



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

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No. NEPRA/Appeal/042/2025/ 681

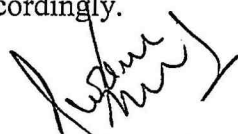
July 11, 2025

- | | |
|---|---|
| 1. Nazim Ali,
S/o. Muhammad Azam,
Garhi Gondal,
Post Office & Tehsil Pindi Bhattian,
District Hafizabad
Cell No. 0345-6991195 | 2. Chief Executive Officer,
GEPCO Ltd, 565-A,
Model Town, G. T. Road,
Gujranwala |
| 3. Muhammad Siddique Malik,
Advocate High Court,
Room No. 6 & 7, 2 nd Floor,
Imtiaz Plaza, 85-The Mall,
Lahore
Cell No. 0300-6450979 | 4. Sub Divisional Officer (Operation),
GEPCO Ltd,
Jalal Pur Bhattian Sub Division,
Jalal Pur Bhattian
Cell No. 0318-3992251 |
| 5. POI/Electric Inspector,
Gujranwala Region,
Energy Department, Govt. of Punjab,
29A, 272 Gondlanwala Road,
Block-A, Model Town, Gujranwala
Phone No. 055-9330548 | |

Subject: **Appeal No.042/2025 (GEPCO vs. Nazim Ali) Against the Decision Dated 15.01.2025 of the Provincial Office of Inspection to Government of the Punjab Gujranwala Region, Gujranwala**

Please find enclosed herewith the decision of the Appellate Board dated 11.07.2025 (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.042/POI-2025

Gujranwala Electric Power Company Limited

.....Appellant

Versus

Nazim Ali S/o. Muhammad Azam Garhi Gondal, post office and
Teshil Pindi Bhattian, District Hafizabad

.....Respondent

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

For the Appellant:

Mr. Muhammad Sidique Malik Advocate
Mr. Junaid Maqbool, SDO

For the Respondent:

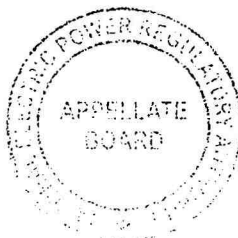
Mr. Nazim Ali

DECISION

1. Brief facts of the case are that Nazim Ali (hereinafter referred to as the "Respondent") is an agricultural consumer of Gujranwala Electric Power Company Limited (hereinafter referred to as the "Appellant") bearing Ref No.31-12251-0095109-R having sanctioned load of 06 kW and the applicable tariff category is D-2(b). Display of the billing meter of the Respondent became defective; therefore, it was replaced with a new meter in October 2023 and sent to M&T laboratory for data retrieval. Subsequently, the Appellant debited a detection bill of Rs.190,176/- for 5,095 units for three months i.e. May 2023 to July 2023 to the Respondent on account of pending units and added to the bill for February 2024.
2. Being aggrieved, the Respondent filed an application before the Provincial Office of Inspection, Gujranwala Region, Gujranwala (hereinafter referred to as the "POI") and challenged the detection bill of Rs.190,176/- for 5,095 units debited by the Appellant along with bills of September 2023 and October 2023. The complaint of the Respondent was disposed of by the POI vide decision dated 15.01.2025, wherein the detection bill of Rs.190,176/- for 5,095 units and the bills for September 2023 and October 2023, along with LPS & FPA, are declared null, void, and of no legal effect. The Appellant was directed to charge the revised bills for September 2023 and October 2023 on DEF-EST code.

