

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.04/2973-2023
November 30, 2023

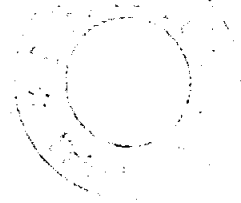
Chief Executive Officer
Faisalabad Electric Supply Company (FESCO)
Abdullah Pur, Canal Bank Road, Faisalabad.

Subject: COMPLAINT FILED BY MR. NAUSHAD ALI S/O MUHAMMAD ALI UNDER
SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND
DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST FESCO REGARDING
DETECTION BILL (Ref # 08-13161-0590001)
No. FESCO-FSD-29172-10-23

Please find enclosed herewith the decision of NEPRA dated November 30, 2023
regarding the subject matter.

Encl: As above

30/11/23
(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. Naushad Ali S/o Muhammad Ali
Chak No. 13 JB, Tehsil & District Chiniot.
Cell # 0300-8656245



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

Complaint No. FESCO-FSD-29172-10-23

Mr. Naushad Ali
Chak No. 13 JB, Tehsil & District Chiniot.

..... **Complainant**

VERSUS

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

..... **Respondent**

Date of Hearing: October 23, 2023

**On behalf of
Complainant:** 1) Mr. Naushad Ali

Respondent: 1) Syed Muhammad Faheem Shah XEN (Operations), FESCO
2) Mr. Adnan Maseeh SDO (Operations), FESCO

**Subject: COMPLAINT FILED BY MR. NAUSHAD ALI S/O MUHAMMAD ALI UNDER
SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND
DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST FESCO REGARDING
DETECTION BILL (Ref # 08-13161-0590001)
DECISION**

This decision shall dispose of the complaint filed by Mr. Naushad Ali (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. Naushad Ali dated September 25, 2023 wherein the Complainant submitted that a detection bill amounting to Rs. 421,580/- was charged by FESCO during the month of September, 2023 due to some undisclosed reasons despite the minimal electricity consumption at his premises commensurate with the solar system installed at his premises. The matter was taken up with FESCO whereby FESCO vide a letter dated October 11, 2023 submitted that a detection bill of 7499 units was charged to the Complainant as the Complainant was found involved in direct theft of electricity through main PVC cable for a shooter water pump 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 October 23, 2023 whereby the matter was discussed in detail in attendance of both the parties. During the hearing, FESCO officials reiterated their previous version and further submitted a video graphic evidence implicating the Complainant in claimed theft of electricity, however, the same was rebutted by the Complainant.

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4. As a way to examine the premises, a joint site inspection was also carried out by NEPRA on November 16, 2023 in presence of the Complainant and the concerned FESCO officials. Accordingly, it was observed that the video graphic evidence submitted by FESCO does relate to the Complainant's premises, however, the same evidence failed to establish the usage of direct supply on the disputed premises after consideration of the ground facts ascertained during the site inspection and the statements of concerned FESCO officials. Furthermore, the existence and working of solar system was also noted at the Complainant's premises.

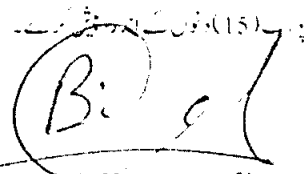
5. The case has been examined in detail in light of the record made so available by parties, arguments advanced during the hearing and applicable law. Following has been observed:

- i. The Complainant's electricity connection installed against reference number (08-13161-0590001) located at Chak No. 13 JB, Tehsil & District Chiniot was charged a detection bill of (7499) units amounting to Rs. 421,580/- by FESCO during September, 2023 on account of direct theft of electricity from the main PVC cable. 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. March to August, 2023 on the basis of load while the same is inconsistent 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 as per the actual consumption history in the order of priority.
- iii. Moreover, the analysis of video graphic evidence submitted by FESCO officials in conjunction with the joint site inspection reveals that the alleged direct supply was routed through meter having serial number (2644029) instead of the Complainant's metering facility. The evidence further lacks to establish any association of the direct supply with the equipment installed at the Complainant's premises. In addition, the connected load from direct supply checked by FESCO on August 17, 2023 cannot be substantiated from the evidence on the record. Considering the fact that the metering facility was also not removed by FESCO from the premises immediately in violation of the clause 9.1.2 of CSM and the proclaimed obstruction caused by the Complainant for removal of the facility was also not registered in the FIR: does not merit the charging of detection bill on the basis of load. It was also revealed that the detection bill was charged to the Complainant on the basis of wrong/higher load factor i.e. (0.37) disregarding the relevant load factor i.e. (0.2) as prescribed in the Annexure-V of CSM.
- iv. Furthermore, the less number of units consumed during the detection period in comparison with the year 2022 recognizes the healthy usage of the solar system installed at the Complainant's premises duly verified during the site inspection. Hence, the detection bill charged to the Complainant is devoid of any solid ground & evidence and required to be withdrawn.

ملاحظہ ہو کہ ذیل میں درج کیے گئے ہیں کہ وہ شکایت کنندہ کو چارج کیا گیا 7499 یونٹس جو درحقیقت میں ان کی اسٹورج سسٹم پر نہیں ہے۔



(Ubaid Khan Rana)
Assistant Director (CAD)



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

Faisalabad, November 30, 2023

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