



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.03/1677-2025
April 30, 2025

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

SUBJECT: DECISION IN THE MATTER OF COMPLAINT FILED BY MR. MUHAMMAD ANWAR UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST FESCO REGARDING DETECTION BILL (REF # 29-13146-7651920).
Complaint No. FESCO-FSD-48055-12-24

Please find enclosed herewith the decision of the NEPRA Complaints Resolution Committee (CRC), dated April 30, 2025 regarding the subject matter for necessary action and compliance within fifteen (15) days.

Encl: As above

Copy to:

1. Chief Engineer/Customer Services Director
FESCO, Abdullah Pur, Canal Bank Road, Faisalabad.
2. Director Commercial
FESCO, Abdullah Pur, Canal Bank Road, Faisalabad.
3. Assistant Director,
NEPRA Regional Office, 1st floor, Plaza No. C-6B,
Opposite National Bank, College (Hockey Stadium) Road,
Kohinoor City, Faisalabad
4. Mr. Muhammad Anwar
Chak No. 629 GB, Jaranwala, District Faisalabad.

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



BEFORE THE
NATIONAL ELECTRIC POWER REGULATORY AUTHORITY
(NEPRA)

Complaint No. FESCO-FSD-48055-12-24

Mr. Muhammad Anwar

..... **Complainant**

Chak No. 629 GB, Jaranwala, District Faisalabad.

VERSUS

Faisalabad Electric Supply Company (FESCO)

..... **Respondent**

Abdullah Pur, Canal Bank Road, Faisalabad.

Date of Hearing:

January 03, 2025

February 27, 2025

On behalf of

Complainant:

Mr. Muhammad Anwar

Respondent:

Mr. Saeed-ur-Rehman SDO (Operation), FESCO

Mr. X

SUBJECT: DECISION IN THE MATTER OF COMPLAINT FILED BY MR. MUHAMMAD ANWAR UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST FESCO REGARDING DETECTION BILL (REF # 29-13146-7651920).

Page 1

Abid

DECISION

That This decision shall dispose of the complaint filed by Mr. Muhammad Anwar (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").

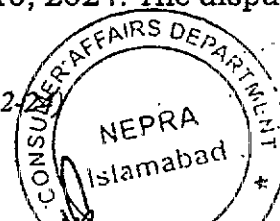
Reasons:

21. Brief fact of the case are that NEPRA received a complaint from the Complainant wherein it was submitted that an exorbitant detection bill was charged by FESCO for excessive period with the mala fide intent and requested for revision of detection bill while acceding to the theft of electricity. The matter was taken up with FESCO whereby FESCO vide a letter dated December 18, 2024 submitted that the Complainant was found involved in the direct theft of electricity from main terminal block and accordingly, detection bill of (20637) units was charged to the Complainant along with registration of FIR against the Complainant based on the direct theft. In order to analyze the matter, hearings were held at NEPRA Regional Office, Faisalabad and the matter was discussed in detail.

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

23. The Complainant's agricultural connection installed against reference number (29-13146-7651920) located at Chak 629 GB, Tehsil Jaranwala, District Faisalabad was charged a detection bill of (20637) units by FESCO during the month of October, 2024 on account of direct electricity theft from main terminal block while FIR against the Complainant was also got registered. The record reflects that the Complainant's connection was checked by FESCO on September 10, 2024. The dispute raised by the

CRC Decision: Muhammad Anwar vs FESCO (FESCO-FSD-48055-12-24)



Page 1 of 2

Complainant was that exorbitant detection bill inconsiderate of actual period of theft, has been charged by FESCO.

ii. Perusal of documentary evidence reveals that the Complainant was charged detection bill for the period of six months i.e. March to August, 2024 on the basis of connected load i.e. (12) kW. During the hearing, the Complainant did not object allegation of theft of electricity. Moreover, clause 6.1.4 of CSM enshrines that meter readers shall also check 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.

iii. The consumption history is tabulated as under:

Sr. No.	Month/Year	2022 (Units)	2023 (Units)	2024 (Units)
1	January	06	384	750
2	February	1023	1062	641
3	March	1549	918	995
4	April	1201	387	576
5	May	1784	993	1373
6	June	1970	984	1652
7	July	4889	1470	568
8	August	2351	4529	479
9	September	2623	1357	198
10	October	1873	789	2320
11	November	768	538	139
12	December	881	669	0

iv. The above record show that, the Complainant maintained healthy consumption during the majority of detection period i.e. March, 2024 to August, 2024, in comparison with the corresponding months of previous year which renders period of detection bill for period of six (6) months unjustified, however, after careful perusal of consumption, a dip during the months of July and August, 2024 (2 months) can be ascertained.

4.1. Foregoing in view, FESCO is directed to revise the detection bill from 6 months to 2 months and restore the Complainant's electricity connection without any further delay. Compliance report be submitted within fifteen (15) days, positively.

5. مندرجہ بالا حقائق کے پیش نظر فیسکو کو ہدایت کی جاتی ہے کہ وہ ڈیٹیکشن بل کو 6 ماہ سے 2 ماہ میں تبدیل کرے۔ اور بغیر کسی تاخیر کے شکایت کنندہ کا بجلی کا کنکشن بحال کریں۔ تعمیل کی رپورٹ (15) دنوں کے اندر مثبت طور پر پیش کی جائے۔

(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, April 30, 2025