



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

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No. NEPRA/Appeal/135/2024/ 887

September 26, 2025

- |  |   |
|--|---|
| 1. Alam Sher,<br>S/o. Mehr Muhammad Yar,<br>R/o. Mouza Noshera,<br>Tehsil Bhawana, District Chiniot                                      | 2. Chief Executive Officer,<br>FESCO Ltd,<br>West Canal Road, Abdullah Pur,<br>Faisalabad   |
| 3. Saeed Ahmed Bhatti,<br>Advocate High Court,<br>66-Khyber Block, Allama Iqbal Town,<br>Lahore<br>Cell No. 0300-4350899<br>0333-4350899 | 4. Mehar Muhammad Walait Khan Sahmal,<br>Advocate High Court,<br>Chamber No. 86, Lyallpur Law Building,<br>District Courts, Faisalabad<br>Cell No. 0346-6243424<br>0315-6243424 |
| 5. Sub Divisional Officer (Operation),<br>FESCO Ltd,<br>Bhukharian Sub Division,<br>Chiniot  | 6. POI/Electric Inspector,<br>Energy Department, Govt. of Punjab,<br>Opposite Commissioner Office,<br>D.C.G Road, Civil Lines,<br>Faisalabad Region, Faisalabad                 |

**Subject: Appeal No.135/2024 (FESCO Vs. Alam Sher) Against the Decision Dated 30.09.2024 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 26.09.2025 (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.135/POI-2024

Faisalabad Electric Supply Company Limited

.....Appellant

Versus

Alam Sher, S/o. Meher Muhammad Yar,  
R/o. Mouza Noshera, Tehsil Bhowana,  
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:

Mr. Muhammad Walait Khan Advocate

### DECISION

1. Through this decision, the appeal filed by Faisalabad Electric Supply Company Limited (hereinafter referred to as the "Appellant") against the decision dated 30.09.2024 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 Alam Sher (hereinafter referred to as the "Respondent") is an agricultural consumer of the Appellant bearing Ref No.29-13168-3080203-R with a sanctioned load of 11.19 kW and the applicable Tariff category is D-2(b). Display of the impugned billing meter was found vanished in March 2024, therefore, the bills w.e.f April 2024 and onwards were charged on DEF-EST code. Subsequently, the impugned meter of the Respondent was replaced with a new meter and sent to Metering & Testing (M&T) for checking. As per the M&T report dated 23.05.2024, the display of the meter was found washed out. Therefore, a detection bill of 1,115 units for March 2024 was charged to the Respondent on the basis of consumption of March 2023 and added to the bill for June 2024.
3. Being dissatisfied, the Respondent filed a complaint before POI on 21.06.2024 and

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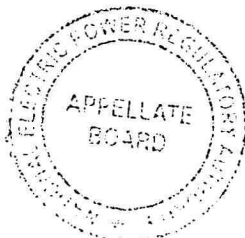
## National Electric Power Regulatory Authority

challenged the arrears of Rs.329,758/- till May 2024. The complaint of the Respondent was disposed of by the POI vide the decision dated 30.09.2024, wherein the impugned detection bill of 1,115 units for March 2024 and the bill of April 2024 were cancelled, and the Appellant was directed to charge the revised bill of 3,963 units for April 2024 as per the consumption of April 2023.

