



**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.nepa.org.pk](http://www.nepa.org.pk) E-mail: [office@nepa.org.pk](mailto:office@nepa.org.pk)

No. NEPRA/Appeal/111/2021/069

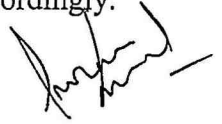
January 09, 2025

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|--|--|
| 1. M/s. Halcyon Pakistan (Pvt.) Ltd.<br>Ghannia Town, Near Madina CNG,<br>G. T. Road, Kamoke, District Gujranwala                        | 2. Chief Executive Officer,<br>GEPCO Ltd, 565-A,<br>Model Town, G. T. Road,<br>Gujranwala                  |
| 3. Executive Engineer,<br>GEPCO Ltd,<br>Kamoke Division, Kamoke,<br>District Gujranwala  | 4. Sub Divisional Officer (Operation),<br>GEPCO Ltd,<br>Sub Division No. 3,<br>Kamoke, District Gujranwala |
| 5. POI/Electric Inspector,<br>Gujranwala Region,<br>Energy Department, Govt. of Punjab,<br>Munir Chowk, Near Kacheri Road,<br>Gujranwala |  |

Subject: **Appeal No.111/2021 (GEPCO Vs. M/s. Halcyon Pakistan (Pvt.) Ltd.) Against the Decision Dated 14.06.2021 of the Provincial Office of Inspection to Government of the Punjab Gujranwala Region, Gujranwala**

Please find enclosed herewith the decision of the Appellate Board dated 09.01.2025 (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.111/POI-2021

Gujranwala Electric Power Company Limited .....Appellant

Versus

M/s. Halcyon Pakistan (Pvt.) Ltd, Ghannia Town, Near Madina  
CNG, GT Road, Kamoke, District Gujranwala .....Respondent

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

### For the Appellant:

Mr. Tanzeel Mumtaz SDO

### For the Respondent:

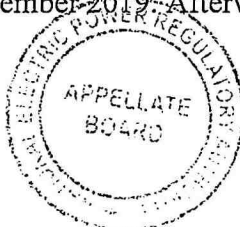
Mr. Muhammad Azam Khokhar Advocate

## DECISION

1. Through this decision, the appeal filed by the Gujranwala Electric Power Company Limited (hereinafter referred to as the "Appellant") against the decision dated 14.06.2021 of the Provincial Office of Inspection, Gujranwala Region, Gujranwala (hereinafter referred to as the "POI") is being disposed of.
2. Briefly speaking, M/s. Halcyon Pakistan (Pvt.) Ltd (hereinafter referred to as the "Respondent") is an industrial consumer of the Appellant bearing Ref No.28-12143-1190600 with sanctioned load of 257kW and the applicable tariff category is B-2(b). The Appellant has claimed that one phase of the billing meter of the Respondent was found dead stop during the Metering & Testing ("M&T") team checking dated 28.10.2019, therefore, MF of the Respondent was raised from 80 to 120 w.e.f October 2019 and onwards due to 33.33% slowness of the meter. Subsequently, the impugned meter of the Respondent was replaced with a new meter by the Appellant in December-2019. Afterward, a detection bill of Rs.1,213,314/-

Appeal No.111/POI-2021

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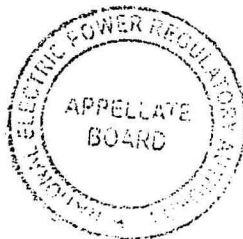


## National Electric Power Regulatory Authority

against 53,600 (Off peak=50,960 + Peak=2,640) units+350 kW MDI for six (06) months for the period from April 2019 to September 2019 was debited to the Respondent @ 33% slowness of the meter and added to the bill for July 2020.

