



**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.04/197-2025  
January 27, 2025

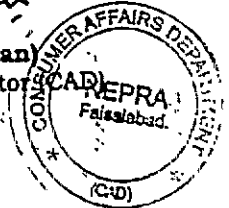
Chief Executive Officer  
Faisalabad Electric Supply Company (FESCO)  
Abdullah Pur, Canal Bank Road, Faisalabad.

**Subject: COMPLAINT FILED BY MR. ALLAH YAR UNDER SECTION 39 OF THE  
REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF  
ELECTRIC POWER ACT, 1997 AGAINST FESCO REGARDING DETECTION  
BILLING (REF # 29-13253-7319602).  
Complaint No. FESCO-FSD-47024-11-24**

Please find enclosed herewith the decision of Complaints Resolution Committee  
dated January 27, 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 (Tandlianwala Division)  
132 kV Grid Station, Tandlianwala, District Faisalabad.
4. Mr. Allah Yar  
Chak No. 397 GB, Tehsil Tandlianwala,  
District Faisalabad.  
Cell # 0345-7727465



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

**Complaint No. FESCO-FSD-47024-11-24**

**Mr. Allah Yar**

**Chak No. 397 GB, Tehsil Tandlianwala,  
District Faisalabad.**

..... **Complainant**

**VERSUS**

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

..... **Respondent**

**Date of Hearing:** December 12, 2024

**On behalf of  
Complainant:** Mr. Allah Yar (Online)

**Respondent:** Mr. Ishfaq Ali SDO (Operation), FESCO

**SUBJECT: COMPLAINT FILED BY MR. ALLAH YAR UNDER SECTION 39 OF THE  
REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF  
ELECTRIC POWER ACT, 1997 AGAINST FESCO REGARDING DETECTION  
BILL (REF # 29-13523-7319602).**

**DECISION**

This decision shall dispose of the complaint filed by Mr. Allah Yar (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 an exorbitant detection bill was charged by FESCO with mala fide intent during October, 2024 and requested to withdraw the same. The matter was taken up with FESCO whereby FESCO vide a letter dated December 02, 2024 submitted that the Complainant was found involved in direct theft of electricity from main PVC cable and accordingly, detection bill of 9110 units was charged to the Complainant along with the request of registration of FIR against the Complainant based on the direct theft. In order to analyze the matter, a hearing was held on December 12, 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:

1. The Complainant's agricultural connection installed against reference number (29-13253-7319602) located at Chak 397 GB, Tehsil Tandlianwala, District Faisalabad

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was charged a detection bill of (9110) units by FESCO during the month of October, 2024 on account of the direct theft of electricity from only (1) phase of main PVC cable while the request for FIR against the Complainant was also submitted by FESCO. The record reflects that the Complainant's connection was checked by FESCO on October 17, 2024. The dispute raised by the Complainant was that an exorbitant detection bill inconsiderate of actual period of theft, has been charged by FESCO.

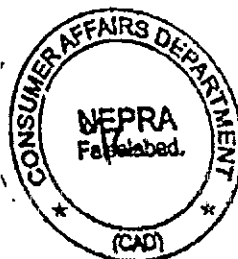
- ii. Perusal of documentary evidence reveals that the Complainant was charged detection bill for the period of approximately three & half months i.e. July, 2024 to October 17, 2024 on the basis of one third of connected load i.e. (7) kW. The same is inconsistent with clause 9.1.3 of the Consumer Service 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 the instant matter. During the hearing, the Complainant acceded to the alleged theft of electricity while quoting the disputed fact that the commission of theft was forcibly induced due to the inaction & delay caused by FESCO regarding non-replacement of impugned meter having one terminal burnt despite several earlier requests made with FESCO by the Complainant. Still, reliance can be made on the above statement of Complainant for a concrete proof of theft which then requires no further analysis on the act of theft committed by the Complainant.

- iii. The consumption history is tabulated as under:

Sr. No.	Month	Year (2022-23)	2023-24
1	October	2795	2517
2	November	1491	800
3	December	1443	2420
4	January	1756	480
5	February	3180	1684
6	March	1748	3663
7	April	1291	281
8	May	3040	3246
9	June	4108	2930
10	July	1573	1686
11	August	2592	2341
12	September	2562	1365

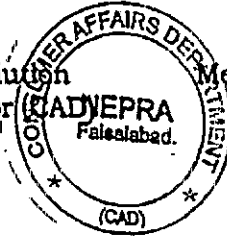
- iv. As above, the Complainant maintained healthy consumption history during detection period and the preceding months when analyzed on average basis except September, 2024 in comparison with corresponding month of previous year i.e. 2023. Moreover, considering contention of the Complainant regarding actual period of theft claimed as less than charged months & after careful perusal of consumption during the detection period reflecting dip during September, 2024, charging of higher detection bill can be concluded. Henceforth, the same is required to be revised for the period of (1) month i.e. September, 2024 and exclusive (17) days pertaining to October, 2024 prior to the date of checking. As per which  $(4000=2555+1445)$  units are to be charged instead of (9110) units without adjusting the actual consumption recorded during the revised detection period due to the fact that only fraction of connected load i.e.  $1/3$  was taken into account for the revised detection bill.

4. Foregoing in view, FESCO is directed to revise the detection bill from 3 months & 17 days to one month & 17 days and charge (4000) units in the form of revised detection bill. Compliance report be submitted within (7) days, positively.



5۔ مندرجہ بالا حقائق کے پیش نظر فہرست کو ہدایت کی جاتی ہے کہ وہ ڈینیکشن بل کو 3 ماہ اور 17 دن سے ایک ماہ اور 17 دن میں تبدیل کرے اور نظرثانی شدہ ڈینیکشن بل کی صورت میں (4000) یونٹ چارج کرے۔ تعمیل کی رپورٹ (7) دنوں کے اندر مثبت طور پر پیش کی جائے۔

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



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

Faisalabad, January 27, 2025