



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/ 503 -2025
March 13, 2025

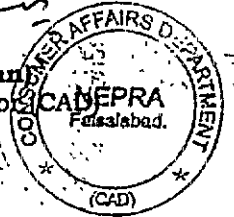
Chief Executive Officer
Faisalabad Electric Supply Company (FESCO)
Abdullah Pur, Canal Bank Road, Faisalabad.

**Subject: COMPLAINT FILED BY MAJOR (R) ABDUL REHMAN RANA CHAIRMAN
COMMUNITY BASED WATER SUPPLY SCHEME UNDER SECTION 39 OF THE
REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF
ELECTRIC POWER ACT, 1997 AGAINST FESCO REGARDING ARREARS IN BILL
(REF # 27-13152-6214550).
Complaint No. FESCO-FSD-47711-12-24**

Please find enclosed herewith the decision of Complaints Resolution Committee
dated March 13, 2025 regarding the subject matter.

Encl: As above

(Ubaid Khan)
Assistant Director



Copy to:

1. GM (C&CS), FESCO, Abdullah Pur, Canal Bank Road, Faisalabad.
2. Director Customer Service, FESCO, Abdullah Pur, Canal Bank Road, Faisalabad.
3. Major (r) Abdul Rehman Rana
Water Supply Scheme, Khurianwala, Tehsil Jaranwala, District Faisalabad.
Cell # 0300-6605393



BEFORE THE
NATIONAL ELECTRIC POWER REGULATORY AUTHORITY
(NEPRA)

Complaint No. FESCO-FSD-47711-12-24

Major (r) Abdul Rehman Rana
Water Supply Scheme, Khurianwala
Tehsil Jaranwala, District Faisalabad.

..... **Complainant**

VERSUS

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

..... **Respondent**

Date of Hearing: February 27, 2025
March 06, 2025

On behalf of
Complainant: Major (r) Abdul Rehman Rana

Respondent: Mr. Adeel Yaseen SDO (Operation), FESCO

SUBJECT: COMPLAINT FILED BY MR. MAJOR (R) ABDUL REHMAN RANA UNDER
SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND
DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST FESCO
REGARDING ARREARS IN BILL (REF # 27-13152-6214550).

DECISION

This decision shall dispose of the complaint filed by Major (r) Abdul Rehman Rana (hereinafter referred to as the "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 Major (r) Abdul Rehman Rana dated December 04, 2024 wherein the Complainant submitted that an amount to Rs. 396,483/- was charged by FESCO during month of September, 2024 as outstanding arrears despite regular payment of previous electricity bills. The matter was taken up with FESCO whereby FESCO vide letter dated December 18, 2024 submitted that the Complainant's meter became defective during September, 2023 categorized as 'opened' and consumption data was later retrieved by M&T, FESCO. Accordingly, detection bill of 5495 units based on the difference of reading and 2165 units due to phase make and break was charged to the Complainant.

3. In order to analyze the matter, 2 Nos. of hearings were held at NEPRA Regional Office, Faisalabad on February 27 and March 06, 2025 whereby the matter was discussed in detail in attendance of both the parties.

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

i. The Complainant's general services connection installed against a reference number (27-13152-6214550) located at Khurrianwala, Tehsil Jaranwala, District Faisalabad was charged detection bill of (7660) units amounting to Rs. 396,483/- by FESCO during September, 2024 on account of meter defectiveness i.e. opened/phase make & break. The issue raised by the Complainant was that mala fide exorbitant detection bill has been charged by FESCO with a considerable delay inconsiderate of payment of average and regular electricity bills without any default.

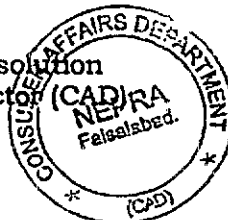
ii. Perusal of documentary evidence reveals that the Complainant was charged detection bill of 5495 units during September, 2024 on account of the actual consumption of replaced meter i.e. 12815 units retrieved through the M&T report, in comparison with final reading charged in regular and average billing i.e. 7320 units. Moreover, data retrieval report of defective meter suggests 481 hours of the reported malfunction i.e. phase make and break since December, 2022 till August, 2023 which was translated into second part of detection bill i.e. 2165 units based on connected load. According to the clause 4.3.2 (d) of Consumer Service Manual (CSM), consumer's account shall not be liable to any adjustment if the data is not retrieved within three months of display wash. However, as per available record, the Complainant's meter was declared defective during September, 2023, however, data was retrieved and charged during March & September, 2024 respectively accruing considerable delay of approximately (11) months while standing in direct violation of CSM. Moreover, considering the fact that meter was, later, found healthy i.e. 'impulse ok' as per M&T, FESCO, does not provide legitimate basis for charging of the exorbitant detection bill based on reading difference charged after excessive delay.

iii. According to clause 6.1.4 of CSM, meter readers shall also check the irregularities/discrepancies in metering system at the time of reading meters/taking snap shots and report the same in 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. Furthermore, FESCO failed to point about discrepancy expeditiously from which stand point consumers have legitimate expectancy that what is being billed is actual cost of electricity and it is correct. In view of the above, penalizing the Complainant on part of incompetency of FESCO officials is strictly not justified.

iv. Hence, charging of the detection bill on the basis of reading difference is not merited as per above mentioned clause of CSM which obligates FESCO to finalize adjustment as per retrieval report within (3) months of malfunction, however, actually levied by FESCO after delay of (11) months in instant matter which requires withdrawal of the detection bill.

5. Foregoing in view, FESCO is directed to withdraw detection bill of 7660 units charged during September, 2024. Compliance report be submitted within (7) days, positively.

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



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

Faisalabad, March 13, 2025



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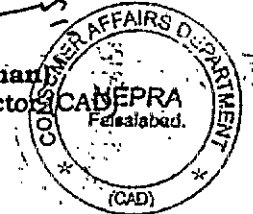
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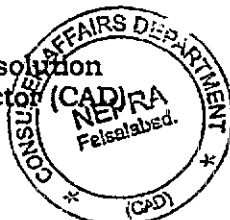
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