



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.04/1726-2025
May 05, 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. AMJAD ALI SHEIKH CONSULTANT ZONG, CM PAK LIMITED UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST FESCO REGARDING EXCESSIVE BILLING.

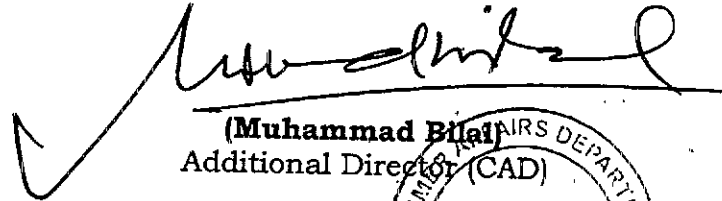
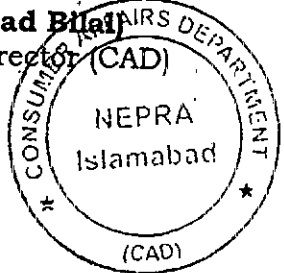
Complaint No. FESCO-FSD-13913-07-22

Please find enclosed herewith the decision of the NEPRA Complaints Resolution Committee (CRC), dated May 05, 2025 regarding the subject matter for necessary action and compliance within twenty (20) days.

Encl: As above

Copy to:

1. GM (Commercial & Customer Services)
FESCO, Abdullah Pur, Canal Bank Road, Faisalabad.
2. Director Customer Services
FESCO, Abdullah Pur, Canal Bank Road, Faisalabad.
3. Assistant Director,
NEPRA Regional office, 1st floor, Plaza No. C-6B,
College Hockey Stadium Road, Koh-i-Noor City, Faisalabad.
4. Mr. Amjad Ali Sheikh
Zong CM Pak Limited, 113/15
Quaid-e-Azam Industrial Estate, Kotlakhpat, Lahore.
Cell # 0312-8237237.


(Muhammad Bilal)
Additional Director (CAD)




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

Complaint No. FESCO-FSD-13913-07-22

Mr. Amjad Ali Shiekh
Zong CM Pak Limited, 113/15
Quaid-e-Azam Industrial Estate, Kot Lakhpat
Lahore.

.....Complainant

Versus

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

.....Respondent

Date of Hearing: June 21, 2023
July 13, 2023
September 20, 2023
July 23, 2024
September 24, 2024

**On behalf of:
Complainant:**

- 1) Mr. Amjad Ali Shiekh
- 2) Mr. Huzaifa Rafiq

Respondent:

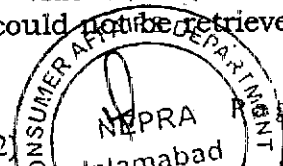
- 1) Mr. Sheeraz Shiekh XEN (Operation), FESCO
- 2) Mr. Tahir Maqsood XEN (Operation), FESCO
- 3) Mr. Muhammad Kashif Siddique SDO (Operation), FESCO

Subject: DECISION IN THE MATTER OF COMPLAINT FILED BY MR. AMJAD ALI SHIEKH UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST FESCO REGARDING EXCESSIVE BILLING (Ref 27-13212-6268000).

DECISION

This decision shall dispose of the complaint filed by Mr. Amjad Ali Shiekh (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 fact of the case are that NEPRA received a complaint from the Complainant wherein the Complainant submitted that commercial connection installed against reference number (27-13212-6268000) was charged excessive bills by FESCO based on the wrong readings over the period of several months prior to meter replacement during May, 2022. The Complainant requested to correct the bills, upon which, the matter was taken up with FESCO whereby FESCO vide a letter dated July 18, 2022 submitted that the Complainant was charged bills as per the actual meter reading snaps denying the pretext of excessive billing. In response to the Complainant's rejoinder, FESCO vide another letter dated September 02, 2022 apprised that the data of replaced meter could not be retrieved due to



EEPROM failure while the bills charged during the months of April and May, 2022 were assessed on the consumption of previous months.

3. In order to analyze the matter, hearings was held at NEPRA Regional office, Faisalabad in attendance of both parties during which FESCO officials agreed to resolve the case, however, of which non-compliance led to subsequent hearings at NEPRA Head Office, Islamabad whereby the matter was analyzed in a detailed manner. Upon query, FESCO official failed to submit record of meter reading snaps relevant to the disputed billing cycles.

