



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

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No. NEPRA/Appeal/129/2024/ 123/

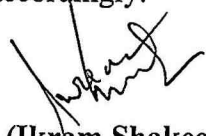
November 26, 2025

- | | |
|--|---|
| 1. Abubaker Usman,
Registered Cnsumer (M/s. Greytex),
Plot No. CI-07, Industrial Area,
Street No. 01, Near Masjid-e-Ibrahim,
Sector No. 6-B, North Karachi, Karachi
Cell No. 0333-2149079 | 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.129/2024 (K-Electric vs. Abubaker Usman) Against the Decision Dated 17.10.2024 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 26.11.2025 (05 pages), regarding the subject matter, for information and necessary action, accordingly.

Encl: **As Above**


(Ikram Shakeel)
Deputy 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 the Appellate Board

In the matter of

Appeal No.129/POI-2024

K-Electric Limited

.....Appellant

Versus

Abu Baker Usman, Registered Consumer (M/s. Greytex),
Plot No. CI-07, Industrial Area, Street No. 01, Near Masjid-e-Ibrahim,
Sector No. 6-B, North Karachi, Karachi

.....Respondent

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

For the Appellant:

Ms. Tatheera Fatima Advocate

Hafiz M. Salman DGM

Mr. Amir Masood, Manager

Mr. Muhammad Ameen, Manager

Mr. Wamiq Ahmed AM

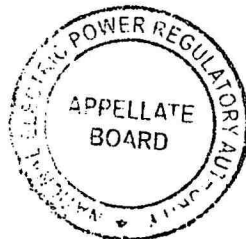
For the Respondent:

Nemo

DECISION

1. Through this decision, the appeal filed by K-Electric Limited (hereinafter referred to as the "Appellant") against the decision dated 17.10.2024 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 Abu Baker Usman (hereinafter referred to as the "Respondent") is an industrial consumer of the Appellant bearing Ref No.0400035082105 with a sanctioned load of 69 kW, and the applicable Tariff category is B-2(b). The Respondent received a bill of Rs.881,364/- charged against 20,808 units in April 2023, which was initially disputed before the Appellant. Upon the request of the Respondent, the impugned meter was checked by the mobile testing van of the Appellant on 17.04.2023 in his presence, wherein the impugned meter was functioning correctly. Subsequently, the impugned meter of the Respondent was replaced with a new meter on

Appeal No.129/POI-2024



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11.06.2023, and an amount of Rs.126,980/- was debited to the Respondent in July 2023 as meter replacement cost.

3. The Respondent, being aggrieved, filed a complaint before the POI on 09.08.2023 and challenged the bill of Rs.881,364/- charged in April 2023 and the meter replacement cost of Rs.126,980/-. The complaint of the Respondent was disposed of by POI vide the decision dated 17.10.2024, wherein the Appellant was directed to revise the bill of April 2023 as per the consumption of April 2022 and refund the meter replacement cost being illegally charged to the Respondent.
4. Being dissatisfied, the Appellant filed instant appeal before the NEPRA against the afore-referred decision of the POI, which was registered as Appeal No.129/POI-2024. In its appeal, the Appellant opposed the impugned decision *inter alia*, on the main grounds that the Respondent initially approached concerned IBC through an application for checking of accuracy of the impugned meter and to extend the payment date of bill for April 2023; that the impugned meter was checked at the premises of the Respondent on 17.04.2023 and it was found within BSS limits; that upon the request of the Respondent, the impugned meter was subsequently replaced with new meter on 11.06.2023 and checked in meter laboratory, wherein it was again declared ok; that the cost of the meter amounting to Rs.126,980/- was debited in the Respondent, which was paid by him; that the monthly bill of April 2023 was debited on normal mode as per actual recorded consumption of the meter; that the POI erroneously cancelled the above bill as well as meter replacement cost by wrongly relying upon Clause 4.3.3 and 4.3.4 of the CSM-2021; that involvement of POI is not required in Clause 4.3.3 of the CSM-2021 and that the impugned decision be set aside and the matter be reinvestigated in the interest of justice.
5. Upon the filing of the instant appeal, a notice dated 12.12.2024 was sent to the Respondent for filing reply/para-wise comments to the appeal within ten (10) days, which were filed on 27.12.2024. In his reply, the Respondent rebutted the version of the Appellant and contended that the bill of April 2023 against 20,808 units was charged by the Appellant, which created doubt in the accuracy of the impugned meter, therefore, the Appellant was requested to check the accuracy of the impugned meter; that the Appellant replaced the impugned meter and the same was checked in the absence of POI. The Respondent further contended that the result of accuracy of the impugned meter as declared by the Appellant cannot be relied as such high consumption has never been recorded in the billing history. The Respondent opposed the charging of impugned bill of Rs.126,980/- as meter replacement cost and defended the impugned decision for cancellation of the

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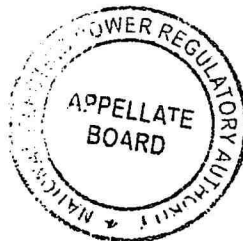




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same along with revision of the bill of April 2023 as per the consumption of April 2022. The Respondent finally prayed for dismissal of the appeal, being barred by time.

