



National Electric Power Regulatory Authority
ISLAMIC REPUBLIC OF PAKISTAN
Regional Office
Plaza C-6B, College (Hockey Stadium) Road
Kohinoor City, Faisalabad
Ph: 041-8727800

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**Consumer Affairs
Department**

ROF.04/2682-2024
December 06, 2024

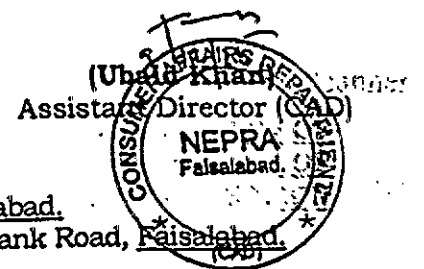
Chief Executive Officer
Faisalabad Electric Supply Company (FESCO)
Abdullah Pur, Canal Bank Road, Faisalabad.

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**Subject: COMPLAINT FILED BY MR. NASIR ALI S/O ZAKIR ALI UNDER SECTION 39 OF
THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF
ELECTRIC POWER ACT, 1997 AGAINST FESCO REGARDING DETECTION
BILLING (REF # 29-13146-7653360).
Complaint No. FESCO-FSD-34840-02-24**

Please find enclosed herewith the decision of Complaints Resolution Committee,
dated December 06, 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. Nasir Ali S/o Zakir Ali
Chak No. 68/12, Post office Chak No.15/67,
Tehsil & District Nankana Sahib.
Cell # 0333-6585335.



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

Complaint No. FESCO-FSD-34840-02-24

Mr. Nasir Ali

Chak No. 68/12 Post Office Chak No.15/67
Tehsil & District Nankana Sahib.

..... **Complainant**

VERSUS

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

..... **Respondent**

Date of Hearing: March 21, 2024
November 07, 2024

**On behalf of
Complainant:** Mr. Nasir Ali

Respondent: 1) Mr. Ahsan Jahangir SDO (Operation), FESCO
2) Mr. Saeed ur Rehman SDO (Operation), FESCO

Subject: DECISION IN THE MATTER OF COMPLAINT FILED BY MR. NASIR ALI S/O
ZAKIR ALI UNDER SECTION 39 OF THE REGULATION OF GENERATION,
TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997
AGAINST FESCO REGARDING DETECTION BILLING (REF # 29-13146-
7653360).

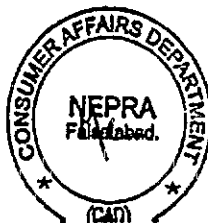
DECISION

This decision shall dispose of the complaint filed by Mr. Nasir Ali (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 a complaint from Mr. Nasir Ali dated nil received in this office on February 19, 2024 wherein the issue agitated was that electricity meter installed against reference number (29-13146-7653360) got burnt during the month of June, 2023 and direct electricity supply was subsequently restored by the concerned FESCO officials after duly obtaining the relevant affidavit. Later, an unjustified detection bill of 14186 units for the period i.e. March to August, 2023 based on direct electricity theft was charged by FESCO of which withdrawal was prayed by the Complainant. The matter was taken up with FESCO and hearings were held on March 21 and November 07, 2024 at NEPRA Regional Office, Faisalabad which was attended by both the parties wherein the matter was discussed in detail.

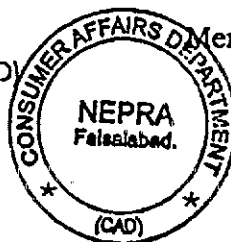
3. The case has been examined in detail in light of the record made so available by parties, arguments advanced during the hearing and the applicable law. Following has been observed:

- i. The Complainant's electricity connection installed against reference number (29-13146-7653360) located at Chak No. 378 GB, District Faisalabad was charged a detection bill of 14186 units amounting to Rs. 351,090/- during December, 2023 on account of direct theft of electricity through main PVC cable. The dispute raised by the Complainant was that the detection bill has been charged by FESCO with mala fide intent while being inconsiderate of minimal connected load.



- ii. Perusal of documentary evidence reveals that the Complainant's meter got burnt on June, 2023 due to heavy rain. Accordingly the Complainant approached FESCO official (SDO Operation) for replacement of burnt meter whereby FESCO official(s) restored the electricity supply of the Complainant through the direct supply after obtaining a blank stamp paper/affidavit from the Complainant. Meanwhile, the premises was checked by FESCO task force team on September 08, 2023 and upon observing direct supply; the Complainant was issued a detection bill for a period of six (06) months.
- iii. Later on, FESCO conducted a departmental inquiry whereby the SDO involved in restoration of electricity supply after obtaining affidavit/undertaking as mentioned above; was reduced to lower post from Junior Engineer to LS-I. This proceedings of FESCO established that the Complainant used electricity supply which was allowed by FESCO official i.e. SDO. Therefore, charging of detection bill for six months is not justified.
- iv. Moreover, clause 9.1.3(b) of Consumer Service Manual envisages the procedure for charging of detection bill against registered consumer involved in direct theft of electricity as per which FESCO is restricted to charge detection bill for maximum period of six (06) months in order of priority i.e. previous consumption history etc. as envisaged in the same clause. Moreover, clause 6.1.4 of CSM enshrines that the meter readers shall also check the irregularities/discrepancies in metering system at time of reading meter/taking snap shots and report the same in the reading book/discrepancy book or through any other appropriate method as per the practice. The concerned officer/official will take corrective action to rectify these discrepancies which was also got delayed by FESCO ensuing the charging of detection bill for excessive period.
- v. Duly considering above narration along with the fact that revenue loss claimed though the detection bill by FESCO does not commensurate with the previous consumption history and factual situation on ground, therefore, the same requires fair revision. Hence, the detection bill charged to the Complainant is on higher side and is required to be revised for the period of (2) months rather than (6) months.
4. Foregoing in view, FESCO is directed to revise period of detection bill charged during December, 2023 to 2 months. Compliance report be submitted within ten (10) days.

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



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

Faisalabad, December 06, 2024