



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

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No. NEPRA/Appeal/081/2025/ *889*

September 26, 2025

- | | |
|---|--|
| 1. Ishfaq Ahmed,
S/o. Khawaja Mushtaq Ahmed,
R/o. House No. 42, Block No. 30,
Sargodha
Cell No. 0308-7575885 | 2. Chief Executive Officer,
FESCO Ltd,
West Canal Road, Abdullah Pur,
Faisalabad |
| 3. Muhammad Siddique Malik,
Advocate High Court,
Room No. 6 & 7, 2 nd Floor,
Imtiaz Plaza, 85-The Mall,
Lahore
Cell No. 0300-6450979 | 4. Sub Divisional Officer (Operation),
FESCO Ltd,
Islampura Sub Division,
Sargodha
Cell No. 0345-1502529 |
| 5. POI/Electric Inspector,
Energy Department, Govt. of Punjab,
H. No.225-226, Peer Muhammad Colony,
Behind Imtiaz Shopping Mall,
University Road, Sargodha Region,
Sargodha
Phone No. 048-3765238 | |

Subject: **Appeal No.081/2025 (FESCO Vs. Ishfaq Ahmed) Against the Decision Dated 14.01.2025 of the Provincial Office of Inspection to Government of the Punjab Sargodha Region, Sargodha**

Please find enclosed herewith the decision of the Appellate Board dated 26.09.2025 (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.081/POI-2025

Faisalabad Electric Supply Company Limited

.....Appellant

Versus

Ishfaq Ahmed, S/o. Khawaja Mushtaq Ahmed,
R/o. House No. 42, Block No. 30, Sargodha

.....Respondent

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

For the Appellant:

Mr. Muhammad Siddique Malik Advocate

For the Respondent:

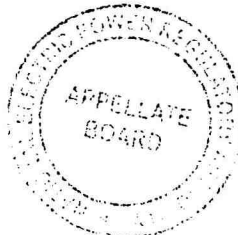
Mr. Ishfaq Ahmed through Zoom

DECISION

1. Through this decision, the appeal filed by Faisalabad Electric Supply Company Limited (hereinafter referred to as the "Appellant") against the decision dated 14.01.2025 of the Provincial Office of Inspection, Sargodha Region, Sargodha (hereinafter referred to as the "POI") is being disposed of.
2. Brief facts of the case are that Ishfaq Ahmed (hereinafter referred to as the "Respondent") is an industrial consumer of the Appellant bearing Ref No.27-13421-5251200-U with a sanctioned load of 31 kW and the applicable Tariff category is B-2(b). As per the checking report dated 31.01.2023 of the Appellant, the AMI meter was installed in series with the backup meter of the Respondent. During another checking in July 2024 of the Appellant, 2,684 units were found uncharged being the difference of readings between the billing and backup meters during the period from January 2023 to July 2024, Resultantly, a difference bill of Rs.139,619/- against 2,684 units for the period from January 2023 to July 2024 was charged to the Respondent in September 2024 due to difference of readings between AMI billing and TOU backup meters.

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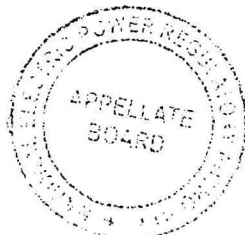




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3. Being aggrieved, the Respondent filed a complaint before POI on 03.12.2024 and challenged the above difference bill. The complaint of the Respondent was disposed of by the POI vide the decision dated 14.01.2025, wherein the difference bill of Rs. 139,619/- against 2,684 units charged due to the difference of readings between AMI billing and TOU backup meter was cancelled and the Appellant was directed to overhaul the billing account of the Respondent.
4. The Appellant filed instant appeal before the NEPRA against the afore-referred decision of the POI, which was registered as Appeal No. 081/POI-2025. In its appeal, the Appellant opposed the impugned decision *inter alia*, on the main grounds that the POI misconceived and misconstrued the real facts of the case and erred in declaring the difference bill of Rs.139,619/- as null and void; that the POI jointly checked the metering equipment on 27.12.2024 but no result was shared with parties; that the POI neither recorded the evidence nor perused the relevant record/consumption data in true perspective; that the impugned decision is illegal, void, ab-initio; that reliance upon Rule 32 of Electricity Rules 1937 for setting aside the recovery of difference bill on the basis of time line is arbitrary, unjustified and illegal, which is not sustainable and liable to be set aside.
5. Upon the filing of the instant appeal, a notice dated 30.05.2025 was sent to the Respondent for filing reply/para-wise comments to the appeal within ten (10) days, which were filed on 12.06.2025. In the reply, the Respondent raised the preliminary objection regarding limitation and averred that the appeal is badly time-barred as it was filed before NEPRA after a lapse of four months of the announcement of the impugned decision. He further contended that the Appellants were well aware of the pronouncement of the impugned decision as the concerned SDO attended the hearing before the POI and argued in the defense of charging the impugned difference bill of Rs.139,619/-. He finally prayed that the appeal be dismissed being time-barred and the impugned decision be maintained.
6. Hearing was conducted at NEPRA Regional Office Lahore on 13.06.2025, which was attended by both parties. Learned counsel for the Appellant argued that the AMI of the Respondent was installed in series with the backup meter of the Respondent in January 2023. Learned counsel for the Appellant further contended that the impugned AMI meter of the Respondent was found recording less consumption as compared to the backup meter during subsequent checking in July 2024. As per learned counsel for the Appellant, a difference of 2,684 units was observed during the billing and backup meters; therefore, a