3. Being aggrieved, the Respondent assailed the above detection bill before the POI on 17.08.2020. The complaint of the Respondent was disposed of by the POI vide the decision dated 14.06.2021, wherein the detection bill of Rs.1,213,314/- was cancelled. The Appellant was directed to issue the revised bill for two months i.e. August 2019 and September 2019 after adding 33% slowness of the meter to the Respondent.
4. Through the instant appeal, the afore-referred decision dated 14.06.2021 of the POI has been impugned by the Appellant before the NEPRA u/s 38(3) of the NEPRA Act. NEPRA Appellate Board vide decision dated 06.02.2023 dismissed the appeal.
5. The Appellant filed Appeal No.056/NT/2023 before the Appellate Tribunal (NEPRA) against the decision dated 06.02.2023 of the NEPRA Appellate Board. Appellate Tribunal (NEPRA) vide order dated 12.12.2023 set aside the aforesaid decision of the Appellate Board and remanded back the matter to NEPRA for decision afresh in accordance with law after revisiting Clause 4.4(e) of Consumer Service Manual-2010 (the "CSM-2010") (existing Clause 4.3.3 of the CSM-2021).
6. Subsequently, the 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*

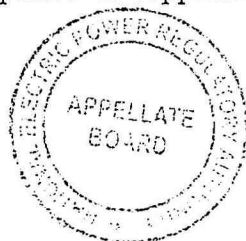




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*CSM-2021 in true letter and spirit. The distribution companies should ensure the charging of supplementary bills maximum for two billing cycles. If in the cases where the slowness of the metering installation is not pointed out timely and the metering 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."*

7. Accordingly, a hearing in the subject appeal was conducted at NEPRA Regional Office Lahore on 02.11.2024, wherein both parties tendered appearance. The representative for the Appellant contended that 33% slowness was observed in the impugned meter on 28.10.2019, as such the recovery of detection bill of Rs.1,213,314/- against 53,600 (Off peak=50,960 + Peak=2,640) units+350 kW MDI for six (06) months for the period from April 2019 to September 2019 be allowed in the best interest of justice. On the other hand, learned counsel representing the Respondent rebutted the version of the Appellant regarding the above detection bill, supported the impugned decision, and prayed for the dismissal of the appeal.
8. Arguments were heard and the record was perused. The following has been observed:
- 8.1 33% slowness of the meter of the Respondent was observed by the Appellant on 28.10.2019, therefore MF was raised from 80 to 120 w.e.f October 2019 and onwards. The POI vide impugned decision directed the Appellant to recover the detection bill for two months i.e. August 2019 and September 2019 @ 33.33% slowness against which the Appellant filed subject appeal before the NEPRA u/s 38(3) of the NEPRA Act. NEPRA Appellate Board vide decision 06.02.2023 dismissed the appeal. The Appellant filed Appeal No.56/NT/2023 before the Appellate Tribunal (NEPRA) against the decision dated 06.02.2023 of the NEPRA Appellate Board. Appellate Tribunal (NEPRA) vide order dated 12.12.2023 set aside the aforesaid decision of the Appellate Board and remanded back the matter to NEPRA for decision afresh in accordance with law after revisiting Clause 4.4(e) of Consumer Service Manual-2010 (the "CSM-2010") (existing Clause 4.3.3 of the CSM-2021).
- 8.2 After detailed deliberation with the DISCOs and the Consumers, the NEPRA Authority vide order dated 13.06.2024 retained the period of supplementary/detection bill for two billing



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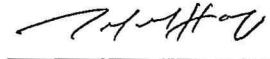
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cycles in case of the slowness of the metering equipment/defective CTs as mentioned in Clause 4.4(e) of CSM- 2010 (existing clause 4.3.3 of CSM-2021).

8.3 In view of the ibid order of the Authority, the Appellant is under obligation to charge the detection bill maximum for two months, whereas the detection bill was charged for six (06) months, which is contrary to the foregoing order of the NEPRA Authority as well as Clause 4.4(e) of the CSM-2010. As such, the POI has rightly cancelled the detection bill of Rs.1,213,314/- against 53,600 (Off peak=50,960 + Peak=2,640) units+350 kW MDI for six (06) months for the period from April 2019 to September 2019. However, the Appellants are allowed to recover 33.33% slowness for two months i.e. August 2019 and September 2019 according to Clause 4.4(e) of the CSM-2010 (existing Clause 4.3.3c(ii) of the CSM-2021).

9. Foregoing in view, the appeal is dismissed.

On leave  
Abid Hussain  
Member/Advisor (CAD)

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

  
Naweed Illahi Sheikh  
Convener/DG (CAD)

Dated: 09-01-2025

