



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.04/2580-2024
November 26, 2024

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

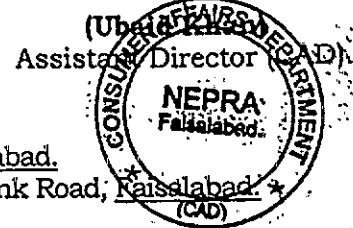
Subject: COMPLAINT FILED BY MR. MUHAMMAD ISMAIL S/O SULTAN UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST FESCO REGARDING EXCESSIVE BILLING (REF # 29-13172-3034019).
Complaint No. FESCO-FSD-38533-06-24

Please find enclosed herewith the decision of Complaints Resolution Committee dated November 26, 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. Muhammad Ismail S/o Sultan
Sakin Vanoka Tehsil Lalian, District Chiniot.
Cell # 0320-7452429.





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

Complaint No. FESCO-FSD-38533-06-24

Mr. Muhammad Ismail
Sakin Vinoka Tehsil Lalian, District Chiniot.

..... Complainant

VERSUS

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

..... Respondent

Date of Hearing: August 28, 2024
October 02, 2024

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

Respondent: 1) Mr. Muhammad Shoaib XEN (Operation), FESCO
2) Mr. Usman Jahangir SDO (Operation), FESCO

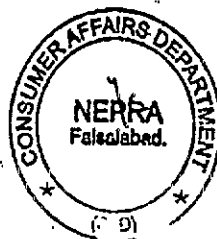
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SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND
DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST FESCO
REGARDING EXCESSIVE BILLING.**

DECISION

This decision shall dispose of complaint filed by Mr. Muhammad Ismail (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 May 14, 2024 wherein the Complainant submitted that his agricultural connection was wrongly charged assessed bills by FESCO during the period of several months since installation of new connection at his premises. The matter was taken up with FESCO whereby FESCO vide a letter dated June 26, 2024 apprised that the Complainant's meter became defective and was replaced during November, 2023, of which data retrieval proven futile due to reported communication failure. In order to analyze the matter, (2) number of hearings were held at NEPRA Regional Office, Faisalabad whereby the matter was discussed in detail in attendance of both the parties. The case has been examined 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 agricultural connection having reference No. (29-13172-3034019) located at Mouza Vinoka, Tehsil Lalian, District Chiniot was installed during August, 2023 by FESCO. Later, the relevant meter became defective and got replaced during the month of November, 2023 after being declared as defective by FESCO.



- ii. Perusal of documentary evidence reveals that the Complainant was charged electricity bills during period i.e. August to October, 2023 on presumably assessment basis by FESCO as the bills pertaining to same period lack legible or any meter reading snaps. Moreover, during the hearing, FESCO officials failed to submit any supporting evidence i.e. reading snaps, data retrieval report etc. According to the clause 6.1.3 of Consumer Service Manual (CSM), taking snapshots of meter readings of consumers is mandatory of which direct and plain violation by FESCO can be ascertained in the instant matter.
- iii. The analysis of consumption history reflects that the Complainant was charged 3998 units each month during disputed period i.e. August, September and October, 2023 which inherently argues authenticity of charged bills whereby same number of units each month were levied by FESCO reflecting huge discrepancy on the part of concerned FESCO officials. The matter is further aggravated considering the fact that no defective code was allotted during disputed period and frivolous bills were charged by FESCO without meter reading snaps which does not provide any legitimate basis for charging of such exorbitant bills.
- iv. Clause 6.1.4 of the CSM provides that the meter readers shall check 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 discrepancies which was not identified/rectified by FESCO for extraordinary time period in the instant matter, ensuing the charging of assessed bills which is not warranted.
- v. The recorded fact based on above narration provides that FESCO failed to point out the discrepancy in impugned meter, expeditiously. Hence, the exorbitant and frivolous bills charged for the period of three months without any supporting assertions renders itself invalid. In view of above, penalizing the Complainant on part of incompetency of FESCO officials is strictly not justified. Hence, the bills charged to the Complainant during the disputed period are void of any considerable reason, lacks justification and are required to be revised as per future healthy consumption
- vi. Clause 6.2 of CSM envisages the procedure of percentage checking to ensure accuracy of meter reading as per which sub-Divisional Officer (SDO) and Meter Reading Section Supervisor (MRSS) are responsible to ensure feeding of correct readings for issuance of electricity bills in accordance with meter reading snaps. However, sheer negligence of FESCO officials instigated the charging of excessive bills without any snap and without allotment of any defective code.
- vii. It is matter of fact that the Complainant's agricultural connection remained in bona fide usage during the disputed period of which consumption is unable to be correlated with any previous consumption pattern as the connection was only installed during August, 2023. However, it is evident that the Complainant maintained a consistent and healthy consumption since meter replacement during November, 2023 suggesting no dip or extraordinary level of consumption in the following months. Taking cognizant of above facts, the Complainant's healthy consumption can be translated over disputed period to meet ranks of justice as per which the average consumption to be determined over the undisputed future consumption since meter replacement during November, 2023 shall be used as revised consumption against the disputed three months.
4. Foregoing in view, FESCO is directed to revise electricity bills charged during the period i.e. August, 2023 to October, 2023 as per average healthy consumption recorded during period i.e. November, 2023 to October, 2024. FESCO is also directed to take the departmental action against the concerned SDO, Meter Reading Section Supervisor & Meter Reader under FESCO rules. Compliance report to be submitted within (10) days.



5. پیش نظر، فیسکو کو ہدایت کی جاتی ہے کہ وہ نومبر، 2023 سے اکتوبر، 2024 کے دوران ریکارڈ کی گئی اوسط صحت منہد کھپت کے مطابق، اگست سے اکتوبر، 2023 کے دوران چارج کیے جانے والے بجلی کے ہاؤس پر نظر ثانی کرے۔ فیسکو کو متعلقہ ایس ڈی او، میٹریڈنگ سیکشن سپروائزر اور میٹریڈنگ کے خلاف فیسکو قوانین کے تحت محکمانہ کارروائی کرنے کی بھی ہدایت کی جاتی ہے۔ تعمیل کی رپورٹ دس (10) دنوں کے اندر جمع کرای جائے۔

(Ubaid Khan)

Member, Complaints Resolution
Committee/Assistant Director (CAD)

(Engr. Dr. Bilal Masood)

Member, Complaints Resolution Committee
Additional Director (CAD)

Faisalabad, November 26, 2024

