION FILED BY KE AGAINST
THE DECISION OF NEPRA IN THE MATTER OF COMPLAINT OF MR.
IMRAN ALI UNDER SECTION 39 OF THE REGULATION OF GENERATION,
TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997
AGAINST K-ELECTRIC LIMITED REGARDING DETECTION BILL.
KElectric-KHI-41554-08-24**

Please find enclosed herewith the decision of the NEPRA Complaints
Resolution Committee (CRC) dated August 25, 2025, regarding the subject matter
for necessary action.

Encl: As above

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,
Provincial Office Consumer Affairs,
Office No. 706, 7th Floor, Balad Trade Centre,
Aalamgir Road, B.M.C.H.S., Bahadurabad, Karachi.
3. Mr. Imran Ali,
2-C-B 28, Al-Falah Society, Drigh Road, Karachi.
Cell: 0333-8428907.





BEFORE THE
NATIONAL ELECTRIC POWER REGULATORY AUTHORITY
(NEPRA)

MOTION FOR LEAVE FOR REVIEW IN COMPLAINT NO. KElectric-KHI-41554-08-24

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

Petitioner

Versus

Mr. Imran Ali
2-C-B 28, Al-Falah Society, Drigh Road,
Karachi.

Complainant.

Date of Hearing(s): 1) April 08, 2025

On behalf of:
Complainant: 1) Mr. Imran Ali

Respondent:

- 1) Mr. Zulnurain (K-Electric Limited)
- 2) Mr. Mustafa Siraj Uddin (K-Electric Limited)
- 3) Mr. Anas Lakhani (K-Electric Limited)
- 4) Mr. Iftikhar Ahmed (K-Electric Limited)

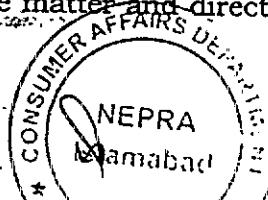
Subject: **DECISION IN THE MATTER OF REVIEW MOTION FILED BY KE AGAINST THE**
DECISION OF NEPRA IN THE MATTER OF COMPLAINT OF MR. IMRAN ALI
UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION
AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST K-ELECTRIC
LIMITED REGARDING DETECTION BILL

Decision

Through this decision, a motion for leave for review filed by K-Electric Limited (hereinafter referred to as the "Petitioner" or "KE") against the decision of NEPRA Regional Office Karachi dated November 22, 2024 in the matter of complaint of Mr. Imran Ali (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

KElectric-KHI-41554-08-24

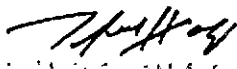


- iv. As per tariff notified vide SRO.1035(1)/2024; month or billing period unless otherwise defined for any particular tariff category means a billing month of 31 days or less reckoned from the date of last meter reading. Moreover, the said SRO has been effective since July 1, 2024.
- v. KE has charged bill to the Complainant for the month of July 2024 with meter reading date as July 08, 2024 for 31 days period as meter reading for the month of June 2024 was carried by KE on June 07, 2024.
- vi. KE has charged bill to the Complainant for the month of July 2024 in line with the provision defined in the above mentioned SRO.

6. Foregoing in view, the decision of NEPRA Regional Office, Karachi dated November 22, 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 Ullah Shaikh)

Convener Complaints Resolution Committee /
Director General (CAD)

Islamabad, August 25, 2025

