



**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**

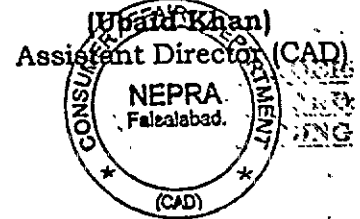
ROF.04/2480-2024  
November // , 2024

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

**Subject: COMPLAINT FILED BY MR. MUHAMMAD KABEER S/O NASIR SAEED UNDER  
SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND  
DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST FESCO REGARDING  
DETECTION BILL (Ref # 04-13245-443808) ETC.**  
**Complaint No. FESCO-FSD-37134-05-24**

Please find enclosed herewith the decision of Complaints Resolution Committee dated  
November // , 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. Muhammad Kabeer S/o Nasir Saeed  
Chak No. 226 R.B, Chak Cheema Bajwa, Milkhanwala  
Satyana Road, Tehsil & District Faisalabad.  
Cell # 0300-9200013 & 0300-3680000.



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

**Complaint No. FESCO-FSD-37134-05-24**

**Mr. Muhammad Kabeer**  
Chak No. 226 R.B, Chak Cheema Bajwa, Milkhanwala  
Satyana Road, Tehsil & District Faisalabad.

..... **Complainant**

**VERSUS**

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

..... **Respondent**

**Date of Hearing:** June 06, 2024  
August 20, 2024

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

**Respondent:** 1) Malik Naeem Javed XEN (Operation), FESCO  
2) Mr. Suneel Aslam SDO (Operation), FESCO

**Subject:** COMPLAINT FILED BY MR. MUHAMMAD KABEER S/O NASIR SAEED UNDER  
SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND  
DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST FESCO REGARDING  
DETECTION BILL (REF # 04-13245-4433808) ETC.

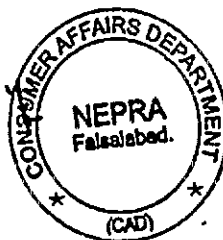
**DECISION**

This decision shall dispose of the complaint filed by Mr. Muhammad Kabeer (hereinafter referred to as the "Complainant") against Faisalabad Electric Supply Company (hereinafter referred to as the "Respondent" or "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 complaint from Mr. Muhammad Kabeer dated May 06, 2024 wherein the Complainant disputed the charging of (4) Nos. of detection bills against (3) Nos. of distinct electricity connections installed at the Complainant's residential premises. The matter was taken up with FESCO whereby FESCO vide a letter dated May 13, 2024 submitted that the Complainant was charged (2) Nos. of detection bills due to tempering of terminal block strips of two separate meters while remaining (2) Nos. of detection bills were charged due to polarity reversal of another, however, same meter on two separate counts by the Complainant. FESCO further submitted that corresponding FIRs have also been registered against the Complainant based on the electricity theft.

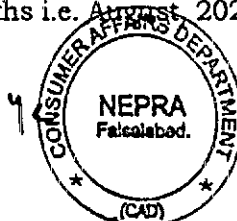
3. In order to analyze the matter, (2) Nos. of hearings were held on June 06 & August 20, 2024 at NEPRA Regional Office, Faisalabad in attendance of both parties and the matter was discussed in detail. Now, the case has been examined in detail in light of the record made so

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available by parties, arguments advanced during the hearings and applicable law. Following has been observed:

