



**National Electric Power Regulatory Authority**  
**ISLAMIC REPUBLIC OF PAKISTAN**  
**Regional Office**  
Plaza C-6B, College (Hockey Stadium) Road  
Kohinoor City, Faisalabad  
Ph: 041-8727800

**Consumer Affairs  
Department**

ROF.04/1325-2024  
June 28, 2024

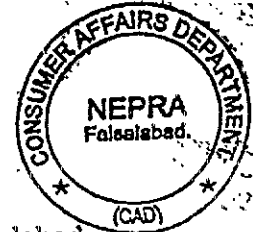
Chief Executive Officer  
Faisalabad Electric Supply Company (FESCO)  
Abdullah Pur, Canal Bank Road, Faisalabad.

**Subject: COMPLAINT FILED BY MR. MUHAMMAD AZEEM RSHEED UNDER SECTION 39  
OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION  
OF ELECTRIC POWER ACT, 1997 AGAINST FESCO REGARDING DETECTION  
BILL (REF # 27-13216-6600120)  
Complaint No. FESCO-FSD-19124-01-23**

Please find enclosed herewith the decision of Complaints Resolution Committee  
dated June 28, 2024 regarding the subject matter.

Encl: As above

(Ubaid Khan)  
Assistant Director (CAD)



**Copy to:**

1. GM (C&CS), FESCO, Abdullah Pur, Canal Bank Road, Faisalabad.
2. Director Commercial, FESCO, Abdullah Pur, Canal Bank Road, Faisalabad.
3. Mr. Muhammad Azeem Rasheed  
Chak No. 74 JB, Thekri Wala, Tehsil Saddar, District Faisalabad.  
Cell # 0306-9104674



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

**Complaint No. FESCO-FSD-19124-01-23**

**Mr. Muhammad Azeem Rasheed**  
Chak No. 74 JB, Thekri Wala, Tehsil Saddar  
District Faisalabad.

..... **Complainant**

**VERSUS**

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

..... **Respondent**

**Date of Hearing:** February 22, 2024  
May 02, 2024  
June 07, 2024

**On behalf of**  
**Complainant:** Mr. Muhammad Azeem Rasheed

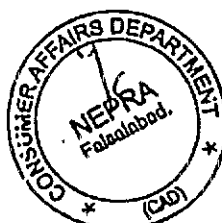
**Respondent:** 1) Mr. Sajjad Ali SDO (Operation), FESCO  
2) Mr. Imran Shahbaz SDO (Operation), FESCO  
3) Sardar Muhamad Rashid SDO (Operation), FESCO  
3) Mr. Naseer Ahmed Revenue Officer, FESCO

**SUBJECT: COMPLAINT FILED BY MR. MUHAMMAD AZEEM RASHEED UNDER**  
**SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND**  
**DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST FESCO**  
**REGARDING DETECTION BILL**

**DECISION**

This decision shall dispose of the complaint filed by Mr. Muhammad Azeem Rasheed (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 the honorable Wafaqi Mohtasib, Faisalabad filed by Mr. Muhammad Azeem Rasheed dated Nil received in this office on January 04, 2023 wherein the Complainant submitted that a detection bill amounting to Rs. 327,692/- was charged by FESCO during the month of October, 2022 despite the minimal electricity consumption at his premises commensurate with the connected load. The matter was taken up with FESCO whereby FESCO vide a letter dated February 21, 2023 submitted that Complainant's meter became defective during September, 2022 categorized as 'impulse dead' by the M&T, FESCO. Accordingly, detection bill of 8800 units for the period of 3 months was

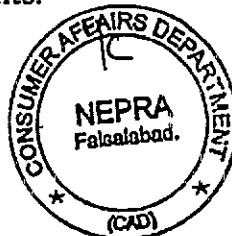


charged to the Complainant on the basis of actual consumption of corresponding months of previous year.

3. In order to analyze the matter, 2 Nos. of hearings were held at NEPRA Regional Office, Faisalabad on February 22 & May 02, 2024 whereby the matter was discussed in detail in attendance of both the parties, however, remained inconclusive due to non-submission of event wise data retrieval report of the defective meter. As a way to further examine the case, another hearing was held on June 07, 2024 at the same venue and the matter was again deliberated at length.

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

- i. The Complainant's industrial connection under B-1 tariff installed against reference number (27-13216-6600120) located at Chak No. 74 JB, Tehsil Saddar, District Faisalabad was charged a detection bill of (8800) units amounting to Rs. 327,692/- by FESCO during October, 2022 on account of the meter defectiveness i.e. dead impulse. The dispute raised by the Complainant was that the exorbitant detection bill has been charged by FESCO inconsiderate of the minimal load connected at the scaled down industrial premises.
- ii. Perusal of the documentary evidence reveals the Complainant was charged detection bill for the period of three months i.e. June to August, 2022 on the basis of actual consumption of the corresponding months of previous year i.e. June to August, 2021 while the same is consistent with clause 9.2.3 of the Consumer Service Manual (CSM) for charging detection bill in case of illegal abstraction i.e. theft of electricity, however, not applicable in the instant matter whereby the cause of meter malfunction has not been attributed in the form of illegal abstraction against the Complainant. Thus, the corresponding revenue loss sustained by FESCO can only be recovered in line with clause 4.3.3 of CSM, as per which, charging of a bill for quantum of energy lost if any, because of malfunctioning of metering installation shall not be more than two previous billing cycles.
- iii. The analysis of consumption history illustrates that the Complainant maintained a healthy consumption during the detection period i.e. June to August, 2022 i.e. 11941 units in comparison with the actual consumption for the same period of next year i.e. 13893 units which essentially hinders to charge the detection bill based on the illegal abstraction without any reasonable consumption dip & un-proven tempering of meter. Moreover, data retrieval report of defective meter suggests only 56h: 42m of reported malfunction during the period of approximately (29) days i.e. September 23 to October 21, 2022 prior to the replacement of defective meter also concurred by FESCO and as per which the malfunction percentage comes out to the tune of 10% in terms of time period of defectiveness.
- iv. Duly considering above narration along with the fact that the Complainant's defective meter further cumulated (5437) units before the replacement as reflected on the data retrieval report since final reading recorded for the month of August, 2022 i.e. 870495 units which does not further merit charging of detection bill on basis of dead impulse i.e. against corresponding months and can only be charged on the basis of slowness. Hence, the detection bill charged to the Complainant is on higher side and required to be revised by increasing multiplying factor to 33% after due consideration of erratic behavior of meter malfunction for only previous (2) months as per which (4263) units are to be charged instead of (8800) units.



5. مندرجہ بالا حقائق کے پیش نظر فیسکو کو ہدایت کی جاتی ہے کہ ڈپٹیکشن کی مدت کو 3 ماہ سے 2 ماہ تک کر دیا جائے اور سلونس کی مد میں جولائی تا اگست 2022 کے مہینوں کی کھپت کے مقابلے میں 33 فیصد تک ضرب کے عنصر کو بڑھا کر 4263 یونٹ چارج کیے جائیں۔ تعمیل کی رپورٹ دس (10) دنوں کے اندر پیش کی جائے۔

(Ubaid Khan)

Member, Complaints Resolution  
Committee/ Assistant Director (CAD)

(Engr. Dr. Bilal Masood)

Member, Complaints Resolution Committee  
/ Additional Director (CAD)

Faisalabad, June 28, 2024



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