



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

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No. NEPRA/Appeal/121/2020/ 067

January 09, 2025

- |  |   |
|--|---|
| 1. Bilal Ahmad,<br>S/o. Sheikh Arshad Mahmood,<br>R/o. Ghulam Hussain Estate,<br>Khiali Bye-Pass, 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>Division No. 3,<br>Near Aalam Chowk By-Pass,<br>Gujranwala                                       | 4. Sub Divisional Officer (Operation),<br>GEPCO Ltd,<br>Chan Da Qila Sub Division,<br>132 KV WAPDA Town Grid Station,<br>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.121/2020 (GEPCO Vs. Bilal Ahmad) Against the Decision Dated 26.08.2020 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.121/POI-2020

Gujranwala Electric Power Company Limited .....Appellant

Versus

Bilal Ahmed S/o Arshad Mehmood,  
R/o Ghulam Hussain Estate Khiali Bypass, Gujranwala .....Respondent

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

For the Appellant:

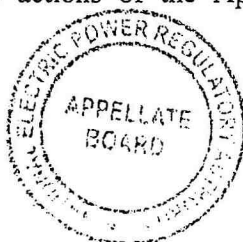
Mr. Muhammad Saleh Kalhoro SDO

For the Respondent:

Nemo

### 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 26.08.2020 of the Provincial Office of Inspection, Gujranwala Region, Gujranwala (hereinafter referred to as the "POI") is being disposed of.
2. Briefly speaking, Mr. Bilal Ahmed (hereinafter referred to as the "Respondent") is an industrial consumer of the Appellant bearing Ref No.28-12136-1602202 with a sanctioned load of 160 kW and the applicable Tariff category is B-2(b). Reportedly, one phase of the billing meter of the Respondent was found dead stop during the M&T team checking dated 10.07.2019 of the Appellant, therefore, the MF of the Respondent was raised from 80 to 120 due to 33.33% slowness of the impugned billing meter w.e.f July 2019 and onwards. Later on, a detection bill of Rs.1,735,926/- against 94,260 units+217 kW MDI for four (04) months for the period from March 2019 to June 2019 was debited to the Respondent @ 33.33% slowness of the meter and added to the bill for August 2019.
3. Being aggrieved with the above actions of the Appellant, the Respondent filed an Appeal No.121/POI-2020





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application before the POI on 19.09.2019 and challenged the above detection bill and the bills with enhanced MF=120 w.e.f July 2019 and onwards. The metering equipment of the Respondent was checked by the POI on 29.07.2020 in the presence of both parties wherein 33.33% slowness in the impugned billing meter was established. The complaint of the Respondent was disposed of by the POI vide the decision dated 26.08.2020, wherein the detection bill of Rs.1,735,926/- was cancelled. The Appellant was directed to charge the kWh part of the bill w.e.f July 2019 and the MDI part w.e.f August 2019 and onwards till the replacement of the impugned meter @ 33.33% slowness.

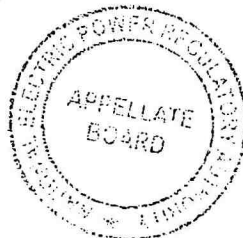
4. Through the instant appeal, the afore-referred decision dated 26.08.2020 of the POI has been impugned by the Appellant before the NEPRA u/s 38(3) of the NEPRA Act. NEPRA Appellate Board vide decision dated 23.01.2023 disposed of the appeal with the following conclusion:

*"8. In view of what has been stated above, it is concluded that:*

*8.1 The detection bill of Rs.1,735,926/- against 94,260 units+217 kW MDI for four months for the period from March 2019 to June 2019 charged to the Respondent due to the 33.33% slowness of the meter is declared null and void.*

*8.2 The Appellant may recover the bills after adding 33.33% slowness of the meter for July 2019 and August 2019 being justified and payable by the Respondent. 8.3 The billing account of the Respondent may be overhauled after adjustment of the payments made against the above detection bill. 9. The impugned decision is modified in the above terms."*

5. The Appellant filed Appeal No.28/NT/2023 before the Appellate Tribunal (NEPRA) against the decision dated 23.01.2023 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:





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*"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."*

7. Accordingly, a hearing in the subject appeal was conducted at NEPRA Regional Office Lahore on 02.11.2024, wherein, an official tendered appearance for the Appellant and no one represented the Respondent. The representative for the Appellant contended that 33% slowness was observed in the impugned meter, which was also verified by the POI during the joint checking, as such the recovery of detection bill of Rs.1,735,926/- against 94,260 units+217 kW MDI for four (04) months for the period from March 2019 to June 2019 be allowed in the best interest of justice.

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 10.07.2019, which was confirmed by the POI during joint checking dated 29.07.2020. MF was raised from 80 to 120 w.e.f July 2019 and onwards. The POI vide impugned decision directed the Appellant to recover 33.33% slowness w.e.f July 2019 and onwards against which the Appellant filed a subject appeal before the NEPRA u/s 38(3) of the NEPRA Act. NEPRA Appellate Board vide decision 23.01.2023 disposed of the subject appeal. The Appellant filed Appeal No.28/NT/2023 before the Appellate Tribunal (NEPRA) against the decision dated 23.01.2023 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).

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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 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 in case of slow meter, whereas the detection bill was charged for four months by the Appellant, which is contrary to the foregoing order of the NEPRA Authority. It is further witnessed that the total 188,320 units+434 kW MDI were charged during the disputed period which are considerably higher than the total consumption of 182,160 units+323 kW MDI recorded during the period before the dispute i.e. March 2018 to June 2018, this indicates that the impugned meter was functioning correctly till June 2019 and it became 33.33% slow w.e.f July 2019 and onwards.


8.4 As such, the POI has rightly cancelled the detection bill of Rs.1,735,926/- against 94,260 units+217 kW MDI for four (04) months for the period from March 2019 to June 2019. However, the Appellants are allowed to recover the bills by raising MF due to 33.33% slowness w.e.f July 2019 and onwards till the replacement of the impugned meter according to Clause 4.4(c) of the CSM-2010 (existing Clause 4.3.3c(i) of the CSM-2021).

8.5 The billing account of the Respondent may be overhauled after adjusting payments made if any against the impugned bills.

9. The Appeal is disposed of in the above terms.

On leave  
Abid Hussain  
Member/Advisor (CAD)

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

  
Naweed Illahi Sheikh  
Convener/DG (CAD)

Dated: 09-01-2025

