



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

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No. NEPRA/Appeal/087/2025/1234

November 27, 2025

- | | |
|---|---|
| 1. Manzoor Ahmed,
S/o. Muhammad Sharif,
R/o. Chak No. 66/JB,
Dhandra, Jhang Road,
Faisalabad | 2. Chief Executive Officer,
FESCO Ltd,
West Canal Road, Abdullah Pur,
Faisalabad |
| 3. Dr. Muhammad Irtiza Awan,
Advocate High Court,
Al-Majeed Centre, 1-Mozang Road,
38-Link Farid Kot Road, Lahore
Cell No. 0300-4211934 | 4. Mahar Muhammad Walait Khan Sahmal,
Advocate High Court,
Chamber No. 86, Lyallpur Law Building,
District Courts, Faisalabad
Cell No. 0346-6243424
0315-6243424 |
| 5. Sub Divisional Officer (Operation),
FESCO Ltd,
Jhang Road Sub Division,
Faisalabad | 6. POI/Electric Inspector,
Energy Department, Govt. of Punjab,
Opposite Commissioner Office,
D.C.G Road, Civil Lines,
Faisalabad Region, Faisalabad |

Subject: **Appeal No.087/2025 (FESCO Vs. Manzoor Ahmed) Against the Decision Dated 06.11.2024 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 27.11.2025 (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.087/POI-2025

Faisalabad Electric Supply Company Limited

.....Appellant

Versus

Manzoor Ahmed S/o. Sharif Ahmed

R/o. Chak No.66/JB, Dhandra, Jhang Road, Faisalabad

.....Respondent

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

For the Appellant:

Dr. Muhammad Irtiza Awan Advocate

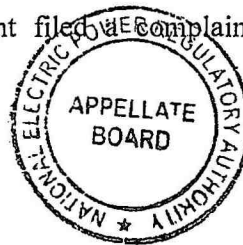
Mr. M. Ghous MS-II

For the Respondent:

Mahar 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 06.11.2024 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 Manzoor Ahmed (hereinafter referred to as the "Respondent") is an industrial consumer of the Appellant bearing Ref No.24-13215-5500070-R with a sanctioned load of 284 kW and the applicable Tariff category is B-2(b). As per the checking report dated 31.05.2024 of the Appellant, 17,160 units were found uncharged being the difference of readings between the billing and backup meters, therefore billing of the Respondent was shifted to the backup meter vide meter change order (MCO) dated 31.05.2024 Resultantly, a bill of Rs.1,007,510/- for total 18,360 units was charged by the Appellant to the Respondent in June 2024, which included 17,160 units debited due to difference of readings between billing and backup meters.
3. Being aggrieved, the Respondent filed a complaint before POI on 10.07.2024 and

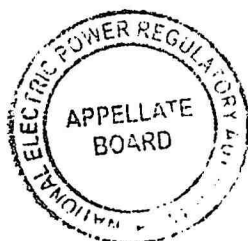




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challenged the above difference bill. Metering equipment of the Respondent was checked by the POI on 15.08.2024 in the presence of both parties and found both the billing and backup meters working within permissible limits. At the time of joint checking, readings of the billing and backup meters were noted as 40,500.31 and 40647.49, respectively. The complaint of the Respondent was disposed of by the POI vide the decision dated 06.11.2024, wherein the bill of Rs.1,007,510/- for total 18,360 units charged in June 2024 was cancelled and the Appellant was directed to overhaul the billing account of the Respondent.

4. The Appellant filed instant appeal before the NEPRA against the afore-referred decision of the POI, which was registered as Appeal No. 087/POI-2025. In its appeal, the Appellant opposed the impugned decision *inter alia*, on the main grounds that the impugned bills were issued according to the Appellant's rules and no overbilling was done to the Respondent; that the impugned decision is against the facts of the case and law; that the POI did not apply judicious and independent mind while passing the impugned decision; that the POI has not thrashed out the consisting reasons in the matter and passed the illegal impugned order; that the billing meter recorded 17,160 units less as compared to the backup meter, therefore the billing was shifted on the backup meter; that the above bill was charged after fulfilling the legal and procedural formalities in accordance with law; that the impugned decision is not sustainable and the same is liable to be set aside.
5. Upon the filing of the instant appeal, a notice dated 17.06.2025 was sent to the Respondent for filing reply/para-wise comments to the appeal within ten (10) days, which were filed on 29.07.2025. In the reply, the Respondent prayed for dismissal of the appeal *inter alia*, on the main grounds that the difference bill of Rs.1,007,510/- for total 18,360 units was charged to the Respondent in June 2024 due to difference of readings between billing and backup; that the stance of the Appellant is false and all the actions raising the above difference bill are unauthorized, based on malafides, grudges, illegal, unlawful, without notice, unilateral and the POI has rightly cancelled the above difference bill; that the appeal is badly time-barred and that the impugned decision be maintained.
6. Hearing was conducted at NEPRA Regional Office Lahore on 16.08.2025, which was attended by both parties. Learned counsel for the Appellant argued that the AMI of the Respondent was found recording less consumption as compared to the backup meter during subsequent checking dated 31.05.2024; therefore, the billing was shifted on the backup



