



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/085/2022/ 638

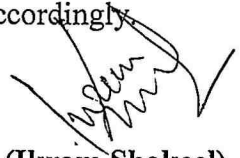
July 02, 2025

- | | |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------|
| 1. Ghulam Rasool,
S/o. Jan Muhammad,
Porp: Al-Fazal Cotton Factory & Oil Mills,
Chak No. 47/KB, Fateh Shah Ludden,
Tehsil Burewala, District Vehari,
Through Muhammad Aslam Zahid,
S/o. Fazal Hussian, House No. 32,
K-Block, Burewala
Cell No. 0300-6999066 | 2. Chief Executive Officer,
MEPCO Ltd,
MEPCO Complex, Khanewal Road,
Multan |
| 3. Aamir Aziz Qazi,
Advocate High Court,
137-Old Block, District Courts,
Multan
Cell No. 0300-6367284 | 4. Executive Engineer (Operation),
MEPCO Ltd,
Bhurewala Division,
Bhurewala |
| 5. Sub Divisional Officer (Op),
MEPCO Ltd,
Satellite Town Sub Division,
Burewala
Cell No. 0319-9760976 | 6. POI/Electric Inspector,
Multan Region,
Energy Department, Govt. of Punjab,
249-G, Shah Rukan-e-Alam Colony,
Phase-II, Multan |

Subject: **Appeal No.085/2022 (MEPCO vs. Ghulam Rasool) Against the Decision Dated 21.04.2022 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 (05 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.085/POI-2022

Multan Electric Power Company LimitedAppellant

Versus

Ghulam Rasool S/o. Jan Muhammad, Prop:Alfazal Cotton
Factory and Oil Mills, located at Chak No,47/KB,
Fateh Shah Ludden, Tehsil Burewala District VehariRespondent

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

For the Appellant:
Mr. Abdul Ghaffar SDO

For the Respondent:
Nemo

DECISION

1. Brief facts of the case are that Ghulam Rasool (hereinafter referred to as the "Respondent") is an industrial consumer of the Multan Electric Power Company Limited (hereinafter referred to as the "Appellant") bearing Ref No.27-15332-1571700-U with sanctioned load of 200 kW and the applicable tariff category is B-2(b). The billing meter of the Respondent was found 33% slow due to one phase being dead during checking dated 19.09.2014 of the Appellant, therefore Multiplication Factor (the "MF") of the Respondent was enhanced from 120 to 179 w.e.f October 2014 and onwards til the replacement of the impugned meter in November 2014. Subsequently, a detection bill of 25,107 units+175 kW MDI for three months for the period from November 2013 to January 2014 was charged by the Appellant to the Respondent @ 33% slowness of the meter in two parts:

Part-I: Rs.346,243/- for 20,580 units was charged in October 2014

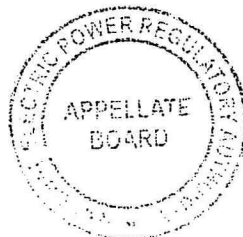
Part-II: Rs.195,083/- for 4,527 units+175 kW MDI was charged in November 2014.

2. Being aggrieved with the above actions of the Appellant, the Respondent initially challenged the above detection bill before the civil court Burewala. After litigation in

Appeal No.085/POI-2022

Page 1 of 5

11. Q





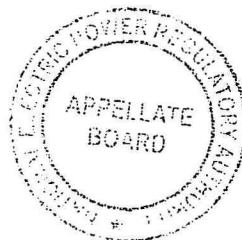
National Electric Power Regulatory Authority

different courts, the Respondent finally approached the Provincial Office of Inspection, Multan Region, Multan (hereinafter referred to as the "POI") and challenged the above detection bill debited by the Appellant. The complaint of the Respondent was disposed of by the POI vide decision dated 21.04.2022 with the following conclusion:

"Keeping in view all the aspects of the case and summing up all the above observations/conclusions, this forum declares the charging of detection for the total cost of 25107 (Peak-6409 & Off-Peak-18698) units & 175-kWh MDI charged in parts i.e. 1st for the cost of 20580-units in 10/2014 (Rs.3,46,243/-) and 2nd for the cost of 4527-units & 175-kWh MDI in 11/2014 (Rs.1,95,083/-) along with LPS from 11/2014 to afterward as Null, Void and of no legal effect. The Respondents are directed to withdraw the same and charge a revised detection bill for two billing months of 12/2013 & 01/2014 in the light of Clause-4.4(e) of the NEPRA-approved Consumer Service Manual, 2010. Petitioner's account be overhauled accordingly and supply be restored through the undisputed healthy meter without recovery of any RCO Fees, Cost of Material, the difference of Security Deposit, etc."

3. Being dissatisfied, the Appellant has filed the instant appeal against the afore-said decision dated 21.04.2022 of the POI (hereinafter referred to as the "impugned decision") before the NEPRA. In its appeal, the Appellant opposed the impugned decision *inter alia*, on the following grounds that the POI miserably failed to appreciate the real facts of the case and law applicable on the subject and erred in giving the observations; that the POI has not appreciated the fact that the impugned meter was found 33.33% slow during checking dated 19.09.2014 for which seven daya notice was served to the Respondent; that the detection bill of 25,107 units+175 kW MDI for three months for the period from November 2013 to January 2014 was charged to the Respondent is justified; that the outstanding amount of Rs.867,990/- is payable by the Respondent; that the POI has not given any cogent reason the Appellant has proved their case but unfortunately the POI without applying conscientious mind passed the impugned decision illegally and that the impugned decision is liable to be set aside. Notice dated 24.06.2022 was sent to the Respondent for filing reply/parawise comments to the appeal, which however were not filed.
4. Hearing of the subject appeal was conducted at NEPRA Regional Office Multan on 07.02.2025, which was attended by SDO on behalf of the Appellant, whereas the Respondent did not tender appearance. The Appellant repeated the same arguments as contained in memo of the appeal and averred that the impugned meter of the Respondent was found 33% slow during checking dated 19.09.2014 and subsequently, it was replaced

11-60





National Electric Power Regulatory Authority

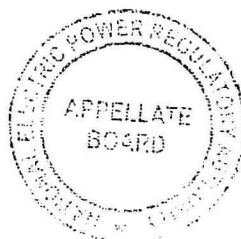
with a new meter in November 2014. The Appellant further contended that MF was raised from 120 to 179 w.e.f October 2014 and onwards to account for 33% slowness of the impugned meter. As per the Appellant, a detection bill of 25,107 units+175 kW MDI for three months for the period from November 2013 to January 2014 was charged to the Respondent due to 33% slowness of the meter, which was cancelled by the POI. According to the Appellant, the impugned decision is not based on the facts of the case and the same is liable to be struck down.

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

5.1 As per checking dated 19.09.2014 of the Appellant, the impugned meter was found 33% slow, therefore the Appellant debited the bills with enhanced MF=179 w.e.f October 2014 and onwards on account of 33% slowness of the meter. Moreover, the detection bill of 25,107 units+175 kW MDI for three months for the period from November 2013 to January 2014 was charged to the Respondent @ 33% slowness of the impugned meter.

5.2 The POI vide the impugned decision cancelled the above detection bill against which the Appellant preferred instant appeal before the NEPRA. Admittedly, 33% slowness in the impugned meter of the Respondent established during the subsequent comparison with the check meter, hence only the period of slowness needs to be determined through analysis of consumption data in the below table:

Month	Units	Month	Units	Month	Units
Jul-12	0	Jul-13	0	Jul-14	0
Aug-12	20040	Aug-13	4920	Aug-14	0
Sep-12	28200	Sep-13	16080	Sep-14	0
Oct-12	36840	Oct-13	12600	Oct-14	0
Nov-12	62160	Nov-13	33720	Nov-14	4527
Dec-12	53280	Dec-13	16680	Dec-14	4800
Jan-13	16320	Jan-14	840	Jan-15	0
Feb-13	11520	Feb-14	0	Feb-15	0
Mar-13	7680	Mar-14	0	Mar-15	0
Apr-13	54000	Apr-14	0	Apr-15	0
May-13	0	May-14	0	May-15	0
Jun-13	0	Jun-14	0	Jun-15	0
Average	24170	Average	7070	Average	777.25



11. 6/11



National Electric Power Regulatory Authority

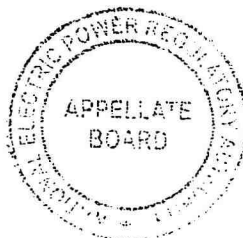
Perusal of the above table shows that the impugned meter could not record actual consumption during the disputed period due to 33% slowness as compared to the consumption of the period before the dispute. According to Clause 4.4(e) of the CSM-2010, the Appellant may charge the detection bill maximum for two months in case of a slow meter, whereas in the instant case, the Appellant debited the impugned detection bill for three months, which is inconsistent with the foregoing clause of the CSM-2010.

5.3 It is further clarified that the honorable NEPRA Authority vide order dated 13.06.2024 retained the period of supplementary/detection bill for two billing cycles in case of the slowness of the metering equipment/defective CTs as mentioned in Clause 4.4(e) of CSM-2010 (existing clause 4.3.3 of CSM-2021), the operative portion of which is reproduced below:

"For the reasons stated above, we reject the proposal of the distribution companies and retain the period of the supplementary bills for two (02) billing cycles in the case of the slowness of the metering installation/defective CTs as mentioned in clause 4.4(e) of CSM-2010 (existing clause 4.3 of CSM-2021). In a vigilant system, slowness of the metering installation should be detected timely, hence the distribution companies must bring efficiency in their working and replace the slow meters/defective CTs within the stipulated period as provided in clause 4.3 of the CSM-2021 in true letter and spirit. The distribution companies should ensure the charging of supplementary bills maximum for two billing cycles. If in the cases where the slowness of the metering installation is not pointed out timely and the metering installation is not replaced within maximum period of two (02) billing cycles, the competent authority of the relevant distribution company shall take disciplinary action against the concerned officials and fix the responsibility for negligence in such cases."

5.4 In light of the foregoing order of the Authority, we are of the considered view that the charging of the detection bill beyond two billing cycles is inconsistent with the foregoing clause of the CSM-2010. Therefore, the detection bill amounting to 25,107 units+175 kW MDI for three months for the period from November 2013 to January 2014 debited to the Respondent along with LPS is unjustified and the same is cancelled as already determined by the POI.

5.5 The Respondent is liable to be charged the revised detection bill for two months i.e. December 2013 and January 2014 @ 33% slowness of the meter, according to Clause 4.4(e) of the CSM-2010.



M.
Q.



National Electric Power Regulatory Authority

6. In view of what has been stated above, we have concluded that:

6.1 The detection bill of 25,107 units+175 kW MDI for three months for the period from November 2013 to January 2014 is inconsistent with Clause 4.4(e) of the CSM-2010 and the same along with LPS is cancelled.

6.2 The Respondent may be charged the revised detection bill for two billing cycles i.e. December 2013 and January 2014 @ 33% slowness of the meter, according to Clause 4.4(e) of the CSM-2010.

6.3 Moreover, the bill be charged with enhanced MF due to 33% slowness of the meter w.e.f checking dated 19.09.2014 and onwards till the replacement of the impugned meter as per Clause 4.4(c) of the CSM-2010.

6.4 The billing account of the Respondent may be overhauled, accordingly.

7. In view of the above, the appeal is disposed of.

Abid Hussain
Member/Advisor (CAD)

Dated: 02-07-2025

Naweed Illahi Sheikh
Convener/DG (CAD)

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