6. Hearing of the appeal was conducted at NEPRA Regional Office Lahore on 27.09.2025, wherein learned counsel, along with the representatives, tendered appearance for the Appellant and no one represented the Respondent. During the hearing, learned counsel for the Appellant repeated the same contention as contained in memo of the appeal and averred that the bill of April 2023 was charged as per actual meter reading, which was impugned before the concerned IBC. Learned counsel for the Appellant contended that upon the request of the Respondent, the impugned meter was replaced with a new meter and checked in the laboratory, wherein it was found working within permissible limits; therefore meter replacement cost of Rs.126,980/- was debited to the billing account of the Respondent. As per learned counsel for the Appellant, the impugned decision for cancellation of the bill of April 2023 and meter replacement cost of Rs.126,980/- without consideration of facts of the case and applicable law. Learned counsel for the Appellant finally prayed that the impugned decision be struck down and the above bills be allowed in the best interest of justice.
7. Arguments heard, the record perused. The following are our observations:
 - i. While addressing the preliminary objection of the Respondent regarding limitation, it is noticed that the copy of the impugned decision dated 17.10.2024 was obtained by the Appellant on 22.10.2024, against which the Appellant preferred the instant appeal before the NEPRA on 22.11.2024, within 30 days of receipt of the impugned decision as envisaged in Section 38(3) of the NEPRA Act 1997. The objection of the Respondent is devoid of force and rejected.
 - ii. The Respondent challenged the bill of April 2023 amounting to Rs.881,364/- against 20,808 units with the plea that the consumption charged in the said month is excessive, hence the accuracy of the impugned meter be checked. In response, the accuracy of the impugned meter was checked by the Appellant in the presence of the Respondent on 17.04.2023, wherein it was found working within specified limits. Subsequently, the Appellant vide MCO dated 11.06.2023 installed a new meter on the premises of the Appellant and the removed meter was checked in the laboratory, which was declared accurate. The Appellant debited the meter replacement cost of Rs.126,980/- to the billing account of the Respondent in July 2023, which was initially paid by him and subsequently challenged before the POI.
 - iii. In such cases, Clause 4.3.4 of the CSM-2021 is relevant, which prescribes the procedure to be



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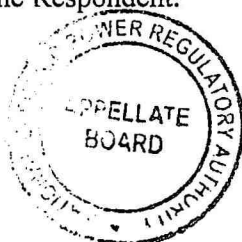
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adopted for checking the accuracy of the impugned meter. The Appellant tested the impugned meter in the presence of the Respondent on 17.04.2023, wherein the impugned meter was found working within permissible limits. As per Clause 4.3.4(d) of the CSM-2021, the Appellant may replace the meter upon discovery of fastness at their own cost; therefore, the contention of the Appellant for replacement of the impugned meter is not satisfactory despite its accurate behavior.

- iv. The Appellants were under obligation to produce the impugned meter before the POI, being a competent forum for checking the accuracy, pursuant to Section 38 of the NEPRA Act; however, in the instant case, the Appellants failed to do so.
- v. To further verify the contention of the Appellant, the billing history of the Respondent is reproduced below:

Month	Units	Month	Units	Month	Units
Jan-22	12650	Jan-23	14268	Jan-24	6834
Feb-22	12193	Feb-23	13544	Feb-24	6230
Mar-22	13360	Mar-23	12064	Mar-24	10203
Apr-22	12419	Apr-23	20808	Apr-24	10536
May-22	9602	May-23	10961	May-24	8095
Jun-22	14424	Jun-23	15140	Jun-24	9795
Jul-22	8312	Jul-23	8051	Jul-24	7894
Aug-22	9198	Aug-23	9238	Aug-24	9953
Sep-22	15851	Sep-23	17549	Sep-24	10190
Oct-22	17985	Oct-23	10807	Oct-24	10236
Nov-22	18354	Nov-23	12149	Nov-24	10610
Dec-22	13336	Dec-23	10325	Dec-24	10712
Total	157684	Total	154903	Total	111288

Perusal of consumption data of the Respondent reveals that 20,808 units charged in April 2023 are the highest in the billing history of the Respondent, whereas the maximum consumption of the Respondent was recorded as 18,354 units in November 2022. It is further observed that consumption of the impugned meter remained compatible in May 2023 and June 2023 as compared to the consumption of May 2022 and June 2022. This indicates that the impugned meter was functioning correctly till its replacement on 11.06.2023; therefore, the Respondent cannot be held responsible for the payment of meter replacement cost amounting to Rs.126,980/-, which is liable to be withdrawn as already determined by POI. Whereas the bill of April 2023 charged by the Appellant is justified and payable by the Respondent.





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8. In view of the foregoing discussion, we are of the considered view that:
- The bill of April 2023, amounting to Rs.881,364/- against 20,808 units, is justified and payable by the Respondent.
 - The meter replacement cost of Rs.126,980/- debited in July 2023 should be withdrawn, being unjustified.
 - The billing account of the Respondent be overhauled accordingly.
9. The impugned decision is modified in the above terms.



Abid Hussain
Member/Advisor (CAD)



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



Naweed Illahi Sheikh
Convener/DG (CAD)

Dated: 26-11-2025