4. 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 connection having meter installed against reference number (27-13212-6268000) located in New Nazimabad, Tehsil and District Faisalabad got replaced by FESCO during the month of May, 2022. The dispute agitated by the Complainant was that the wrong bills in contrast with the actual meter readings on site have been charged by FESCO prior to meter replacement since the year 2021. The Complainant prayed for correction of disputed bills on basis of data retrieval report or future consumption of replaced meter.

ii. Perusal of documentary evidence reveals that FESCO remained unable to provide the snaps of actual readings of Complainant's meter for the disputed months and FESCO could not submit data retrieval report of defective meter despite allowance of considerable time period. Clause 6.1.3 of the Consumer Service Manual (CSM) provides that taking snapshots of meter readings of all consumer categories is mandatory and meter readings shall be taken through mobile snapshots/ hand held units. The same has been aimed to priorities correct feeding of the meter readings for consumer perusal and collection of previous snap shots for at least twelve months for resolution any dispute arises out of suspicious billing. However, the same has not been followed by FESCO in instant matter ensuing perusal of consumption history of the Complainant's connection for an informed decision.

iii. The billing consumption history of the Complainant is as under:

Month/Year	2019 (Units)	2020 (Units)	2021 (Units)	2022 (Units)	2023 (Units)	2024 (Units)
Jan	7792	8391	6979	5261	1688	8874
Feb	13813	13976	43322	58259	5398	9677
Mar	721	176	1086	15873	7456	9359
Apr	8385	11188	5148	62848	15923	8468
May	15165	12203	19764	72885 MCO	1572	10625
Jun	12767	15813	6890	7239	8446	8507
Jul	4097	4148	38460	21265	6886	10386
Aug	14767	10280	31233	12105	12707	10272
Sep	6923	7577	2879	21491	8705	9415
Oct	3908	7413	30047	1540	1905	6078
Nov	3680	11981	610	941	4112	7940
Dec	6401	8189	17968	1465	12534	7244
Total	98419	111335	204386	281172	87332	106845
Average	8202	9278	17032	23431	7278	8904

Scrutiny of the Complainant's billing history divulge that the monthly average consumption remained below nominal 10000 units during the calendar years of 2019, 2020, 2023 and 2024 i.e. the undisputed period. However, the monthly consumption suddenly rose up to average of 17032 & 23431 units during the years 2021 & 2022 respectively. Perusal of month wise consumption further

reflects huge disparate pattern e.g. 72885 and 7239 units during consecutive months of May and June, 2022. It is a matter of record that exorbitant MDIs irrespective and non-conforming to the sanctioned load i.e. 16 kW were charged contradicting technical specifications of 25 kVA dedicated transformer installed against the connection. The same creates huge discrepancy on part of FESCO officials and raises suspicion over charging of bills during the calendar years of 2021 & 2022 compounded with the fact none record of reading snaps & data retrieval report was submitted by FESCO.

- iv. The analysis of undisputed consumption since the meter replacement during June, 2022 till August, 2024 reveals monthly average of 8502 units over period of (27) months. In conjunction with the fact that the sanctioned load remained same during the overall period, it is of considered approach to translate the undisputed future monthly consumption since the meter replacement over the disputed period of consumption to meet the ranks of justice. It is pertinent to mention here that instant complaint was submitted before NEPRA during June, 2022 which ensue that the period of dispute cannot be allowed to remained non-truncated and on the wish & will of the Complainant as the same was also responsible to watch and ward its connection to ensure the correct charging of bills as per meter snaps and report any discrepancy at the earliest.
- v. According to Rule (3) of NEPRA Complaint Handling and Dispute Resolution (Procedure) Rules, 2015, a complaint shall be filed within one year from the accrual of the cause of action. Hence, the disputed period is required to be reduce to one year prior to filing of complaint with NEPRA.

5. Foregoing in view, FESCO is directed to revise all the bills charged during July, 2021 to May, 2022 (till meter replacement) in accordance with the healthy average consumption recorded on the new meter and the account of the Complainant be overhaul accordingly. Compliance report be submitted within twenty (20) 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, May 05, 2025

