



National Electric Power Regulatory Authority
ISLAMIC REPUBLIC OF PAKISTAN
Regional Office
Plaza C-6B, College (Hockey Stadium) Road
Kohinoor City, Faisalabad
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**Consumer Affairs
Department**

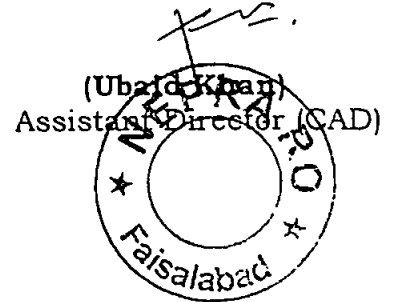
ROF.04/1025-2024
May 30, 2024

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

**Subject: COMPLAINT FILED BY MR. SAJJAD HUSSAIN UNDER SECTION 39 OF THE
REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF
ELECTRIC POWER ACT, 1997 AGAINST FESCO REGARDING DETECTION BILL
(Ref # 07-13162-0390347 U).**
Complaint No. FESCO-FSD-30267-10-23

Please find enclosed herewith the decision of Complaints Resolution Committee dated
May 30, 2024 regarding the subject matter.

Encl: As above



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. Sajjad Hussain
Haji Town, Lahore Road, Near Chongi No. 03,
District Chiniot.
Cell # 0328-7933955.



BEFORE THE
NATIONAL ELECTRIC POWER REGULATORY AUTHORITY
(NEPRA)

Complaint No. FESCO-FSD-30267-10-23

Mr. Sajjad Hussain

Haji Town, Lahore Road, Near Chongi No. 03
District Chiniot

..... **Complainant**

VERSUS

Faisalabad Electric Supply Company (FESCO)

Abdullah Pur, Canal Bank Road, Faisalabad.

..... **Respondent**

Date of Hearing:

January 18, 2024

February 28, 2024

May 16, 2024

**On behalf of
Complainant:**

Mr. Sajjad Hussain

Respondent:

1) Syed Faheem Shah XEN (Operation), FESCO

2) Mr. Waleed Iqbal Revenue Officer, FESCO

**Subject: COMPLAINT FILED BY MR. SAJJAD HUSSAIN UNDER SECTION 39 OF THE
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(Ref # 07-13162-0390347 U).**

DECISION

This decision shall dispose of the complaint filed by Mr. Sajjad Hussain (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 Hussain dated nil received in this office on October 19, 2023 wherein the Complainant submitted that he was charged an exorbitant detection bill based on direct theft of electricity by FESCO during October, 2023 and prayed for the downward revision of detection bill. The matter was taken up with FESCO whereby FESCO vide a letter dated October 30, 2023 submitted that a detection bill of 8184 units was charged to the Complainant as the Complainant was found involved in direct electricity theft through LT line and an FIR based on theft has also been registered against the Complainant. In order to analyze the matter, (2) Nos. of hearings were held at NEPRA Regional Office, Faisalabad on November 30 and December 14, 2023 attended only by the concerned XEN, however, the Complainant requested for a next hearing. As a way to provide final opportunity to the Complainant, another hearing was held on May 16, 2023 at the same venue whereby the matter was discussed in detail in attendance of both the parties.



3. During the hearing, the Complainant admitted the alleged theft, however, premised his case on the revision of detection bill in accordance with the actual load connected during the detection period in conjunction with the relevant clauses of Consumer Service Manual (CSM). In response, FESCO official apprised that the Complainant remained involved in the electricity theft also on a separate count during year 2021 of which FIR is also on the record.

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

- i. The Complainant's electricity connection installed against reference number (07-13162-0390347) located at Haji Town, Lahore Road, District Chiniot was charged a detection bill of 8184 units amounting to Rs. 4,84,146/- by FESCO during November, 2023 on account of direct theft of electricity through LT line. The dispute raised by the Complainant was that the detection bill has been charged with the mala fide intent 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. April to September, 2023 on the basis of load while the same is inconsistent with the clause 9.1.3 (b) of CSM for charging detection bill against a registered consumer involved in direct theft of electricity as per which FESCO is restricted to charge detection bill for a maximum period of (6) months in the order of priority i.e. previous consumption history etc. as envisaged in the same clause. The analysis of detection bill divulges that the Complainant has been additionally charged the separate load for (3) numbers of ACs, of which due presence was also corroborated through the video graphic evidence submitted by FESCO, however, at higher load factor i.e. 0.4 which is also not in line with the contents of Annexure-V of CSM i.e. 0.2, in case of domestic consumer.
- iii. Scrutiny of the Complainant's previous electricity consumption for the year 2022 in comparison with the consumption recorded during detection period does reflect considerable dip in electricity consumption during the same period implicating the Complainant in direct theft of electricity of which admittance is also on the record. However, considering contentions of the Complainant regarding minimal electricity consumption during the detection period, a comparable analysis of gas usage at the Complainant's premises reveals that the same also remained considerably lower i.e. 1.294 Hm³ during the period i.e. April to June, 2023 compared with usage of July to September, 2023 i.e. 2.966 Hm³. The Analysis of which provides authenticity for arguments made by the Complainant in connection with the minimal electricity consumption at his premises, however, only accurate for the period of (3) months i.e. April to June, 2023 also having less usage of another major utility i.e. gas.
- iv. Taking cognizant of the above in absence of any further evidence, the correlation of electricity & gas consumption can be established and considered functional for the better evaluation of quantum of detection bill and its fair revision. Thus, considering the rationale that electricity consumption proportional with the higher gas usage, adjudged as elevated and commensurate with AC load only during the period i.e. July to September, 2023, does not merit charging of detection bill based on the connected load for the period of six months i.e. April to September, 2023. Hence, detection bill charged to the Complainant is on the higher side and is required to be revised as per the following terms:



- I. Revise the detection bill for the period i.e. April to June, 2023 as per the actual consumption of the corresponding months of previous year i.e. 2022 as per which 334 units are to be charged after adjusting actual units charged during the routine billing in the same period.
- II. Revise the detection bill for the period i.e. July to September, 2023 on the basis of connected load i.e. 6.5 kW at 0.2 load factor as per which 2159 units are to be charged after adjusting the actual units charged during the routine billing in the same period.

5- مندرجہ بالا حقائق کے پیش نظر فیسکو کو ہدایت کی جاتی ہے کہ وہ اوپر دی گئی ہدایات کے مطابق ڈیٹیکشن بل پر نظر ثانی کرے اور ڈیٹیکشن بل کی مد میں 2493 یونٹ چارج کرے۔ تعمیل کی رپورٹ دس (10) دنوں کے اندر جمع کرائی جائے۔

(Ubaid Khan)
Assistant Director (CAD)



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

Faisalabad, May 30, 2024