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meter w.e.f June 2024 and onwards. As per learned counsel for the Appellant, a difference of 17,160 units was observed during the billing and backup meters; therefore, a bill of Rs.1,007,510/- for total 18,360 units was charged to the Respondent in June 2024, which included 17,160 units debited due to the difference of readings between the billing and backup meters. He defended the impugned difference 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 till May 2024, which was also confirmed by the POI during the joint checking dated 15.08.2024, hence there is no justification to charge any difference bill to the Respondent without legal and factual basis. Learned counsel for the Respondent stated that why the Appellant failed to point out the discrepancy in the impugned billing meter during the monthly readings. He prayed that the impugned decision be maintained and the appeal be dismissed with costs.

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

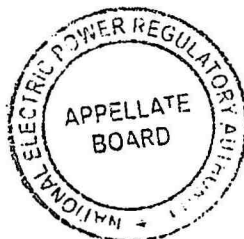
i Objection of the Respondent regarding limitation:

While addressing the preliminary objection regarding limitation, it is observed that a copy of the impugned decision was obtained by the Appellant on 07.05.2025 and the instant appeal was preferred before NEPRA on 21.05.2025 within 30 days of receipt of the impugned decision as envisaged in Section 38(3) of the NEPRA Act. The objection of the Appellant in this regard is devoid of force and rejected.

ii Difference bill of 17,160 units debited to the Respondent:

The metering equipment of the Respondent was checked by the Appellant on 31.05.2024 and reportedly, 17,160 units were found uncharged due to the difference between the backup and billing meters. Thereafter, a bill of Rs.1,007,510/- for total of 18,360 units was debited to the Respondent, which included 17,160 units due to the difference of readings between the billing and the backup meter, which was challenged before the POI.

iii According to Clause 6.1.2 of the CSM-2021, the meter reading up to 500 kW load is recorded by the Subdivisional Officer of the distribution companies, and the said official 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 284 kW load and the meter reading is being taken by an official of the Appellant but the Appellant did not point out any irregularity in the billing,



M. O.



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as well as the discrepancy in the metering equipment of the Respondent during the monthly readings, except the unilateral checking on 31.05.2024. The Appellant claims that the impugned billing meter has been running slow for long time, but they failed to substantiate their contention before the POI as well as NEPRA.

- iv During the joint checking dated 15.08.2024, both the billing and backup meters were found within BSS limits as per Rule 32 of Electricity Rules 1937. To further verify the contention of the Appellant, comparison of readings of both billing and backup meters is done in the table below:

Table-1	A	B	D=B-A	C
Checking	Billing meter	Backup meter	Difference	Slowness= $\frac{\text{dif. of billing and backup meters} \times 100}{\text{Reading of the backup meter}}$
19.10.2016	3.78	3.77	-0.01	-0.26%
30.03.2022	33217.7	33410.25	192.55	0.57%
15.08.2024	40500.31	40647.49	147.18	0.36%
26.09.2024	40506.35	40653.52	147.17	0.36%

- v As evident from the above table, the impugned meter recorded healthy consumption as compared to the backup meter since the date of installation, i.e., 19.10.2016, to the date of data retrieval, i.e., 26.09.2024, and the percentage of slowness remained within permissible limits during four checkings.
8. Under these circumstances, we are of the considered view that the bill of Rs.1,007,510/- for total 18,360 units, containing 17,160 units due to the difference of readings between the billing and the backup meter charged in June 2024, is unjustified and the same is declared null and void as already decided by POI.
9. Forgoing in view, the appeal is dismissed.

Abid Hussain
Member/Advisor (CAD)

Dated: 27-11-2025

Appeal No.087/POI-2025

Naweed Illahi Sheikh
Convener/DG (CAD)

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

