



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

NEPRA Office , Ataturk Avenue (East), G5/1, Islamabad
Tel. No.+92 051 2013200 Fax No. +92 051 2600030
Website: www.nepra.org.pk E-mail: ikramshakeel@nepra.org.pk

No. NEPRA/Appeal/083/2024/ *642*

July 02, 2025

- | | |
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| 1. Ghulam Muhammad,
S/o. Nawaz Khan,
Through Rasheed Ahmad,
S/o. Khursheed Ahmad,
R/o. Basti Arrilal Khan,
Post Office Qasba Gujrat,
Kot Addu, District Muzaffargarh
Cell No. 0345-7156105 | 2. Chief Executive Officer,
MEPCO Ltd,
MEPCO Complex, Khanewal Road,
Multan |
| 3. Executive Engineer (Operation),
MEPCO Ltd,
Kot Addu Division,
Kot Addu | 4. Sub Divisional Officer (Op),
MEPCO Ltd,
Gujrat Sub Division,
Qasba Gujrat
Cell No. 0319-9760108 |
| 5. POI/Electric Inspector,
Multan Region,
Energy Department, Govt. of Punjab,
249-G, Shah Rukan-e-Alam Colony,
Phase-II, Multan | |

Subject: **Appeal No.083/2024 (MEPCO vs. Ghulam Muhammad) Against the Decision Dated 26.02.2024 of the Provincial Office of Inspection to Government of the Punjab Multan Region, Multan**

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 Nos.083/POI-2024

Multan Electric Power Company Limited

.....Appellant

Versus

Ghulam Muhammad S/o. Nawaz Khan,
Through Rasheed Ahmed S/o. Khursheed Ahmed,
R/o. Basti Arrilal Khan, Post Office Qasba, Gujrat,
Kot Addu, District Muzaffargarh

.....Respondent

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

For the Appellant:

Mr. Waseem Ahmed SDO

For the Respondent:

Nemo

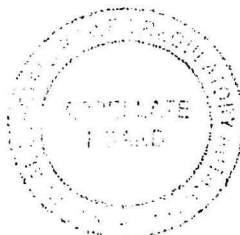
DECISION

1. Through this decision, the appeal filed by Multan Electric Power Company Limited (hereinafter referred to as the "Appellant") against the decision dated 26.02.2024 of the Provincial Office of Inspection, Multan Region, Multan (hereinafter referred to as the "POI") is being disposed of.
2. Brief facts of the case are that Ghulam Muhammad (hereinafter referred to as the "Respondent") is a domestic consumer of the Appellant bearing Ref No.07-15724-2108601-R with a sanctioned load of 02 kW and the applicable Tariff category is A-1(a). Reportedly, the display of the billing meter of the Respondent was found washed out in November 2021, therefore, the Appellant fed the DEF-EST code for onward billing. Later on, the impugned meter of the Respondent was replaced with a new meter by the Appellant in August 2022 and sent to the Metering & Testing ("M&T") lab for checking. As per M&T report of July 2023, 1,490 units were found uncharged. Resultantly, a detection bill of Rs.86,113/- for 1,490 units was debited to the Respondent and added to the bill for

Appeal No.083/POI-2024

Page 1 of 4

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National Electric Power Regulatory Authority

September 2023, which was challenged before the POI. The complaint of the Respondent was disposed of by the POI vide the decision dated 26.02.2024, wherein the detection bill of Rs.86,113/- for 1,490 units charged in September 2023 was cancelled.

