



National Electric Power Regulatory Authority
ISLAMIC REPUBLIC OF PAKISTAN

Regional Office

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Kohinoor City, Faisalabad
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**Consumer Affairs
Department**

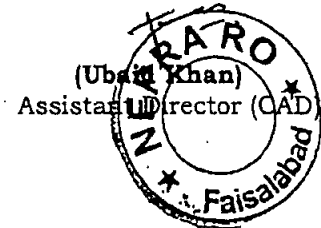
ROF.04/639 -2024
April 19, 2024

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

Subject: COMPLAINT FILED BY MR. SAJJAD KAFEEL KHAN S/O MUHAMMAD KAFEEL
UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION
AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST FESCO
REGARDING DETECTION BILL (Ref # 10-13143-0563902 R).
Complaint No. FESCO-FSD-31599-11-23

Please find enclosed herewith the decision of NEPRA dated April 19, 2024 regarding the subject matter.

Encl: As above



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. Sajjad Kafeel Khan S/o Muhammad Kafeel
Chak No. 102 G.B, Islampura
Tehsil Jaranwala, District Faisalabad.
Cell # 0324-5555195.



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

Complaint No. FESCO-FSD-31599-11-23

Mr. Sajjad Kafeel Khan
Chak No. 102 GB, Islampura
Tehsil Jaranwala, District Faisalabad.

..... **Complainant**

VERSUS

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

..... **Respondent**

Date of Hearing: February 29, 2024

**On behalf of
Complainant:** 1) Mr. Sajjad Kafeel Khan

Respondent: 1) Mr. Tahir Maqsood XEN (Operation), FESCO
2) Mr. Ajay Kumar SDO (Operation), FESCO

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DECISION

This decision shall dispose of the complaint filed by Mr. Sajjad Kafeel Khan (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. Sajjad Kafeel Khan dated November 28, 2023 wherein the Complainant submitted that his electricity meter was replaced by FESCO during July, 2023 and an excessive bill was also charged by FESCO during the month of October, 2023 despite the minimal electricity consumption at his premises. The matter was taken up with FESCO whereby FESCO vide a letter dated December 07, 2023 inter alia submitted that a detection bill of 584 units was charged to the Complainant as the Complainant was found involved in theft of electricity through meter tempering. In order to analyze the matter, a hearing was held at NEPRA Regional Office, Faisalabad on December 14, 2023 whereby the matter was discussed in detail in attendance of both the parties i.e., concerned SDO and Complainant. During the hearing, FESCO official corrected the earlier report and apprised that the Complainant was charged a detection bill of 2720 units for the period of six months.



3. After detailed deliberations, FESCO was directed to submit a load assessment report of the Complainant's premises along with all the necessary documentary evidence while the same was not submitted by FESCO despite the lapse of considerable time period. As a way to further examine the matter, another hearing was held at the same venue which was attended by both the parties i.e., concerned XEN & Complainant and the matter was again deliberated at length. During the hearing, the Complainant only prayed to withdraw the disputed bill charged during October, 2023.

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

- i. The Complainant's electricity connection installed against reference number (10-13141-0563902) located at Chak No. 102 GB, Tehsil Jaranwala, District Faisalabad was charged a detection bill of 2720 units amounting to Rs. 172,998/- by FESCO during October, 2023 on account of theft of electricity through meter tempering. The dispute raised by the Complainant was that the detection bill has been charged with mala fide intent in the absence of evidence while being irrespective of the load connected at the residential premises.
- ii. Perusal of the documentary evidence reveals that the Complainant was charged a detection bill for the period of six months i.e. January to June, 2023 on the basis of load while the same is inconsistent with clause 9.2.3 of the Consumer Service Manual (CSM) for charging detection bill against a registered consumer involved in meter tempering i.e. illegal abstraction. According to which, FESCO is restricted to charge detection bill for a maximum period of (3) months for domestic consumer in the order of priority as envisaged in the same clause. The analysis of Complainant's account further divulges that the Complainant was previously charged two numbers of detection bills which were also based on meter tempering & defectiveness during the months of November, 2022 and April, 2023 while corresponding electricity meters were also replaced twice by FESCO on above two counts, thus, lacking healthy consumption history in order to ascertain the electricity theft as claimed by FESCO. It is pertinent to mention here that both the detection bills were not disputed by the Complainant.
- iii. However, scrutiny of Complainant's future consumption following the replacement of tempered meter during July, 2023 in comparison with the consumption recorded during the detection period does reflect considerable dip in electricity consumption during the same period implicating the Complainant in illegal abstraction. However, considering the fact, the electricity theft was detected by FESCO during July, 2023 while the disputed meter was only installed during April, 2023 and replaced after 3 months of operation during July, 2023, does not merit the charging of detection bill for the period of six months. Hence, detection bill charged to the Complainant is on the higher side keeping in view of the consumption history & the relevant provision of CSM and is required to be revised from 6 months to 3 months as per which 1372 units are to be charged instead of 2720 units.

5-مندرجہ بالا حقائق کے پیش نظر فیسکو کو ہدایت کی جاتی ہے کہ غیر قانونی نیچر کی وجہ سے یہ ماہ اکتوبر 2023 میں 1372 گے ڈیٹیکشن بل کی مدت 6 ماہ سے درست کر کے ذیل قوانین کی روشنی میں 3 ماہ تک کرے اور اسی کے مطابق، ڈیٹیکشن بل کی مدت میں 1372 یونٹس کا چارج کیے جائیں۔ درج بالا استقامات پر عمل کی رپورٹ (10) دنوں کے اندر پیش کی جائے۔

(Ubal Khan)

Assistant Director (CAD)

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

Faisalabad, April 19, 2024

