



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.04/2794-2023
November 08, 2023

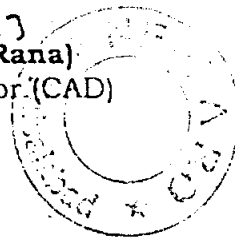
Chief Executive Officer
Faisalabad Electric Supply Company (FESCO)
Abdullah Pur, Canal Bank Road, Faisalabad.

**Subject: COMPLAINT FILED BY MR. GHULAM NABI UNDER SECTION 39 OF THE
REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF
ELECTRIC POWER ACT, 1997 AGAINST FESCO REGARDING DETECTION BILL
[Ref # 13-13312-0767200]
No. FESCO-NHQ-29383-10-23**

Please find enclosed herewith the Order of NEPRA dated November 08, 2023 regarding the subject matter.

Encl: As above

2/11/23
(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. Ghulam Nabi S/o Bashir Ahmed
Mouza Salman, Tehsil Bhawana, District Chiniot.
Cell # 0345-8774517.



BEFORE THE
NATIONAL ELECTRIC POWER REGULATORY AUTHORITY
(NEPRA)

Complaint No. FESCO-NHQ-29383-10-23

Mr. Ghulam Nabi

Mouza Salman, Tehsil Bhawana, District Chiniot.

..... **Complainant**

VERSUS

Faisalabad Electricity Supply Company (FESCO)

Abdullah Pur, Canal Bank Road, Faisalabad.

..... **Respondent**

Date of Hearing: October 19, 2023

**On behalf of
Complainant:**

Mr. Ghulam Nabi

Respondent:

Mr. Ismail Khalid SDO (Operations), FESCO

**SUBJECT: DECISION IN THE MATTER OF COMPLAINT FILED BY MR. GHULAM NABI
UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION
AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST FESCO
REGARDING DETECTION BILL (Ref # 13-13312-0767200)**

DECISION


This decision shall dispose of the complaint filed by Mr. Ghulam Nabi (hereinafter referred to as the "Complainant") against Faisalabad Electric Supply Company (hereinafter referred to as the "Respondent" or "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. Ghulam Nabi dated Nil received in this office on October 05, 2023 wherein the Complainant raised the issue regarding charging of a detection bill and excessive average bills. The matter was taken up with FESCO and a hearing was held at NEPRA Regional Office, Faisalabad on October 19, 2023 whereby the matter was discussed in detail in attendance of both the parties. During the hearing, FESCO official submitted that the Complainant was charged the detection bill on the pretext of illegal abstraction and consequently an FIR based on theft of electricity has also been registered

against the Complainant. According to the clause 9.2.3 of Consumer Service Manual (CSM), FESCO is restricted to charge detection bill for a maximum period of (3) months as per the actual consumption of corresponding months of previous year. However, perusal of the documentary evidence reveals that the Complainant was charged a detection bill of 1532 units for the period of (6) months i.e. March to August, 2023 on the basis of load inconsiderate of the fact that the Complainant's meter was only reconnected since May, 2023. Hence, the detection bill charged to the Complainant is on the higher side and required to be revised as per the healthy consumption of corresponding months i.e. June to August, 2022 as per which 477 units to be charged instead of 2190 units along with the withdrawal of 944 units already charged during the detection period i.e. June to August, 2023.

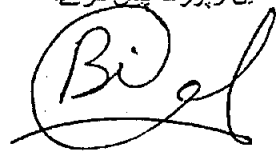
3. مذکورہ بالا حقائق کی روشنی میں فیسکو کو ہدایت کی جاتی ہے کہ وہ فیصلے پر عمل درآمد کرے اور (10) دنوں میں مثبت انداز

میں رپورٹ پیش کرے۔


8/11/23

(Ubaid Khan Rana)

Assistant Director (CAD), Faisalabad



(Engr. Dr. Bilal Masood)

Additional Director (CAD), Lahore

Faisalabad, November 08, 2023

