



**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.04/2484-2024  
November 11, 2024

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

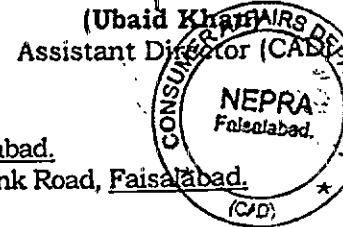
**Subject: COMPLAINT FILED BY MR. NOUMAN SHAHID S/O SHAHID FAROOQ UNDER  
SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND  
DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST FESCO REGARDING  
EXCESSIVE BILLING (REF # 27-13428-5903301).  
Complaint No. FESCO-FSD-36557-04-24**

Please find enclosed herewith the decision of Complaints Resolution Committee  
dated November 11, 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. Noman Shahid S/o Shahid Farooq  
House No. 135, Street No. 04  
Mohalla Fazal Town, District Sargodha.  
Cell # 0300-8706408.





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

**Complaint No. FESCO-FSD-36557-04-24**

**Mr. Noman Shahid**  
House No. 135, Street No. 04  
Mohalla Fazal Town, District Sargodha

..... **Complainant**

**VERSUS**

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

..... **Respondent**

**Date of Hearing:** July 04, 2024  
July 23, 2024

**On behalf of**  
**Complainant:** Mr. Noman Shahid (Online)

**Respondent:** 1) Mr. Haroon Ahmed XEN (Operation), FESCO  
2) Mr. Waleed Ahmed Atiq SDO (Operation), FESCO  
3) Mr. Muhammad Waqas, FESCO

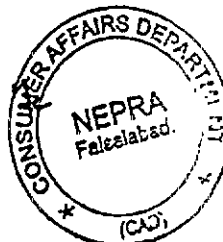
**SUBJECT: COMPLAINT FILED BY MR. NOMAN SHAHID UNDER SECTION 39 OF THE**  
**REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF**  
**ELECTRIC POWER ACT, 1997 AGAINST FESCO REGARDING EXCESSIVE**  
**BILLING (REF # 27-13428-5903301 UL.**

**DECISION**

This decision shall dispose of the complaint filed by Mr. Noman Shahid (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 Mr. Noman Shahid dated April 16, 2024 wherein the Complainant submitted that a new industrial connection against reference number i.e. (27-13428-5903301) was installed during March, 2024 by FESCO, however, not energized until the filing of instant complaint. The Complainant further submitted that an exorbitant and unjustified bill against (0) consumption was also charged during March, 2024 by FESCO of which withdrawal was prayed by the Complainant. The matter was taken up with FESCO whereby FESCO vide a letter dated April 30, 2024 apprised that the new connection was installed during December, 2023 against which monthly fixed charges have been levied while the drop out/cut out link was not installed on the request of Complainant.

3. In order to analyze the matter, 2 Nos. of hearings were held at NEPRA Regional Office, Faisalabad on July 04 and July, 23, 2024 whereby the matter was discussed in detail in



attendance of both the parties. During the hearing, FESCO was directed to provide additional documentary evidence which was, later, submitted by FECCO.

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

- i. The Complainant's industrial connection i.e. B2 against reference number (27-13428-5903301) located at Fazl Town, Tehsil & District Sargodha was charged an electricity bill amounting to Rs. 50,264/- by FESCO during March, 2024 on account of the fixed charges. The issue raised by the Complainant was that the mala fide exorbitant bill has been charged by FESCO inconsiderate of the fact that the connection was only energized during April, 2024, disputing the application of fixed charged since January, 2024.
- ii. It is of note that the Complainant's connection remained a subject of litigation before NEPRA prior to the instant dispute which was, later, decided and the decision was implemented by FESCO ensuing the installation of connection at the Complainant's premises. Perusal of documentary evidence reveals that the Complainant was charged fixed charges during the disputed period i.e. January to March, 2024 commensurate with 50% of sanctioned load due zero consumption recorded during the same period. However, the applicability of fixed charged is truly hinged on the documents submitted by FESCO officials whereby the relevant SCO dated August 17, 2021 does not divulge any pertinent information regarding the instant dispute as the same contains records overwhelmingly related to the year 2021 i.e. the period when the application for new connection was filed and processed by FESCO. However, the SCO entails the date of connection inscribed as December 14, 2023, manually, which raises suspicion over its authenticity.
- iii. The analysis of billing history reflects that the Complainant was charged or delivered 1<sup>st</sup> bill for the month of March, 2024 containing arrears of fixed charges levied during January and February, 2024. However, clause 10.3.1 (h) of Consumer Service Manual (CSM) provides that the 1<sup>st</sup> bill for a new connection shall be issued within two months of the date of connection which has not been followed by FESCO in the instant matter, even considering contentions of FESCO that connection was energized on December 14, 2023. From this standpoint, the Complainant was already charged LPS for two months while receiving the bill for the month of March, 2024. Moreover, the history showing zero consumption all the way up to April, 2024 & the snaps of non-energized meter pasted on bill of March, 2024 further support the arguments of Complainant.
- iv. The record of store requisitions submitted by FESCO do not provide concrete evidence regarding the time of installation of connection as the same were processed during October, 2021 & August, 2023. However, the latest store requisition does not contain the record for issuance of D-Fuse which further complicates the procedure and time of energization of connection. Moreover, FESCO remained unable to submit any other evidence i.e. snaps of energized meter, bills for the months of January, February, 2024 reflecting operationalization of the connection. However, FESCO is also of the view that the connection remained pending for energization on the request of Complainant of which any documentary evidence is not on the record. Hence, the above claim of FESCO cannot be taken for its words without any concrete supportive arguments and absence of evidence.
- v. The Complainant stated that all the major equipment except drop out/cut out link (D-Fuse) was installed during March, 2024 while the D-Fuse was installed on April 22, 2024 by FESCO, in which support, the Complainant has also submitted snaps with



digitally marking of dates i.e. time when snap was taken along with the affidavits of two common persons which can be taken into account along with the other evidence. Duly considering the above narration along with the fact that the documents i.e. SCO, store requisitions submitted by FESCO failed to establish the exact time of installation of connection, hence, evidence submitted by Complainant in conjunction with the zero consumption history until April, 2024, the snaps of non-energized meter can be considered valid as per which the amount of fixed charges is required to be withdrawn.

5. Foregoing in view, FESCO is directed to withdraw the amount of fixed charges levied during period i.e. January to March, 2024 along with the overhaul of its causal effect i.e. LPS charged until the latest billing cycle. Compliance report to be submitted within (10) days.

5۔ درجہ بالا حقائق کے پیش نظر، فیسکو کو ہدایت کی جاتی ہے کہ وہ جنوری تا مارچ 2024 کے دوران لگائے گئے فکسڈ چارجز کی رقم واپس لے اور اس کے کازل ایفیکٹ یعنی ایل پی ایس کو تازہ ترین بلنگ سائیکل تک واپس لے۔ تعمیل کی رپورٹ (10) دنوں کے اندر پیش کی جائے گی۔

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

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

Faisalabad, November // , 2024

