



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

NEPRA Office , Ataturk Avenue (East), G5/1, Islamabad
Tel. No.+92 051 2013200 Fax No. +92 051 2600030
Website: www.nepra.org.pk E-mail: ikramshakeel@nepra.org.pk

No. NEPRA/Appeal/008/2025/ *882*

September 24, 2025

- | | |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------|
| 1. Muhammad Asghar Ali,
Through Noor Muhammad,
Manager, Abdullah Agricultural Model Farm,
Chak No. 89/GB, Satiana, Tehsil Jarranwala,
District Faisalabad
Cell No. 0307-4852181 | 2. Chief Executive Officer,
FESCO Ltd,
West Canal Road, Abdullah Pur,
Faisalabad |
| 3. Saeed Ahmed Bhatti,
Advocate High Court,
66-Khyber Block, Allama Iqbal Town,
Lahore
Cell No. 0300-4350899
0333-4350899 | 4. Sub Divisional Officer (Operation),
FESCO Ltd,
Satiana Sub Division,
Satiana |
| 5. POI/Electric Inspector,
Energy Department, Govt. of Punjab,
Opposite Commissioner Office,
D.C.G Road, Civil Lines,
Faisalabad Region, Faisalabad | |

Subject: **Appeal No.008/2025 (FESCO Vs. Muhammad Asghar Ali) Against the Decision Dated 12.07.2024 of the Provincial Office of Inspection to Government of the Punjab Faisalabad Region, Faisalabad**

Please find enclosed herewith the decision of the Appellate Board dated 24.09.2025 (03 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.008/POI-2025

Faisalabad Electric Supply Company Limited

.....Appellant

Versus

Muhammad Asghar Ali, Through Noor Muhammad,
Manager, Abdullah Agricultural Model Farm,
Chak No. 89/GB, Satiana, Tehsil Jarranwala,
District Faisalabad

.....Respondent

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

For the Appellant:

Mr. Saeed Ahmed Bhatti Advocate

For the Respondent:

Nemo

DECISION

1. Through this decision, the appeal filed by Faisalabad Electric Supply Company Limited (hereinafter referred to as the "Appellant") against the decision dated 12.07.2024 of the Provincial Office of Inspection, Faisalabad Region, Faisalabad (hereinafter referred to as the "POI") is being disposed of.
2. Briefly speaking, Muhammad Asghar Ali (hereinafter referred to as the "Respondent") is an agricultural consumer of the Appellant bearing Ref No.29-13144-7400220-R with a sanctioned load of 22.38 kW, and the applicable Tariff category is D-2b. The billing meter of the Respondent was checked by the Appellant in August 2023, and it was reportedly found defective in August 2023. Subsequently, the defective meter of the Respondent was replaced with a new meter by the Appellant in September 2023 and sent to Metering & Testing (M&T) for checking. As per the M&T report dated 10.01.2024, 5,279 units were found uncharged; therefore, the Appellant charged a detection bill of Rs.162,162/- for 5,279 units to the Respondent in March 2024.
3. Being aggrieved, the Respondent filed a complaint before POI and challenged the detection bill of Rs.162,162/- for 5,279 units. The complaint of the Respondent was disposed of by

Appeal No.008/POI-2025

Page 1 of 3



M. Q.



National Electric Power Regulatory Authority

the POI vide the decision dated 12.07.2024, wherein the detection bill of Rs.162,162/- was cancelled and the Appellant was directed to overhaul the billing account of the Respondent.

4. The Appellant filed instant appeal before the NEPRA against the afore-referred decision of the POI, which was registered as Appeal No. 008/POI-2025. In its appeal, the Appellant opposed the impugned decision *inter alia*, on the main grounds that the POI misconceived the real facts of the case and erred in declaring the detection bill of Rs.162,162/- as null and void; that the POI erroneously relied upon Clause 4.3.2(d) of the CSM-2021 as the said clause cannot be made applicable in the instant case; that the POI neither recorded evidence nor perused the relevant billing consumption and decided the complaint on surmises and conjectures; and that the impugned decision is liable to be set aside. Upon the filing of the instant appeal, a notice dated 16.01.2025 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 Lahore on 13.06.2025, which was attended by learned counsel for the Appellant and no one represented the Respondent. Learned counsel for the Appellant argued that the impugned meter became defective in August 2023 with smoky display, hence it was replaced with a new meter by the Appellant in September 2023. Learned counsel for the Appellant contended that the detection bill of Rs.162,162/- for 5,279 units was debited to the Respondent on account of pending units, as actual consumption could not be charged due to a defective meter. As per learned counsel for the Appellant, the POI cancelled the detection bill without considering the facts. He defended the charging of the above detection bill and prayed for setting aside the impugned decision.
6. Arguments were heard and the record was perused. Following are our observations:
 - i In the instant case, the Appellant claimed that the display of the impugned meter became defective in August 2023 and it was replaced with a new meter in September 2023. During subsequent M&T checking dated 10.01.2024, the display of the impugned meter of the Respondent was found vanished. Thereafter, the Appellant debited a detection bill of Rs.162,162/- for 5,279 units to the Respondent in March 2024, which is under dispute.
 - ii According to Clause 4.3.2(d) of CSM-2021, DISCOs are under obligation to retrieve the data from the meter with smoky display within three months of its display wash or within six months in case retrieved from the manufacturer. In the instant case, the Appellant replaced the impugned meter in September 2023 and retrieved the data in January 2024, which is



M. Q.



National Electric Power Regulatory Authority

contrary to Clause 4.3.2(d) of the CSM-2021.

- iii To further check the justification of the impugned detection bill, consumption data is analyzed in the table below:

Month	Units	Status	Month	Units	Status	Month	Units	Status	
Jan-22	6125	Active	Jan-23	538	Active	Jan-24	1	Active	
Feb-22	1	Active	Feb-23	1562	Active	Feb-24	831	Active	
Mar-22	1	Active	Mar-23	1007	Active	Mar-24	4	Active	5279 debited
Apr-22	0	Active	Apr-23	1009	Active	Apr-24	1	Active	
May-22	605	Active	May-23	8	Active	May-24	1607	Active	
Jun-22	152	Active	Jun-23	7	Active	Jun-24	3121	Active	
Jul-22	6642	Active	Jul-23	2291	Active	Jul-24	2220	Active	
Aug-22	530	Active	Aug-23	2395	Defective	Aug-24	3681	Active	
Sep-22	8805	Active	Sep-23	9069	Replaced	Sep-24	1059	Active	5279 credited
Oct-22	5956	Active	Oct-23	0	Same read	Oct-24	0	Same read	
Nov-22	17	Active	Nov-23	2659	Active				
Dec-22	802	Active	Dec-23	1	Active				

Perusal of the consumption record shows that the impugned meter became defective in August 2023, and it was replaced with a new meter in September 2023. It is observed that the Appellant debited the bills for August 2023 and September 2023 on the higher side as compared to the consumption of the corresponding month of the previous year or the average consumption of the last eleven months; hence, there is no justification to further debit any detection bill for the said months. It is further observed that the Appellant debited the detection bill of 5279 units in March 2024; however, the said detection bill was credited to the Respondent's billing account in September 2024, which indicates that the Appellant implemented the impugned decision in true spirit.

7. Forgoing in view, the appeal is dismissed.

Abid Hussain
Member/Advisor (CAD)

Dated: 24-09-2025

Naveed Illahi Sheikh
Convener/DG (CAD)

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

