



**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/ *386* -2025  
February *27*, 2025

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

**Subject: COMPLAINT FILED BY MR. AHMED HUSSAIN UNDER SECTION 39 OF THE  
REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF  
ELECTRIC POWER ACT, 1997 AGAINST FESCO REGARDING DETECTION BILL  
(Ref # 12-13243-0403100).**  
**Complaint No. FESCO-FSD-48085-12-24**

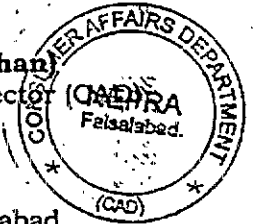
Please find enclosed herewith the decision of Complaints Resolution Committee dated  
February *27*, 2025 regarding the subject matter.

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. Mr. Ahmed Hussain  
Ali Park, Nearby Chishtian Park, Faisalabad.  
Cell # 0345-7698416

(*Uhaid Khan*)  
Assistant Director





**BEFORE THE  
NATIONAL ELECTRIC POWER REGULATORY AUTHORITY  
[NEPRA]**

**Complaint No. FESCO-FSD-48085-12-24**

**Mr. Ahmed Hussain**  
Park, Nearby Chishtian Park  
Tehsil & District Faisalabad.

..... **Complainant**

**VERSUS**

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

..... **Respondent**

**Date of Hearing:** January 09, 2025  
January 23, 2025

**On behalf of  
Complainant:** Mr. Ahmed Hussain

**Respondent:** Mr. Umair Raza SDO (Operation), FESCO

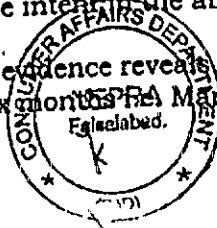
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REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF  
ELECTRIC POWER ACT, 1997 AGAINST FESCO REGARDING DETECTION BILL  
DECISION

This decision shall dispose of the complaint filed by Mr. Ahmed Hussain (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 complaint from Mr. Ahmed Hussain dated Nil received in this office on December 13, 2024 wherein the Complainant submitted that exorbitant unjustified detection bill amounting to Rs. 158,548/- was charged during the month of September, 2023 by FESCO on pretext of theft of electricity at his premises and requested for withdrawal of the detection bill. The matter was taken up with FESCO whereby FESCO vide a letter dated December 27, 2024 submitted that the Complainant was found involved in the direct theft of electricity and a detection bill of 2968 units was charged to the Complainant along with registration of FIR also based on theft. In order to analyze the matter, two Nos. of hearings were held on January 09 & 23, 2025 at NEPRA Regional Office, Faisalabad in attendance of both parties while the matter remained inconclusive due to the conflicting arguments.

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

- i. The Complainant's electricity connection installed against reference number (12-13243-0403100) located at Ali Park nearby Chishtian Park District Faisalabad was charged detection bill of 2968 units amounting to Rs. 158,548/- during September, 2023 by FESCO 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 the mala fide intent in the absence of any evidence.
- ii. Perusal of the documentary evidence reveals that the Complainant was charged the detection bill for period of six months from March, 2023 to August, 2023 on the basis



of load while the same is inconsistent with the clause 9.1.3 (b) of Consumer Service Manual (CSM) for charging the detection bill against a registered consumer involved in the direct theft of electricity as per which FESCO is restricted to charge detection bill in order of priority i.e. previous consumption history etc. as envisaged in same clause. Moreover, clause 9.1.4 of the CSM further obligates FESCO to submit any evidence of theft, photos and/or videos against which clear void is present in instant matter as FESCO failed to submit any concrete evidence in support of direct theft of electricity which raises suspicion over the charging of such exorbitant detection bill without any pertinent evidence.

iii. The analysis of consumption history is tabulated as below:

Sr. No.	Month/Year	2022	2023
1	January	47	84
2	February	51	44
3	March	51	65
4	April	107	66
5	May	119	97
6	June	133	113
7	July	121	126
8	August	117	155
9	September	112	126
10	October	66	00
11	November	82	00
12	December	59	00
	<b>Average</b>	<b>89</b>	<b>97</b>

As above, the Complainant maintained a consistent electricity consumption during detection period which does commensurate with the level of consumption recorded during previous years when analyzed on corresponding months & on average basis. Thus, scrutiny of the Complainant's electricity consumption does not reflect any considerable dip during the disputed period. Even considering argument of FESCO regarding low consumption level in contrast with sanctioned/connected load, does not substantiate the allegation of direct theft as the same consumption level spans over extended time period beyond the detection period along with the fact that some solar panels are also installed at the Complainant's premises as perused form the photographic evidence. The same challenges claim of FESCO pertaining to low-level of consumption and also does not provide legitimacy against detection bill based on direct theft. Thus, the detection bill charged to the Complainant is devoid of any solid grounds as revenue loss claimed through the same remains unproven by mere perusal of consumption history.

iv. Hence, the arguments advanced by FESCO in support of the detection bill can be adjudged as invalid in accordance with the relevant clauses of CSM while also being inconclusive after consideration of the consistent consumption during the detection period & beyond and absence of any photo/video graphic evidence which requires the withdrawal of detection bill.

4. Foregoing in view, FESCO is directed to withdraw the detection bill of (2968) units charged during the month of September, 2023. Compliance report to 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 27, 2025