



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

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No. NEPRA/Appeal/010/2023/ 336


March 15, 2024

1. Ghulam Haider,  
S/o. Imam Bakhsh,  
(Through Muhammad Amir, Real Son),  
R/o. Rehman Wala Tibbi Abdullh Shah  
Fateh Surani, P.O. Chowk Karam Dad Qureshi,  
Tehsil & District Muzaffargarh  
Cell No. 0349-6355535
2. Chief Executive Officer,  
MEPCO Ltd,  
MEPCO Complex, Khanewal Road,  
Multan
3. Executive Engineer (Operation),  
MEPCO Ltd,  
Muzaffargarh Division,  
Muzaffargarh
4. Sub Divisional Officer (Operation),  
MEPCO Ltd,  
Karam Dad Qureshi Sub Division,  
Karam Dad Qureshi  
Cell No. 0302-8382539
5. POI/Electric Inspector,  
Multan Region,  
Energy Department, Govt. of Punjab,  
249-G, Shah Rukan-e-Alam Colony,  
Phase-II, Multan

Subject: **Appeal No.010/2023 (MEPCO Vs. Ghulam Haider) Against the Decision Dated 16.11.2020 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 15.03.2024 (03 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 on NEPRA website



# National Electric Power Regulatory Authority

## Before The Appellate Board

In the matter of

### Appeal No.010/POI-2023

Multan Electric Power Company Limited

.....Appellant

Versus

Ghulam Haider S/o. Imam Bukhsh,  
R/o. Wala Tibbi Abdullah Shah Feteah Surani,  
P.O. Chowk Karamdad Qureshi, Muzaffargarh

.....Respondent

### **APPEAL UNDER SECTION 38(3) OF THE REGULATION OF GENERATION, TRANSMISSION, AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997**

For the Appellant:

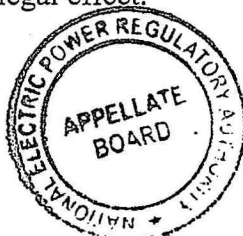
Mr. Shahid Nawaz SDO, MEPCO

For the Respondent:

Mr. Muhammad Aamir

### DECISION

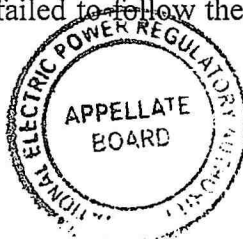
1. Briefly speaking, Mr. Ghulam Haider (hereinafter referred to as the "Respondent") is a domestic consumer of Multan Electric Power Company Limited (hereinafter referred to as the "Appellant") bearing Ref No.04-15718-0768113 having a sanctioned load of 01 kW and the applicable tariff category is A-1(a). The billing meter of the Respondent became defective in July 2020, hence the DEF-Est code was fed by the Appellant w.e.f July 2020 and onwards. Later on, the impugned meter of the Respondent was replaced with a new meter by the Appellant in August 2020 and sent to M&T lab for data retrieval. As per the M&T report dated 11.09.2020, 2,666 units were found less charged, hence the Appellant debited a detection bill of Rs.74,383/- for 2,666 units to the Respondent on account of pending units and added to the bill for November 2020.
2. Being aggrieved, the Respondent filed an application before the Provincial Office of Inspection, Multan Region, Multan (hereinafter referred to as the "POI") and challenged the above detection bill. The complaint of the Respondent was disposed of by the POI vide decision dated 16.11.2020, wherein, the detection bill of Rs.74,383/- for 2,666 units is declared void, unjustified, and of no legal effect.





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3. Being dissatisfied, the Appellant has filed the instant appeal before NEPRA and assailed the decision dated 16.11.2022 of the POI (hereinafter referred to as the “impugned decision”). In its appeal, the Appellant opposed the maintainability of the impugned decision, *inter-alia*, on the grounds that the POI has failed to observe the case in letter and spirit and passed the impugned decision with material irregularity; that the impugned meter was checked by the M&T team and found uncharged units; that the application of the Respondent did not proceed under the law; that the POI has not given cogent reasons while deciding the matter and that the impugned decision is liable to be set aside.
4. Notice dated 01.02.2023 of the appeal was issued to the Respondent for filing reply/para-wise comment, which however were not filed.
5. Hearing of the appeal was conducted at NEPRA Regional Office Multan on 10.01.2024, wherein both parties were in attendance. The Appellant contended that the billing meter of the Respondent was found defective with vanished display in July 2020 and the same was replaced with a new meter in August 2020, therefore a detection bill of Rs.74,383/- for 2,666 units was debited to the Respondent on account of pending units. The Appellant argued that the POI did not consider the real aspects of the case and erroneously declared the above detection bill as null and void. The Appellant prayed that the impugned decision is unjustified and liable to be struck down. On the contrary, the representative for the Respondent rebutted the version of the Appellant regarding charging of the impugned detection bill and averred that the Appellant already debited the bills with DEF-Est code, hence there is no justification to further burden the Respondent by another detection bill for the same cause of action on the basis of unilateral data retrieval report. He prayed for the dismissal of the appeal being devoid of merits.
6. Having heard the arguments and record perused. Following are our observations:
  - 6.1 As per the available record, the billing meter of the Respondent became defective in July 2020, hence the bill for July 2020 was charged by the Appellant on DEF-EST code. Thereafter, the impugned meter of the Respondent was replaced with a new meter by the Appellant in August 2020 and sent to M&T laboratory for checking. Subsequently, the Appellant charged a detection bill of Rs.74,383/- for 2,666 units to the Respondent on the basis of pending units as per the M&T report dated 11.09.2020, which was challenged by him before the POI.
  - 6.2 The Appellant neither produced the impugned meter before the POI for verification of alleged defectiveness nor could justify the charging of the impugned detection bill before the said forum. The Appellant even failed to follow the procedure as laid down in Chapter 4 of





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the CSM-10 in case of defective meter. The data retrieval was also done by the M&T of the Appellant without associating the Respondent. To further verify their contention regarding the charging of impugned detection bill on account of pending units, the average consumption charged during the disputed period is compared with the corresponding consumption of periods before and after the dispute:

Period before dispute		Disputed period		Period before dispute	
Month	Units	Month	Units	Month	Units
Jul-19	136	Jul-20	136	Jul-21	121
Aug-19	173	Aug-20	292	Aug-21	207
<b>Average</b>	<b>154</b>	<b>Average</b>	<b>214</b>	<b>Average</b>	<b>164</b>

Perusal of the above table shows that the average consumption charged during the disputed period is higher than the average consumption of the corresponding months of the preceding and succeeding years. This confirms that the Appellant already debited the bills for the disputed period from July 2020 and August 2020 to the Respondent on the DEF-EST code. Moreover, the bills for the disputed months are compatible with the units assessed on the basis of the sanctioned load of the Respondent. As such, the detection bill of Rs.74,383/- for 2,666 units debited to the Respondent on the basis of pending units is unjustified and the same is cancelled, which is also the determination of the POI.

7. Foregoing in view, this Appeal is dismissed.

Abid Hussain  
Member/Advisor (CAD)

Naweed Illahi Sheikh  
Convener/DG (CAD)

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

Dated: 15-03-2024

