



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

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No. NEPRA/Appeal/087/2024/ 632

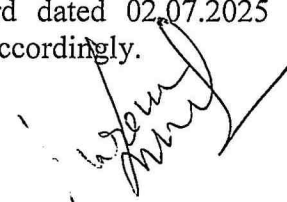
July 02, 2025

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| 1. Abdul Hameed,
C/o. DAD (SVCS),
Askari-14, Tube Well No. 4,
Near Gorakhpur, Adyala Road,
Rawalpindi | 2. Chief Executive Officer,
IESCO Ltd,
Head Office, St. No. 40,
Sector G-7/4, Islamabad |
| 3. Faisal Bin Khurshid,
Advocate Supreme Court,
Office No. 3, First Floor, National Arcade,
4-A (NBP), F-8 Markaz, Islamabad
Cell No. 0333-5119299 | 4. Sub Divisional Officer,
IESCO Ltd,
Adyala Sub Division,
Office at near Samarzar,
Adyala Road, Rawalpindi
Cell No. 0319-5990622 |
| 5. POI/Electric Inspector,
Islamabad Region,
XEN Office, Irrigation & Power Department,
Rawal Dam Colony, Park Road,
Islamabad | |

Subject: **Appeal No.087/2024 (IESCO vs. Abdul Hameed) Against the Decision Dated 21.08.2023 of the Provincial Office of Inspection to Government of the Punjab Islamabad Region, Islamabad**

Please find enclosed herewith the decision of the Appellate Board dated 02.07.2025 (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.087/POI-2024

Islamabad Electric Supply Company Limited

.....Appellant

Versus

Abdul Hameed C/o. DAD (SVCS), Askari 14, Tube well -04,
Near Gorakhpur, Adiala Road, Rawalpindi

.....Respondent

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

For the Appellant:

Mr. Faisal Bin Khursheed Advocate through Zoom
Mr. Shahid Mehmood SDO

For the Respondent:

Nemo

DECISION

1. As per the facts of the case, Abdul Hameed (hereinafter referred to as the “Respondent”) is an agricultural consumer of Islamabad Electric Supply Company Limited (hereinafter referred to as the “Appellant”) bearing Ref No.28-14622-6765104-U with a sanctioned load of 22 kW and the applicable tariff category is D-2(b). Reportedly, the impugned billing meter of the Respondent was found burnt during the checking dated 20.10.2022 of the Appellant, for the replacement of the same, the Respondent paid a demand notice of Rs.22,500/- on 25.10.2022. However, the Appellant def the DEF-EST code to the billing account of the Respondent w.e.f October 2022 and onwards till the replacement of the impugned meter in February 2023. Subsequently, a detection bill of Rs.294,863/- was debited to the Respondent in March 2023.
2. Being aggrieved with the above actions of the Appellant, the Respondent filed a complaint before the Provincial Office of Inspection, Islamabad Region, Islamabad (hereinafter referred to as the “POI”) and challenged the above detection bill. The complaint of the Respondent was disposed of by POI vide decision dated 21.08.2023 (hereinafter referred to as the “impugned decision”), wherein the detection bill of Rs.294,863/- and the bills for the period from

Appeal No.087/POI-2024

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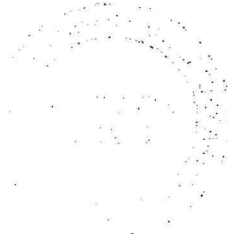




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December 2022 to February 2023 were cancelled and the Appellant was directed to charge the bills for two months only i.e. October 2022 and November 2022 due to defective meter.

3. Being dissatisfied, the Appellant filed subject appeal before NEPRA against the impugned decision of the POI. In its appeal, the Appellant opposed the impugned decision inter alia, on the main grounds that the assertions made under the impugned order are manifestly against the law and facts of the case; that the meter of the Respondent was burnt and ceased to register the energy; that the sweeping statement of the POI regarding the impugned detection bill of Rs.294,863/- is not correct; that the impugned meter became burnt out and the electricity was being used directly; that the POI erred with the factual bearing reported under test check proforma and relevant reports; that the impugned decision is scanty and without valid basis, which is reflection of wheeling and dealing as it is passed without taking into account the expert opinion; that the POI flouted the legal technical and factual aspects of the case and that the impugned decision is liable to be set aside.
4. Upon filing of the instant appeal, a Notice dated 03.09.2024 was sent to the Respondent for filing reply/para-wise comments to the appeal within ten (10) days, which however were not filed.
5. A hearing was conducted at NEPRA Head Office Islamabad on 21.04.2025 wherein learned counsel along with an official tendered appearance for the Appellant, whereas no one represented the Respondent. Learned counsel for the Appellant repeated the same version as given in memo of the appeal and contended that the impugned meter was found burnt on 22.10.2022, for which demand notice was paid by the Appellant on 25.10.2022, however, electricity of the Respondent was restored directly and the bills were charged on DEF-EST code. He stated that the actual energy could not be charged during the period from October 2022 to February 2023, therefore detection bill of Rs.294,863/- was debited to him to recover the revenue loss sustained by the Appellant. Learned counsel for the Appellant defended the charging of the impugned detection bill and prayed that the impugned decision for cancellation of the same is not based on the merits of the case. On the contrary, learned counsel for the Respondent rebutted the version of the Appellant regarding the charging of the impugned detection bill, supported the impugned decision, and prayed for the dismissal of the appeal being devoid of merit.
6. Arguments were heard and the record was perused. Following are our observations:
 - 6.1 The impugned meter of the Respondent was found burnt during checking dated 20.10.2022, hence it was replaced with a new meter by the Appellant on February 2023. Meanwhile, the





