



National Electric Power Regulatory Authority

ISLAMIC REPUBLIC OF PAKISTAN

NEPRA Head Office

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

Ph: 051-2013200, Fax: 051-2600021

Consumer Affairs Department

TCD.03/211-2025
May 29, 2025

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

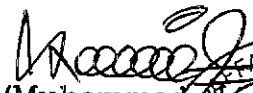
Subject: **DECISION IN THE MATTER OF COMPLAINT FILED BY DR. MUHAMMAD ALI, PROPRIETOR ASAD ICE FACTORY UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST FESCO REGARDING NON PROVISION OF INDUSTRIAL RELIEF (REF # 24-13422-5208300 R)**
Compliant No. **FESCO-NHQ-20511-03-23**

Please find enclosed herewith decision of NEPRA Complaints Resolution Committee (CRC) dated May 29, 2025 for necessary action.

Encl: As above

Copy to:

1. Wafaqi Mohtasib (Ombudsman)'s Secretariat,
Regional Office, Sargodha.
Ph: 048-9330155
2. C.E/Customer Services Director
FESCO, Abdullah Pur, Canal Bank Road Faisalabad.
3. Dr. Muhammad Ali S/o Allah Ditta,
Chak No. 39-NB, Near Bhatta Chowk, Sargodha.
Cell: 0333-770785


(Muhammad Abid)
Assistant Director (CAD)
NEPRA
Islamabad

CONSUMER AFFAIRS DEPARTMENT
NEPRA
Islamabad

[With reference to your letter No. WMS-
ONL/0001006/23 dated 20.02.2023]



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

Complaint No. FESCO-NHQ-20511-03-23

Dr. Muhammad Ali

Proprietor Asad Ice Factory

Chak No. 39 NB, near Bhatta Chowk, District Sargodha

..... **Complainant**

VERSUS

Faisalabad Electric Supply Company (FESCO)

Abdullah Pur, Canal Bank Road, Faisalabad.

..... **Respondent**

Date of Hearing:

August 10, 2023

February 18, 2025

On behalf of

Complainant:

Dr. Muhammad Ali

Respondent:

1) Hafiz Muhammad Mubeen SDO (Operation), FESCO

2) Mr. Yasir Ummer SDO (Operation), FESCO

Subject: DECISION IN THE MATTER COMPLAINT FILED BY DR. MUHAMMAD ALI, PROPRIETOR ASAD ICE FACTORY UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST FESCO REGARDING INDUSTRIAL SUPPORT PACKAGE

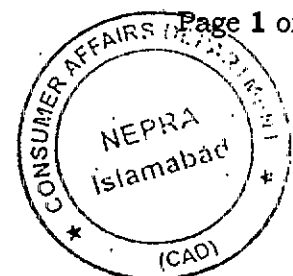
DECISION

This decision shall dispose of the complaint filed by Dr. Muhammad Ali (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. Brief facts of the case are that the Complainant filed a complaint before Wafaqi Mohtasib Ombudsman's Secretariat, Sargodha which was forwarded to NEPRA for disposal. The Complainant submitted that FESCO provided relief of industrial support package during November, 2022 & January, 2023 based on incremental consumption in comparison with the reference months. However, no relief was provided for the months of December, 2022, February, 2023 and March, 2023, due to nil consumption recorded during corresponding (reference) months. The Complainant disputed the claim of FESCO regarding nil (zero) consumption during the reference months i.e. March & December, 2019 and February, 2020 and apprised that FESCO charged zero units to adjust the excessive billing carried out during the month of September, 2019 whereas there was certain consumption during the disputed period.

3. The matter was taken up with FESCO whereby FESCO submitted that the incentive is given to those consumers who are using excessive units as compared to corresponding months of 2019-20 but if consumption would be zero units during corresponding months of 2019-20 then incentive could not be granted. Due to this condition of policy, the complainant could not be eligible for the said incentive as his consumption was zero units in December 2019 and February 2020. In order to analyze the matter, hearings were held at NEPRA Head Office, Islamabad which were attended by both the parties wherein the case was discussed in detail. The case has been examined in the light of written/ verbal arguments of both the parties, documents placed on record and applicable law. The following has been concluded:

CRC Decision: Dr. Muhammad Ali vs FESCO (FESCO-NHQ-20511-03-23)



- (i) The Authority vide order dated December 01, 2019 approved motion forwarded by the Federal government regarding Industrial Support package (ISP) wherein a subsidy on incremental consumption of electricity units was offered to all industrial consumers for the period i.e. November 01, 2019 to October 31, 2023 in off peak hours over their consumption in corresponding period i.e. March, 2019 to February, 2020. Moreover, it was also approved that the package was not applicable against consumers for such month(s) with corresponding period entailing only minimum charges i.e. zero units. The same was notified by the Federal Government in the official gazette as per Section 31(7) of the NEPRA Act.
- (ii) The above policy of ISP narrates the facts that the eligibility for relief depends upon certain consumption during the reference months whereas the record of the instant consumer reveals no consumption during the reference months. The Complainant submitted that the bill of 66960 units issued by FESCO for the month of September, 2019 was in excess and claimed that FESCO did not charge any consumption during the subsequent months to adjust this excessive billing. The Complainant has based his understanding on the calculation of load factor (L.F) derived by him on maximum demand and No of units. This is a baseless arguments as load factor is used only in case of assessment of detection bill as per Clause-9.1.3 of Consumer Service Manual (CSM). Moreover, MDI and load factor have no correlation rather other circumstances are also looked into i.e. usage of electricity throughout the month etc.
- (iii) It is a matter of fact that recorded MDI and number of actually consumed units are not directly proportional and can deviate. If a connection registers its maximum load only for the duration of 30 minutes and then remains completely shut down for the remaining period during a billing cycle, in such a scenario less number of units will be recorded in the billing cycle. Conversely, a significant deviation may be visible in case a connection utilizes minimum load while remaining operational for the whole month. In such a case, more number of units will be recorded in a billing cycle.
- (iv) Moreover, the Complainant did not provide documentary evidences in support of his claim of excessive billing and also did not file any complaint at any forum regarding excessing billing when the impugned bill was issued during the month of September, 2019 rather he paid the bill without any objection. Other available record/evidences like meter reading snaps and PTC data also does not support the version of the Complainant. Analysis of billing history revealed that during multiple months consumption of the Complainant was more than fifty thousand (50,000/-) units which reduce the chances of excessive billing.

4. Foregoing in view, it cannot be ascertained that the factory was operational during the months of March 2019, December 2019 and February, 2020 as reference months which does not make the Complainant eligible for application of the Industrial Support Package (ISP) relief. Further proceedings in the matter are being closed by this office in above terms.

(Lashkar Khan Qambrani)

Member, Complaints Resolution Committee/
Director (Consumer Affairs)

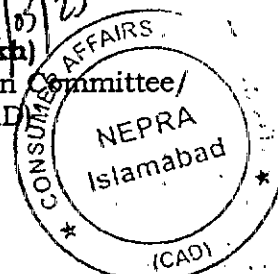
(Muhammad Irfan-ul-Haq)

Member, Complaints Resolution Committee/
Assistant Legal Advisor

(Naweed Illahi Shaikh)

Convener, Complaints Resolution Committee/
Director General (CAD)

Islamabad, May 29, 2025



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