4. The Appellant filed instant appeal before the NEPRA against the afore-referred decision of the POI, which was registered as Appeal No. 135/POI-2024. 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 March 2024 and the bill of April 2024 as null and void; that the POI afforded relief beyond the prayer of the Respondent; that the POI neither recorded evidence nor perused the relevant billing consumption and decided the complaint on surmises and conjectures; that the impugned decision is *ex-facie, coram non iudice* as the same was passed after lapse of 90 days, which is violative of Section 26(6) of Electricity Act 1910 and that the impugned decision is liable to be set aside.
5. Upon the filing of the instant appeal, a notice dated 30.12.2024 was sent to the Respondent for filing reply/para-wise comments to the appeal within ten (10) days, which however, was not filed.
6. Hearing was conducted at NEPRA Regional Office Lahore on 13.06.2025, which was attended by both parties. Learned counsel for the Appellant argued that the impugned meter became defective in March 2024 due to vanished display, hence it was replaced with a new meter by the Appellant in May 2024. Learned counsel for the Appellant contended that the detection bill of net 1,115 units was charged for March 2024 as per the consumption of March 2023, as actual consumption could not be charged during the said month due to defective meter. As per learned counsel for the Appellant, the POI cancelled the undisputed bills, which is beyond the pleadings of the Respondent. He defended the charging of bills for March 2024 and April 2024 and prayed for setting aside the impugned decision. Conversely, learned counsel for the Respondent repudiated the version of counsel for the Appellant and argued that the excessive bills for the period from March 2024 to May 2024 were charged to the Respondent, which were rightly set aside by the lower forum after correct perusal of the record. He prayed that the impugned decision be maintained and the appeal be dismissed with costs.

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

i **Arrears of Rs.329,758/- accumulated till May 2024, containing the bills for the period from March 2024 to May 2024:**

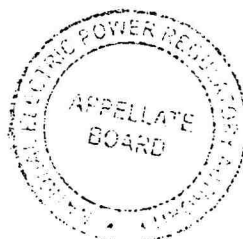
In the instant case, the Appellant claimed that the display of the impugned meter became defective in March 2024, and it was replaced with a new meter in May 2024. During subsequent M&T checking dated 23.05.2024, the discrepancy of the vanished display of the impugned meter of the Respondent was established. Thereafter, the Appellant debited a detection bill of 1,115 units to the Respondent. The Respondent disputed the arrears of Rs.329,758/- till May 2024; hence, the objection of the Appellant with regard to the relief beyond the prayer is not correct and rejected.

ii To verify the contention of the Respondent regarding the irregular billing, the consumption data of the Respondent is reproduced below:

Month	Units	Month	Units	Remarks
Jan-23	1182	Jan-24	1948	Active
Feb-23	1599	Feb-24	1755	Active
Mar-23	2215	Mar-24	1100	Active
Apr-23	3963	Apr-24	4066	Defective
May-23	4431	May-24	4240	Replaced
Jun-23	3573	Jun-24	2968	Active
Jul-23	5485	Jul-24	2631	Active
Aug-23	6674	Aug-24	3302	Active
Sep-23	4203	Sep-24	1789	Active
Oct-23	3431	Oct-24	1998	Active
Nov-23	878	Nov-24	1565	Active
Dec-23	1462	Dec-24	880	Active

iii As evident from the above table, the impugned meter of the Respondent became defective in April 2024 and was replaced with a new meter by the Appellant in May 2024; therefore, there is no justification to charge the detection bill of 1,115 units to the Respondent on the basis of consumption of March 2023 and the same is liable to be cancelled.

iv Since the impugned meter was found defective in April 2024, it would be fair and appropriate to debit the revised bills w.e.f April 2024 and onwards till the replacement of the impugned meter based on the consumption of the corresponding month of the previous year or average consumption of the last eleven months, whichever is higher, pursuant to Clause 4.3.1(b) of the CSM-2021. The impugned decision is liable to be modified to this extent.




11. Q





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8. Forgoing in view, it is concluded that:
- The bills for the period from April to May 2024 and the detection bill of 1,115 units for March 2024 charged to the Respondent are unjustified and the same are cancelled.
  - The Respondent may be charged the revised bills w.e.f April 2024 and onwards till the replacement of the impugned meter based on the consumption of the corresponding month of the previous year or average consumption of the last eleven months, whichever is higher, pursuant to Clause 4.3.1(b) of the CSM-2021.
  - The billing account of the Respondent may be overhauled accordingly.
9. The impugned decision is modified in the above terms.

  
Abid Hussain  
Member/Advisor (CAD)

Dated: 26-09-2025

  
Naweed Illahi Sheikh  
Convener/DG (CAD)

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

