



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

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No. NEPRA/Appeal/112/2024/ 75/


August 15, 2025

1. Irfan Haider,
S/o. Zafar Iqbal,
R/o. Mouza Nither Key,
Tehsil 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.112/2024 (FESCO Vs. Irfan Haider) Against the Decision Dated 22.05.2024 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 15.08.2025 (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. 112/POI-2024

Faisalabad Electric Supply Company LimitedAppellant

Versus

Irfan Haider S/o. Zafar Iqbal, R/o. Mouza Nither Key,
Tehsil Bhowana, District ChiniotRespondent

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
Mr. Muhammad Naeem Shahzad SDO

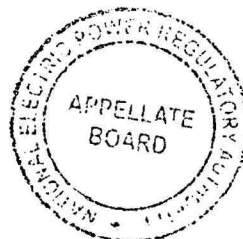
For the Respondent:

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DECISION

1. Through this decision, the appeal filed by the Faisalabad Electric Supply Company Limited (hereinafter referred to as the "Appellant") against the decision dated 22.05.2024 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 Irfan Haider (hereinafter referred to as the "Respondent") is an agricultural consumer of the Appellant bearing Ref No.29-13164-3106706 with a sanctioned load of 11.19 kW and the applicable Tariff category is D-1(b). Display of the billing meter of the Respondent became defective in January 2023 and it was replaced with a new meter by the Appellant in October 2023. Subsequently, a detection bill of Rs.128,862/- for 5,010 units for the period from January 2023 to August 2023 was charged to the Respondent on the basis of consumption of corresponding months of the previous year and added to the bill for January 2024. Moreover, the bill of September 2023 was

Appeal Nos.112/POI-2024



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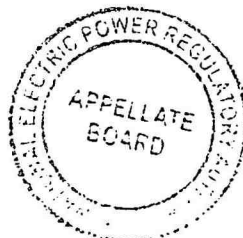


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charged by the Appellant on DEF-EST code.

3. Being aggrieved, the Respondent filed the complaint before the POI and challenged the above detection bill. The complaint of the Respondent was disposed of by the POI vide the decision dated 22.05.2024, wherein the detection bill of Rs.128,862/- for 5,010 units for the period from January 2023 to August 2023 was cancelled and the Appellant was directed to afford credit of 2,000 units to the Respondent being excessively charged in August 2023.
4. Subject appeal was filed by the Appellant before the NEPRA against the above-referred decision of the POI. In its appeals, the Appellant objected to the maintainability of the impugned decision, *inter alia*, on the main grounds that the display of the impugned meter washed out, hence it was replaced with a new meter in October 2023; that the detection bill of Rs.128,862/- for 5,010 units for the period from January 2023 to August 2023 was charged to the Respondent as per corresponding consumption of previous year after fulling legal and departmental formalities; that the impugned decision is against the law and facts of the case; that the POI cancelled the above detection bill and also afforded credit of 2,000 units to the Respondent; that the impugned decision is result of misreading and nonreading of the documents placed on record; that the POI neither recorded the evidence nor perused the relevant record and decided the petition on surmises and conjectures and that the impugned decision is liable to be set aside.
5. Upon the filing of the instant appeal, a notice dated 01.11.2024 was sent to the Respondent for filing reply/para-wise comments to the appeal within ten (10) days, which, however, were not filed.
6. Hearing was conducted at NEPRA Regional Office Lahore on 26.04.2025, which was attended by the counsel along with SDO for the Appellant and no one tendered appearance for the Respondent. Learned counsel for the Appellant repeated the same contention as given in memo of the Appeal and contended that the display of the impugned meter became defective in January 2023 and subsequently it was replaced with a new meter by the Appellant in October 2023; that the detection bill Rs.128,862/- for 5,010 units for the period from January 2023 to August 2023 was charged to the Respondent to recover the revenue loss sustained by the Appellant due to vanished display of the meter; that the POI vide impugned decision cancelled the same and further afforded credit of 2000 units to the Respondent, which is beyond the prayer of the Respondent and the same is liable to be

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struck down.

7. Arguments were heard and the record was perused. Following are our observations:

7.1 Detection bill of Rs.128,862/- for 5,010 units from January 2023 to August 2023:
Admittedly, the display of the impugned billing meter of the Respondent became defective with phase make and break problem in January 2023. Subsequently, the Appellant replaced the impugned meter of the Respondent in October 2023, and it was sent to M&T laboratory for data retrieval. As per the M&T report dated 22.12.2023, the discrepancies of phase, make and break and vanished display in the impugned meter were confirmed. Thereafter, a detection bill of Rs.128,862/- for 5,010 units for the period from January 2023 to August 2023 was charged to the Respondent on the basis of consumption of corresponding months of the previous year, which is under dispute.

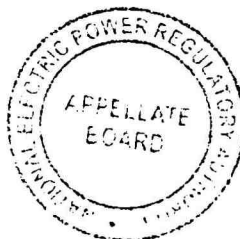
7.2 In the instant case, the impugned meter became defective in January 2023 and it was subsequently replaced with a new meter in October 2023 after a lapse of nine (09) months, which is contrary to Clause 4.3.1(b) of the CSM-2021. Said clause of the CSM-2021 restricts the Appellant to replace the defective meter within two billing cycles. Due to negligence on the part of the Appellant, the billing dispute arose between the parties. The Appellant even failed to justify their contention before the POI with regard to the above detection bill.

7.3 To reach just conclusion, the consumption data of the Respondent as provided by the Appellant is analyzed in the table below:

Month	Units	Month	Units	Month	Units
Jan-22	779	Jan-23	116	Jan-24	262
Feb-22	648	Feb-23	117	Feb-24	500
Mar-22	1896	Mar-23	1154	Mar-24	897
Apr-22	2564	Apr-23	1246	Apr-24	1296
May-22	2398	May-23	2130	May-24	3849
Jun-22	4060	Jun-23	1170	Jun-24	3127
Jul-22	3576	Jul-23	2978	Jul-24	1180
Aug-22	1579	Aug-23	3579	Aug-24	967
Sep-22	1148	Sep-23	1936	Sep-24	1353
Oct-22	2994	Oct-23	3195	Oct-24	984
Nov-22	505	Nov-23	76	Nov-24	132
Dec-22	553	Dec-23	283	Dec-24	272
Average	1892	Average	1498	Average	1235

Perusal of the consumption data of the Respondent shows that the consumption charged during the disputed period is less than the consumption of the corresponding months of the

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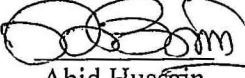
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previous year and slightly higher than the average consumption of the period after the dispute. This confirms that the impugned meter could not record actual consumption due to phase make and break problem. However, the Respondent cannot be penalized by imposing a detection bill. Under these circumstances, we are inclined to agree with the impugned decision for cancellation of the detection bill of Rs.128,862/- for 5,010 units for the period from January 2023 to August 2023.

7.4 Admittedly, the impugned meter remained defective during the period from January 2023 to August 2023, therefore the Respondent may be charged the revised bills from January 2023 to August 2023 on DEF-EST code as per Clause 4.3.1(b) of the CSM-2021.


7.5 Billing account of the Respondent may be overhauled, accordingly.

8. The appeal is disposed of in the above terms.


Abid Hussain
Member/Advisor (CAD)

Dated: 15-08-2025


Naweed Illahi Sheikh
Convener/DG (CAD)


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

