



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

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No. NEPRA/Appeal/038/2026/735

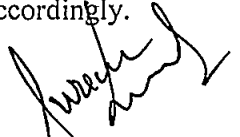
October 06, 2026

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|---|---|
| 1. Hafeez Ahmed,
S/o. Muhammad Afzal,
R/o. Tibba Kambangran,
District Chiniot | 2. Chief Executive Officer,
FESCO Ltd,
West Canal Road, Abdullah Pur,
Faisalabad |
| 3. Muhammad Shahid Siddique,
Advocate High Court,
Office: 26-The Mall,
Lahore
Cell No. 0300-4402225 | 4. Sub Divisional Officer (Operation),
FESCO Ltd,
Chiniot-III Sub Division,
Chiniot
Cell No. 0370-1813222 |
| 5. POI/Electric Inspector,
Energy Department, Govt. of Punjab,
Opposite Commissioner Office,
D.C.G Road, Civil Lines,
Faisalabad Region, Faisalabad | |

Subject: Appeal No.038/2026 (FESCO vs. Hafeez Ahmed) Against the Decision Dated 30.07.2025 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 06.10.2026 (04 pages), regarding the subject matter, for information and necessary action, accordingly.

Encl: As Above


(Ikram Shakeel)
Additional 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.038/POI-2026

Faisalabad Electric Supply Company Limited

.....Appellant

Versus

Hafeez Ahmed S/o. Muhammad Afzal,
R/o. Tibba Kambangran, 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. Muhammad Shahid Siddiq Advocate

For the Respondent:

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DECISION

1. Through this decision, the appeal filed by Faisalabad Electric Supply Company Limited (hereinafter referred to as the "Appellant") against the decision dated 30.07.2025 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 Hafeez Ahmed (hereinafter referred to as the "Respondent") is an industrial consumer of the Appellant bearing Ref No.27-13163-3075505 with a sanctioned load of 08 kW and the applicable Tariff category is B-1(b). Reportedly, the billing meter of the Respondent became defective (burnt) in November 2024, hence the bill of November 2024 was charged by the Appellant on DEF-EST code. Thereafter, the impugned meter was replaced with a new meter by the Appellant in December 2024 and sent to Metering & Testing (M&T) laboratory for data retrieval. As per the M&T report dated 22.01.2025, 4,138 units were found uncharged due to the difference of already charged units and final retrieved readings i.e. 46,815-41,522. Therefore, the Appellant charged a detection bill of Rs.216,656/- for 4,138 units to the Respondent on account of pending units and added to the bill for February 2025.
3. Being aggrieved with the above actions of the Appellant, the Respondent filed a complaint before POI and challenged the above detection bill. The complaint of the Respondent was

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disposed of by the POI vide decision dated 30.07.2025 cancelled the detection bill of Rs.216,656/- for 4,138 units charged in February 2025.

4. The Appellant filed the instant appeal before NEPRA against the afore-referred decision of the POI, which was registered as Appeal No. 038/POI-2026. In its appeal, the Appellant opposed the impugned decision *inter alia*, on the main grounds that the impugned decision is against the facts and law of the case; that the POI did not apply his independent and judicious mind while passing the impugned order; that the Appellants have no personal grudge or grouse against the Respondent; that the detection bill of 4,138 units was charged to the Respondent on account of pending units; that the POI has not thrashed out the consisting reasons and passed the impugned decision on surmises and conjectures and that the same is liable to be set aside.
5. Upon the filing of the instant appeal, notice dated 11.03.2026 was sent to the Respondent for filing reply/para-wise comments to the appeal within ten (10) days, which were not filed.
6. Hearing was conducted at NEPRA Regional Office Lahore on 21.08.2026, which was attended by the counsel for the Appellant, whereas no one represented the Respondent. Learned counsel for the Appellant repeated the same arguments as contained in the memorandum of the appeal and submitted that the impugned meter became defective, hence it was replaced with a new meter by the Appellant in December 2024 and sent to M&T laboratory for checking. Learned counsel for the Appellant further submitted that 4,138 units were found pending as per the M&T report dated 22.01.2025; therefore, a detection bill of Rs.216,656/- for 4,138 units was debited to the Respondent in February 2025. As per learned counsel for the Appellant, the POI cancelled the detection bill without considering the law and facts of the case. He defended the charging of the above detection bill and prayed for setting aside the impugned decision.
7. Arguments were heard and the record was perused. Following are our observations:
 - i **Detection bill of Rs.216,656/- for 4,138 units charged in February 2025:**
In the instant case, the Appellant claimed that the impugned meter became defective in November 2024 and it was replaced with a new meter in December 2024. During M&T checking dated 22.01.2025, the impugned meter of the Respondent was found defective (burnt) and 4,138 units were found uncharged. Thereafter, the Appellant debited a detection bill of Rs.216,656/- for 4,138 units to the Respondent in February 2025, which is under dispute.

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- ii It is an admitted fact that the data retrieval was done by the Appellant within three months of its replacement, which is consistent with Clause 4.3.2(d) of CSM-2021. Hence the fate of the impugned detection bill needs to be determined for which consumption data is given below:

Month	Units	Month	Units	Month	Units
Jan-23	362	Jan-24	828	Jan-25	427
Feb-23	292	Feb-24	591	Feb-25	488
Mar-23	284	Mar-24	334	Mar-25	353
Apr-23	286	Apr-24	457	Apr-25	509
May-23	842	May-24	637	May-25	659
Jun-23	812	Jun-24	656	Jun-25	672
Jul-23	880	Jul-24	784	Jul-25	-
Aug-23	988	Aug-24	661	Aug-25	559
Sep-23	924	Sep-24	705	Sep-25	647
Oct-23	724	Oct-24	659	Oct-25	535
Nov-23	756	Nov-24	800-DF	Nov-25	450
Dec-23	671	Dec-24	355-RP	Dec-25	544
Average	652	Average	622	Average	531

Perusal of above consumption data reveals that the impugned meter of the Respondent was functioning correctly till October 2024 and it became defective in November 2024. The Appellant debited the bill of November 2024 on DEF-EST code. However, the bill of December 2024 was charged with lesser consumption as compared to the consumption of corresponding months of the years 2023 and 2024. This does not tantamount the Appellant to debit the detection bill of 4,138 units to the Respondent on account of pending units. Such high consumption for one month has neither been recorded in the billing history of the Respondent nor compatible with the units assessed as per the formula given in CSM-2021.

8. In view of what has been stated above, it is concluded that:
- The detection bill of Rs.216,656/- for 4,138 units charged to the Respondent in February 2025 is unjustified and the same is cancelled as already decided by the POI.
 - Since the impugned meter became defective in November 2024, hence the revised bills be issued on DEF-EST code w.e.f November 2024 and onwards till the replacement of

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the impugned meter, pursuant to Clause 4.3.2(b) of the CSM-2021.

iii. Billing account of the Respondent may be overhauled accordingly.

9. Foregoing in view, the appeal is dismissed.

Abid Hussain
Member/Advisor (CAD)

Naweed Illahi Sheikh
Convener/DG (CAD)

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

Dated: 06/10/2026