



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

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No. NEPRA/Appeal/150/2025/ **733**

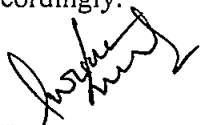
October 06, 2026

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| 1. Muhammad Usman,
S/o. Mehmood Khan,
R/o. Chak No. 486/GB,
Tehsil Tandlianwala,
District 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. Rana Imran ul Haq,
Advocate High Court,
Chamber No. 301, Sufi Barkat Ali Building,
3 rd Floor, District Courts,
Faisalabad
Cell No. 0300-65555640 |
| 5. Sub Divisional Officer (Operation),
FESCO Ltd,
Rehmay Shah Sub Division,
Tandlianwala
Cell No. 0370-1813253 | 6. POI/Electric Inspector,
Energy Department, Govt. of Punjab,
Opposite Commissioner Office,
D.C.G Road, Civil Lines,
Faisalabad Region, Faisalabad |

Subject: **Appeal No.150/2025 (FESCO vs. Muhammad Usman) 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.150/POI-2025

Faisalabad Electric Supply Company Limited

.....Appellant

Versus

Muhammad Usman S/o. Mehmood Khan,

R/o. Chak No. 486/GB, Tehsil Tandianwala, District Faisalabad Respondent

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

For the Appellant:

Dr. M. Irtiza Awan Advocate

Mr. Asif Shahzad SDO

For the Respondent:

Nemo

DECISION

1. As per the facts of the case, Muhammad Usman (hereinafter referred to as the "Respondent") is an agricultural consumer of Faisalabad Electric Supply Company Limited (hereinafter referred to as the "Appellant") bearing Ref No.29-13253-7312352-R, having a sanctioned load of 14.92 kW and the applicable tariff category is D-2(b). Reportedly, the billing meter of the Respondent became defective and it was replaced with a new meter by the Appellant vide MCO dated 01.06.2024 and sent to the M&T laboratory for checking. As per the M&T report dated 09.09.2024, two phases of the impugned billing meter were found dead stop and a reading difference of 1,789 units was noticed. Subsequently, the Appellant debited a detection bill of Rs.192,194/- against 5,367 units was charged to the Respondent by raising MF=3 due to 66% slowness of the impugned meter and added to the bill for February 2025.
2. Being aggrieved, the Respondent filed a complaint before the Provincial Office of Inspection, Faisalabad Region, Faisalabad (hereinafter referred to as the "POI") and challenged the above detection bill. The complaint of the Respondent was disposed of by the POI vide decision dated 30.07.2025, wherein the detection bill of Rs.192,194/- against 5,367 units was cancelled and the Appellant was directed to charge revised bill of 1,789 units being the difference between the units already charged and the final retrieved reading i.e. 47878 - 46089.



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3. Being dissatisfied, the Appellant has filed the instant appeal before the NEPRA and assailed the decision dated 30.07.2025 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 impugned decision is against the facts and law of the case; that the POI did not apply independent and judicious mind while passing the impugned decision; that the Appellant has no personal grudge or grouse against the Respondent; that the POI has not thrashed out the consisting reasons of the Appellant in the matter and passed the illegal impugned order; that two phases of the impugned meter were found dead stop and difference of readings was noted as 1,789; that the detection bill of Rs.192,194/- against 5,367 units charged to the Respondent is legal, lawful and the same is liable to be paid by the Respondent; and that the impugned decision is liable to be set aside.
4. Notice dated 30.10.2025 of the appeal was issued to the Respondent for filing reply/para-wise comment, which were filed on 13.02.2026. In the reply, the Respondent prayed for dismissal of the appeal on the main grounds that the Appellant has charged twice for the same cause of action; that 1,789 pending units were charged along with application of 66% slowness; that the said actions of the Appellant have overburdened him; that the POI has rightly set aside the impugned detection bill of Rs.192,194/-; and that the impugned decision is liable to be upheld.
5. Hearing of the appeal was conducted at NEPRA Regional Office Lahore on 21.08.2026, wherein learned counsel along with an official tendered appearance for the Appellant, and no one was present for the Respondent. Learned counsel for the Appellant repeated the same arguments as contained in memo of the appeal and argued that the impugned meter became defective and it was replaced in May 2024 and sent to M&T lab for data retrieval. Learned counsel for the Appellant further contended that the impugned meter was found 66% slow due to two phases being dead stop and a difference of readings was noted as 1,789, as such the detection bill of Rs.192,194/- against 5,367 units charged to the Respondent is justified and payable by the Respondent. Learned counsel for the Appellant opposed the impugned decision for cancellation of the above detection bill and prayed for the decision on the merits.
6. Having heard the arguments and the record perused. Following are our observations:
 - i **Detection bill of Rs.192,194/- against 5,367 units:**
As per the available record, the billing meter of the Respondent became defective and was replaced with a new meter by the Appellant in May 2024. During subsequent checking by the M&T of the Appellant dated 09.09.2024, the impugned meter was found 66% slow due