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electricity of the Respondent was restored directly and the bills for the period from October 2022 to February 2023 were charged on DEF-EST code. Subsequently, the Appellant debited a detection bill of Rs.294,863/- to the Respondent in March 2023, which was assailed by him before the POI.

6.2 According to Clause 4.3.1 of the CSM-2021, in case of a defective/burnt meter, the DISCO has to replace the meter immediately or within two billing cycles, if meters are not available. During this period, DISCO may charge the bills on the DFE-EST code. However, in the present case, the Respondent paid a demand notice on 25.10.2022 and the Appellants were under obligation to replace the new meter within two months. The Appellant replaced the impugned meter with a new meter after a lapse of five months during the said period, the Respondent was billed on the DFE-EST Code. In furtherance, the Appellant debited a detection bill of Rs.294,863/- to the Respondent for the same cause of action, which overburdens the Respondent.

6.3 To further verify the contention of both parties, the consumption data of the Respondent is reproduced below:

Month	Units	Month	Units	Month	Units	Month	Units
Jan-21	2606	Jan-22	6568	Jan-23	7118	Jan-24	0
Feb-21	3020	Feb-22	6187	Feb-23	7187	Feb-24	1529
Mar-21	2629	Mar-22	6110	Mar-23	0	Mar-24	2389
Apr-21	138	Apr-22	7974	Apr-23	12	Apr-24	4303
May-21	3060	May-22	7183	May-23	10	May-24	3668
Jun-21	3710	Jun-22	7148	Jun-23	4	Jun-24	2718
Jul-21	5561	Jul-22	7298	Jul-23	959	Jul-24	3581
Aug-21	7132	Aug-22	7117	Aug-23	0	Aug-24	3535
Sep-21	6035	Sep-22	7443	Sep-23	0	Sep-24	3004
Oct-21	6588	Oct-22	6906	Oct-23	0	Oct-24	165
Nov-21	6424	Nov-22	6953	Nov-23	0	Nov-24	213
Dec-21	5642	Dec-22	7072	Dec-23	0	Dec-24	822
Average	4379	Average	6996	Average	1274	Average	2160

As evident from the above table, the Respondent was billed on little higher side as compared to the corresponding consumption of the previous year as well as the average consumption of the year 2021. Hence there is no justification to debit further detection bill to the Respondent for the disputed period.

6.4 In view of the foregoing discussion, we are of the considered view that the detection bill of Rs.294,863/- charged to the Respondent in March 2023 is unjustified and the same is cancelled, which is also the determination of the POI.

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6.5 As regards the determination of the POI for the withdrawal of 21,377 units from December 2022 to February 2023, it is observed that the said forum afforded relief to the Respondent on the basis of his application dated 11.11.2020 submitted before the Appellant. Wherein, the Respondent requested the Appellant to stop the billing on the DEF-EST code with the plea that the tube well is not functional due to defective bore. To substantiate this stance, the Respondent was afforded the opportunity of hearing twice i.e. 21.10.2024 and 21.04.2025, however, the Respondent neither submitted reply to the appeal nor appeared before this forum, this shows a lack of interest on the part of the Respondent to defend his case. Under these circumstances, we are of the considered view that the bills for the period from October 2022 to February 2023 charged to the Respondent are justified and payable by him. The impugned decision is liable to be modified to this extent.


7. Summing up the foregoing discussion, it is concluded that

- 7.1 The detection bill of Rs.294,863/- charged by the Appellant to the Respondent in March 2023 is unjustified and the same is cancelled.
- 7.2 The bills already charged for the period from October 2022 to February 2023 to the Respondent on the DEF-EST code are justified and payable by the Respondent.
- 7.3 The billing account of the Respondent may be overhauled after adjusting payments made against the above detection bills.
8. The impugned decision is modified in the above terms.


Abid Hussain
Member/Advisor (CAD)

Dated: 02-07-2025


Naweed Illahi Sheikh
Convener/DG (CAD)


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