



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

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No. NEPRA/Appeal/110/2024/ 668

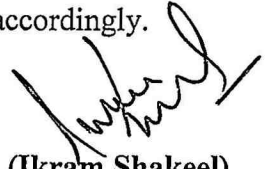
July 11, 2025

- | | |
|---|---|
| 1. Asad Raza,
S/o. Ghulam Murtaza,
Principal Aswa College,
By-Pass Road, Bhowana,
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 | 4. Sub Divisional Officer (Operation),
FESCO Ltd,
Bhowana Sub Division,
Bhowana
Cell No. 0370-1813164 |
| 5. POI/Electric Inspector,
Energy Department, Govt. of Punjab,
Opposite Commissioner Office,
D.C.G Road, Civil Lines,
Faisalabad Region, Faisalabad | |

Subject: **Appeal No.110/2024 (FESCO Vs. Asad Raza) Against the Decision Dated 08.04.2024 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 11.07.2025 (04 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.110/POI-2024

Faisalabad Electric Supply Company Limited

.....Appellant

Versus

Asad Raza S/o. Ghulam Murtaza, Principal, Aswa College,
By-pass Road, Bhowana District Chiniot

.....Respondent

APPEAL UNDER SECTION 38(3) OF THE REGULATION OF GENERATION, TRANSMISSION, AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997

For the Appellant:

Mr. Saeed Ahmed Bhatti Advocate
Mr. Muhammad Naeem Shahzad SDO

For the Respondent:

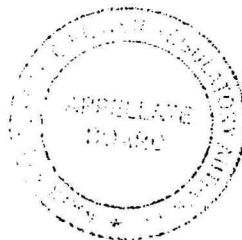
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DECISION

1. As per the facts of the case, Asad Raza (hereinafter referred to as the "Respondent") is a general supply consumer of Faisalabad Electric Supply Company Limited (hereinafter referred to as the "Appellant") bearing Ref No.24-13164-3222312-R having sanctioned load of 11.19 kW and the applicable tariff category is A-3. During M&T checking dated 13.06.2023, the billing meter of the Respondent was found 33% slow due to the blue phase being dead. Notice dated 16.11.2023 was issued to the Respondent regarding 33% slowness of the meter and MF was raised from 1 to 1.49 w.e.f November 2023 and onwards. Later on, a supplementary bill of Rs.154,632/- for 3,148 units for seven months i.e. from April 2023 to October 2023 was charged by the Appellant to the Respondent @ 33% slowness of the meter and added to the bill for December 2023, which was challenged by the Respondent before the Provincial Office of Inspection, Faisalabad Region, Faisalabad (hereinafter referred to as the "POI") on 16.02.2024. The complaint of the Respondent was disposed of by the POI vide decision dated 08.04.2024, wherein the supplementary bill of Rs.154,632/- for 3,148 units for seven months i.e. from April 2023 to October 2023 was cancelled and the Appellant was directed to charge a revised bill of 780 units for September 2023 and October 2023.

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Appeal No.110/POI-2024





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2. Being dissatisfied, the Appellant has filed the instant appeal before the NEPRA and assailed the decision dated 08.04.2024 of the POI (hereinafter referred to as the "impugned decision"). In its appeal, the Appellant opposed the maintainability of the impugned decision, *inter-alia*, on the following grounds that impugned meter was found 33% slow in during checking dated 13.06.2023, therefore MF was raised w.e.f November 2023 and onwards; that a supplementary bill of Rs.154,632/- for 3,148 units for seven months i.e. from April 2023 to October 2023 was charged to the Respondent @ 33% slowness of the meter, which was disputed before the POI; that the impugned decision is against the facts and law of the case; that the POI misconceived and misconstrued the real facts of the case/consumption data and erred in declaring that the supplementary bill of Rs.154,632/- for 3,148 units from April 2023 to October 2023 as null and void and directed the Appellant to charge revised supplementary bill for 780 units for two months by relying upon Clause 4.3.3c(ii) of the CSM-2021; that the POI neither recorded the evidence nor consumption data, hence the impugned decision is not sustainable in the eyes of law; and that the same is liable to be set aside.
3. Notice dated 01.11.2024 of the appeal was issued to the Respondent for filing reply/para-wise comment, which however, were not filed.
4. Hearing of the appeal was conducted at NEPRA Regional Office Lahore on 26.04.2025, wherein learned counsel tendered along with an official tendered appearance for the Appellant, and no one was present from the Respondent. Learned counsel for the Appellant repeated the same arguments as contained in the memo of the appeal and argued that the impugned meter became 33% slow in June 2023, however, MF was raised subsequently in November 2023. Learned counsel for the Appellant further contended that the supplementary bill of Rs.154,632/- for 3,148 units for seven months i.e. from April 2023 to October 2023 charged to the Respondent in order to recover the revenue loss sustained due to 33% slowness of the impugned meter, which is justified and payable by the Respondent. Learned counsel for the Appellant opposed the impugned decision for cancellation of the above supplementary bill and prayed for setting aside the same, being devoid of merit.
5. Having heard the arguments and the record perused. Following are our observations:
 - 5.1 Supplementary bill of Rs.154,632/- for 3,148 units from April 2023 to October 2023:

As per the available record, one phase of the billing meter of the Respondent was found defective during checking dated 13.06.2023, therefore, a supplementary bill of Rs.154,632/- for 3,148 units for seven months i.e., from April 2023 to October 2023 was debited to the Respondent, which is under dispute.





