



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/ 360 -2025
February 26, 2025

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

**Subject: COMPLAINT FILED BY MR. SHIEKH ANIS JAVED UNDER SECTION 39 OF THE
REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF
ELECTRIC POWER ACT, 1997 AGAINST FESCO REGARDING EXCESSIVE
BILLING (Ref # 27-13161-3040900).
Complaint No. FESCO-FSD-45836-10-24**

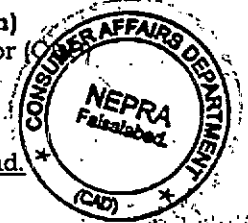
Please find enclosed herewith the decision of Complaints Resolution Committee dated
February 26, 2025 regarding the subject matter.

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. Shiekh Anis Javed
Chah Essan Wali, Alamgir Road, District Chiniot.
Cell # 0312-7700489

(Ubaid Khan)
Assistant Director





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

Complaint No. FESCO-FSD-45836-10-24

Shiekh Anis Javed
Chah Essan Wali, Alamgir Road
District Chiniot

..... **Complainant**

VERSUS

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

..... **Respondent**

Date of Hearing: December 12, 2024
January 16, 2024
February 18, 2025

**On behalf of
Complainant:** Shiekh Anis Javed (Online)

Respondent: 1) Mr. Imran Ali SDO (Operation), FESCO
2) Mr. Allah Ditta Revenue Officer, FESCO

**Subject: COMPLAINT FILED BY SHIEKH ANIS JAVED UNDER SECTION 39 OF THE
REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF
ELECTRIC POWER ACT, 1997 AGAINST FESCO REGARDING EXCESSIVE BILL
DECISION**

This decision shall dispose of the complaint filed by Shiekh Anis Javed (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 Shiekh Anis Javed dated October 24, 2024 wherein the Complainant submitted that commercial connection installed against reference No. (27-13161-3040900) was charged with excessive bills by FESCO during the month of August and September, 2024 due to imposition of fixed charges based on historical MDI. By resting its case on the disputed recording of exorbitant MDI of 88 kW during December, 2019 in contrast with the sanctioned load, the Complainant requested to investigate the matter.

3. The matter was taken up with FESCO whereby FESCO vide a letter dated November 08, 2024 apprised that the Complainant has been charged accurate fixed charges on basis of 88 kW MDI as duly recorded during the month of December, 2019. In order to proceed further, hearings were held NEPRA Regional Office, Faisalabad which were attended by both parties, however, the case could not be finalized due conflicting arguments. Accordingly, FESCO was directed to obtain MDI data of the replaced meter as the same remained installed during the recording of impugned MDI and got replaced during December, 2023.

4. The case has been examined in detail in light of the record made so available by parties, arguments advanced during hearings and applicable law. The conclusion is made as under:

- i. According to tariff terms and conditions approved by the Authority and notified vide SRO No.1039 (I) dated July 14, 2024; the fixed charges shall be billed based on 25% of sanctioned load or actual MDI for month whichever is higher. Moreover, the decision



of Authority for the determination of consumer end tariff dated July 11, 2024 provides that for purpose of fixed charges sanctioned load means maximum demand recorded during preceding (60) months. The same translates to the existing policy whereby if the recorded MDI for given month is less than 25% of sanctioned load then chargeable MDI will be 25% of maximum MDI recorded during the period of last sixty (60) months.

- ii. The Complainant's commercial connection installed against reference number i.e. (27-13161-3040900) having sanctioned load of only 08 kW under A-2c tariff was charged electricity bills during August & September, 2024 carrying financial implications based on fixed charges due to imposition of MDI i.e. 88 kW recorded during December, 2019. The fixed charges were levied on the basis of 22 kW i.e. 25% of 88 kW MDI as the actual MDI was (1) & (2) kW during August & September, 2024 respectively. The Complainant disputed the wrong recording of MDI by FESCO suspiciously crossing the sanctioned/connected load.
- iii. Perusal of the documentary evidence reveals that the Complainant was charged an average MDI of approximately 3 kW during the period i.e. September, 2018 to October, 2024, however, the same suddenly climbed up to 88 kW during December, 2019. Being evident from consistent consumption pattern of consumed units and MDI elsewhere while having contrasting and erratic MDI recorded only during December, 2019, it can be concluded that significant error on the face of record was made by FESCO whereby 88 kW of MDI was wrongly recorded. The same error is corroborated by the fact that 0 MDI was also charged against the connection during other months along with several hundred units which does not qualify as healthy MDI. Moreover, contention of FESCO regarding actual recording MDI remained unproven considering the fact that none M&T report of impugned meter pertaining to relevant time frame was submitted by FESCO.
- iv. According to clause 8.2.10 of Consumer Service Manual (CSM), if a consumer extends the existing load beyond the sanctioned load, a notice shall be issued to the consumer to apply for extension of load. The consumer shall apply for extension of load within fifteen days of the receipt of the notice. DISCO shall disconnect the power supply if the consumer fails to apply for extension of load and completes other formalities. However, in instant matter, FESCO failed to submit any official notice issued to the Complainant for extension of load rendering MDI record of 88 kW unsubstantiated in conjunction with the consistent MDI pattern except only December, 2019.

5. Foregoing in view, FESCO is directed to revise the 88 kW of MDI as per the sanctioned load i.e. 8 kW and revise the electricity bills charged since July, 2024. FESCO is also directed to update master file/historical data/record of the connection, accordingly. Compliance report be submitted within (10) days.

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

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

Faisalabad, February 26, 2025

