



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

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No. NEPRA/Appeal/137/2024/881

September 24, 2025

- |  |   |
|--|---|
| 1. Mst. Rukhshanda Aslam,<br>Widow of Ch. Muhammad Aslam,<br>R/o. House No. P-218,<br>Mohallah Khalid Abad,<br>Rajbah Road, Faisalabad | 2. Chief Executive Officer,<br>FESCO Ltd,<br>West Canal Road, Abdullah Pur,<br>Faisalabad   |
| 3. Hafiz Faisal Raheem,<br>Advocate High Court,<br>33-District Courts, Faisalabad<br>Cell No. 0321-6661306                             | 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>Gulberg Sub Division,<br>Faisalabad  | 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.137/2024 (FESCO Vs. Mst. Rukhshanda Aslam) Against the Decision Dated 30.10.2024 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 (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.137/POI-2024

Faisalabad Electric Supply Company Limited

.....Appellant

Versus

Mst. Rukhshanda Aslam, Widow of Ch. Muhammad Aslam,  
R/o. House No. P-218, Mohallah Khalid Abad, Rajbah Road,  
Faisalabad

.....Respondent

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

For the Appellant:

Hafiz Faisal Raheem Advocate

For the Respondent:

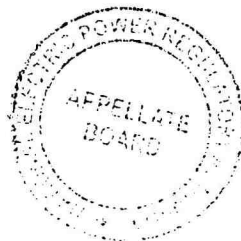
Mr. Muhammad Waliat Khan Advocate

### DECISION

1. Through this decision, the appeal filed by Faisalabad Electric Supply Company Limited (hereinafter referred to as the "Appellant") against the decision dated 30.10.2024 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 Mst. Rukhshanda Aslam (hereinafter referred to as the "Respondent") is an industrial consumer of the Appellant bearing Ref No.24-13223-5302110-U with a sanctioned load of 287 kW, and the applicable Tariff category is B-2(b). Reportedly, the billing meter of the Respondent was replaced with AMI meter by the Appellant on 22.07.2023. Thereafter, a detection bill of Rs.479,773/- against 10,110 units was charged to the Respondent due to the difference in readings between the billing and backup meters, and added in July 2023, which was challenged before POI on 01.07.2024. The complaint of the Respondent was disposed of by the POI vide the decision dated 21.10.2024, wherein the detection bill of Rs. 479,773/- against 10,110 units charged due to the difference of readings between billing and backup meter 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. 137/POI-2024. In its appeal, the Appellant

Appeal No.137/POI-2024

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opposed the impugned decision *inter alia*, on the main grounds that the POI did not consider the fact while announcing the impugned decision that the impugned meter was replaced with a new meter in July 2023 and the detection bill of 10,110 units was charged to the Respondent due to difference of readings between the billing and backup meters; that the POI neglects the real facts of the case and the same is based on assumptions and presumptions, which is not sustainable and liable to be set aside.

4. 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 were filed on 27.01.2025. In the reply, the Respondent submitted that the ice factory is running on the premises and the consumption of the factory depends on temperature and demand. The Respondent further submitted that the impugned meter was replaced with AMI meter on 22.07.2023 with reading index noted as 30738, and subsequently debited exaggerated detection bill of Rs.479,773/- against 10,110 units due to the difference of readings between the billing and backup meters and added in July 2023. He further added that the impugned bill was challenged before POI, who rightly cancelled the said bill.
5. 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 was replaced with a new meter in July 2023 and there is a difference of readings between the billing and backup meters was observed, therefore, a detection bill of Rs.479,773/- against 10,110 units was charged to the Respondent due to the difference of readings between billing and backup meters and added in July 2023. He defended the impugned detection bill and prayed for setting aside the impugned decision. On the contrary, learned counsel for the Respondent rebutted the version of the Appellant and argued that the impugned meter was functioning correctly at the time of its replacement, hence there is no justification to charge any detection bill to the Respondent without legal and factual basis. Learned counsel for the Respondent stated why the Appellant failed to point out the discrepancy in the impugned meter during the monthly readings. He prayed that the impugned decision be maintained and the appeal be dismissed with costs.
6. Arguments were heard and the record was perused. Following are our observations:
  - i Detection bill of Rs.479,773/- against 10,110 units debited to the Respondent:  
The metering equipment of the Respondent was checked by the Appellant on 22.07.2023 and reportedly, 10,110 units were found uncharged due to the difference between the backup and

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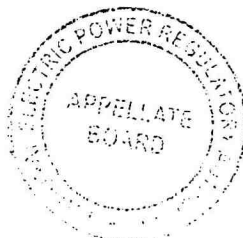
## National Electric Power Regulatory Authority

- billing meters. Thereafter, a detection bill of Rs.479,773/- against 10,110 units for the period from 11.05.2017 to 22.07.2023 was debited to the Respondent due to the difference in readings between the billing and the backup meter, which was challenged before the POI.
- ii According to Clause 6.1.2 of the CSM-2021, the meter reading up to 500 kW load is recorded by the SDO/AM (Operation) of the distribution companies, and the said officers will check the irregularities/discrepancies in the metering system and report the same discrepancy, according to Clause 6.1.4 of the CSM-2021. In the instant case, the connection under dispute is sanctioned for 287 kW load and the meter reading is being taken by the senior officer of the Appellant but the Appellant did not point out any irregularity in the billing, as well as the discrepancy in the metering equipment of the Respondent during the monthly readings, except the unilateral checking dated 22.07.2023. The Appellant claims that the impugned billing meter has been running slow since 11.05.2017, but they failed to substantiate their contention before the POI as well as NEPRA.
- iii As per Clause 12 of the clarification dated 26.03.2021 of the revised CSM-2021, if due to any reason, the DISCO skipped the MDI fixed charges, multiplication factor, power factor penalty and tariff category etc; the difference of these charges can be raised within one year for maximum period of six months retrospectively. However, the Appellant debited the difference bill for more than five years, which is contrary to the ibid clause of the clarification dated 26.03.2021 rendered in the revised CSM-2021.
- iv Even otherwise, the impugned meter recorded 0.273% less consumption as compared to the backup meter during the disputed period from 11.05.2017 to 22.07.2023, as calculated below, which is within the permissible limits of 3% as prescribed in Rule 32 (b) of the Electricity Rules, 1937.

Period: 11.05.2017 to 22.07.2023					
A	B	C	D=C-B	F	G=DxF
Readings	22.07.2023	11.05.2017	Difference	MF	Units
Billing meter	30738	2.34	30735.66	120	3688279.2
backup meter	30821.96	2.05	30819.91	120	3698389.2

% Slowness	=	$\frac{(\text{reading diff. of backupmeter} - \text{reading diff. of billing meter}) \times 100}{\text{reading diff. of backup meter}}$			
	=	$\frac{(3698389 - 3688279) \times 100}{3698389} = 0.273\%$			

- v Under these circumstances, we are of the considered view that the impugned bill of




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- Rs.479,773/- against 10,110 units for the period from 11.05.2017 to 22.07.2023 charged to the Respondent in July 2023 is unwarranted, inconsistent with the provision of the CSM-2021, and the same is declared null and void, which is also the determination of the POI.
- vi The billing account of the Respondent be overhauled accordingly.
7. Forgoing in view, the appeal is dismissed.

  
Abid Hussain  
Member/Advisor (CAD)

Dated: 24-09-2025

  
Naweed Illahi Sheikh  
Convener/DG (CAD)

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

