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**National Electric Power Regulatory Authority**  
**ISLAMIC REPUBLIC OF PAKISTAN**  
**Regional Office**  
Plaza C-6B, College (Hockey Stadium) Road  
Kohinoor City, Faisalabad  
Ph: 041-8727800

**Consumer Affairs  
Department**

ROF.04/ 028 -2024  
January 04 , 2024

Chief Executive Officer  
Faisalabad Electric Supply Company (FESCO),  
Abdullah Pur, Canal Bank Road, Faisalabad.

**Subject: COMPLAINT FILED BY MR. ASHIQ HUSSAIN UNDER SECTION 39 OF THE  
REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF  
ELECTRIC POWER ACT, 1997 AGAINST FESCO REGARDING DETECTION BILL  
(REF # 17-13542-1265700 R).**  
**Complaint No. FESCO-FSD-32341-12-23**

Please find enclosed herewith the decision of NEPRA dated January 04 , 2024  
regarding the subject matter.

Encl: As above

(Ubaid Khan Rana)  
Assistant Director (CAD)



**Copy to:**

1. GM (C&CS), FESCO, Abdullah Pur, Canal Bank Road, Faisalabad.
2. Director Commercial, FESCO, Abdullah Pur, Canal Bank Road, Faisalabad.
3. Mr. Ashiq Hussain  
Post Office Majoka, Tehsil Darya Khan, District Bhakkar.  
Cell # 0347-7665070.



**BEFORE THE  
NATIONAL ELECTRIC POWER REGULATORY AUTHORITY  
(NEPRA)**

**Complaint No. FESCO-FSD-32341-12-23**

**Mr. Ashiq Hussain**  
Post Office Majoka, Tehsil Darya Khan  
District Bhakkar.

..... **Complainant**

**VERSUS**

**Faisalabad Electric Supply Company (FESCO)**  
Abdullah Pur, Canal Bank Road, Faisalabad.

..... **Respondent**

**Date of Hearing:** December 26, 2023

**On behalf of  
Complainant:**

1) Mr. Ghulam Rasool

**Respondent:**

1) Mr. Muhammad Sohail Kamran XEN (Operation), FESCO

**SUBJECT: COMPLAINT FILED BY MR. ASHIQ HUSSAIN UNDER SECTION 39 OF THE  
REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF  
ELECTRIC POWER ACT, 1997 AGAINST FESCO REGARDING DETECTION  
BILL.**

**DECISION**

This decision shall dispose of the complaint filed by Mr. Ashiq Hussain (hereinafter referred to as the "Complainant") against Faisalabad Electric Supply Company (hereinafter referred to as the "FESCO"), under Section 39 of the Regulation of Generation, Transmission and Distribution of Electric Power Act, 1997 (hereinafter referred to as the "NEPRA Act").

2. NEPRA received a complaint from Mr. Ashiq Hussain dated December 12, 2023 wherein the Complainant submitted that an excessive detection bill was charged by FESCO during the month of December, 2023 despite the minimal electricity consumption at his premises commensurate with the connected load. The matter was taken up with FESCO whereby FESCO vide a letter dated December 22, 2023 submitted that a detection bill of 1541 units was charged to the Complainant as the Complainant was found involved in direct theft of electricity through the LT conductor and consequently an FIR based on theft of electricity has also been registered against the Complainant.

3. In order to analyze the matter, a hearing was held at NEPRA Regional Office, Faisalabad on December 26, 2023 whereby the matter was discussed in detail in attendance of both the parties i.e. the Complainant & the concerned XEN. The case has been examined in detail in light of the record made so available by parties, arguments advanced during the hearing and applicable law. Following has been observed:



Complainant's electricity connection installed against reference number 135/2012/65700 located at Basti Balheem,rehall Daryashan, District Faisalabad. Complainant was charged a detection bill of (1541) units amounting to Rs. 88,774/- by FESCO in December, 2023 on account of direct theft of electricity from the LT conductor. The dispute raised by the Complainant was that the detection bill based on extended period has been charged by FESCO inconsiderate of the minimal load consumption at the residential premises.

- ii. Perusal of the documentary evidence reveals the Complainant was charged the detection bill for the period of six months i.e. June, 2023 to November, 2023 on the basis of assessed load while the same is in contradiction with clause 9.1.3 (b) of the Consumer Service Manual (CSM) for charging detection bill against a registered consumer involved in direct theft of electricity. According to the said clause, FESCO is restricted to charge detection bill for a maximum period of (6) months, however, in the order of priority as prescribed in the CSM:

- iii. The analysis of the consumption history is tabulated as under:

| Month/Year | 2022 | 2023 |
|------------|------|------|
| January    | 65   | 64   |
| February   | 56   | 53   |
| March      | 149  | 91   |
| April      | 170  | 171  |
| May        | 139  | 127  |
| June       | 103  | 227  |
| July       | 211  | 263  |
| August     | 194  | 261  |
| September  | 187  | 215  |
| October    | 145  | 121  |
| November   | 83   | (00) |
| December   | 66   | ERO  |

- iv. The analysis of Complainant's consumption history illustrates that the Complainant maintained healthy consumption during the detection period i.e. June to November, 2023 consistent with the consumption recorded during the corresponding months of previous year i.e. June to November, 2022 which essentially hinders to charge the detection bill based on the extended time period i.e. (6) months. Moreover, considering the fact that the Complainant's premises was checked only once on November 25, 2023 by FESCO while having inconsistent consumption barely for only (1) month i.e. November, 2023 does not further merit the charging of detection bill for the period of (6) months. Hence, the detection bill charged to the Complainant is on the higher side and required to be revised for (3) months as per which (227) units are to be charged instead of (1541) units.

Foregoing in view, FESCO is directed to charge (227) units in terms of the detection bill while revising the detection bill from (6) months to (3) months along with the restoration of the electricity connection immediately after the payment of outstanding amount (if any) by the Complainant. Compliance report be submitted within (10) days, positively.

(Ubaid Khan Rana)  
Assistant Director (CAD)

(Engr. Dr. Bilal Masood)  
Additional Director (CAD)

Faisalabad, January 04, 2024

