



National Electric Power Regulatory Authority

ISLAMIC REPUBLIC OF PAKISTAN

Consumer Affairs Department, NEPRA TOWER

Ataturk Avenue (East) Sector G-5/1, Islamabad.

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Consumer Affairs Department

TCD.04/43/-2025
January 27, 2025

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

Subject: **COMPLAINT FILED BY MR. SHEIKH MUHAMMAD ASIF UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST FESCO REGARDING WRONG BILLING (REF # 24-13138-5807009 R).**

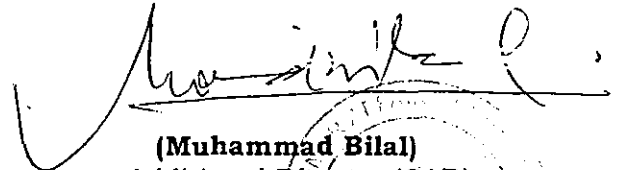
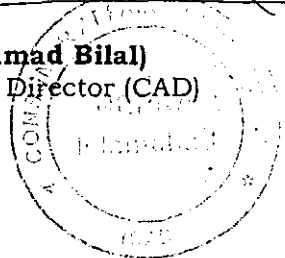
Complaint No. **FESCO-FSD-30391-10-23**

Please find enclosed herewith the decision of the NEPRA Complaints Resolution Committee (CRC), dated January 27, 2025 regarding the subject matter for necessary action and compliance within thirty (30) days.

Encl: As above

Copy to:

1. GM (Commercial & Customer Services)
FESCO, Abdullah Pur, Canal Bank Road, Faisalabad.
2. Director (Commercial)
FESCO, Abdullah Pur, Canal Bank Road, Faisalabad.
3. Mr. Ubaid Khan Rana, (Assistant Director),
NEPRA Regional Office, Plaza C-6B, College Road,
Faisalabad. Phone: 041-8727800.
4. Mr. Sheikh Muhammad Asif
House No P-109, Street No. 4, Bazar No. 3, Raza Abad,
Tehsil & District Faisalabad.
Cell # 0300-8659527.


(Muhammad Bilal)
Additional Director (CAD)




BEFORE THE
NATIONAL ELECTRIC POWER REGULATORY AUTHORITY
(NEPRA)

Complaint No. FESCO-FSD-30391-10-23

Shiekh Muhammad Asif

..... **Complainant**

House No. P-109, Street No. 04, Bazar No. 03
Razabad, Tehsil & District Faisalabad.

VERSUS

Faisalabad Electricity Supply Company (FESCO)

..... **Respondent**

Abdullah Pur, Canal Bank Road, Faisalabad.

Date of Hearing: February 20, 2024

On behalf of

Complainant:

1) Shiekh Muhammad Asif

Respondent:

1) Mr. M Awais Rasheed, XEN FESCO
2) Mr. Ehtasham Younis, RO FESCO

SUBJECT: DECISION IN THE MATTER OF COMPLAINT FILED BY SHIEKH MUHAMMAD ASIF UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST FESCO REGARDING WRONG BILLING

DECISION

This decision shall dispose of the complaint filed by Shiekh Muhammad Asif (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. Brief facts of the case are that the Complainant was charged excessive electricity bills based on peak tariff rates wrongly applied by FESCO on all the units consumed since July, 2022 due to the meter malfunction. The Complainant requested to adjust the disputed bills as per the data retrieval report. The matter was taken up with FESCO whereby FESCO vide letter dated December 28, 2023 submitted that the Complainant was charged 96800 units during the period i.e. March 2023 to June, 2023 on peak tariff rates due to disturbed time and date of the meter. FESCO added that the defective meter was replaced during the month of July, 2023 and the due credit after time based segregation has already been afforded by FESCO.

3. In order to analyze the matter, a hearing was held at NEPRA Head Office, Islamabad whereby the matter was discussed in detail in presence of both the parties. During the hearing, FESCO and the Complainant reiterated their previous versions.

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

- (i) The Complainant's industrial connection installed against reference number 24-131385807009 located at Chak No. 209 RB Jaranwala Road, Faisalabad with sanctioned load of 72 kW; was charged 242800 units during the period i.e. July, 2022 to June, 2023. The Complainant was of the view that FESCO charged all the units under peak tariff rates.

- (ii) Perusal of the documentary evidence submitted by the Complainant and FESCO reveals that the Complainant's meter became defective during the month of July, 2022 on account of disturbed date and time and recorded all the units consumed during 24 hours without any time based segregation contrast with a healthy meter. The data retrieval report reflects units only in peak hours over the defective period which categorically points out the fact that the defective meter recorded all the consumed units under peak segment.
- (iii) Scrutiny of the billing history further revealed that the Complainant was charged correct index readings up to 35161 & 7155 as off peak and peak units respectively until June, 2022. However, off peak reading remained stagnant until the replacement of meter during July, 2023 while the peak units climbed to index reading of 13225 over period since June, 2022 which clearly shows erroneous recording of the consumption on the peak segment. Furthermore, the total number of units recorded during the defective period are equal to the previous consumption history while the peak consumption indicate an unjustified increase during the same period.
- (iv) According to the approved tariff terms and conditions, peak and off peak hours for the application of Time of Use (TOU) tariff are segregated into (4) and (20) hours respectively. Since, the data retrieval report does not provide any actual number of off peak units consumed during the disputed period and accuracy of meter is within permissible limits, it is considered appropriate to apply the same criteria for revision of the disputed bills. Moreover, the defective meter was not replaced by FESCO over the course of (12) months despite existence of discrepancy, hence, penalizing the Complainant only due to gross negligence of the concerned FESCO officials is not warranted and the disputed bills are needed to be overhauled retrospectively.
- (v) Clause-6.1 of Consumer Service Manual (CSM) provides mechanism of meter reading and according to Clause 6.1.3 of CSM, taking snapshot of meter reading is mandatory. Moreover, Clause-6.2 envisages the procedure of percentage checking to ensure accuracy of meter reading.
- (vi) According to Clause-6.1.4 Meter Readers shall also check the irregularities/discrepancies in the metering system at the time of reading meters / 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.

5. Foregoing in view, FESCO is directed to revise the electricity bills charged during the disputed period i.e. July, 2022 to June, 2023 on the basis of four (4) hours for peak and twenty (20) hours for off-peak consumption. Compliance report be submitted within thirty (30) days.

5۔ مندرجہ بالا حقائق کے پیش نظر، فیسکو کو ہدایت کی جاتی ہے کہ وہ شکایت کنندہ کو جون 2022 سے جون 2023 کے دوران جاری کیے گئے بلوں کو چار گھنٹے پیک اور بیس گھنٹے آف پیک فارمولے کے حساب سے ٹھیک کرے۔ تعمیل کی رپورٹ تیس (30) دنوں کے اندر پیش کی جائے۔

(Lashkar Khan Qambrani)

Member Complaints Resolution Committee/
Director (CAD)

(Muhammad Irfan Ul Haq)

Member Complaints Resolution
Committee / Assistant Legal Advisor

(Naweed Illahi Shaikh)

Convener Complaints Resolution Committee/
Director General (CAD)

Islamabad, January 27, 2025