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5.2 The Appellant debited the impugned supplementary bill for seven months due to 33% slowness of the impugned meter, which is violative of Clause 4.3.3c(ii) of the CSM-2021. The said clause of the CSM-2021 restricts the Appellant to debit the supplementary bill maximum for two months in case of a slow meter. The honorable NEPRA Authority vide order dated 13.06.2024 also retained the period of supplementary/supplementary bill for two billing cycles in case of the slowness of the metering equipment/defective CTs as mentioned in Clause 4.4(e) of CSM- 2010 (existing Clause 4.3.3 of CSM-2021), the operative portion of which is reproduced below:

"For the reasons stated above, we reject the proposal of the distribution companies and retain the period of the supplementary bills for two (02) billing cycles in the case of the slowness of the metering installation/defective CTs as mentioned in clause 4.4(e) of CSM-2010 (existing clause 4.3 of CSM-2021). In a vigilant system, slowness of the metering installation should be detected timely manner; hence, the distribution companies must bring efficiency in their working and replace the slow meters/defective CTs within the stipulated period as provided in clause 4.3 of the CSM-2021 in true letter and spirit. The distribution companies should ensure the charging of supplementary bills maximum for two billing cycles. If in the cases where the slowness of the metering installation is not pointed out timely and the metering installation is not replaced within maximum period of two (02) billing cycles, the competent authority of the relevant distribution company shall take disciplinary action against the concerned officials and fix the responsibility for negligence in such cases."

5.3 In order to verify the contention of the Respondent, the consumption data is analyzed below:

Month	Units	Month	Units	Month	Units
Jan-22	574	Jan-23	569	Jan-24	1246
Feb-22	491	Feb-23	390	Feb-24	766
Mar-22	988	Mar-23	563	Mar-24	839
Apr-22	976	Apr-23	108	Apr-24	883
May-22	1064	May-23	1438	May-24	2097
Jun-22	1554	Jun-23	839	Jun-24	1019
Jul-22	1455	Jul-23	1100	Jul-24	1100
Aug-22	1919	Aug-23	1324	Aug-24	1598
Sep-22	1229	Sep-23	993	Sep-24	1188
Oct-22	990	Oct-23	590	Oct-24	717
Nov-22	488	Nov-23	702	Nov-24	469
Dec-22	401	Dec-23	675	Dec-24	591
Average	1011	Average	774	Average	1043





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Though actual consumption could not be recorded during the disputed period due to 33% slowness of the meter, this does not tantamount to the Appellant to debit the detection bill in violation of the provisions of CSM-2021. In light of the foregoing discussion, we are of the considered view that charging the supplementary bill of Rs.154,632/- for 3,148 units for seven months, i.e., from April 2023 to October 2023 to the Respondent is unjustified, and the same is cancelled. The impugned decision is liable to be maintained to this extent.

5.4 33% slowness in the impugned meter of the Respondent was observed on 13.06.2023, hence the Respondent is liable to be charged the supplementary bill for two billing cycles retrospectively before checking dated 13.06.2023 after adding 33% slowness of the impugned meter, pursuant to Clause 4.3.3c(ii) of the CSM-2021 and the bills w.e.f checking dated 13.06.2023 and onwards till the replacement of the impugned meter by raising MF due to 33% slowness of the meter, pursuant to Clause 4.3.3c(i) of the CSM-2021. The impugned decision is liable to be modified to this extent.

6. In view of what has been stated above, we reached the conclusion that:

7.1 Supplementary bill of Rs.154,632/- for 3,148 units for seven months i.e., from April 2023 to October 2023 is unjustified, being inconsistent with Clause 4.3.3c(ii) of the CSM-2021 and cancelled as already determined by the POI.

7.2 The Respondent may be charged the revised supplementary bill for two months before checking dated 13.06.2023 of the Appellant @ 33% slowness of the impugned meter as per Clause 4.3.3c(ii) of the CSM-2021 and the bills w.e.f checking dated 13.06.2023 and onwards till the replacement of the impugned meter by enhancing MF due to 33% slowness of the meter as per Clause 4.3.3c(i) of the CSM-2021.

7.3 The billing account of the Respondent may be overhauled after adjustment of payments made against the impugned supplementary bills.

7. 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: 11-07-2025

