



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

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No. NEPRA/Appeal/171/2025/ 736

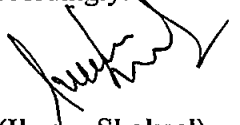
October 06, 2026

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|--|---|
| 1. Hafiz Muhammad Ali,
S/o. Muhammad Din,
R/o. Street No. 10,
Muhammad Ali Park,
Farid Town, Gujranwala
Cell No. 0300-8316883 | 2. Chief Executive Officer,
GEPCO Ltd, 565-A,
Model Town, G. T. Road,
Gujranwala |
| 3. Saeed Ahmed Bhatti,
Advocate High Court,
66-Khyber Block, Allama Iqbal Town,
Lahore
Cell No. 0300-4350899 | 4. Muhammad Azam Khokhar,
Advocate High Court,
10-Fatima Jinnah Chambers,
Sessions Courts, Gujranwala
Cell No. 0301-6434497 |
| 5. Sub Divisional Officer (Operation),
GEPCO Ltd,
Aroop Sub Division,
Gujranwala | 6. POI/Electric Inspector,
Gujranwala Region,
Energy Department, Govt. of Punjab,
29A, 272 Gondlanwala Road,
Block-A, Model Town, Gujranwala
Phone No. 055-9330515 |

Subject: Appeal No.171/2025 (GEPCO vs. Hafiz Muhammad Ali) Against the Decision Dated 29.09.2025 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 06.10.2026 (05 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.171/POI-2025

Gujranwala Electric Power Company Limited

.....Appellant

Versus

Hafiz Muhammad Ali, S/o. Muhammad Din, R/o. Street No. 10,
Muhammad Ali Park, Farid Town, Gujranwala

.....Respondent

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

For the Appellant:

Mr. Saeed Ahmed Bhatti Advocate

For the Respondent:

Mr. Muhammad Azam Khokhar Advocate
Mr. Abdul Haque Khokhar Advocate

DECISION

1. Through this decision, the appeal filed by Gujranwala Electric Power Company Limited (hereinafter referred to as the "Appellant") against the decision dated 29.09.2025 of the Provincial Office of Inspection, Gujranwala Region, Gujranwala (hereinafter referred to as the "POI") is being disposed of.
2. Brief facts of the case are that Hafiz Muhammad Ali (hereinafter referred to as the "Respondent") is an industrial consumer of Gujranwala Electric Power Company Limited (hereinafter referred to as the "Appellant") bearing Ref No.30-12212-1738904, having a sanctioned load of 35 kW, and the applicable tariff category is B-2(b). During M&T checking dated 03.09.2024, meter of the Respondent was found 33.33% slow due to red phase dead stop. M&T team of the Appellant against visited the premises of the Respondent on 17.10.2024 for replacement of the defective CT. Thereafter, the Appellant debited a detection bill of Rs.1,633,091/- for 32,024 units+169 kW MDI units for the period from April 2024 to November 2024 (8 months) to the Respondent due to 33.33% slowness of the impugned meter and added to the bill for January 2025.
3. Being aggrieved with the above actions of the Appellant, the Respondent filed an application before POI on 19.02.2025 and challenged the above detection bill. The POI vide decision dated 29.09.2025 cancelled the detection bill of Rs.1,633,091/- for 32,024 units+169 kW MDI units for the period from April 2024 to November 2024 as null, void and of no legal effect



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and the Appellant was directed to charge the revised detection bill for two billing cycles i.e. from 17.08.2024 to 17.10.2024 on the basis of 33.33% slowness of the meter.

4. The Appellant filed instant appeal before the NEPRA against the afore-referred decision of the POI (the "impugned decision"), which was registered as Appeal No.171/POI-2025. In its appeal, the Appellant submitted that POI misconceived and misconstrued the real facts of the case and erred in declaring the detection bill of Rs.1,633,091/- for 32,024 units+169 kW MDI units for the period from April 2024 to November 2024 as null and void; that the POI miserably failed to analyze the consumption data in its true perspective; that the impugned decision is result of misreading and non-reading of the documents placed on record; that the impugned decision is illegal, in lawful, arbitrary, vague, misconceived, without law authority, without jurisdiction, biased and based on surmises and conjectures; that the POI decided the matter after expiry of 90 days; which is violative of Section 26(6) of Electricity Act, 1910; that POI failed to appreciate that the complaint could be entertained as no notice as required under Section 26(6) of the Electricity Act, 1910 was ever served upon the Appellant before filing the same; and the impugned decision is liable to be set aside.
5. Upon the filing of the instant appeal, a notice dated 02.12.2025 was sent to the Respondent for filing reply/para-wise comments to the appeal within ten (10) days, which were filed on 11.06.2026. In its reply, the Respondent pleaded that the appeal is against the facts and law and based on misconception and misinterpretation and the same is liable to be dismissed; that the Appellant has not justified grounds to file the title appeal as the Appellant itself deliberately violated the basic principal of law; that the Appellant is not authorized by law to charge any detection bill on the basis of slowness, defectiveness or malfunctioning of the impugned metering equipment; that impugned decision is in accordance with the provisions of law and facts; that the POI has examined and considered the record of the impugned connection and that the appeal may be dismissed.
6. Hearing was conducted at NEPRA Regional Office Lahore on 21.08.2026, wherein learned counsels appeared for both the Appellant and the Respondent. Learned counsel for the Appellant contended that the billing meter of the Respondent was found 33% slow during the M&T checking dated 03.09.2024 and the fault was set right on 17.10.2024, therefore the detection bill of Rs.1, 633,091/- for 32,024 units+169 kW MDI units for the period from April 2024 to November 2024 (8 months) was debited to the Respondent due to 33% slowness of the impugned meter. Learned counsel for the Appellant argued that the POI did not

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consider the real aspects of the case and erroneously revised the above detection bill for two months by relying upon Clause 4.3.3c (ii) of the CSM-2021, which is not applicable in the instant case. Learned counsel for the Appellant prayed that the impugned decision is unjustified and liable to be struck down.

