



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

NEPRA Office , Ataturk Avenue (East), G5/1, Islamabad

Tel. No.+92 051 2013200 Fax No. +92 051 2600030

Website: www.nepra.org.pk E-mail: ikramshakeel@nepra.org.pk

No. NEPRA/Appeal/097/2025/1235

November 27, 2025

1. Zaka Ullah Khan,
S/o. Nisar Ahmed Khan,
Mouza Bagh, Tehsil & District Jhang
Cell No. 0347-5350288

2. Chief Executive Officer,
FESCO Ltd,
West Canal Road, Abdullah Pur,
Faisalabad

3. Sub Divisional Officer (Operation),
FESCO Ltd,
Civil Lines Sub Division,
Jhang
Cell No. 0370-1813311

4. POI/Electric Inspector,
Energy Department, Govt. of Punjab,
Opposite Commissioner Office,
D.C.G Road, Civil Lines,
Faisalabad Region, Faisalabad

Subject: **Appeal No.097/2025 (Zaka Ullah Khan Vs. FESCO) Against the Decision Dated 30.04.2025 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 27.11.2025 (03 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.097/POI-2025

Zaka Ullah Khan S/o. Nisar Ahmed Khan,
[Mouza Bagh, Tehsil & District Jhang

.....Appellant

Versus

Faisalabad Electric Supply Company Limited

.....Respondent

APPEAL UNDER SECTION 38(3) OF THE REGULATION OF GENERATION, TRANSMISSION, AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997

For the Appellant:

Mr. Zaka Ullah Khan Advocate

For the Respondent:

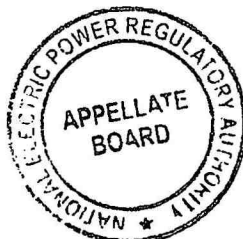
Mr. Sami Ullah SDO

DECISION

1. As per the facts of the case, Zakaullah Khan (hereinafter referred to as the "Appellant") is an agricultural consumer of Faisalabad Electric Supply Company Limited (hereinafter referred to as the "Respondent") bearing Ref No.29-13311-1647200 having sanctioned load of 15 kW and the applicable tariff category is D-2(b). Reportedly, the readings of the billing meter of the Appellant were found reversed as OP=37539+P=10005, whereas the readings were noted as OP=39208+P=10270 units in the bill for December 2024. Therefore, a bill of Rs.106,090/- for 2,500 units was charged to the Appellant in January 2025. Thereafter, the impugned meter of the Appellant was replaced with a new meter by the Respondent vide MCO dated 11.02.2025 and sent to M&T laboratory for data retrieval. As per the M&T report, the impugned meter of the Appellant was found defective with phase break and make problems. The Appellant received a bill of Rs.54,161/- for 1,191 units for February 2025.
2. Being aggrieved, the Appellant filed a complaint before the Provincial Office of Inspection, Faisalabad Region, Faisalabad (hereinafter referred to as the "POI") and challenged the bills of January 2025 and February 2025. The complaint of the Appellant was disposed of by the POI vide decision dated 30.04.2025, wherein the bills for January 2025 and February 2025 were cancelled. As per the POI decision, the Respondent was directed to charge the revised bills for January 2025 and February 2025 as per consumption of the corresponding months of the previous year.

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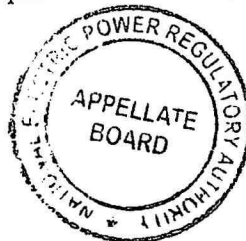


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National Electric Power Regulatory Authority

