



**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.09/3518-2025  
August 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 COMPLAINT FILED BY MR. ARBAB AHMED SHEIKH UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST K-ELECTRIC LIMITED (KEL) REGARDING TARIFF (CONSUMER # BL-006110,BL-006111,BL-006112).**  
**KElectric-KHI-34860-02-24**

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

**Encl: As above**

  
(Syed Ibad Ali Shah)  
Deputy 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,  
Provincial Office Consumer Affairs,  
Office # 101, 1st Floor, Balad Trade Centre,  
Aalamgir Road, B.M.C.H.S., Bahadurabad, Karachi.
3. Mr. Arbab Ahmed Sheikh,  
Administrator, Danube Building Management,  
Survey No. 131, Harmain Royal Residency,  
Near Abid Town, Bungalows,  
Gulshan-e-Iqbal Block 01, Karachi  
Cell: 0336-3491213



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

**Complaint No. KELECTRIC-KHI-34860-02-24**

**Mr. Arbab Ahmed Sheikh**

Administrator, Survey No. 131, Harmain Royal Residency,  
Gulshan-e-Iqbal Block 01, Karachi.

..... **Complainant**

**VERSUS**

**K-Electric Limited (KE)**

KE House No. 39B, Sunset Boulevard  
Defence Housing Authority, Karachi.

..... **Respondent**

**Date of Hearing:**

February 28, 2024

November 19, 2024

**On behalf of**

**Complainant:**

Mr. Arbab Ahmed Sheikh

**Respondent:**

- 1). Mr. Babar Ahmed, (K-Electric Limited)
- 2). Mr. Ahsan, (K-Electric Limited)

**SUBJECT: DECISION IN THE MATTER OF COMPLAINT FILED BY MR. ARBAB AHMED SHEIKH UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST K-ELECTRIC REGARDING TARIFF (CONSUMER BL-006110, BL-006111, BL-006112).**


**DECISION**

This decision shall dispose of the complaint filed by Mr. Arbab Ahmed Sheikh (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. Brief facts of the case are that the Complainant submitted that KE has changed the tariff category from residential to A-3 tariff of water pump used for provision of water to their residential building. The matter was taken up with KE whereby KE vide letter dated February 26, 2024 submitted that the tariff of water pump in question has been changed to A-3(G) in accordance with NEPRA Tariff Terms and Conditions and the bills to the premises are being charged on the applicable tariff as per the rates prescribed in the latest schedule of tariff determined by NEPRA. In order to analyze matter, hearings were held at NEPRA Regional Office, Karachi which was attended by both the parties and the matter was discussed in detail.

3. The case has been examined in detail in light of the record made so available by parties, arguments advanced during the hearings and the applicable law. Following has been observed:

- i. The issue pertain to change of tariff category from residential to A-3 of water pump used for provision of water to a residential building.
  - ii. The Complainant contested that the A-3 tariff cannot be applied to individual buildings, rather the same is applicable for water supply scheme. Further KE has not changed tariff for water pumps of other buildings to A-3 tariff.
  - iii. KE reported that tariff of water pump in question has been changed to A-3(G) in accordance with NEPRA Tariff Terms and Conditions and the bills to the premises are being charged on the applicable tariff as per the rates prescribed in the schedule of tariff determined by NEPRA and duly notified by the Ministry of Energy. Further, KE submitted that it is in process of conversion of tariff of all such connections to A-3 tariff.
  - iv. Notified Tariff Terms & Conditions, provides that A-3 General Service Category shall be applicable to water supply schemes including water pumps and tube wells operating on three phase 400 volts other than those for the irrigation or reclamation of Agriculture land.
4. Foregoing in view, the tariff of the water pump of the building changed by KE is justified in light of Tariff terms & conditions. The complaint is disposed of in above terms.

  
(Lashkar Khan Qambrani)

Member, Complaints Resolution Committee/  
Director (CAD)

  
(Muhammad Irfan ul Haq)

Member, Complaints Resolution Committee /  
Assistant Legal Advisor (CAD)

  
(Naveed Ilahi Shaikh)

Convener, Complaints Resolution Committee /  
Director General (CAD)

Islamabad, August 25, 2025