



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.04/153 -2025
January 10, 2025

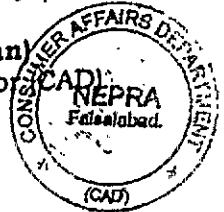
Chief Executive Officer
Faisalabad Electric Supply Company (FESCO)
Abdullah Pur, Canal Bank Road, Faisalabad.

**Subject: COMPLAINT FILED BY MR. MUMTAZ ALI UNDER SECTION 39 OF THE
REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF
ELECTRIC POWER ACT, 1997 AGAINST FESCO REGARDING DETECTION
BILLING (REF # 29-13146-7652171).
Complaint No. FESCO-FSD-45223-10-24**

Please find enclosed herewith the decision of Complaints Resolution Committee
dated January 10, 2025 regarding the subject matter.

Encl: As above

(Ubaid Khan)
Assistant Director



Copy to:

1. GM (C&CS), FESCO, Abdullah Pur, Canal Bank Road, Faisalabad.
2. Director Customer Services, FESCO, Abdullah Pur, Canal Bank Road, Faisalabad.
3. XEN Operation FESCO (Jaranwala Division)
Lakkar Mandi Road, Jaranwala, District Faisalabad.
4. Mr. Mumtaz Ali
Chak No. 630 GB, Tehsil Jaranwala
District Faisalabad.
Cell # 0341-8614858



BEFORE THE
NATIONAL ELECTRIC POWER REGULATORY AUTHORITY
(NEPRA)

Complaint No. FESCO-FSD-45223-10-24

Mr. Mumtaz Ali
Chak No. 630 GB, Tehsil Jaranwala
District Faisalabad.

..... **Complainant**

VERSUS

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

..... **Respondent**

Date of Hearing: November 14, 2024.

**On behalf of
Complainant:** Mr. Mumtaz Ali

Respondent: Mr. Saeed ur Rehman SDO (Operation), FESCO

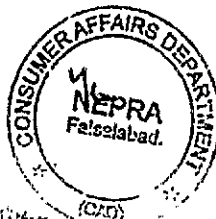
**SUBJECT: COMPLAINT FILED BY MR. MUMTAZ ALI UNDER SECTION 39 OF THE
REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF
ELECTRIC POWER ACT, 1997 AGAINST FESCO REGARDING DETECTION
BILL**

DECISION

1. This decision shall dispose of the complaint filed by Mr. Mumtaz 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. NEPRA received a complaint from the Complainant wherein it was submitted that his agricultural connection was disconnected by FESCO during September, 2024 without any notice while a detection bill was also charged by FESCO with mala fide intent and requested to withdraw the same. The matter was taken up with FESCO whereby FESCO vide a letter dated October 18, 2024 submitted that Complainant was found involved in theft of electricity from main terminal block and accordingly, a detection bill of (12148) 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, a hearing was held on November 14, 2024 at NEPRA Regional Office, Faisalabad 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 hearing and applicable law. Following has been observed:



The Complainant's agricultural connection installed against reference number (29-Scanner 13146-7652171) located at Chak 630 GB, Tehsil Jaranwala, District Faisalabad was charged a detection bill of (12148) units by FESCO during the month of October, 2024 on account of the direct theft of electricity from main terminal block while FIR has also been registered against the Complainant. The dispute raised by the Complainant was that the 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. April, 2024 to September, 2024 on the basis of sanctioned load i.e. (7.46) kW which is inconsistent with clause 9.1.3 of the Consumer Service Manual (CSM) for charging detection bill in case of direct theft of electricity by a registered consumer i.e. the Complainant as per which detection bill can be charged in the order of priority i.e. previous consumption history etc. which has not been followed by FESCO in instant matter. During the hearing, the Complainant acceded to the alleged theft of electricity, hence, the reliance can be made on the statement of the Complainant for the concrete proof of theft which then requires none further analysis on act of theft of electricity committed by the Complainant.
- iii. However, considering contention of the Complainant regarding actual period of theft claimed as less than 6 months & careful perusal of consumption during the detection period reflecting dip only during August and September, 2024 in comparisons with the preceding year i.e. 2023, it can be concluded that the detection bill charged to the Complainant is on the higher side and required to be revised for the period of (2) months. As per which (3470) units are to be charged instead of (12148) units after adjusting the actual consumption recorded during the revised detection period.

4 مندرجہ بالا حقائق کے پیش نظر فیسکو کو ہدایت کی جاتی ہے کہ وہ اوپر دی گئی ہدایات کے مطابق ڈیٹیکشن بل کی مد میں 3470- یونٹ چارج کرے۔ تعمیل کی رپورٹ دس (10) دنوں کے اندر جمع کرائی جائے۔

(Ubaid Khan)
Member, Complaints Resolution
Committee/Assistant Director



(Engt-Dr. Bilal Masood)
Member, Complaints Resolution Committee
/Additional Director (CAD)

Faisalabad, January 20, 2025