



National Electric Power Regulatory Authority

ISLAMIC REPUBLIC OF PAKISTAN

NEPRA Head Office,

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

Ph: 051 201 3200, Fax: 051 260 0021

**Consumer Affairs
Department**

TCD.04/1307-2025
March 28, 2025

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

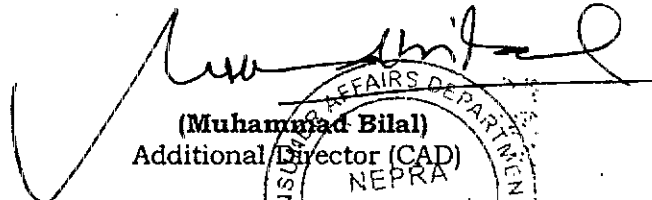
Subject: **COMPLAINT FILED BY MR. AFTAB AHMAD, UNDER SECTION 39 OF THE
REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF
ELECTRIC POWER ACT, 1997 AGAINST FESCO REGARDING DETECTION
BILL (A/C# 29 13171 3001702).**
FESCO-FSD-48970-01-25

Please find enclosed herewith the decision of the NEPRA Complaints Resolution Committee (CRC) dated March 28, 2025, regarding the subject matter for necessary action and compliance within fifteen (15) days.

Encl: As above

Copy to:

1. C.E./Customer Services Director, FESCO,
Abdullah Pur, Canal Bank Road, Faisalabad.
2. Director (Commercial), FESCO,
Abdullah Pur, Canal Bank Road, Faisalabad.
3. Mr. Aftab Ahmed,
Jugoo Wala, Tehsil Lalian,
District Chiniot.


(Muhammad Bilal)
Additional Director (CAD)
NEPRA
Islamabad
(CAD)



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

Complaint No. FESCO-FSD-48970-01-25

Mr. Aftab Ahmed

Jugoo Wala, Tehsil Lalian
District Chiniot.

..... **Complainant**

VERSUS

Faisalabad Electric Supply Company (FESCO)

Abdullah Pur, Canal Bank Road, Faisalabad.

..... **Respondent**

Date of Hearing: January 30, 2025
February 27, 2025

**On behalf of
Complainant:** Mr. Aftab Ahmed

Respondent: 1) Mr. Shoaib Khan XEN (Operation), FESCO
2) Mr. Umair Masood SDO (Operation), FESCO

**SUBJECT: COMPLAINT FILED BY MR. AFTAB AHMED UNDER SECTION 39 OF THE
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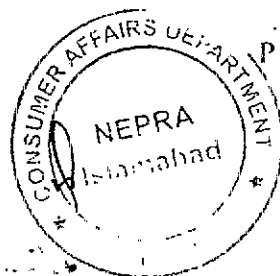
DECISION

This decision shall dispose of complaint filed by Mr. Aftab Ahmed (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 honorable Wafaqi Mohtasib in respect of Mr. Aftab Ahmed wherein it was submitted that exorbitant detection bill amounting to Rs. 643,368/- was charged by FESCO along with the disconnection during the month of May, 2024. The Complainant further disputed non-replacement of defective meter installed against the same connection despite approaching FESCO several times prior to the issuance of detection bill. The matter was taken up with FESCO whereby FESCO vide a letter dated January 16, 2025 submitted that a detection bill of 15338 units was charged to the Complainant on the pretext of intentionally stolen meter. In order to analyze the matter, hearings were held on January 30 and February 27, 2025 at NEPRA Regional Office, Faisalabad in attendance of both the parties and the matter was discussed in detail.


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

- i. The Complainant's agricultural connection installed against a reference number (29-13171-3001702) located at Jugoo Wala, Tehsil Lalian, District Chiniot was charged detection bill of 15338 units amounting to Rs. 643,368/- by FESCO during month of July, 2024 on account of intentional theft of installed meter by the Complainant while an FIR against the Complainant was also got registered by FESCO. The dispute raised by the Complainant was that exorbitant detection bill with mala fide intent has been levied by FESCO. The available record reflects that stolen meter was, later, discovered by the Complainant and the same was handed over to FESCO on October




FESCO and admission made during the hearing.

- ii. Perusal of documentary evidence reveals that the Complainant was charged detection bill i.e. 15338 units for period of (06) months i.e. November, 2023 to April, 2024 based on the connected load i.e. (7.46) kW while the same is consistent with the clause 9.2.4 (c) of the Consumer Service Manual (CSM) for charging detection bill in case of illegal abstraction as per which detection bill can be charged for a maximum period of six months in the absence of any healthy & undisputed consumption. Moreover, the data retrieval report of the lost and found meter also remained futile due to EEPROM failure as reported by M&T, FESCO.
 - iii. The analysis of consumption history reveals that the Complainant was not charged any unit each month since April, 2023 till April, 2024 having only exception of 1000 units charged during December, 2023 which raises suspicion over the charged bills despite the presence of load, reflecting huge discrepancy on part of concerned FESCO officials and the Complainant, creating huge financial loss to national exchequer. The matter becomes aggravated considering the fact that no reporting was made by the concerned meter reader etc. during disputed period for several months while frivolous bills were charged by FESCO against unaccounted for units.
 - iv. According to clause 6.1.4 of CSM, meter readers shall also check the irregularities/ discrepancies in metering system at the time of reading meters/taking snap shots and report the same in 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 not identified by FESCO for an extraordinary time period. Clause 6.2 of the CSM envisages the procedure of percentage checking to ensure accuracy of meter reading as per which sub-Divisional Officer (SDO) and Meter Reading Section Supervisor (MRSS) are responsible to ensure feeding of the correct readings for issuance of electricity bills which was also ignored by FESCO in the instant matter.
 - v. Nonetheless, it is a matter of fact that the Complainant's connection remained in bona fide usage during the disputed period of which consumption is unable to be correlated with any previous consumption pattern and cannot be ascertained due to futile data retrieval report. However, considering the contention of FESCO that no information was provided to FESCO by the Complainant for any meter theft, points towards fact that the meter was misplaced intentionally by the Complainant while no units were charged by FESCO during the disputed period with the presumed connivance of FESCO officials despite the presence of agricultural load. Hence, the detection bill charged to the Complainant by FESCO is valid as the same is in consistent with relevant provision of the CSM and is liable to be paid by the Complainant.
4. Foregoing in view, the instant complaint is being disposed of in above terms. Moreover, FESCO is also directed to take the departmental action against the concerned SDO, Meter Reading Section Supervisor & Meter Reader under FESCO rules. Compliance report be submitted within fifteen (15) days, positively.


(Lashkar Khan Qambrani)

Member, Complaints Resolution Committee/
Director (CAD)


(Muhammad Irfan ul Haq)

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


(Naweed Illahi Shaikh)

Convener, Complaints Resolution Committee /
Director General (CAD)

Islamabad, March 28, 2025