7. Conversely, learned counsel for the Respondent repudiated the version of the Appellant and contended that the billing meter of the Respondent was functioning correctly till August 2024 and it became 33% slow in September 2024, hence the POI has rightly cancelled the impugned detection bill of Rs.1,633,091/- for 32,024 units+169 kW MDI units for the period from April 2024 to November 2024. Learned counsel for the Respondent finally prayed for upholding the impugned decision and for dismissal of the appeal.
8. Having heard the arguments and record perused. Following are our observations:
 - i. While addressing the objection of the Appellant regarding the jurisdiction of the POI, the Respondent filed his complaint before the POI on 19.02.2025 under Section 38 of the NEPRA Act. POI pronounced its decision on 29.09.2025 i.e. after the expiry of ninety (90) days from the date of receipt of the complaint. The Appellant has objected that the POI was bound to decide the matter within 90 days under Section 26(6) of the Electricity Act, 1910. In this regard, it is observed that the forum of POI has been established under Section 38 of the NEPRA Act which does not put a restriction of 90 days on POI to decide complaints. Section 38 of the NEPRA Act overrides provisions of the Electricity Act, of 1910. Reliance in this regard is placed on the judgments of the honorable Lahore High Court Lahore reported in *2017 PLJ 627 Lahore* and *2017 PLJ 309 Lahore*. Keeping in view the overriding effect of the NEPRA Act on the Electricity Act, 1910, and the above-referred decisions of the honorable High Court, the objection of the Appellant is dismissed.
 - ii. As regards another objection of the Appellant for not issuing notice as per the Electricity Act, 1910 by the Respondent before filing a complaint to the POI, it is elucidated that the matter was adjudicated by the POI 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, which do not require for service of any notice before approaching the POI. The above objection of the Appellant is not valid and, therefore overruled.
 - iii. As per the M&T report dated 03.09.2024, one phase of the billing meter was found defective. Therefore, the Appellant charged a detection bill of Rs.1,633,091/- for 32,024

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units+169 kW MDI units for the period from April 2 024 to November 2024 to the Respondent, which was challenged before the POI.

- iv. It is an admitted fact that the impugned meter of the Respondent was 33% slow due to one dead phase, hence only the period of slowness needs to be determined for which consumption data as provided by the Appellant is reproduced below

Period before dispute		Disputed period		Period after dispute	
Month	Units	Month	Units	Month	Units
May-23	5780	Apr-24	7740	Dec-24	27404
Jun-23	0	May-24	6480	Jan-25	8877
Jul-23	0	Jun-24	7280	Feb-25	3169
Aug-23	20460	Jul-24	8320	Mar-25	1612
Sep-23	0	Aug-24	8269	Apr-25	5151
Oct-23	13880	Sep-24	7387	May-25	6004
Nov-23	9340	Oct-24	12378-MF	Jun-25	3261
Dec-23	10180	Nov-24	13857-MF	Jul-25	5554
Jan-24	9420			Aug-25	3376
Feb-24	14760				
Mar-24	9720				
Average	11,692	Average	8964	Average	7156

Examination of the above table, the normal average consumption recorded during the disputed period is much less than the normal average consumption of the period before the dispute and higher than the normal average consumption of period after dispute. It is further observed that the Appellant debited the bills of October 2024 and November 2024 with enhanced MF=30, however the said months were including by the Appellant in the impugned detection bill.

- v. Even otherwise, Clause 4.3.3c (ii) of the CSM-2021 restricts the Appellant to recover their revenue loss by debiting the detection bill maximum for two months in case of slowness of the metering equipment. As such the Appellant debited the impugned detection bill for eight (08) months, which is violative of ibid clause of the CSM-2021.
- vi. In view of the foregoing discussion, it is concluded that the detection bill of Rs.1,633,091/- for 32,024 units+169 kW MDI units for the period from April 2024 to November 2024 charged to the Respondent is unjustified, and the same is cancelled as already decided by the POI.

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- vii. 33% slowness in the impugned billing meter of the Respondent was observed by the M&T team of the Appellant on 03.09.2024, therefore, the Respondent is liable to be charged the revised detection bill for two billing cycles prior to the checking dated 03.09.2024, after adding 33% slowness, according to Clause 4.3.3c(ii) of the CSM-2021.
- viii. Moreover, the bills w.e.f checking dated 03.09.2024 and onwards till replacement of the CT/impugned meter are liable to be revised with enhanced MF due to 33% slowness of the meter as per Clause 4.3.3c (i) of the CSM-2021. The impugned decision is liable to be modified to this extent.
9. In view of what has been stated above, it is concluded that:
- The detection bill of Rs.1,633,091/- for 32,024 units+169 kW MDI units for the period from April 2024 to November 2024 debited to the Respondent is not justified and the same is cancelled.
 - The Respondent may be charged the revised detection bill for two billing cycles before checking dated 03.09.2024, due to 33% slowness of the meter as per Clause 4.3.3c (ii) of the CSM-2021.
 - Moreover, the bills w.e.f checking dated 03.09.2024 and onwards till replacement of the impugned meter be revised with enhanced MF due to 33% slowness of the meter, under Clause 4.3.3c (i) of the CSM-2021.
 - The billing account of the Respondent be overhauled after making the adjustment of payments made against the impugned detection bill.
10. The impugned decision is modified in the above terms.


Abid Hussain
Member/Advisor (CAD)

Dated: 06-10-2026


Naweed Illahi Sheikh
Convener/DG (CAD)


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