- i. The Complainant's electricity connection installed against reference numbers (04-13245-4433844) and (04-13245-4433808) located at Chak No. 226 RB, Tehsil and District Faisalabad were charged detection bills of 3238 & 2719 units during March and May, 2024 respectively on account of the meter tempering. Another electricity connection having reference number (04-13245-4435100) on the name of Bashir Ahmed, located at the same location was also charged (2) Nos. of detection bills of cumulative 3363 units during May, 2024 on the pretext of change of phase polarity. The dispute raised by the Complainant was that detection bills have been charged by FESCO with the mala fide intent while being inconsiderate of any solid evidence and connected load along with the assertion that meter having reference number (04-13245-4435100) was sanctioned against a separate premises owned by another person.
- ii. Perusal of the documentary evidence reveals that detection bills against reference numbers (04-13245-4433844 & 4433808) sanctioned in the name of Complainant, were charged for the period of six months i.e. September, 2023 to February, 2024 on the basis of connected load while the same is inconsistent with clause 9.2.3 (b) of the Consumer Service Manual (CSM) for charging detection bill against registered consumer involved in illegal abstraction i.e. meter tempering. As per which FESCO is restricted to charge detection bill for maximum period of (3) months in the order of priority i.e. previous consumption history etc. as envisaged in the same clause which has also not been followed by FESCO in the instant detection bills. The record further points out discrepancy in charging of detection bill at higher load factor i.e. 0.25 which is also not in line with the contents of Annexure-V of CSM i.e. 0.2, in case of domestic consumer. Moreover, the meter checking was performed by FESCO on January 19, 2024, however, the detection bills were debited after the accrual of excessive delay i.e. during March & May, 2024 after including month of February, 2024 in the period of detection in contrast with the date of checking.
- iii. Scrutiny of the Complainant's electricity consumption against both the connections for the previous years divulge unhealthy and low consumption in contrast with the sanctioned load, categorizing the same as being inconclusive. However, the future consumption of connection having reference No. (04-13245-44338408) remained elevated after meter replacement during February, 2024 which reflects considerable consumption dip during detection period implicating the Complainant in the theft of electricity. In consideration of the contentions of Complainant regarding minimal electricity consumption due to vacancy of the premises during detection period, the Complainant failed to submit gas bills for corresponding months as advised during the hearing for comparable analysis.
- iv. Moreover, the analysis of video graphic evidence submitted by FESCO i.e. presence of high amperage while both meters reflecting (0) load divulges that the Complainant was actually involved in the tempering of both the meters, hence, theft of electricity. However, quantum of detection is required to be revised as per the relevant clauses of CSM and circumstantial evidence which ensues the revision of detection bills for period of (3) months i.e. November, 2023 to January, 2024 by excluding succeeding month i.e. February, 2024, at (0.2) load factor.
- v. Converging toward charging of detection bills against reference number (04-13245-4435100) reveals that meter against same reference number was sanctioned for another premises, not related to the Complainant as concurred by FESCO officials, however, disputed over fact that the same was found installed at the Complainant's premises during the checking on January 19, 2024. Consequently, 1<sup>st</sup> detection bill of 2676 units for period of six months i.e. August, 2023 to January, 2024 on basis



of phase polarity change was prepared against the reference number and motivated against the Complainant by registration of FIR, moved by FESCO.

- vi. Moreover, second detection bill of 687 units against the same reference number was prepared for period of three months i.e. February to April, 2024 also on the basis of polarity reversal and motivated against another person i.e. Mr. Anas by registration of FIR. Both the detection bills were later debited against the reference No. during May, 2024. Perusal of above noted facts raises suspicion over authenticity of acts carried out by FESCO officials whereby the disputed meter was checked and found installed on the Complainant's premises on January 19, 2024 as also visible in the submitted video and corresponding detection bill was levied. However, following the checking of same meter on later date during April, 2024 by FESCO officials at some other premises, another detection bill was charged against same reference number. It is matter of record that no M&T report against the disputed meter was submitted by FESCO.
- vii. The analysis of above notes lack of adoption of relevant procedure by FESCO as the checked meter was not secured in violation of the clause 9.2.2 (a) of CSM and was also not sent to M&T formation for the validation of theft as alleged by the checking team of FESCO. The same meter was presumably shifted to some other location later on, thus, creating huge discrepancy on the part of concerned FESCO officials for proving the alleged theft against the Complainant. Moreover, the corresponding detection bills were debited during May, 2024 after accrual of excessive delay since the date of checking which further raises suspicion & demerits charging of detection bill against the Complainant. Hence, the evidence lacking substantiation for usage of disputed meter in the name of Bashir Ahmed, at the Complainants' premises, along with the fact that another person was also nominated in the FIR against the same reference No, can be adjudged as inconclusive which relieves the Complainant of any liability in connection with detection bills charged against reference number i.e. (04-13245-4435100).

4. Foregoing in view, FESCO is directed to proceed as under:

1. حوالہ نمبر (04-13245-4433844 اور 4433808) کے خلاف لگائے گئے ڈیٹیکشن بلوں کو 3 ماہ کی مدت یعنی نومبر، 2023 سے جنوری، 2024 تک 0.2 لوڈ فیکٹر پر چارج کیا جائے۔
2. ریفرنس نمبر (04-13245-4435100) کے خلاف لگائے گئے ڈیٹیکشن بلوں کی وصولی کے سلسلے میں شکایت کنندہ اور اس کے رہائشی احاطے کو مستثنیٰ کیا جائے۔
3. تعمیل کی رپورٹ (10) دنوں کے اندر پیش کی جائے۔

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

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

Faisalabad, November // , 2024

