



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.04/2581-2024
November 26, 2024

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

**Subject: COMPLAINT FILED BY MR. QAISER ABBAS S/O AJMAL UNDER SECTION 39
OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION
OF ELECTRIC POWER ACT, 1997 AGAINST FESCO REGARDING DETECTION
BILLING (REF # 10-13161-3881300 R).
Complaint No. FESCO-FSD-44134-09-24**

Please find enclosed herewith the decision of Complaints Resolution Committee,
dated November 26, 2024 regarding the subject matter.

Encl: As above

(Uhaid 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. Qaiser Abbas S/o Ajmal
Chak No. 45 JB, Rehmo Wala, Post Office Chak No. 132 RB
Tehsil Chak Jhumra, District Faisalabad.
Cell # 0308-6771105.



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

Complaint No. FESCO-FSD-44134-09-24

Mr. Qaisar Abbas

Chak No. 45 JB, Rehmo Wala

Post Office Chak No. 132 RB

Tehsil Chak Jhumra, District Faisalabad.

..... **Complainant**

VERSUS

Faisalabad Electric Supply Company (FESCO)

Abdullah Pur, Canal Bank Road, Faisalabad.

..... **Respondent**

Date of Hearing: November 07, 2024

**On behalf of
Complainant:** Mr. Qasier Abbas

Respondent: Mr. Shafqat Ullah SDO (Operation), FESCO

**SUBJECT: COMPLAINT FILED BY MR. QAISER ABBAS UNDER SECTION 39 OF THE
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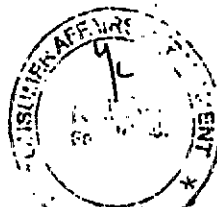
DECISION

This decision shall dispose of the complaint filed by Mr. Qaiser Abbas (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 wherein it was submitted that an exorbitant detection bill was charged by FESCO for period of six months against residential premises and requested to revise the detection bill. The matter was taken up with FESCO whereby FESCO vide a letter dated September 27, 2024 submitted that Complainant was found involved in theft of electricity through strip tempering and accordingly, a detection bill of (3281) units was charged to the Complainant along with registration of FIR against the Complainant based on the direct theft. In order to analyze matter, a hearing was held on November 07, 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 (10-131613881300) located at Chak 45 JB, Tehsil Chak Jhumra, District Faisalabad was



charged a detection bill of (3281) units by FESCO during the month of September, 2024 on account of the direct theft of electricity from main PVC cable while PIR has also been registered against the Complainant. The dispute raised by the Complainant was that the exorbitant detection bill inconsiderate of actual period of theft, has been charged by FESCO.

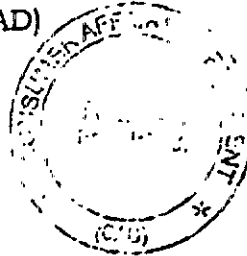
- ii. Perusal of documentary evidence reveals that the Complainant was charged detection bill for the period of six months i.e. March, 2024 to August, 2024 on the basis of connected load i.e. (4) kW which is consistent with the clause 9.1.3 of the Consumer Service Manual (CSM) for charging detection bill in case of direct theft of electricity by a registered consumer i.e. the Complainant as per which corresponding bill can be charged on basis of connected load up to six months in case of absence of undisputed previous & future consumption.
- 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 a concrete proof of theft which then requires none further analysis on act of theft of electricity committed by the Complainant. However, considering contention of the Complainant regarding actual period of theft claimed as less than 6 months in conjunction with the running load of (1.1) kW established during the checking and careful perusal of consumption during the detection period which is also exceeding the prior year consumption, it can be concluded that the detection bill charged to the Complainant is on the higher side and required to be revised by factoring in the sanctioned load i.e. (3) kW instead of the assessed load and for the period of (3) months. As per which (1177) units are to be charged instead of (3281) units after adjusting the actual consumption recorded during the detection period.

4 - مندرجہ بالا حقائق کے پیش نظر فیسکو کو ہدایت کی جاتی ہے کہ وہ اوپر دی گئی ہدایات کے مطابق ڈیٹیکشن بل پر نظر ثانی کرے اور ڈیٹیکشن بل کی مد میں 1177 یونٹس چارج کرے۔ 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, November 26, 2024



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