



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.04/2133-2024
September 30, 2024

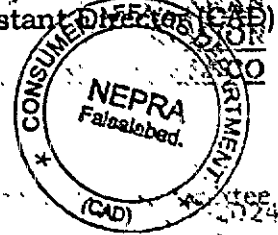
Chief Executive Officer
Faisalabad Electric Supply Company (FESCO)
Abdullah Pur, Canal Bank Road, Faisalabad.

**Subject: COMPLAINT FILED BY MR. MUHAMMAD IQBAL BANGASH S/O ANZAL KHAN
UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION
AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST FESCO
REGARDING DETECTION BILLING (REF # 15-13443-0194100 U).
Complaint No. FESCO-FSD-38330-05-24**

Please find enclosed herewith the decision of Complaints Resolution Committee,
dated September 30, 2024 regarding the subject matter.

Encl: As above

(Ubaid Khan)
Assistant Director (CAD)



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. Muhammad Iqbal Bangash
House No. 51, Block F, Quaidabad District Khushab.
Cell # 0302-9594506.
4. Mr. Muhammad Luqman
House No. 122, Block NA, Quaidabad, District Khushab.
Cell # 0302-9594506.



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

Complaint No. FESCO-FSD-38330-05-24

Mr. Iqbal Bangash
Through Mr. Muhammad Luqman
House No. 51, Block F, Quaidabad
District Khushab.

..... **Complainant**

VERSUS

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

..... **Respondent**

Date of Hearing: August 28, 2024

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

Respondent: Mr. Saddam Hussain SDO (Operation), FESCO

SUBJECT: COMPLAINT FILED BY MR. MUHAMMAD IQBAL BANGASH THROUGH MR. MUHAMMAD LUQMAN UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST FESCO REGARDING DETECTION BILLING (REF # 15-13443-0194100 U).

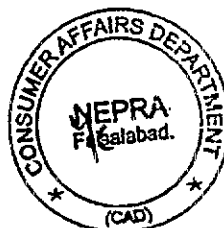
DECISION

This decision shall dispose of the complaint filed by Mr. Iqbal Bangash through Mr. Muhammad Luqman (hereinafter referred to as "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 amounting to Rs. 63,120/- was charged by FESCO during May, 2024 with mala fide intentions. The matter was taken up with FESCO whereby FESCO vide a letter dated June 10, 2024 submitted that Complainant was found involved in theft of electricity through hole in meter and accordingly, detection bill of (1161) units for the period of (6) months was charged to the Complainant on the basis of connected load. In order to analyze the matter, a hearing was held on August 28, 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 (15-13443-0194100) located at Quaidabad, District Khushab was charged a detection bill of (1161) units by FESCO during May, 2024 on account of the electricity theft 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 and period of detection 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. October, 2023 to March, 2024 on the basis of connected load i.e. (2) kW which is inconsistent with the clause 9.2.3 of the Consumer Service Manual (CSM) for charging detection bill in case of illegal abstraction i.e. a hole in meter as per which the corresponding detection shall be charged in the order of priority as envisaged in same clause and only for the maximum period of (3) 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 the concrete proof of electricity theft which requires none further analysis on the act of theft of electricity committed by the Complainant. However, keeping in line with the clause 9.2.3 of CSM and after duly considering the contentions of Complainant regarding the quantum of detection bill and previous consumption history, it is concluded that the detection bill charged to the Complainant is on higher side and required to be revised by reducing the period of detection from (6) to (3) months as per which (586) units are to be charged instead of (1161) units after adjusting the actual consumption recorded during the revised detection period which was agreed by the FESCO official and upon which the Complainant showed satisfaction.

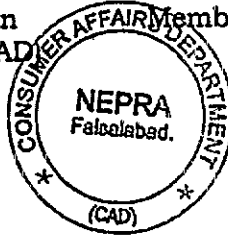
3. مندرجہ بالا حقائق کے پیش نظر فیسکو کو ہدایت کی جاتی ہے کہ وہ اوپر دی گئی ہدایات کے مطابق ڈیلیکشن بل پر نظر ثانی کرے اور ڈیلیکشن بل کی مد میں 586 یونٹ چارج کرے جیسا کہ فیسکو کے اہلکار نے پہلے ہی اتفاق کیا ہے۔
تعمیل کی رپورٹیں دس (10) دنوں کے اندر جمع کرائی جائے۔

(Ubaid Khan)

Member, Complaints Resolution
Committee/Assistant Director (CAD)

(Engr. Dr. Bhal Masood)

Member, Complaints Resolution Committee
/Additional Director (CAD)



Faisalabad, September, 30, 2024