



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

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No. NEPRA/Appeal/111/2024/ *1236*

November 27, 2025

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| 1. Javed Iqbal Chattah,
S/o. Ch. Nazir Ahmed,
R/o. Chak No. 140/RB, Muthianwala,
Tehsil Chak Jhumra, District Faisalabad
Cell No. 0346-8641500 | 2. Chief Executive Officer,
FESCO Ltd,
West Canal Road, Abdullah Pur,
Faisalabad |
| 3. Sub Divisional Officer (Operation),
FESCO Ltd,
Manawala Sub Division,
Faisalabad | 4. POI/Electric Inspector,
Energy Department, Govt. of Punjab,
Opposite Commissioner Office,
D.C.G Road, Civil Lines,
Faisalabad Region, Faisalabad |

Subject: **Decision of the Appellate Board Regarding Review Petition Filed by Javed Iqbal Chattah Against the Decision Dated 11.07.2025 of the Appellate Board in the Matter Titled "Javed Iqbal Chattah Vs. FESCO"**

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

**REVIEW PETITION FILED BY JAVED IQBAL CHATTAH UNDER THE NEPRA
REVIEW (PROCEDURE) REGULATIONS, 2009 AGAINST THE DECISION
DATED 11.07.2025 OF NEPRA IN APPEAL NO.111/POI-2024**

Javed Iqbal Chattah S/o. Ch. Nazir Ahmed,
R/o. Chak No.140/RB, Muthianwala, Tehsil
Chak Jhumra, District Faisalabad

.....Petitioner

Versus

Faisalabad Electric Supply Company Limited

.....Respondent

For the Petitioner:

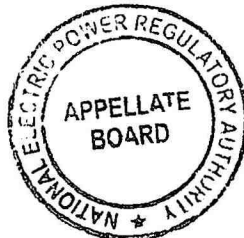
Mr. Javed Iqbal Chattah through Zoom

For the Respondent:

Mr. Shahzad Mehmood XEN through Zoom
Mr. Asfand Haroon SDO through Zoom

DECISION

1. Through this decision, the review petition filed by Javed Iqbal Chattah (the "Petitioner") against the decision dated 11.07.2025 of the National Electric Power Regulatory Authority (hereinafter referred to as the "NEPRA") in Appeal No.111/POI-2024 titled "FESCO Vs. Javed Iqbal Chattah" is being disposed of.
2. As per the facts of the case, the Petitioner is an industrial consumer of the Faisalabad Electric Supply Company Limited (the "Respondent") bearing Ref No.24-13184-5402900-R with a sanctioned load of 57 kW, and the applicable Tariff category is B-2(b). Reportedly, the display of the billing meter became defective in July 2022; therefore, the Respondent fed DEF-EST code w.e.f July 2022 and onwards till the replacement of the impugned meter vide MCO dated 23.02.2023. Subsequently, the Petitioner approached the Provincial Office of Inspection, Faisalabad Region, Faisalabad (the "POI") on 19.02.2024 and challenged the bills from July 2022 to January 2023 with the plea that excessive bills were debited by the Respondent. The POI vide decision dated 11.07.2024 cancelled the above-mentioned bills and the Respondent was directed to charge the revised bill for July 2022 against 8,136 units, whereas the bills for the period from August 2022 to January 2023 @ 4,453 units per month. As per POI decision, the Respondent was further directed to overhaul the billing account of the Petitioner, and any excess amount recovered be adjusted in future bills.



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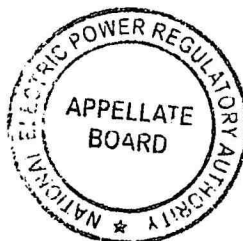


National Electric Power Regulatory Authority

3. Being dissatisfied with the afore-referred decision of the POI, the Respondent filed an appeal No.111/POI-2024 before NEPRA. The NEPRA Appellate Board vide the decision dated 11.07.2025 (the “impugned decision”) disposed of the said appeal with the following conclusion:

“Thus, we are of the considered view that the bills for the period from July 2022 to January 2023 be revised based on the consumption of the corresponding month of the previous year or the average consumption of the last eleven months, whichever is higher, pursuant to Clause 4.3.1(b) of the CSM-2021. The appeal is disposed of in the above terms.”