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to two phases being dead. Therefore, a detection bill of Rs.192,194/- against 5,367 units was charged to the Respondent and added to the bill for February 2025.

- ii In the instant case, the impugned meter of the Respondent was found 66% slow due to two dead phases, the Respondent may be charged the supplementary bill maximum for two billing cycles as per Clause 4.3.3c (ii) of the CSM-2021. In the instant case, the Appellant debited a detection bill for three months, which is contrary to ibid clause of the CSM-2021.
- iii It is further observed that the impugned meter became defective and the bill of April 2024 was charged on DEF-EST code. Thereafter, the Appellant replaced the impugned meter in May 2024 and sent for data retrieval. However, the data retrieval of the impugned meter was done by M&T team of the Appellant after lapse of more than three months, which is contrary to Clause 4.3.2(d) of the CSMM-2021.
- iv In order to reach just conclusion with regard to the impugned detection bill, the consumption data of the Respondent is examined below:

Month	Units	Month	Units	Month	Units	Month	Units
Jan-22	0	Jan-23	880	Jan-24	1306	Jan-25	0-DC
Feb-22	1945	Feb-23	2456	Feb-24	1727	Feb-25	0-DC
Mar-22	1873	Mar-23	3049	Mar-24	1945	Mar-25	679-RC
Apr-22	3443	Apr-23	1688	Apr-24	1736-DF	Apr-25	1699
May-22	3700	May-23	2140	May-24	2158-RP	May-25	1923
Jun-22	2991	Jun-23	1534	Jun-24	0	Jun-25	1211
Jul-22	1156	Jul-23	636	Jul-24	3170	Jul-25	778
Aug-22	1856	Aug-23	4368	Aug-24	3000	Aug-25	2430
Sep-22	3776	Sep-23	2930	Sep-24	6908	Sep-25	1324
Oct-22	1732	Oct-23	1035	Oct-24	0-DC	Oct-25	493
Nov-22	1887	Nov-23	906	Nov-24	0-DC	Nov-25	1164
Dec-22	906	Dec-23	2153	Dec-24	0-DC	Dec-25	515
Average	2297	Average	2081	Average	2744	Average	1222
Detection bill charged @ 1,789 units/month							

As evident from the above table, the consumption was charged in April 2024 on DFE-EST code, as such the inclusion of said months in the impugned detection bill tantamount to overburden the Respondent. Though less consumption recorded in February 2024 and March 2024, however charging the impugned detection bill for three months by raising MF=3 due to



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66% slowness of the meter upon the 1,789 retrieved units without adjusting the already charged units is without any logical reasoning.

7. In view of what has been stated above, it is concluded as under:

- i. The detection bill of Rs.192,194/- against 5,367 units for three months i.e. February 2024 to April 2024 charged to the Respondent and added to the bill for February 2025 is unjustified being contrary to Clause 4.3.2(d) read with Clause 4.3.3c(ii) of the CSM-2021 and the same is cancelled.
 - ii. It is an admitted fact that actual consumption could not be charged to the Respondent in February 2024 and March 2024, therefore the Respondent may be charged the revised bills on DEF-EST code w.e.f February 2024 and onwards till the replacement of the impugned meter, pursuant to Clause 4.3.1(b) of the CSM-2021.
 - iii. Billing account of the Respondent may be overhauled accordingly.
8. Impugned decision is modified in the above terms.

Abid Hussain
Member/Advisor (CAD)

Naweed Illahi Sheikh
Convener/DG (CAD)

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

Dated: 06-10-2026