



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

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No. NEPRA/Appeal/001/2024/ *574*

June 17, 2025

- | | |
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| 1. M/s. N.F.C. Employees Co-operative Housing Society Limited, Through its General Secretary Mr. Nouman Hameed, Lahore | 2. Chief Executive Officer, LESCO Ltd, 22-A, Queens Road, Lahore |
| 3. A. D. Bhatti, Advocate High Court, First Floor, Rehmat Tower, 13-Fane Road, Lahore Cell No. 0300-9431653 | 4. Saeed Ahmed Bhatti, Advocate High Court, 66-Khyber Block, Allama Iqbal Town, Lahore Cell No. 0300-4350899 |
| 5. Assistant Manager (Opr), LESCO Ltd, Engineer Town Sub Division, Lahore | 6. POI/Electric Inspector, Lahore Region-II, Energy Department, Govt. of Punjab, 342-B, Near Allah Hoo Chowk, Johar Town, Lahore Phone No. 042-99333968 |

Subject: **Appeal No.001/2024 (N.F.C Employees Co-operative Housing Society Limited vs. LESCO) Against the Decision Dated 28.09.2023 of the Provincial Office of Inspection to Government of the Punjab Lahore Region-II, Lahore**

Please find enclosed herewith the decision of the Appellate Board dated 17.06.2025 (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.001/POI-2024

M/s. NFC Employees Co-operative Housing Society Limited,
Lahore Through its General Secretary Nouman Hameed Butt

.....Appellant

Versus

Lahore Electric Supply Company Limited

.....Respondent

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

For the Appellant:

Mr. A.D Bhatti Advocate
Mr. Sajjad NFC Phase-I

For the Respondent:

Mr. Saeed Ahmed Bhatti Advocate
Mr. M. Saleem Court Clerk

DECISION

1. Brief facts leading to the filing of instant appeal are that M/s. NFC Employees Co-operative Housing Society Limited (hereinafter referred to as the "Appellant") is a general supply consumer of Lahore Electric Supply Company Limited (hereinafter referred to as the "Respondent") bearing Ref No24-11218-0323540-U with sanctioned load of 45 kW and the applicable Tariff category is A-3. The Appellant approached the Provincial Office of Inspection, Lahore Region-II, Lahore (hereinafter referred to as the "POI") and challenged the bills w.e.f April 2021 and onwards with the plea that excessive billing was done by the Respondent. During the proceedings, the metering equipment of the Appellant was checked by the POI on 20.07.2023 in the presence of both parties, wherein the billing meter was found working within BSS limits and the backup meter was found 33% slow due to one phase being dead. The matter was disposed of by the POI vide the decision dated 28.09.2023, wherein the bills for the period from April 2021 to August 2023 were revised as per the difference in readings between the billing and backup meters. The Respondent was further directed to

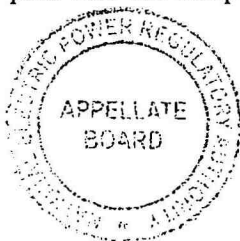




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adjust the excess amount recovered in future bills and replace the backup meter with a healthy one.

2. Subject appeal has been filed against the afore-referred decision dated 28.09.2023 of the POI (hereinafter referred to as the "impugned decision") by the Appellant before the NEPRA, wherein it is contended that the POI held that the reading of the backup meter does not match with actual meter reading and relied upon the checking dated 20.07.2023; that the excessive billing was done by the Respondent as compared to the actual meter reading of the backup meter, however, this fact was ignored by the lower forum; that the POI did not apply judicious mind to the facts and erroneously relied upon the checking reports dated 19.04.2021 and 21.09.2021 of the Respondent; that the backup meter was found defective due to one dead phase during checking dated 19.04.2021 and 21.09.2021, however, the Respondent did not shift the billing on accurate billing meter as required under Clause 4.3.1(a) of CSM-2021 and that; the impugned decision is liable to be set aside.
3. Upon the filing of the instant appeal, a Notice dated 17.01.2024 was sent to the Respondent for filing reply/para-wise comments to the appeal within ten (10) days, which however were not filed.
4. Hearing was fixed for 10.01.2025 at NEPRA Regional Office Lahore, wherein learned counsels appeared for both the Appellant and the Respondent. During the hearing, learned counsel for the Appellant reiterated the same version as contained in the memo of the appeal and contended that the Respondent debited excessive billing for the period w.e.f April 2021 and onwards, however, the Respondent neither replaced the impugned backup meter nor shifted the billing on the billing meter despite repeated requests. Learned counsel for the Appellant further contended that the POI did not consider the real aspects of the case and directed the Respondent to revise the bills for the period from April 2021 to August 2023 based on the difference in readings between the billing and backup meters. As per learned counsel for the Appellant, the impugned decision is not based on merits and the same is liable to be struck down. On the contrary, learned counsel for the Respondent rebutted the version of the Appellant regarding excessive billing, defended the impugned decision, and prayed for upholding the same.
5. Arguments were heard and the record was perused. Following are our observations:
 - 5.1 The Appellant filed a complaint before the POI and challenged the bills for the period from April 2021 to August 2023 with the plea that the Respondent debited him excessive billing



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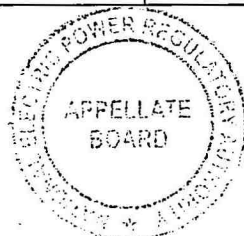
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during the aforementioned period. The POI vide impugned decision directed the Respondent to revise the bills for the period from April 2021 to August 2023 based on the difference of readings between the billing and backup meters. The Appellant filed instant appeal before the NEPRA against the impugned decision.