3. Being dissatisfied, the Appellant filed instant appeal before the NEPRA against the afore-referred decision of the POI (hereinafter referred to as the "impugned decision"), which was registered as Appeal No.083/POI-2024. In its appeal, the Appellant objected to the maintainability of the impugned decision, *inter alia*, on the main grounds that the impugned decision is against the facts and law of the case; that the impugned meter was checked by the M&T team, wherein 1,490 units were found pending; that the detection bill of 1,490 units was charged to the Respondent, which was challenged before the POI; that the said forum failed to see the case in true perspective which results in great miscarriage of justice; that no report of the current load was collected by the POI; that the impugned decision is self-contradictory, arbitrary and based on surmises and conjectures; that the POI without applying the conscientious mind has passed the impugned decision in illegal manner; and that the impugned decision is liable to be set aside.
4. Upon the filing of the instant appeal, a notice dated 16.08.2024 was sent to the Respondent for filing reply/para-wise comments to the appeal within ten (10) days, which were filed on 26.08.2024. In the reply, the Respondent contended that the Appellant debited the bills on DEF-EST code w.e.f November 2021 and onwards and subsequently charged a detection bill of Rs.86,113/- on account of 1490 pending units. The Respondent supported the impugned decision for cancellation of the impugned detection bill and prayed for the maintainability of the same.
5. Hearing was conducted at NEPRA Regional Office Multan on 07.02.2025, which was attended by SDO for the Appellant, whereas no one tendered appearance for the Respondent. The Appellant repeated the same contention as contained in memo of the Appeal and contended that the display of the impugned meter became defective in November 2021 due to which actual consumption could not be charged to the Respondent. The representative for the Appellant further contended that the impugned meter was subsequently checked by the M&T team of the Appellant in July 2023 and found 1,490 units pending, therefore detection bill of Rs.86,113/- for 1,490 units was debited to the Respondent to recover the revenue loss sustained due to vanished display of the meter. The





National Electric Power Regulatory Authority

Appellant opposed the impugned decision for cancellation of the above detection bill and prayed for setting aside the same.

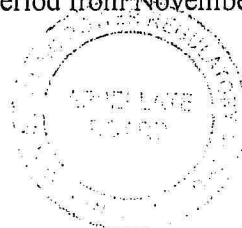
6. Arguments were heard and the record was perused. Following are our observations:

6.1 It is observed that the display of the impugned meter became defective in November 2021, in such cases, the Appellant was required to charge the bills on DEF-EST code for two months maximum as per Clause 4.3.2(b) of the CSM-2021, however, the Appellant debited the bills for the period from November 2021 to July 2022 (09 months), which is inconsistent with ibid clause of the CSM-2021. It is further observed that the impugned meter was replaced with a new meter in August 2022, whereas the M&T recommended to charged 1,490 pending units in July 2023 after a lapse of eleven months. Clause 4.3.2(d) of the CSM-2021 restricts the DISCOs to retrieve the data within three months from the date of replacement of the meter or within six months if data is being retrieved through the manufacturer. Thus the Appellant again failed to retrieve the data within the stipulated time as mentioned in Clause 4.3.2(d) of the CSM-2021. Though the Appellant charged the above detection bill based on the data retrieval report of the M&T team but the said checking was neither carried out in the presence of the Respondent nor the impugned meter was checked by the POI being a competent forum. To further verify the contention of the Appellant regarding the above detection bill, consumption data is reproduced below:

Month	Units	Month	Units	Month	Units
Jan-21	44	Jan-22	161-DF	Jan-23	120
Feb-21	64	Feb-22	170-DF	Feb-23	90
Mar-21	71	Mar-22	179-DF	Mar-23	47
Apr-21	75	Apr-22	188-DF	Apr-23	51
May-21	110	May-22	195-DF	May-23	95
Jun-21	346	Jun-22	346-DF	Jun-23	150
Jul-21	208	Jul-22	208-DF	Jul-23	86
Aug-21	160	Aug-22	219-RP	Aug-23	100
Sep-21	133	Sep-22	0	Sep-23	116
Oct-21	210	Oct-22	63	Oct-23	118
Nov-21	243-DF	Nov-22	74	Nov-23	111
Dec-21	151-DF	Dec-22	49	Dec-23	30

As evident from the above table, the impugned meter of the Respondent became defective in November 2021 and the bills for the period from November 2021 to July 2022 were charged

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National Electric Power Regulatory Authority

on the DEF-EST code, which is even higher as compared to the consumption of undisputed months before and after the dispute, hence there is no justification to further burden the Respondent by debiting another detection bill on the belated feedback report of M&T. We are inclined to agree with the determination of the POI for cancellation of the detection bill of Rs,86,113/- charged against 1,490 pending units in September 2023.

7. Foregoing in view, the appeal is dismissed.

Abid Hussain
Member/Advisor (CAD)

Dated: 02-07-2025

Naweed Illahi Sheikh
Convener/DG (CAD)

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

