



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.04/2683-2024
December 06, 2024

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

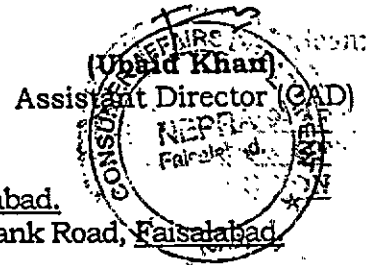
**Subject: COMPLAINT FILED BY MR. SHAHDAT S/O HADAYAT UNDER SECTION 39 OF
THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF
ELECTRIC POWER ACT, 1997 AGAINST FESCO REGARDING DETECTION
BILLING (REF # 29-13146-7654470 U).
Complaint No. FESCO-FSD-34639-02-24**

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. Shahdat S/q Hadayat
Chak No. 582 G.B, Near Pull Same,
Tehsil Jaranwala, District Faisalabad.
Cell # 0341-8779415.





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

Complaint No. FESCO-FSD-34639-02-24

Mr. Shahadat

Chak No. 582 G.B. Near Pull Same,
Tehsil Jaranwala, District Faisalabad.

..... **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. Shahadat

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. SHAHADAT S/O
HADAYAT UNDER SECTION 39 OF THE REGULATION OF GENERATION,
TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997
AGAINST FESCO REGARDING DETECTION BILLING (REF # 29-13146-
7654470).

DECISION

This decision shall dispose of the complaint filed by Mr. Shahadat (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. Shahadat dated nil received in this office on February 09, 2024 wherein the issue agitated was that electricity meter installed against reference number (29-13146-7654470) got burnt during the month of July, 2023 and direct electricity supply was subsequently restored by the concerned FESCO officials during August, 2023 after duly obtaining the relevant affidavit. Later, an unjustified detection bill of 14412 units for the period i.e. March to August, 2023 based on direct electricity theft was charged by FESCO for which withdrawal was prayed by the Complainant. The matter was taken up with FESCO and hearings were held on March 21, 2024 & November 07, 2024 at NEPRA Regional Office, Faisalabad which were attended by both the parties wherein the matter was discussed in detail.

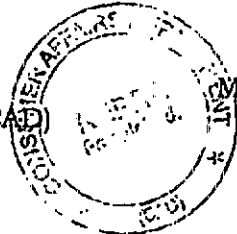
3. The case has been examined in detail in light of the record made so available by parties, arguments advanced during the hearing and the applicable law. Following has been observed:

- i. The Complainant's electricity connection installed against reference number (29-13146-7654470) located at Chak No. 582 GB, District Faisalabad was charged a detection bill of 14412 units amounting to Rs. 356,579/- during November, 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 July, 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 a direct supply after obtaining a blank stamp paper/affidavit from the Complainant. Meanwhile, the premises was checked by FESCO task force team on September 02, 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 proceeding 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 month is not justified.
- iv. Moreover, clause 9.1.3(b) of Consumer Service Manual (CSM) 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, the 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 ensuring the charging of detection bill for excessive period.
- v. Duly considering above narration along with the fact that revenue loss claimed through 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 November, 2023 to 2 months. Compliance report be submitted within ten (10) days.

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



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

Faisalabad, December 06, 2024