5.2 Perusal of the record shows that the metering equipment of the Appellant was checked by the Respondent thrice i.e. 19.04.2021, 21.09.2021, and 12.09.2022 and on all occasions, the impugned backup meter bearing No.5336 was found running 33% slow due to one phase being dead and the billing meter bearing No.5252 was found working within BSS limits. The said discrepancy of the impugned backup meter was confirmed by the FOI during joint checking dated 20.07.2023. Astonishingly, the impugned meter remained defective/slow due to one phase being dead w.e.f 19.04.2021 and onwards, however, the Respondent neither followed the provisions of the CSM 2021 in case of defective meter nor shifted the billing on the accurate meter despite a lapse of considerable time.

5.3 To reach just conclusion, the consumption data of the Appellant as provided by the Respondent is analyzed in the below table:

| Period before dispute | | Disputed period | | Period after dispute | |
|-----------------------|-------|-----------------|--------|----------------------|-------|
| Month | Units | Month | Units | Month | Units |
| Nov-18 | 1980 | Apr-21 | 0 | Sep-23 | 26000 |
| Dec-18 | 13340 | May-21 | 20000 | Oct-23 | 26000 |
| Jan-19 | 18840 | Jun-21 | 40000 | Nov-23 | 25980 |
| Feb-19 | 22760 | Jul-21 | 129940 | Dec-23 | 27980 |
| Mar-19 | 14320 | Aug-21 | 10000 | Jan-24 | 26000 |
| Apr-19 | 24060 | Sep-21 | 0 | Feb-24 | 26000 |
| May-19 | 9580 | Oct-21 | 15000 | Mar-24 | 26000 |
| Jun-19 | 18100 | Nov-21 | 27000 | Apr-24 | 25680 |
| Jul-19 | 24580 | Dec-21 | 20000 | May-24 | 27080 |
| Aug-19 | 24760 | Jan-22 | 35000 | Jun-24 | 17680 |
| Sep-19 | 4740 | Feb-22 | 35000 | Jul-24 | 16340 |
| Oct-19 | 9040 | Mar-22 | 40000 | Aug-24 | 16740 |
| Nov-19 | 14760 | Apr-22 | 41000 | Sep-24 | 17320 |
| Dec-19 | 11040 | May-22 | 40000 | Oct-24 | 15500 |
| Jan-20 | 23640 | Jun-22 | 40000 | Nov-24 | 8180 |
| Feb-20 | 7700 | Jul-22 | 60000 | Dec-24 | 25600 |
| Mar-20 | 15100 | Aug-22 | 41000 | | |
| Apr-20 | 6760 | Sep-22 | 42000 | | |
| May-20 | 25200 | Oct-22 | 42000 | | |
| Jun-20 | 22760 | Nov-22 | 40000 | | |
| Jul-20 | 43200 | Dec-22 | 40000 | | |



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|----------------|--------------|----------------|--------------|----------------|--------------|
| Aug-20 | 25000 | Jan-23 | 10000 | | |
| Sep-20 | 37000 | Feb-23 | 12000 | | |
| Oct-20 | 0 | Mar-23 | 20000 | | |
| Nov-20 | 16140 | Apr-23 | 30000 | | |
| Dec-20 | 23500 | May-23 | 0 | | |
| Jan-21 | 19540 | Jun-23 | 17000 | | |
| Feb-21 | 10220 | Jul-23 | 40000 | | |
| Mar-21 | 49000 | Aug-23 | 40000 | | |
| Average | 18505 | Average | 31963 | Average | 22130 |

The above comparison of consumption data shows that the average consumption charged during the disputed period is much higher than the average consumption of the periods before and after the dispute. This indicates that the Respondent debited the excessive bills to the Appellant during the disputed period from April 2021 to August 2023 and the same are liable to be cancelled.

- 5.4 It would be fair and appropriate to charge the revised bills @22,130 units/month for the period from April 2021 to August 2023 as per consumption recorded during the period after the dispute. The impugned decision is liable to be modified to this extent.
6. In view of what has been stated above, it is concluded that the bills be revised @ 22,130 units/month for the disputed period from April 2021 to August 2023 as per normal average consumption recorded during the period after the dispute. The billing account of the Appellant be overhauled, accordingly.
7. The appeal is disposed of in the above terms.

Abid Hussain
Member/Advisor (CAD)

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

Naweed Illahi Sheikh
Convener/DG (CAD)

Dated: 17-06-2025

