



Before the Appellate Board
National Electric Power Regulatory Authority
(NEPRA)
Islamic Republic of Pakistan

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No. NEPRA/Appeal/073/2025/ 723

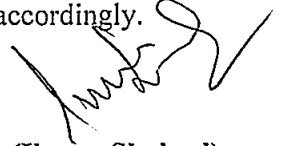
September 29, 2026

- | | |
|---|---|
| 1. Noor Nabi,
House No. 91, Sector No. 15/B,
Miskeenabad, Phase-II, Buffer Zone,
North Karachi, Karachi | 2. Chief Executive Officer,
K-Electric Ltd, KE House,
39-B, Sunset Boulevard,
DHA-II, Karachi |
| 3. Asif Shajer,
General Manager (Regulations),
K-Electric Ltd, KE House,
39-B, Sunset Boulevard,
DHA-II, Karachi | 4. Tatheera Fatima,
Advocate, 1 st Floor, Block F,
Elander Complex, Elander Road,
Karachi |
| 5. POI/Electric Inspector,
Karachi Region-II, Government of Sindh,
Plot No. ST-2, Block-N, North Nazimabad,
Near Sarina Mobile Market,
Main Sakhi Hasan Chowrangi,
Karachi | |

Subject: **Appeal No.073/2025 (K-Electric vs. Noor Nabi) Against the Decision Dated 18.03.2025 of the Provincial Office of Inspection to Government of the Sindh Karachi Region-II, Karachi**

Please find enclosed herewith the decision of the Appellate Board dated 29.09.2026 (02 pages), regarding the subject matter, for information and necessary action, accordingly.

Encl: **As Above**


(Ikram Shakeel)
Additional Director
Appellate Board

Forwarded for information please.

1. Director (IT) –for uploading the decision of the Appellate Board on the NEPRA website



National Electric Power Regulatory Authority

Before Appellate Board

In the matter of

Appeal No.073/POI-2025

K-Electric Limited

.....Appellant

Versus

Noor Nabi, House No. 91, Sector 15/B, Miskeenabad,
Phase-II, Buffer Zone, North Karachi, Karachi

.....Respondent

APPEAL U/S 38(3) OF REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997

For the Appellant:

Ms. Tatheera Fatima Advocate
Hafiz M. Salman DGM
Mr. Muhammad Irshad Manager Legal

For the Respondent:

Nemo

DECISION

1. Through this decision, the appeal filed by K-Electric Limited (hereinafter referred to as the "Appellant") against the decision dated 18.03.2025 of the Provincial Office of Inspection, Karachi Region-II, Karachi (hereinafter referred to as the "POI") is being disposed of.
2. Brief facts of the case are that Mr. Noor Nabi (hereinafter referred to as the "Respondent") is a domestic consumer of the Appellant bearing Ref No.0400009815293, having a sanctioned load of 01 kW, and the applicable tariff category is A-1R. The Respondent filed an application before POI and challenged the arrears of Rs.389,650/- charged in November 2024. The POI vide impugned decision dated 18.03.2025 cancelled the bill of Rs.395,471/- charged in November 2023 as the Respondent has already paid dues by availing QBS.
3. Being dissatisfied with the impugned decision of POI, the Appellant filed instant appeal before NEPRA under Section 38(3) of the NEPRA Act. In its appeal, the Appellant opposed the impugned decision *inter alia*, on the main grounds that the Respondent paid only 13 bills against 37 bills charged from January 2022 to January 2025 as per actual meter reading, hence arrears accumulated due to non-payment of arrears are recoverable from the Respondent and the impugned decision in this regards is biased and the same is liable to be set aside.
4. Notice dated 26.05.2025 was sent to the Respondent for filing reply/para-wise comments to the appeal within ten (10) days, which however were not filed.
5. Hearing was conducted at NEPRA Regional Office Karachi on 17.06.2026, which was attended by

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National Electric Power Regulatory Authority

the officials along with counsel for the Appellant, whereas no one represented the Respondent. The representative for the Appellant stated that the bills for the period from January 2022 to date were charged to the Respondent on normal mode as per consumption recorded by the meter. The representative for the Appellant averred that the Respondent initially defaulted in making payment of the regular bills due to which arrears accumulated to the tune of Rs.419,720/- till January 2025. As per representatives for the Appellant, the POI neither consulted the consumption data nor checked the payment history of the Respondent and afforded the relief to the Respondent, which is even beyond his prayer, as he challenged the arrears of Rs.389000/- till November 2024, whereas the POI cancelled the bill of Rs.395,471/- till November 2023. In support of their contention, the Appellant submitted billing statement of the Respondent from March 2018 to May 2026.

6. We have heard arguments of both the parties and examined the record placed before us.
 - i. Perusal of billing statement as provided by the Appellant revealed that the bills total amounting to Rs.1,285,781/- were charged from March 2018 to May 2026 to the Respondent on normal mode against which the Respondent made payment total amounting to Rs.1,175,981/-. In furtherance, irregular bills total amounting to Rs.37,598/- were charged to the Respondent from July 2018 to February 2026. Whereas the POI cancelled the bill of Rs.395,471/- charged in November 2023, which was neither challenged by the Respondent nor corresponds to the total amount of irregular bills i.e. Rs.37,598/-. In this regard, the Respondent was afforded opportunity of hearing twice, however neither he submitted reply to the appeal nor appeared before this forum to defend his case
 - ii. Under these circumstances, we are of the considered view that the POI granted relief to the Respondent beyond its jurisdiction by canceling the arrears of Rs. 395,471/- till November 2023. As such, the impugned decision is liable to be set aside.
 - iii. However, the Appellants are under obligation to overhaul the Respondent's billing account in accordance with the QBS scheme.
7. In view of above, the appeal is accepted and the impugned decision is set aside.

Abid Hussain
Member/Advisor (CAD)

Naweed Illahi Sheikh
Convener/DG (CAD)

Muhammad Irfan-ul-Haq
Member/ALA (Lic.)

Dated: 29-09-2026