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3. Being dissatisfied, the Appellant has filed the instant appeal before the NEPRA and assailed the decision dated 15.01.2025 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 of the case; that themisconceived and misconstrued the real facts of the case and erred in holding that the detectoion bill of Rs.190,176/- is void; that the impugned decision is result of misreading and and nonreading of the documents; that the reliance of NEPRA CSM for restricting the recovery fo two billing cycles instead of entire period; that the POI has no jursiidction to adjudicate the instant matter and that the impugned decision is liable to be set aside.
4. Notice dated 14.03.2025 of the appeal was issued to the Respondent for filing reply/para-wise comment, which were filed on 28.03.2025. In the reply, the Respondent prayed for dismissal of the appeal with cost *inter alia*, on the following grounds that the Appellant debited excessive bills in September 2023 and October 2023 and detection bill of Rs.190,176/- against which the Appellant was approached repeatedly, however grievance was not redressed by them; that the complaint was initially filed before Wafaqi Mohtasib and subsequently before the POI, who cancelled the above bills and directed the Appellant to revise the same on DEF-EST code.
5. Hearing of the appeal was conducted at NEPRA Regional Office Lahore on 26.04.2025, wherein learned counsel along with SDO appeared for the Appellant, whereas the Respondent tendered appearance in person. Learned counsel for the Appellant contended that the billing meter of the Respondent was found defective with vanished display and the same was replaced with a new meter in October 2023 and checked in the M&T laboratory. Learned counsel for the Appellant further contended that a detection bill of Rs.190,176/- for 5,095 units for three months was debited to the Respondent based on connected load to recover the revenue loss sustained by the Appellant. Learned counsel for the Appellant argued that the POI did not consider the real aspects of the case and erroneously declared the above detection bill, as well as the bills for September 2023 and October 2023 as null and void. Learned counsel for the Appellant prayed that the impugned decision is unjustified and liable to be struck down. On the other hand, the representative for the Respondent rebutted the contention of the Appellant regarding charging the impugned detection bill, supported the impugned decision for cancellation of the same and prayed for dismissal of the appeal.
6. Having heard the arguments and the record perused. Following are our observations:
 - 6.1 While addressing the preliminary objection of the Appellant regarding the jurisdiction of the POI, it is clarified that the dispute of billing pertains to the metering equipment and the POI



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has exclusive jurisdiction to adjudicate the same under Section 38 of the NEPRA Act, 1997, and as per procedure laid down in Punjab (Establishment and Powers of Office of Inspection) Order, 2005. The above objection of the Appellant is not valid and, therefore, overruled.

6.2 Detection bill of Rs.190,176/- for 5,095 units for the period from May 2023 to July 2023 and the bills for September 2023 and October 2023:

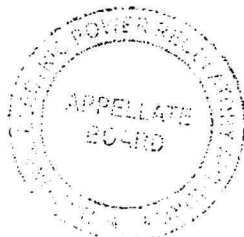
As per the available record, the display of the Respondent became defective, hence it was replaced with a new meter by the Appellant in October 2023. Thereafter, the impugned meter of the Respondent was checked by the M&T team of the Appellant. As per the M&T report of the Appellant, the display was found open, accuracy ok and IC was short, therefore, the Appellant charged a detection bill of Rs.190,176/- for 5,095 units to the Respondent. Subsequently, the Respondent challenged before the POI the detection bill of Rs.190,176/- for 5,095 units and the bills for September 2023 and October 2023 charged by the Appellant. Both disputes will be discussed in the following paras:

6.3 The Appellant neither produced the impugned meter before the POI for verification of alleged defectiveness nor could justify the charging of the impugned detection bill before the said forum. The Appellant even failed to follow the procedure as laid down in Chapter 4 of the CSM-2021 in case of defective meter due to vanished display. The Appellant was required to retrieve the data within three months from the date of replacement of the meter as per Clause 4.3.2(d) of the CSM-2021, however, the same was not done in a timely manner. It is further observed that the Appellant charged the detection bill on the basis of 50% load factor of the connected load, which is violation of the provisions of the CSM-2021 in such cases.

6.4 To further verify their contention regarding charging the impugned bills, the consumption data of the Respondent is reproduced below:

Year	2022	2023	2024
Month	Units	Units	Units
January	24	58	149
February	75	134	38
March	88	42	6
April	129	40	0
May	163	196	240
June	103	37	252
July	1380	809	322
August	992	629	64
September	502	4015	54
October	97	2359	59
November	59	53	100
December	380	274	89

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Perusal of the above table reveals that the detection units charged during the disputed period are much higher as compared to the consumption of the corresponding months of the previous and succeeding years. Similarly, the bills for September 2023 and October 2023 were charged to the Respondent on much higher side, which does not correspond to the consumption of the Respondent in the past as well as the future. The Appellant even failed to provide snapshots before the POI as well as before us to substantiate their stance with regard to charging the above bills.

- 6.5 As such, the detection bill of Rs.190,176/- for 5,095 units debited to the Respondent based on connected load and the bills of September 2023 and October 2023 along with LPS, are declared as unjustified and the same are cancelled as already decided by the POI.
- 6.6 It would be fair and appropriate to revise the bills for two billing cycles prior to the replacement of the impugned meter on DEF-EST code as per Clause 4.3.2(b) of the CSM-2021.
- 6.7 The billing account of the Respondent may be overhauled accordingly.
7. The appeal is disposed of in the above terms.

Abid Hussain
Member/Advisor (CAD)

Dated: 11-07-2025

Naweed Illahi Sheikh
Convener/DG (CAD)

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

