



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.04/2704-2024
December 13, 2024

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

**Subject: COMPLAINT FILED BY MR. MUHAMMAD IRFAN UNDER SECTION 39 OF THE
REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF
ELECTRIC POWER ACT, 1997 AGAINST FESCO REGARDING DETECTION
BILLING (REF # 04-13253-0321200 R).
Complaint No. FESCO-FSD-45142-10-24**

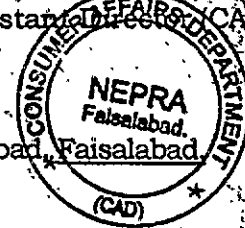
Please find enclosed herewith the decision of Complaints Resolution Committee dated December 13, 2024 regarding the subject matter.

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. Muhammad Irfan
Chak No. 542 G.B, Tehsil Tandlianwala,
District Faisalabad.
Cell # 0346-6243542.

(Ubaid Khan)
Assistant Director (CAD)





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

Complaint No. FESCO-FSD-45142-10-24

Mr. Muhammad Irfan
Chak No. 542 G.B, Tehsil Tandlianwala,
District Faisalabad.

..... **Complainant**

VERSUS

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

..... **Respondent**

Date of Hearing: October 15, 2024
October 31, 2024

**On behalf of
Complainant:** Mr. Muhammad Irfan (Online)

Respondent: Mr. Saddam Hussain SDO (Operation), FESCO

**SUBJECT: COMPLAINT FILED BY MR. MUHAMMAD IRFAN UNDER SECTION 39 OF THE
REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF
ELECTRIC POWER ACT, 1997 AGAINST FESCO REGARDING DETECTION
BILLING (REF # 04-13253-0321200).**

DECISION

This decision shall dispose of the complaint filed by Mr. Muhammad Irfan (hereinafter referred to as "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 a detection bill amounting to Rs. 104,474/- was charged by FESCO during September, 2024 with mala fide intention. In order to analyze the matter, two (2) Nos. of hearing were held on October 15 & October 31, 2024 at NEPRA Regional Office, Faisalabad and the matter was deliberated at length. During the hearings, FESCO official apprised that the Complainant was found involved in the electricity theft via meter tempering which was disputed by the Complainant.

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

- i. The Complainant's residential connection installed against reference number (04-13253-0321200) located at Chak No. 542 G.B, District Faisalabad was charged a detection bill of (2190) units by FESCO during September, 2024 on account of the electricity theft for which FIR has also been registered against the Complainant. The dispute raised by the Complainant was that the exorbitant detection bill without any evidence 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 to August, 2024 on the basis of connected load i.e. (2.5) kW which is inconsistent with the clause 9.2.3 of the Consumer Service Manual (CSM) for charging detection bill in case of the illegal abstraction i.e. meter tempering as per which the corresponding detection shall be charged in the order of priority as envisaged in same clause and only for the maximum period of (3) months. Moreover, analysis of detection bill also divulges that the units already charged in routine billing during the detection period have not been adjusted by FESCO which is mandatory as per the above mentioned clause.

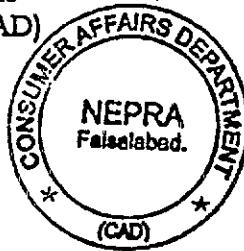
iii. Scrutiny of the Complainant's electricity consumption for the corresponding months of previous year i.e. 2023 reveals higher consumption in contrast with detection period and sanctioned load, categorizing the same as conclusive evidence for the tempering of the meter, hence, theft of electricity. However, quantum of detection is required to be revised as per the relevant clauses of CSM and circumstantial evidence which ensues the revision of detection bill.

iv. Foregoing in view, keeping in line with clause 9.2.3 of CSM and after duly considering the contentions of Complainant, it is concluded that the detection bill charged to the Complainant is on higher side and is required to be revised by reducing the period of detection from (6) to (3) months as per which (924) units are to be charged instead of (2190) units after adjusting the actual consumption recorded during revised detection period which was agreed by FESCO official and upon which the Complainant showed satisfaction. Compliance report be submitted within (10) days.

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 924- یونٹ چارج کرے جیسا کہ فیسکو کے اہلکار نے پہلے ہی اتفاق کیا ہے۔
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, December 13, 2024