



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

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No. NEPRA/Appeal/037/2025/883

September 24, 2025

- | | |
|---|---|
| 1. Muhammad Yousaf Zafar,
S/o. Bahawal Bukhsh,
R/o. Mouza Bhawal, Tehsil Lalian,
District Chiniot | 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,
City Sub Division,
Lalian |
| 5. POI/Electric Inspector,
Energy Department, Govt. of Punjab,
Opposite Commissioner Office,
D.C.G Road, Civil Lines,
Faisalabad Region, Faisalabad | |

Subject: **Appeal No.037/2025 (FESCO Vs. Muhammad Yousaf Zafar) Against the Decision Dated 27.12.2024 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.037/POI-2025

Faisalabad Electric Supply Company Limited

.....Appellant

Versus

Muhammad Yousaf Zafar, S/o. Bahwal Bukhsh,
R/o. Mouza Bahwal, Tehsil Lalia, District Chiniot

.....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

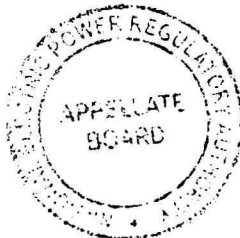
DECISION

1. Through this decision, the appeal filed by Faisalabad Electric Supply Company Limited (hereinafter referred to as the "Appellant") against the decision dated 27.12.2024 of the Provincial Office of Inspection, Faisalabad Region, Faisalabad (hereinafter referred to as the "POI") is being disposed of.
2. Brief facts of the case are that Muhammad Yousf Zafar (hereinafter referred to as the "Respondent") is an agricultural consumer of the Appellant bearing Ref No.29-13171-3049700-R with a sanctioned load of 7.68 kW, and the applicable Tariff category is D-2(b). The Respondent approached POI on 27.09.2024 and challenged the bill of Rs.526,123/- charged to him in August 2024. The complaint of the Respondent was disposed of by the POI vide the ex parte decision dated 27.12.2024, and the bill of Rs.526,123/- for August 2024 was cancelled and the Appellant was directed to overhaul the billing account of the Respondent.
3. The Appellant filed instant appeal before the NEPRA against the afore-referred decision of the POI, which was registered as Appeal No. 037/POI-2025. The Appellant contended that the bill of August 2024 was debited for the cost of total of 8,071 units to the Respondent, which included 5,486 units as recorded on the new meter and 2,585 units on the old meter. The Appellant further

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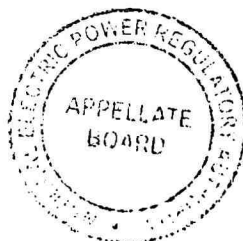




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contended that the matter remained in dispute from 27.09.2024 to 18.12.2024, however, the officials came to know about the ex parte decision on 02.01.2025 when the same was received in the office of the Revenue Officer from the POI. As per Appellant, the impugned decision is against the facts and law of the case as the same is sketchy, patchy and non-speaking. According to the Appellant, the POI failed to follow the procedure while passing the ex parte decision, hence the same is liable to be set aside. The Appellant submitted that it is a settled principle of law that no one should be condemned unheard and causes are to be resolved on the basis of cogent reasons after giving an opportunity of hearing to both parties. The Appellant further submitted that the Respondent neither intimated the Appellant nor availed the remedy and challenged the bill of August 2024 before the POI and got an ex parte decision, which is liable to be struck down.

4. Upon the filing of the instant appeal, a notice dated 14.03.2025 was sent to the Respondent for filing reply/para-wise comments to the appeal within ten (10) days, which, however, was not filed.
5. Hearing was conducted at the 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 contended that the Respondent was charged a bill of Rs.526,123/- in August 2024, which contained 5,486 units charged on the new meter and 2,585 units charged on the old meter. Learned counsel for the Appellant further contended that the Respondent, instead of making payment of the above bill, approached POI, who, vide ex parte decision, set aside the above bill. Learned counsel for the Appellant prayed to declare the above bill as justified and payable by the Respondent.
6. Having heard the arguments and perused the record, the following has been observed:
 - i The bill of Rs.526,123/- against 8,071 units charged in August 2024 was challenged before the POI, who vide ex parte decision set aside the above bill. Against which the Appellant preferred the instant appeal before NEPRA.
 - ii The Appellant defended the charging of the above bill before NEPRA; however, no supporting document i.e., checking report, detection proforma, meter change order, etc, was provided by the Appellant in support of their contention. The Appellant even failed to join the proceedings before the POI despite repeated notices, which shows lack of interest on the part of the Appellant to defend their case before the POI as well as NEPRA.
 - iii To meet the end of justice, the consumption data as provided by the Appellant is reproduced below for the analysis:





National Electric Power Regulatory Authority

Month	Units	Month	Units
Mar-23	600	Mar-24	1661
Apr-23	2500	Apr-24	163
May-23	3398	May-24	218
Jun-23	3600	Jun-24	3600
Jul-23	3973	Jul-24	4973
Aug-23	6107	Aug-24	8071
Sep-23	5931	Sep-24	2778
Oct-23	3367	Oct-24	3125
Nov-23	3160	Nov-24	583
Dec-23	3380		
Jan-24	3997		
Feb-24	2066		

Perusal of the above table shows that the units charged in August 2024 are much higher than 6,107 units recorded in the corresponding month of the previous year or the average consumption of the last eleven months, i.e., 3,219 units/month. Hence, we are of the considered view that the bill of August 2024 charged against 8,071 units is excessive, unjustified and the same may be revised for 6,107 units as per the consumption of August 2023 being higher, pursuant to Clause 4.3.2(b) of the CSM-2021.

- iv The billing account of the Respondent may be overhauled accordingly
7. The impugned decision is modified in the above terms.

Abid Hussain
Member/Advisor (CAD)

Dated: 24-09-2025

Naweed Illahi Sheikh
Convener/DG (CAD)

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

