



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**

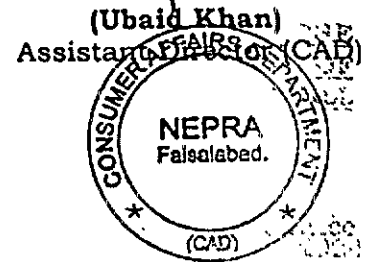
ROF.04/17/2 -2024
August 15, 2024

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

**Subject: COMPLAINT FILED BY MR. AMAN ULLAH UNDER SECTION 39 OF THE
REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF
ELECTRIC POWER ACT, 1997 AGAINST FESCO REGARDING DETECTION BILL
(REF # 29-13164-3115800).
Complaint No. FESCO-FSD-37176-05-24**

Please find enclosed herewith the decision of Complaints Resolution Committee
dated August 15, 2024 regarding the subject matter.

Encl: As above



Copy to:

1. GM (C&CS), FESCO, Abdullah Pur, Canal Bank Road, Faisalabad.
2. Director Customer Service, FESCO, Abdullah Pur, Canal Bank Road, Faisalabad.
3. Mr. Aman Ullah
Chah Nielay ka Barkherdar, Tehsil Bhowana, District Chiniot.
Cell # 0321-7705900.



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

Complaint No. FESCO-FSD-37176-05-24

Mr. Aman Ullah

Chah Nielay ka Barkherdar, Tehsil Bhowana
District Chiniot.

..... **Complainant**

VERSUS

Faisalabad Electric Supply Company (FESCO)

Abdullah Pur, Canal Bank Road, Faisalabad.

..... **Respondent**

Date of Hearing: June 06, 2024
July 03, 2024

**On behalf of
Complainant:** Mr. Aman Ullah

Respondent: 1) Mr. Rizwan Latif SDO (Operation), FESCO
2) Mr. Amjad Hussain SDO (Operation), FESCO

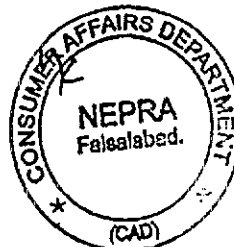
**SUBJECT: COMPLAINT FILED BY MR. AMAN ULLAH UNDER SECTION 39 OF THE
REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF
ELECTRIC POWER ACT, 1997 AGAINST FESCO REGARDING DETECTION
BILLING (REF # 29-13164-3115800).**

DECISION

This decision shall dispose of the complaint filed by Mr. Aman Ullah (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 Mr. Aman Ullah dated May 06, 2024 wherein the Complainant submitted that a detection bill amounting to Rs. 145,701/- was charged by FESCO during the month of April, 2024 despite the minimal electricity consumption at his premises commensurate with off season during the detected period. The matter was taken up with FESCO whereby FESCO vide letter dated May 16, 2024 apprised that Complainant's meter became defective during October, 2023 categorized as 'washed out/dead stop' by the M&T, FESCO. Accordingly, detection bill of 4057 units was charged to the Complainant on the basis of actual consumption of October, 2022.

3. In order to analyze the matter, 2 Nos. of hearings were held at NEPRA Regional Office, Faisalabad on June 06 and July 03, 2024 whereby the matter was discussed in detail in attendance of both the parties.



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 agricultural connection installed against a reference number (29-13164-3115800) located at Chah Nielay ka Barkherdar, Tehsil Bahwana, District Chiniot was charged a detection bill of (4057) units amounting to Rs. 145,701/- by FESCO during April, 2024 on account of meter defectiveness i.e. dead stop/washed out/phase make & break. The issue raised by the Complainant was that the mala fide exorbitant detection bill has been charged by FESCO inconsiderate of minimal usage during off season of water usage and despite the payment of average bills.
- ii. Perusal of the documentary evidence reveals the Complainant was charged a detection bill for October, 2023 on the basis of actual consumption of corresponding month of previous year i.e. October, 2022 due to the meter malfunction i.e. dead stop/washed out and phase make and break. However, the data retrieval report of defective meter suggests only some minutes of the reported malfunction i.e. phase make and break during complete month of October, 2023 prior to replacement of defective meter as per which the malfunction percentage comes out very miniscule in terms of the time period of the defectiveness. Considering the fact that normal/healthy meter reading was recorded against the billing cycle of October, 2023 at the end of the same month while FESCO has also concurred that the meter was showing reading in OK position during October, 2023, does not provide legitimate basis for charging of detection bill for October, 2023 on the basis of meter defectiveness.
- iii. The record reflects that the Complainant was levied with three Nos. of average bills charged during the period i.e. November, 2023 to January, 2024 due to the meter defectiveness inconsistent with chapter (4) of the Consumer Service Manual (CSM) as per which DISCO is bound to replace the metering installation immediately or within two billing cycles if meters are not available, however, the same has not been followed by FESCO in the instant matter. Moreover, according to clause 6.1.4 of CSM, meter readers shall also check the irregularities/discrepancies in the metering system at the 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.
- iv. Duly considering above narration along with the fact that the Complainant's meter also recorded a healthy consumption during the month of October, 2023 which does not further merit charging of detection bill on basis of dead stoppage or phase make and break. Moreover, the Complainant has also been penalized in terms of three Nos. of average bills which cast further illegitimacy in terms of the compound charging of bills levied towards the Complainant by FESCO. Hence, the detection bill charged to the Complainant is void of any considerable reason, lacks justification and is required to be withdrawn.

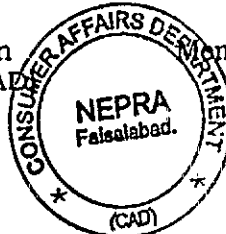
درجہ بالا حقائق کے پیش نظر فیسکو کو ہدایت کی جاتی ہے کہ وہ ڈیٹیکشن بل واپس لے۔ تعمیل کی رپورٹ دس (10) دنوں کے اندر جمع کرائی جائے۔

(Ubaid Khan)

Member, Complaints Resolution
Committee/Assistant Director (CAD)

(Engr. Dr. Bhal Masood)

Member, Complaints Resolution Committee
/Additional Director (CAD)



Faisalabad, August 15, 2024