



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

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No. NEPRA/Appeal/151/2025/70/

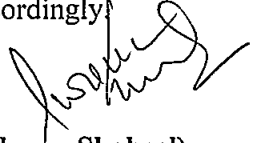
September 11, 2026

- | | |
|---|---|
| 1. Ahmed Usman Rizwan,
S/o. Rizwan-ul-Haq,
R/o. Chak No. 131/GB,
Tehsil Jarranwala, 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, I-Mozang Road,
38-Link Farid Kot Road, Lahore
Cell No. 0300-4211934 | 4. Sub Divisional Officer (Operation),
FESCO Ltd,
Satiana Sub Division,
Satiana
Cell No. 0370-1813144 |
| 5. POI/Electric Inspector,
Energy Department, Govt. of Punjab,
Opposite Commissioner Office,
D.C.G Road, Civil Lines,
Faisalabad Region, Faisalabad | |

Subject: **Appeal No.151/2025 (FESCO vs. Ahmed Usman Rizwan) Against the Decision Dated 27.06.2024 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 18.09.2026 (03 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.151/POI-2025

Faisalabad Electric Supply Company Limited

.....Appellant

Versus

Ahmed Usman Rizwan R/o. Chak No.131/GB,
Tehsil Jaranwala, District Faisalabad

.....Respondent

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

For the Appellant:

Dr. M. Irtiza Awan Advocate
Mr. Muhammad Umar Ihsan SDO
Mr. Zaheer Ahmed Zahid APS

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 27.06.2024 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 Ahmed Usman Rizwan (hereinafter referred to as the "Respondent") is an agricultural consumer of the Appellant bearing Ref No.29-13144-7400371-R with a sanctioned load of 15 kW and the applicable Tariff category is D-2(b). Reportedly, the billing meter of the Respondent became defective with vanished display in August 2022 and subsequently it was replaced with a new meter in December 2022 and sent to Metering & Testing (M&T) lab vide letter dated 23.01.2023. As per the M&T report dated 07.08.2023, 2,590 units were found uncharged. Therefore, the Appellant charged a detection bill of Rs.60,117/- for 2,590 units to the Respondent in February 2024.
3. The Respondent filed a complaint before POI and challenged the above detection bill. The complaint of the Respondent was disposed of by the POI vide decision dated 27.06.2024 cancelled the detection bill of Rs.60,117/- for 2,590 units charged in February 2024 on account of pending units.

110





National Electric Power Regulatory Authority

4. The Appellant filed the instant appeal before NEPRA against the afore-referred decision of the POI, which was registered as Appeal No. 151/POI-2025. In its appeal, the Appellant opposed the impugned decision *inter alia*, on the main grounds that the impugned bills were issued as per the Appellant's rules; that the bill is justified being compatible with the connected load; 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 2,590 units was charged to the Respondent on account of pending units; that the POI has not adverted the real aspects of the case; that the impugned decision is illegal, unlawful, without lawful authority and the same is liable to be set aside.
5. Upon the filing of the instant appeal, notice dated 30.10.2025 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 08.05.2026, which was attended by the counsel along with officials 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 due to vanished display, hence it was replaced with a new meter by the Appellant in December 2022 and sent to M&T laboratory for checking. Learned counsel for the Appellant further submitted that 2,590 units were found pending as per the M&T report dated 07.08.2023; therefore, a detection bill of Rs.60,117/- for 2,590 units was debited to the Respondent in February 2024. 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. Another opportunity of hearing was provided to the Appellant on 21.08.2026, wherein learned counsel along with an official tendered appearance for the Appellant and no one tendered appearance for the Respondent. Learned counsel for the Appellant defended the charging of the impugned 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.60,117/- for 2,590 units charged in February 2024:**
In the instant case, the Appellant claimed that the display of the impugned meter became defective in August 2022 and it was replaced with a new meter in December 2022. During M&T checking dated 07.08.2023, the display of the impugned meter of the Respondent was found vanished, and 2,590 units were found uncharged. Thereafter, the Appellant debited a



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National Electric Power Regulatory Authority

detection bill of Rs.60,117/- for 2,590 units to the Respondent in February 2024, which is under dispute.

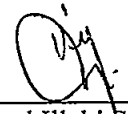
- ii It is an admitted fact that the data retrieval was done by the Appellant after more than seven months of its replacement, which is inconsistent with Clause 4.3.2(d) of CSM-2021. Said clause of the CSM-2021 restricts the Appellant to retrieve the data within three billing cycles or within six months if retrieved through manufacturer. Even otherwise the Appellant debited bills for the period from August 2022 to November 2022 on DEF-EST code as given in the below table: Hence there is no justification to further overburden the Respondent by charging the impugned detection bill for the same cause of action.

Month	Units	Status	Month	Units	Status
Dec-21	189	Active	Dec-22	1309	Replaced
Jan-22	143	Active	Jan-23	355	Active
Feb-22	1057	Active	Feb-23	1421	Active
Mar-22	676	Active	Mar-23	607	Active
Apr-22	291	Active	Apr-23	476	Active
May-22	346	Active	May-23	1147	Active
Jun-22	291	Active	Jun-23	3090	Active
Jul-22	4924	Active	Jul-23	3201	Active
Aug-22	3660	defective	Aug-23	3021	Active
Sep-22	1889	defective	Sep-23	491	Active
Oct-22	1232	defective	Oct-23	819	Active
Nov-22	1337	defective	Nov-23	266	Active

8. In view of what has been stated above, it is concluded that the detection bill of Rs.60,117/- for 2,590 units charged to the Respondent in February 2024 is unjustified being contrary to Clause 4.3.2(d) of the CSM-2021 and the same is cancelled as already decided by the POI.
9. Foregoing in view, the appeal is dismissed.


Abid Hussain
Member/Advisor (CAD)

Dated: 18-09-2024


Naweed Illahi Sheikh
Convener/DG (CAD)


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