3. Being dissatisfied, the Appellant has filed the instant appeal before the NEPRA and assailed the decision dated 30.04.2025 of the POI (hereinafter referred to as the "impugned decision"). In its appeal, the Appellant opposed the maintainability of the impugned decision, *inter-alia*, on the following grounds that the bills of January 2025 and February 2025 were charged by the Respondent on much higher side; that the impugned meter was functioning correctly during the disputed months; that the Respondent did not feed DEF-EST code for the said months as required in Clause 4.4(e) of the CSM-2010; and that the above bills be declared null and void.
4. Notice dated 29.07.2025 of the appeal was issued to the Respondent for filing reply/para-wise comments which were, subsequently filed on 12.08.2025. In the reply, the Respondent averred that the impugned meter remained defective in January 2025, due to which it was replaced with a new meter and sent to the M&T laboratory. The Respondent contended that the Appellant challenged the bills for January 2025 and February 2025 before the POI, who vide impugned decision revised the same as per consumption of the corresponding months of the previous year. As per the Appellant, the impugned decision was implemented in true spirit, and the Appellant was afforded a credit of Rs.42,301/- against 1,074 units vide adjustment note dated 31.07.2025.
5. Hearing of the appeal was conducted at NEPRA Regional Office Lahore on 16.08.2025, wherein both parties tendered appearance. The Appellant argued that the impugned meter was functioning correctly in January 2025, and it was replaced with a new meter by the Respondent with malafide intention. The Appellant averred that the bills of January 2025 and February 2025 were charged by the Respondent on much higher side, which were challenged before the POI. As per the Respondent, POI failed to consider the consumption data in true perspective and allowed the Respondent to revise the above-said bills based on the corresponding consumption of the previous year. On the contrary, the representative for the Respondent rebutted the version of the Appellant and stated that the impugned meter remained defective in January 2025 and February 2025, which was also confirmed by the M&T during data retrieval. He submitted that the POI has rightly revised the bills on DEF-EST code; therefore, the impugned decision was implemented, and the Appellant's account was afforded a credit of Rs.42,301/-. He finally prayed for dismissal of the appeal.
6. Having heard the arguments and the record perused. Following are our observations:
 - 6.1 **Bills of 2500 units and 1191 units charged in January 2025 and February 2025:**
As per the available record, the billing meter of the Appellant was found defective in January 2025; therefore, it was replaced with a new meter vide MCO dated 11.02.2025.



11.08



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Thereafter, the Appellant filed a complaint before the POI and assailed the bills of Rs.106,090/- for 2,500 units and Rs.54,161/- debited by the Respondent in January 2025 and February 2025. The said forum vide impugned decision allowed the Respondent to revise the same on the basis of consumption of the corresponding month of the previous year, against which the Appellant preferred instant appeal before the NEPRA.

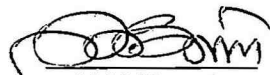
6.2 To verify the contention of the Appellant regarding excessive billing, consumption data is reproduced below:

Month	Units	Status	Month	Units	Status	Month	Units	Status
Jan-23	1113	Active	Jan-24	1593	Active	Jan-25	2500	Defective
Feb-23	1903	Active	Feb-24	1024	Active	Feb-25	1191	Replaced
Mar-23	2400	Active	Mar-24	807	Active	Mar-25	210	Active
Apr-23	380	Active	Apr-24	0	Active	Apr-25	21	Active
May-23	1597	Active	May-24	1117	Active	May-25	442	Active
Jun-23	5975	Active	Jun-24	1258	Active	Jun-25	1258	Replaced
Jul-23	2735	Active	Jul-24	1172	Active	Jul-25	0	Defective
Aug-23	1442	Active	Aug-24	253	Active	Aug-25	0	Disconnected
Sep-23	4979	Active	Sep-24	106	Active	Sep-25	0	Disconnected
Oct-23	0	Active	Oct-24	622	Active			
Nov-23	984	Active	Nov-24	881	Active			
Dec-23	2553	Active	Dec-24	370	Active			

Perusal of the above table shows that the impugned meter remained defective during January 2025 and February 2025; however, the Respondents debited the bill for said months on much higher side as compared to the consumption of corresponding months of the years 2023 and 2024. In such cases, the Respondent may charge the bills on DEF-EST code maximum for two billing cycles as per Clause 4.3.1(b) of the CSM-2021.

6.3 In view of the foregoing discussion, we conclude that the determination of the POI for cancellation of the bills for January 2025 and February 2025 and revision of the same based on consumption of corresponding months of the previous year being higher is consistent with the ibid clause of the CSM-2021, and the same is maintained.

7. Forgoing in view, the appeal is dismissed.


Abid Hussain
Member/Advisor (CAD)

Dated: 27-11-2025

Appeal No.097/POI-2025


Naweed Illahi Sheikh
Convener/DG (CAD)




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

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