



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/ 3511 -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 FILED BY K-ELECTRIC AGAINST THE
DECISION OF NEPRA IN THE MATTER OF COMPLAINT FILED BY MR.
ZEESHAN UNDER SECTION 39 OF THE REGULATION OF GENERATION,
TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997
AGAINST K-ELECTRIC LIMITED REGARDING EXCESSIVE BILLING
(ACCOUNT No. 0400007035487).
KElectric-KHI-41962-08-24**

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

(Signature)
(Syed Ibad Ali Shah)
Deputy Director (CAD)
NEPRA
Islamabad
(CAU)

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. Zeeshan,
Flat No. C-20, 5th Floor, Lakhani Towers,
Plot No. 258, Nishter Road, Garden West, Karachi
Cell: 0311-2028562



BEFORE THE
NATIONAL ELECTRIC POWER REGULATORY AUTHORITY
(NEPRA)

MOTION FOR LEAVE FOR REVIEW IN COMPLAINT NO. KElectric-KHI-41962-08-24

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

Petitioner

Versus

Mr. Zeeshan
Flat No. C-20, 5th Floor, Lakhani Towers,
Plot No. 258, Nishter Road, Garden West, Karchi.

Respondent

Date of Hearing: 1) February 20, 2025

On behalf of:
Complainant: 1) Mr. Zeeshan

Petitionaer:

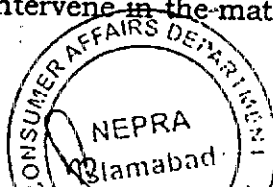
- 1) Mr. Waqar Hussain (K-Electric Limited)
- 2) Mr. Aftab Ahmed Shaikh (K-Electric Limited)
- 3) Mr. Abdul Waheed Khan (K-Electric Limited)
- 4) Mr. Anas Lakhani (K-Electric Limited)
- 5) Mr. Imran Zakir (K-Electric Limited)

Subject: **DECISION IN THE MATTER OF REVIEW MOTION FILED BY K-ELECTRIC LIMITED AGAINST THE DECISION OF NEPRA IN THE MATTER OF COMPLAINT FILED BY MR. ZEESHAN UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST K-ELECTRIC LIMITED REGARDING EXCESSIVE BILLING (ACCOUNT NO. 0400007035487)**

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 December 30, 2024 in the matter of complaint of Mr. Zeeshan (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-41962-08-24



bill. The matter was taken-up with KE for submission of para wise comments/report. In response, KE reported that the complainant's grievance pertaining to extended billing period/cycle and change of tariff category from protected to unprotected. 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, hearings were held at NEPRA Regional office Karachi which were 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 to the Complainant for the month of July 2024 on meter reading taken on date July 11, 2024, whereas KE has charged bill for the month of June, 2024 on meter reading date June 10, 2024 (for 31 days). 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:

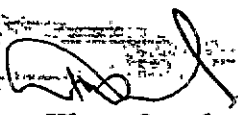
- i. The bill for the month of July 2024 was issued to the Complainant based on billing period of 31 days as per the number of days in the calendar month of July 2024 and the same is consistent with definition of "billing period" as defined in the NEPRA approved tariff terms and conditions.
- ii. The consumption recorded during the billing month of July 2024 was equal to 202 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.LA-357765.
- ii. The Complainant is of the view that KE has charged bill for the month of July 2024 on higher side which caused shifting 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 provision 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)


(Naveed Iqbal Shaikh)

Convener Complaints Resolution Committee /
Director General (CAD)

Islamabad, August 25, 2025

