



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**

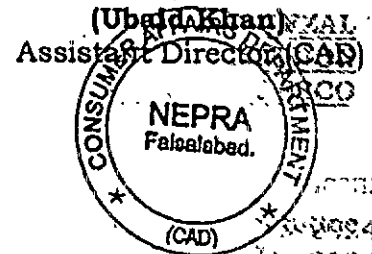
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ROF.04/2131-2024
September 30, 2024

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

**Subject: COMPLAINT FILED BY MR. RAHEEM DAD KHAN S/O MUHAMMAD AFZAL
UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION
AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST FESCO
REGARDING DETECTION BILLING (REF # 09-13152-0811300).
Complaint No. FESCO-FSD-41869-08-24**

Please find enclosed herewith the decision of Complaints Resolution Committee
dated September 30, 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. Raheem Dad Khan S/o Muhammad Afzal
Chak No. 124 RB, Tehsil & District Faisalabad.
Cell # 0342-4799184.



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

Complaint No. FESCO-FSD-41869-08-24

Mr. Raheem Dad Khan
Chak No. 124 RB
District Faisalabad

..... **Complainant**

VERSUS

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

..... **Respondent**

Date of Hearing: September 12, 2024

**On behalf of
Complainant:** Mr. Muhammad Akmal

Respondent: Mr. Adeel Yasin SDO (Operation), FESCO

**SUBJECT: COMPLAINT FILED BY MR. RAHEEM DAD KHAN UNDER SECTION 39 OF THE
REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF
ELECTRIC POWER ACT, 1997 AGAINST FESCO REGARDING DETECTION
BILL (REF # 09-13152-0811300).**

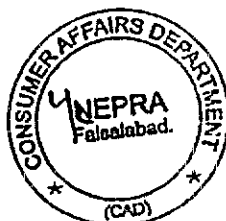
DECISION

This decision shall dispose of the complaint filed by Mr. Raheem-dad Khan (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 a detection bill was charged by FESCO during the month of July, 2024 against his residential premises with mala fide intentions. The matter was taken up with FESCO whereby FESCO vide a letter dated August 20, 2024 submitted that Complainant was found involved in theft of electricity through main PVC cable and accordingly, a detection bill of (3942) units for the period of (6) months was charged to the Complainant along with registration of FIR against the Complainant based on the direct theft. In order to analyze matter, a hearing was held on September 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:

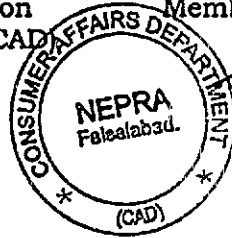
- i. The Complainant's residential connection installed against reference number (09-13152-0811300) located at Chak No. 124 RB, Chota Behlol Pur, District Faisalabad was charged a detection bill of (3942) units by FESCO during the month of July, 2024 on account of the direct theft of electricity from main PVC cable of which FIR has also been registered against the Complainant. The dispute raised by the Complainant was that the exorbitant detection bill inconsiderate of the connected load has been charged by FESCO.



- ii. Perusal of the documentary evidence reveals the Complainant was charged detection bill for the period of six months i.e. December, 2023 to May, 2024 on the basis of connected load i.e. (5) kW which is consistent with the 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 the corresponding detection shall be charged on the basis of running load for the maximum period of six months.
- iii. 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 a concrete proof of theft which then requires none further analysis on act of theft of electricity committed by the Complainant. However, keeping in line with the clause 9.1.3 of CSM and after considering contentions of the Complainant regarding of quantum of the detection bill in conjunction with the careful perusal of consumption history i.e. 40% less than prior year consumption of the Complainant, it is concluded that the detection bill charged to the Complainant is on the higher side and required to be revised by factoring in the sanctioned load i.e. (3) kW instead of the assessed load as per which (2190) units are to be charged instead of (3942) units after adjusting the actual consumption recorded during the detection period which was agreed by the FESCO official and upon which the Complainant showed satisfaction.
- iii. مندرجہ بالا جقائق کے پیش نظر فیسکو کو ہدایت کی جاتی ہے کہ وہ اوپر دی گئی ہدایات کے مطابق ڈیلیکشن بل پر نظر ثانی کرے اور ڈیلیکشن بل کی مد میں -2190- یونٹ چارج کرے جیسا کہ فیسکو کے اہلکار نے پہلے ہی اتفاق کیا ہے۔

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

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



Faisalabad, September 30, 2024