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difference bill of Rs.139,619/- was charged to the Respondent due to the difference of readings between billing and backup meters and added in September 2024. He defended the impugned difference bill and prayed for setting aside the impugned decision. On the contrary, the Respondent appearing in person through Zoom rebutted the version of the Appellant and argued that the impugned meter was functioning correctly till July 2024, hence there is no justification to charge any difference bill to the Respondent without legal and factual basis. The Respondent stated that why the Appellant failed to point out the discrepancy in the impugned AMI meter during the monthly readings. He prayed that the impugned decision be maintained and the appeal be dismissed with costs.

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

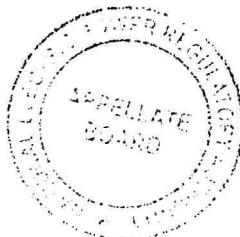
i Objection of the Respondent regarding limitation:

While addressing the preliminary objection regarding limitation, it is observed that a copy of the impugned decision was obtained by the Appellant on 10.04.2025 and the instant appeal was preferred before NEPRA on 17.04.2025 within 30 days of receipt of the impugned decision as envisaged in Section 38(3) of the NEPRA Act. The objection of the Appellant in this regard is devoid of force and rejected.

ii Difference bill of Rs.139,619/- against 2,684 units debited to the Respondent:

The metering equipment of the Respondent was checked by the Appellant in July 2024, and reportedly, 2,684 units were found uncharged due to the difference between the backup and billing meters. Thereafter, a difference bill of Rs.139,619/- against 2,684 units for the period from January 2023 to July 2024 was debited to the Respondent due to the difference of readings between the billing and the backup meter, which was challenged before the POI.

iii According to Clause 6.1.2 of the CSM-2021, the meter reading up to 400 kW load is recorded by the Meter Reading Supervisor of the distribution companies, and the said official will check the irregularities/discrepancies in the metering system and report the same discrepancy, according to Clause 6.1.4 of the CSM-2021. In the instant case, the connection under dispute is sanctioned for 31 kW load and the meter reading is being taken by an official of the Appellant but the Appellant did not point out any irregularity in the billing, as well as the discrepancy in the metering equipment of the Respondent during the monthly readings, except the unilateral checking in July 2024. The Appellant claims that the impugned billing meter has been running slow since January 2023, but they failed to substantiate their contention before the POI as well as NEPRA.



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- iv As per Clause 12 of the clarification dated 26.03.2021 of the revised CSM-2021, if due to any reason, the DISCO skipped the MDI fixed charges, multiplication factor, power factor penalty and tariff category etc; the difference of these charges can be raised within one year for maximum period of six months retrospectively. However, the Appellant debited the difference bill for nineteen months, which is contrary to the ibid clause of the clarification dated 26.03.2021 rendered in the revised CSM-2021.
- v The impugned meter recorded 3.12% less consumption as compared to the backup meter during the disputed period from January 2023 to July 2024, as calculated below:

Table-1	A	B	D=B-A
Readings	Checking in January 2023	Checking in July 2024	Difference
Billing meter	0	83341	83341
Backup meter	94986	181011	86025

Table-2

% Slowness	=	$\frac{(\text{reading diff. of backup meter} - \text{reading diff. of billing meter}) \times 100}{\text{reading diff. of backup meter}}$
	=	$\frac{(86025 - 83341) \times 100}{86025} = 3\%$

Under these circumstances, we are of the considered view that the impugned difference bill of Rs.139,619/- for 2,684 units for the period from January 2023 to July 2024 charged to the Respondent due to the difference in readings between the billing and backup meters is unjustified and the same is declared null and void as already decided by POI. The impugned billing meter of the Respondent be replaced with a new healthy meter in order to avoid litigation in future.

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: 26-09-2025

Appeal No.081/POI-2025

