



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.04/24/19 -2024
October 31, 2024

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

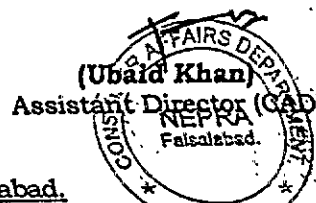
**Subject: COMPLAINT FILED BY MR. ABDUL AZIZ THROUGH MUHAMMAD YUNAS
UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION
AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST FESCO
REGARDING EXCESSIVE BILLING (REF # 27-13534-2721000 R).
Complaint No. FESCO-FSD-34765-02-24**

Please find enclosed herewith the decision of Complaints Resolution Committee dated October 31, 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. Abdul Aziz S/o Haq Nawaz
Sakin Razai Shah Shumali, Post Office Khas
Tehsil & District Bhakkar.
Cell # 0346-0405000.





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

Complaint No. FESCO-FSD-34765-02-24

**Mr. Abdul Aziz
Through Muhammad Younas
Razai Shah Shumali, Post Office Khas
Tehsil & District Bhakkar.**

..... **Complainant**

VERSUS

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

..... **Respondent**

Date of Hearing: June 06, 2024

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

Respondent: Mr. Muhammad Shahzad Azeem SDO (Operation), FESCO

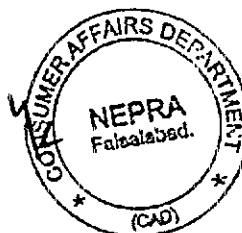
**SUBJECT: COMPLAINT FILED BY MR. ABDUL AZIZ THROUGH MUHAMMAD YOUNAS
UNDER SECTION 39 OF THE REGULATION OF GENERATION,
TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997.
AGAINST FESCO REGARDING EXCESSIVE BILLING (REF # 27-13534-
2721000 R).**

DECISION

This decision shall dispose of the complaint filed by Mr. Abdul Aziz through Mr. Muhammad Younas (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").

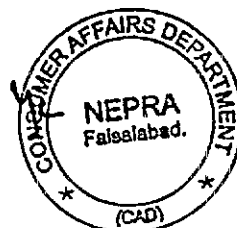
2. NEPRA received a complaint from the Complainant dated January 17, 2024 wherein the Complainant submitted that a detection bill amounting to Rs. 374,947/- was charged by FESCO during the month of November, 2023 on pretext of defective meter despite the minimal electricity consumption at his premises. The matter was taken up with FESCO whereby FESCO vide a letter dated February 29, 2024 apprised that the Complainant's meter became defective during June, 2023 of which data retrieval report suggested a difference between Total units and sum of Peak & Off-peak units. Accordingly, detection bill based on difference of units i.e. 7804 was charged to the Complainant.

3. In order to analyze the matter, hearing was held at NEPRA Regional Office, Faisalabad on June 06, 2024 whereby the matter was discussed in detail in attendance of both the parties. Following the hearing, FESCO was directed to provide the event/segment wise data retrieval report of the defective meter which was, later, submitted by FESCO.



4. The case has been examined in detail in light of the record made so available by both parties, arguments advanced during the hearing and the applicable law. Following has been observed:

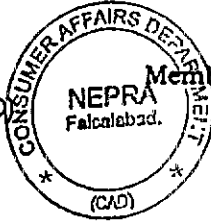
- i. The Complainant's industrial connection installed against a reference number (27-13534-2721000) located at Razal Shah Shumali, Tehsil and District Bhakkar was charged a detection bill of (7804) units amounting to Rs. 374,947/- by FESCO during November, 2023 on account of the data retrieval report of the meter, declared defective by FESCO during June, 2023. The issue raised by the Complainant was that the mala fide exorbitant detection bill has been charged by FESCO inconsiderate of the nominal consumption at the premises.
- ii. Perusal of documentary evidence reveals that the Complainant was charged detection bill based on the difference of consumed units, derived from the Total number of units and sum of Peak and Off-Peak units as per the data retrieval report of Complainant's meter. The analysis of report also provides that the Complainant had presumably consumed 76277, 4645 & 64020 units as Total, Peak & Off-Peak units respectively till the replacement of defective meter during July, 2023. It is of note that sum of Peak and Off-peak units i.e. (68665) should always be equal to the Total units i.e. (76277) which is lacking in the instant report casting suspicion over the report's accuracy. The Complainant's consumption history further reflects that the Complainant had been charged in the regular billing as 4612 and 63861 units against Peak & Off-peak respectively of which sum comes out a 100 % true in the form of Total charged units i.e. (68473).
- iii. Taking cognizant of the above, the percentage difference between Peak and Off-peak units charged in the regular billing and obtained from the data retrieval report comes forth very miniscule i.e. less than 1% which is almost accurate. However, the same percentage when calculated in terms of Total units charged in the regular billing and obtained from the data retrieval report results to the tune of approximately 10% which does not confirm to very consistent consumption pattern along with the fact that no anomaly was detected in the event wise report submitted by FESCO. Moreover, Total units and sum of Peak & Off-peak units charged in the regular billing are also almost identical which does not provide legitimate basis for charging of detection bill on the basis of disputed report.
- iv. FESCO is of the view that the Total units should be considered accurate as extracted from the retrieval report in comparison with the Peak & Off-peak units. However, the event/segment wise data retrieval report containing reliable information of previous 12 months since the month of meter replacement i.e. July, 2023 reflects the fact that the sum of Peak and Off-peak was not exactly the same as Total units for an unknown period which creates an argument conflicting above approach undertaken by FESCO as no abnormality and sudden decline in Peak & Off-peak consumption is on record. Moreover, it is evident that the Complainant maintained healthy and almost identical consumption before & after the meter replacement during July, 2023, suggesting no dip or extraordinary level of the consumption. Hence, the above claim of M&T, FESCO cannot be taken for its words without any concrete supportive arguments and absence of any evidence.
- v. According to clause 6.1.4 of Consumer Service Manual (CSM), the meter readers shall also check 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 standard practice. The concerned officer/official will take corrective action to rectify these discrepancies which was also not identified (if there was any) by FESCO for extraordinary time period as suggested by the event wise report of previous 12 months, ensuing the charging of detection bill which is not warranted.



- vi. Moreover, the Complainant's meter was replaced due to display issue which does not involve any discrepancy in actual consumption. Duly considering the above narration along with the fact electricity consumers are being charged electricity bills on the basis of snaps of Peak and Off-peak readings/units, does not further merit the charging of detection bill suddenly on the basis of Total units without any supportive assertions. Furthermore, FESCO failed to point out at any stage about such discrepancy from which stand point consumers have legitimate expectancy that what is being billed is actual cost of electricity and it is correct. In view of above, penalizing the Complainant on part of incompetency of FESCO officials is strictly not justified. Hence, the detection bill charged to the Complainant is void of any considerable reason, lacks justification and is required to be withdrawn.

5- درجہ بالا حقائق کے پیش نظر فیسکو کو ہدایت کی جاتی ہے کہ وہ ڈپٹیکشن 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. Bilal Masood)
Member, Complaints Resolution Committee
/Additional Director (CAD)

Faisalabad, October 31, 2024