



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

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No. NEPRA/Appeal/101/2024/ 643

July 02, 2025

- | | |
|---|---|
| 1. Muhammad Nafees Qaisar, S/o. Malik Imran Bakhsh, R/o. Basti Thaheem Wali, Zikria Road, Near Rangeel Pur, Multan Cell No. 0301-6878320 | 2. Chief Executive Officer, MEPCO Ltd, MEPCO Complex, Khanewal Road, Multan |
| 3. Malik Mureed Hussain Makwal, Advocate High Court, 15-New Block, District Courts, Multan. Cell No. 0301-7510406 | 4. Executive Engineer (Operation), MEPCO Ltd, City Division, Multan |
| 5. Sub Divisional Officer (Op), MEPCO Ltd, Walayatatabad Sub Division, Multan | 6. POI/Electric Inspector, Multan Region, Energy Department, Govt. of Punjab, 249-G, Shah Rukan-e-Alam Colony, Phase-II, Multan |

Subject: **Appeal No.101/2024 (MEPCO vs. Muhammad Nafees Qaisar) Against the Decision Dated 30.08.2024 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.101/POI-2024

Multan Electric Power Company Limited

.....Appellant

Versus

Muhammad Nafees Qaisar S/o. Malik Imran Bakhsh,
R/o. Basti Thaheem Wali, Zikria Road,
Near Rangeel Pur, Multan

.....Respondent

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

For the Appellant:

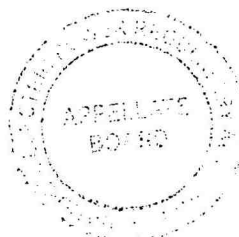
Malik Mureed Hussain Makwal Advocate

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 30.09.2024 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 Muhammad Nafees Qaisar (hereinafter referred to as the "Respondent") is a domestic consumer of the Appellant bearing Ref No.15-15132-2566300 with a sanctioned load of 01 kW and the applicable Tariff category is A-1(a). Reportedly, the display of the billing meter of the Respondent was found defective (screen discolor) in March 2023, therefore DEF-EST code was fed by the Appellant from March 2023 to October 2023. Notice dated 26.10.2023 was issued to the Respondent regarding 3,541 units due to the difference between the final reading of the meter and units already charged. Resultantly, a detection bill of Rs.162,627/- against 3,541 units was debited to the Respondent and added to the bill for October 2023. Subsequently, the impugned meter of





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the Respondent was replaced with a new meter by the Appellant on 24.11.2023.

3. Being aggrieved, the Respondent filed a complaint before the POI and assailed the above detection bill. The complaint of the Respondent was disposed of by the POI vide the decision dated 30.08.2024, wherein the detection bill of Rs.162,627/- against 3,541 units was cancelled.
4. 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.101/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 illegal, void, without jurisdiction, self contradictory biased and is nullity in the eyes of law; that the impugned decision is against the facts and law of the case; that the impugned meter became defective in March 2023, therefore the bills from March 2023 to October 2023 were charged on DEF-EST code; that subsequently it was replaced with a new meter and checked by the M&T team, wherein 3,541 units were found pending; that the detection bill of Rs.162,627/- against 3,541 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.
5. Upon the filing of the instant appeal, a notice dated 29.10..2024 was sent to the Respondent for filing reply/para-wise comments to the appeal within ten (10) days, which however were not filed.
6. Hearing was conducted at NEPRA Regional Office Multan on 07.02.2025, which was attended by the counsel for the Appellant, whereas no one tendered appearance for the Respondent. Learned counsel for the Appellant defended the charging of the detection bill of Rs.162,627/- against 3,541 units with the plea that the display of the impugned meter became defective in March 2023, which was replaced with a new meter in November 2023.





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Learned counsel for the Appellant contended that 3,541 units were found uncharged during the difference of units already charged and the final reading of the impugned meter; therefore above detection was debited to the Respondent to recover the revenue loss sustained by the Appellant. Learned counsel for the Appellant finally prayed for setting aside the impugned decision.

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

7.1 Detection bill of Rs.162,627/- against 3,541 units to the Respondent in October 2023:

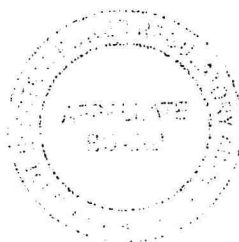
It is observed that the display of the impugned meter became defective in March 2023, the Appellant was required to replace the same within two billing cycles as per Clause 4.3.2(a) of the CSM-2021. However, the Appellant fed the DEF-EST code w.e.f March 2023 and onwards and later on replaced the impugned meter in November 2023 after a lapse of eight (08) months, which is inconsistent with the ibid clause of the CSM-2021. It is further observed that the Appellant charged the above detection bill based on the difference of units already charged and the final reading of the impugned meter 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.

7.2 To further verify the contention of the Appellant regarding the above detection bill, consumption data is reproduced below:

| Month | Units | Month | Units | Month | Units | Month | Units |
|--------------|------------|--------------|-------------|--------------|-------------|--------------|------------|
| Jan-21 | 63 | Jan-22 | 54 | Jan-23 | 118 | Jan-24 | 5 |
| Feb-21 | 9 | Feb-22 | 44 | Feb-23 | 41 | Feb-24 | 5 |
| Mar-21 | 5 | Mar-22 | 85 | Mar-23 | 138 | Mar-24 | 19 |
| Apr-21 | 12 | Apr-22 | 105 | Apr-23 | 141 | Apr-24 | 34 |
| May-21 | 130 | May-22 | 195 | May-23 | 195 | May-24 | 66 |
| Jun-21 | 171 | Jun-22 | 213 | Jun-23 | 213 | Jun-24 | 137 |
| Jul-21 | 253 | Jul-22 | 281 | Jul-23 | 281 | Jul-24 | 104 |
| Aug-21 | 130 | Aug-22 | 206 | Aug-23 | 206 | Aug-24 | 81 |
| Sep-21 | 29 | Sep-22 | 85 | Sep-23 | 146 | Sep-24 | 99 |
| Oct-21 | 12 | Oct-22 | 102 | Oct-23 | 150 | Oct-24 | 130 |
| Nov-21 | 25 | Nov-22 | 86 | Nov-23 | 156 | Nov-24 | 95 |
| Dec-21 | 38 | Dec-22 | 85 | Dec-23 | 136 | Dec-24 | 46 |
| Total | 877 | Total | 1541 | Total | 1921 | Total | 821 |

It is revealed that the normal consumption charged during the disputed months is higher than

11/6/24





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the normal consumption of the corresponding months of the years 2021, 2022 and 2024. Even otherwise, the Appellant debited the bills for the period from March 2023 to October 2023 on DEF-EST code, hence the Respondent cannot be charged twice for the same cause of action. In view of the foregoing discussion, it is concluded that the detection bill of Rs.162,627/- against 3,541 units charged based on the feedback report of M&T is unjustified and the same is cancelled as already decided by the POI.

8. Foregoing in view, the appeal is dismissed.

Abid Hussain
Member/Advisor (CAD)

Naweed Illahi Sheikh
Convener/DG (CAD)

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

Dated: 02-07-2025

