



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.04/819 -2024
May 14, 2024

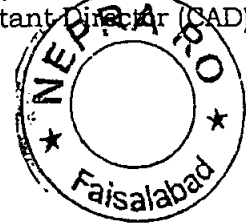
Chief Executive Officer
Faisalabad Electric Supply Company (FESCO)
Abdullah Pur, Canal Bank Road, Faisalabad.

**Subject: COMPLAINT FILED BY MR. IJAZ HUSSAIN S/O WARYAM UNDER SECTION 39
OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION
OF ELECTRIC POWER ACT, 1997 AGAINST FESCO REGARDING EXCESSIVE
BILL & DISCONNECTION (REF # 05-13366-0909669 R).
Complaint No. FESCO-FSD-34214-01-24**

Please find enclosed herewith the decision of NEPRA dated May 14, 2024 regarding the subject matter.

Encl: As above

(Ubaid Khan)
Assistant Director (CAD)



Copy to:

1. GM (C&CS), FESCO, Abdullah Pur, Canal Bank Road, Faisalabad.
2. Director Customer Services, FESCO, Abdullah Pur, Canal Bank Road, Faisalabad.
3. Mr. Ijaz Hussain S/o Waryam
Essay wala Shumali, Tehsil Ahmed Pur Sial, District Jhang.
Cell # 0333-6599450.



BEFORE THE
NATIONAL ELECTRIC POWER REGULATORY AUTHORITY
(NEPRA)

Complaint No. FESCO-FSD-34214-01-24

Mr. Ijaz Hussain

Essay wala Shumali, Tehsil Ahmed Pur Sial
District Jhang.

..... **Complainant**

VERSUS

Faisalabad Electric Supply Company (FESCO)

Abdullah Pur, Canal Bank Road, Faisalabad.

..... **Respondent**

Date of Hearing: March 07, 2024
May 02, 2024

**On behalf of
Complainant:** Mr. Pervaiz Iqbal

Respondent: Mr. Altaf Acting SDO (Operation), FESCO

SUBJECT: COMPLAINT FILED BY MR. IJAZ HUSSAIN S/O WARYAM UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST FESCO REGARDING EXCESSIVE BILL & DISCONNECTION (REF # 05-13366-0909669 R).

DECISION

This decision shall dispose of the complaint filed by Mr. Ijaz 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. Ijaz Hussain dated January 23, 2024 wherein the Complainant submitted that an excessive bill amounting to Rs. 299,754/- was charged by FESCO during month of December, 2023 despite the fact that his electricity connection was disconnected since March, 2023 having none outstanding amount. The Complainant prayed for correction of the disputed bill and reconnection. The matter was taken up with FESCO whereby FESCO vide a letter dated February 07, 2024 submitted that Complainant's meter was removed during April, 2023 on account of the nonpayment of arrears. Later, the Complainant was charged actual consumption i.e. 4733 units recorded against an electricity meter installed at the Complainant's premises by a FESCO official without processing RCO. Accordingly, the disciplinary action has already been initiated against the delinquent official involved in such malpractice while due segregation over the disputed period has also been afforded by FESCO.

3. In order to analyze the matter, 2 Nos. of hearings were held at NEPRA Regional Office, Faisalabad on March 07, 2024 and May 02, 2024 whereby the matter was discussed in detail. During the hearing, the Complainant apprised that the fake meter reading has been charged



by FESCO without any record of its consumption i.e. meter reading snaps on the electricity bills while his residential load remained connected with another electricity meter during the disputed period.

4. The case has been examined in detail in light of the record made so available by parties, arguments advanced during the hearings and the applicable law. Following has been observed:

- i. The Complainant's electricity connection installed against reference number (05-13366-0909669) located at Essay wala Shumall, Tehsil Ahmed Pur Sial, District Jhang was charged an electricity bill of (4733) units amounting to Rs. 299,754/- by FESCO during December, 2023 on the pretext of actual consumption recorded by electricity meter installed against the disconnected premises as claimed by FESCO. The dispute raised by Complainant was that exorbitant bill has been levied by FESCO without any documentary & photographic evidence. Perusal of documentary evidence reveals that the Complainant's electricity connection was permanently disconnected by FESCO during the month of April, 2023 on account of the nonpayment of arrears while the same was reconnected during November, 2023. Later, the disputed electricity bill was charged to the Complainant during December, 2023 and the connection was again disconnected by FESCO during February, 2024 upon nonpayment of the disputed bill.
- ii. FESCO has framed arguments on the pretext that the meter having serial number i.e. 3855118 got installed at the Complainant's premises during April, 2023 without any processing of the corresponding RCO due the connivance of concerned FESCO official following the earlier disconnection. Moreover, the meter remained at the premises for approximate period of 9 months until December, 2023 of which actual consumption was charged to the Complainant. However, the analysis of electricity bill reflecting the lack of meter reading snap shots in the absence of any overwhelming evidence renders the arguments made in connection with the charging of actual consumption void and inoperative.
- iii. Moreover, scrutiny of consumption history illustrate that the Complainant maintained healthy electricity usage to the tune of 2000 units during April to December, 2021 & 2022 (*Table-1*) which, according to the Complainant, was shifted to another electricity meter installed against reference number (05-13366-0909599) located in the vicinity of the Complainant's premises during the disconnected period. However, the pattern of its consumption history does not reflect any major deviation during the period i.e. April to December, 2023 in comparison with previous years (*Table-2*) which essentially suggest that the Complainant's load remained connected with FESCO's installations sans any documented metering infrastructure and regular billing.

Table No. 1
(05-13366-0909669)

Month/Year	2021	2022	2023
April	88	52	DC
May	214	497	DC
June	311	476	DC
July	324	324	DC
August	00	00	DC
September	00	87	DC
October	469	259	DC
November	837	200	RC
December	29	220	4733
Total	2272	2115	4733



Table No. 2

(05-13366-0909599)

Month/Year	2021	2022	2023
April	00	134	41
May	101	183	246
June	215	254	205
July	147	206	227
August	175	175	233
September	165	291	188
October	158	121	180
November	121	142	106
December	70	05	49
Total	1152	1511	1475

- iv. The review of above narrated facts compellingly summarize that the Complainant does exploited the illegal connection provided by the delinquent official of FESCO, however, the charging of exorbitant number of units i.e. 4733 without any documentary proof is not liable to be paid by the Complainant. Despite, the same can be revised in accordance with the actual consumption of the corresponding months of previous year i.e. 2022 which is near to justice. Hence, the disputed bill charged to the Complainant is on the higher side and required to be revised as per the actual consumption during the period i.e. April to December, 2022 as per which (2115) units are to be charged instead of (4733) units.

5۔ مندرجہ بالا حقائق کی روشنی میں فیسکو کو دسمبر 2023 کے 4733 یونٹ بجلی کے بل پر نظرثانی کرتے ہوئے (2115) یونٹ چارج کرنے اور شکایت کنندہ کی طرف سے بقایا رقم (اگر کوئی ہے) کی ادائیگی کے فوراً بعد بجلی کا کنکشن دوبارہ جوڑنے کی ہدایت کی جاتی ہے۔ فیسکو کو یہ بھی ہدایت کی جاتی ہے کہ آر سی او کیے بغیر میٹر کی تنصیب کے ذمہ دار اہلکاروں کے خلاف تادیبی کارروائی کرے۔ تعمیل کی رپورٹ (10) دنوں کے اندر مثبت طور پر پیش کی جائے۔

(Ubaid Khan)
Assistant Director (CAD)



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

Faisalabad, May/4, 2024