



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**

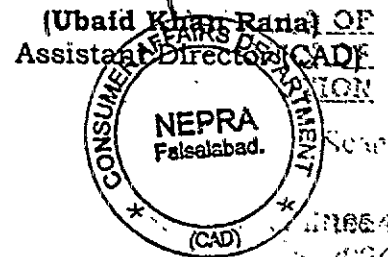
ROF.04/1783 -2024
August 20, 2024

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

**Subject: COMPLAINT FILED BY MR. ZAFAR IQBAL S/O SOHNA UNDER SECTION 39 OF
THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF
ELECTRIC POWER ACT, 1997 AGAINST FESCO REGARDING DETECTION
BILLING (REF # 15-13168-0949800 R).
Complaint No. FESCO-FSD-38136-05-24**

Please find enclosed herewith the decision of Complaints Resolution Committee dated August 20, 2024 regarding the subject matter.

Encl: As above



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. Mr. Zafar Iqbal S/o Sohna
R/o Mouza Sahmal, Tehsil Bhawana,
District Chiniot.
Cell # 0346-7259136.



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

Complaint No. FESCO-FSD-38136-05-24

Mr. Zafar Iqbal S/o Sohna
Mouza Sahmal, Tehsil Bhowana,
District Chiniot.

..... Complainant

VERSUS

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

..... Respondent

Date of Hearing: August 08, 2024

On behalf of
Complainant: Mr. Zafar Iqbal (Online)

Respondent: Mr. Abid Ali Haidri SDO (Operation), FESCO

**SUBJECT: COMPLAINT FILED BY MR. ZAFAR IQBAL UNDER SECTION 39 OF THE
REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF
ELECTRIC POWER ACT, 1997 AGAINST FESCO REGARDING DETECTION
BILL (REF # 15-13168-0949800)**

DECISION

Reference is made to the hearing held on August 08, 2024 at NEPRA Regional Office, Faisalabad regarding the subject matter.

The hearing was attended by both the parties i.e. the concerned SDO and Complainant wherein the matter was discussed in detail. During the hearing, the Complainant raised the issue of charging exorbitant detection bill during the month of September, 2023. In response, FESCO official submitted that the Complainant was levied a detection bill of 2049 units for the period i.e. March to August, 2023 on basis of assessed load i.e. 4 kW as the Complainant was found involved in the direct theft of electricity from main PVC cable. After detailed deliberations, FESCO official agreed to revise the disputed bill on the basis of sanctioned load i.e. 3 kW as per which detected units comes out to the tune of 1173 instead of 2049 after adjustment of units already charged in routine billing during detected period; upon which the Complainant showed satisfaction.

3. مندرجہ بالا حقائق کے پیش نظر فیسکو کو ہدایت کی جاتی ہے کہ وہ اوپر دی گئی ہدایات کے مطابق ڈیٹیکشن بل پر نظر ثانی کرے اور ڈیٹیکشن بل کی مد میں 1173 یونٹ چارج کرے جیسا کہ فیسکو کے اہلکار نے پہلے ہی اتفاق کیا ہے۔ تعمیل کی رپورٹ دس (10) دنوں کے اندر جمع کرائی جائے۔

(Ubaid Khan)

Member, Complaints Resolution
Committee/Assistant Director (CAD)

(Engr. Dr. Bilal Masood)

Member, Complaints Resolution Committee
/Additional Director (CAD)

Faisalabad, August 20, 2024

