



**National Electric Power Regulatory Authority**

ISLAMIC REPUBLIC OF PAKISTAN

Attaturk Avenue (East) Sector G-5/1, Islamabad.

Ph: 051-2013200 Fax: 051-2600021

**Consumer Affairs  
Department**

TCD.04/ 4634/ 2024  
October 18, 2024

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

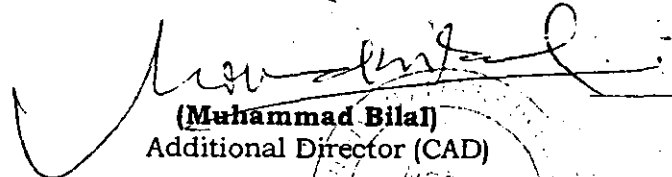
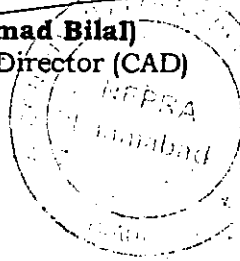
**Subject COMPLAINT FILED BY MR. MUHAMMAD AMEER UNDER SECTION 39 OF THE  
REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF  
ELECTRIC POWER ACT, 1997 AGAINST FESCO REGARDING DETECTION  
BILLING (Ref# 29-13146-7657372)  
Case No. FESCO-FSD-34839-02-24**

Please find enclosed herewith the decision of the NEPRA Complaints Resolution Committee (CRC), dated October 18, 2024 regarding the subject matter for necessary action and compliance within fifteen (15) days.

Encl: As above

Copy to:

1. GM (Customer Services & Commercial)  
FESCO, Abdullah Pur, Canal Bank Road Faisalabad.
2. Director (Commercial)  
FESCO, Abdullah Pur, Canal Bank Road Faisalabad.
3. Mr. Ubaid Khan Rana, (Assistant Director),  
NEPRA Regional Office, Plaza C-6B, College Road  
Faisalabad.
4. Mr. Muhammad Ameer S/o Jawaya,  
Sakin Mouza Hasokey, Tehsil Tandlianwala, Faisalabad.  
Cell # 3341-1549901

  
(Muhammad Bilal)  
Additional Director (CAD)  




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

**Complaint No. FESCO-FSD-34839-02-24**

**Mr. Muhammad Ameer S/o Jawaya**  
Sakin Mouza Hasokey, Tehsil Tandlianwala  
Faisalabad.

..... **Complainant**

**VERSUS**

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

..... **Respondent**

**Date of Hearing:** May 14, 2024  
July 23, 2024

**On behalf of  
Complainant:** Mr. Muhammad Ameer

**Respondent:** Mr. Muhammad Ahsan-ul-Haq XEN (Operation), FESCO

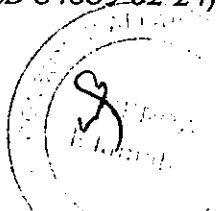
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BILLING (Ref# 29-13146-7657372)**

This decision shall dispose of the complaint filed by Mr. Muhammad Ameer (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. Muhammad Ameer wherein the issue agitated was that the electricity meter installed against reference number (29-13146-7657372) got burnt during the month of August, 2023 and direct electricity supply was subsequently restored by the concerned FESCO officials during August, 2023 after duly obtaining the relevant affidavit. Later, an unjustified detection bill of 27408 units for the period i.e. March to August, 2023 based on direct electricity theft was charged by FESCO of which withdrawal was prayed by the Complainant. The matter was taken up with FESCO and hearings were held on May 14, & July 23, 2024 at NEPRA Head Office, Islamabad which were attended by both the parties wherein the matter was discussed in detail.

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

- (i) The Complainant's tube well connection installed against reference number 29-13146-7657372 located at Mouza Hasokey, District Faisalabad was charged a detection bill of 27408 units amounting to Rs. 6,78,127/- during the month of September, 2023 on account of direct theft of electricity through main PVC cable. The dispute raised by the Complainant was that the detection bill has



been charged by FESCO with mala fide intent while being inconsiderate of minimal connected load.

- (ii) Perusal of the documentary evidence reveals that meter of the Complainant got burnt on August 05, 2023 due to heavy rain. Accordingly the Complainant approached FESCO official (SDO Operation) for replacement of the burnt meter whereby FESCO official(s) restored the electricity supply of the Complainant through direct supply after obtaining a blank stamp paper/affidavit from the Complainant. Meanwhile, the premises was checked by FESCO task force on September 09, 2024 and upon observing direct supply; the Complainant was issued a detection bill for a period of six (06) months.
- (iii) Later on, FESCO conducted a departmental inquiry whereby the SDO involved in restoration of electricity supply after obtaining affidavit/undertaking as mentioned above; was reduced to lower post from Junior Engineer to LS-I. This proceedings of FESCO established that the Complainant used electricity supply only during the month of August, 2023 which was allowed by FESCO official i.e. SDO. Therefore, charging of detection bill for six months is not justified.
- (iv) Moreover, Clause 9.1.3 (b) of the Consumer Service Manual (CSM) envisages the procedure for charging of detection bill against registered consumer involved in direct theft of electricity as per which FESCO is restricted to charge detection bill for maximum period of (6) months in the order of priority i.e. previous consumption history etc. as envisaged in the same clause. Moreover, the clause 6.1.4 of CSM enshrines that the meter readers shall also check the irregularities/discrepancies in metering system at time of reading meters/taking snap shots and report the same in the reading book/discrepancy book or through any other appropriate method as per the practice. The concerned officer/official will take corrective action to rectify these discrepancies which was also got delayed by FESCO ensuing the charging of detection bill for excessive period.
- (v) Further, the analysis of detection bill also divulges that that the Complainant has been charged exorbitantly at higher load factor i.e. 60% instead of 50% as provided in Consumer Service Manual (CSM). Duly considering above narration along with the fact that revenue loss claimed though the detection bill by FESCO does not commensurate with the previous consumption history and factual situation on ground, therefore, the same requires fair revision.

4. Foregoing in view, FESCO is directed to revise the detection bill of the Complainant from six (06) months to two (02) months alongwith application of correct load factor. Compliance report be submitted within fifteen (15) days.

4. مندرجہ بالا حقائق کے پیش نظر فیسکو کو ہدایت کی جاتی ہے کہ شکایت کنندہ کے ڈیٹیکشن بل کو چھ (06) ماہ کی بجائے دو (2) ماہ کے لیے تبدیل کرے اور صحیح لوڈ فیکٹر کے اطلاق کو بھی یقینی بنائے۔ تعمیل کی رپورٹ پندرہ (15) دنوں کے اندر جمع کرائی جائے۔

(Lashkar Khan Qambrani)

Member, Complaints Resolution Committee/  
Director (CAD)

(Moqem-ul-Hassan)

Member, Complaints Resolution Committee/  
Assistant Legal Advisor (CAD)

(Naweed Ilahi Shafiq)

Convener, Complaints Resolution Committee/  
Director General (CAD)

Islamabad, October 18, 2024