4. The Petitioner filed a review petition before the NEPRA on 26.08.2025 under the NEPRA (Review Procedure) Regulations, 2009. In his review petition, the Petitioner opposed the impugned decision *inter alia*, on the main grounds that the Appellate Board in its decision acknowledged that the Respondent failed to replace the defective meter within two billing cycles as per Clause 4.3.1(b) of the CSM-2021, however no weight has been given to this hard fact; that the Respondent was approached time and again for replacement of the defective meter but no action was taken by them for replacement of impugned meter within given time; that there is no justification to charge my account for seven months due to negligence on the part of Respondent; that if NEPRA intends to charge seven months, then then the determination of said months be made on the basis of running load of 10.168 kW at site; that the Respondent neither corrected the irregular billing nor restored supply through healthy meter instead of that temporary relief was granted by making installments; that the electricity of the premises was disconnected in August 2024 due to non-payment of irregular bills; and that the Respondent be directed to afford credit of 50,691 units.
5. Hearing in the matter of the subject review petition was scheduled for 03.09.2025 at NEPRA Head Office, Islamabad, for which notices dated 27.08.2025 were issued to both parties (the Petitioner and Respondent). On the date of the hearing, both parties were present through Zoom. The Petitioner contended that he has cogent reasons for the modification of the impugned decision. The Petitioner reiterated the same contentions as given in the memo of the review petition and stated that through the impugned decision, NEPRA has given the relief to the Respondent beyond the prescribed limits as given in CSM-2021. As per the Petitioner, the NEPRA vide impugned decision allowed the Respondent to debit revised bills for seven months, which is contrary to Clause 4.3.1(b) of the CSM-2021. According to the Petitioner, he reduced the load gradually; hence, the findings of the NEPRA for revision of the bills on DEF-EST code are not based on the



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factual position of the running load at the site. The Petitioner submitted that he has been penalized due to the negligence on the part of the Respondent, as they failed to replace the impugned meter within two months, resulting in the irregular billing and accumulation of arrears. The Petitioner finally prayed that the review petition be decided on merits instead of technical grounds. On the contrary, the representatives for the Respondent rebutted the version of the Petitioner and averred that the defective code was fed in July 2022, and a detection bill of 5,461 units was charged to the Petitioner. The Representatives for the Respondent, the replacement of the impugned meter was delayed due to non-payment of the above detection bill by the Petitioner. He argued that the Petitioner agreed to pay the revised bills from July 2022 to January 2023 @ 7,360 units/month as recorded in July 2021; therefore, a credit of 12,905 units was afforded to the Petitioner. As per representatives for the Respondent, the plea of the Petitioner for reduction of the load has no force as the Petitioner used the whole load during the disputed period; thereafter, it was reduced. The representatives for the Respondent finally prayed for dismissal of the review petition, being devoid of merit.

6. Arguments were heard, and the record was examined. The following are our observations:

6.1 It is an admitted fact that the impugned meter of the petitioner became defective, and it was replaced with a new meter by the Respondent. The Respondent disputed the bills for the period from July 2022 to January 2023 before the POI, who vide decision dated revised the bill of July 2022 against 8,136 units and the bills for the period from August 2022 to January 2023 @ 4,453 units per month. Against which the Respondent preferred a subject appeal before the NEPRA.

6.2 NEPRA Appellate Board vide impugned decision directed the Respondent to revise the bills for the period from July 2022 to January 2023 on DEF-EST code, pursuant to Clause 4.3.1(b) of the CSM-2021. The Petitioner, being aggrieved with the impugned decision, filed the instant review petition before the NEPRA under the NEPRA (Review Procedure) Regulations, 2009. In his review petition, the Petitioner relied upon the running load at the site and prayed for revision of the bills for two billing cycles as per the running load instead of the bills for seven months.

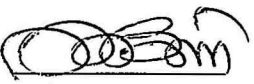
6.3 In such cases, where display of the meter became defective/washed out, the Respondents are under obligation to replace the impugned meter with a new meter within two billing

cycles. The data of the removed meter will be retrieved within three billing cycles as required in Clause 4.3.2(d) of the CSM-2021. However, neither the Respondents replaced the impugned meter within two billing cycles nor could they retrieve the data as given in the ibid clause of the CSM-2021. This fact was admitted by the Respondents, and they afforded credit of 12,905 units against the disputed bills for the period from July 2022 to January 2023 to the billing account of the Petitioner in January 2024.

6.4 On the other hand, the plea of the Petitioner for revision of the bills on the running load has no force as in such cases, CSM-2021 has given clear guidelines that the bills in case of a defective meter with vanished display, be charged based on the consumption of corresponding months of the previous year or average consumption of last eleven months, whichever is higher as per Clause 4.3.2(b) of the CSM-2021. In the case where a defective meter could not be replaced within two billing cycles, the procedure for billing shall be adopted as prescribed in Clause 4.3.2(b) of the CSM-2021. Hence, the NEPRA vide impugned decision has rightly revised the bills for July 2022 to January 2023 as per the procedure laid down in the foregoing clause of the CSM-2021.

6.5 In terms of Regulation 3 (2) of NEPRA (Review Procedure) Regulations, 2009, a motion seeking review of any order of the Authority is competent only upon discovery of a mistake or error apparent on the face of the record or a new and important matter of evidence. In the instant review motion, no mistake or error apparent on the face of the record has been highlighted by the Petitioner. Further, the Petitioner has not come up with any new or important matter of evidence which was not considered by the Appellate Board while making its decision dated 11.07.2025. Therefore, there is neither any occasion to amend the impugned decision nor any error inviting indulgence as admissible in law.

7. In view of the above, the instant review motion of the Petitioner is dismissed, and the decision dated 11.07.2025 of the Appellate Board is upheld.


Abid Hussain
Member/Advisor (CAD)


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


Naweed Illahi Sheikh
Convener/DG (CAD)

Dated: 27-11-2025

Appeal No.111/POI-2024

