



National Electric Power Regulatory Authority

ISLAMIC REPUBLIC OF PAKISTAN

NEPRA Head Office

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

Ph:051-2013200, Fax: 051-2600021

Consumer Affairs
Department

TCD.04/ 718 -2025
February 19, 2025

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

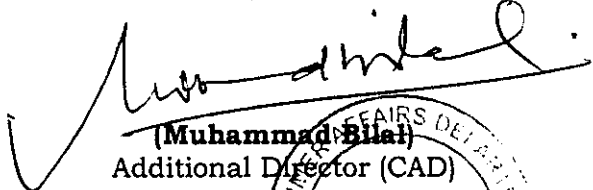
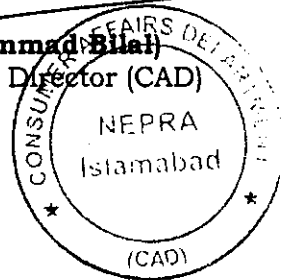
Subject: **COMPLAINT FILED BY MR. MUHAMMAD ASLAM S/O MUHAMMAD SHARIF, UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST FESCO REGARDING DETECTION BILL (A/C# 27 13428 5878600).**
FESCO-NHQ-46622-11-24

Please find enclosed herewith the decision of the NEPRA Complaints Resolution Committee (CRC), dated February 19, 2025 regarding the subject matter for necessary action and compliance within fifteen (15) days.

Encl: As above

Copy:-

1. C.E./Customer Services Director
FESCO, Abdullah Pur, Canal Bank Road,
Faisalabad.
2. Director (Commercial)
FESCO, Abdullah Pur, Canal Bank Road,
Faisalabad.
3. Assistant Director,
NEPRA Regional Office, 1st floor, Plaza No. C-6B,
Opposite National Bank, College (Hockey Stadium) Road,
Kohinoor City, Faisalabad
4. Mr. Muhammad Aslam S/o Muhammad Sharif,
35-B - SIE, Sargodha.
0300-9601537


(Muhammad Bilal)
Additional Director (CAD)




BEFORE THE
NATIONAL ELECTRIC POWER REGULATORY AUTHORITY
(NEPRA)

Complaint No. FESCO-NHQ-46622-11-24

Mr. Muhammad Aslam S/o Muhammad Sharif
35-B - SIE, Sargodha.

..... **Complainant**

VERSUS

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

..... **Respondent**

Date of Hearing: November 20, 2024

**On behalf of
Complainant:**

Mr. Muhammad Aslam & Mr. Nasir Mehmood (Owner)

Respondent:

Mr. Haroon Ahmed, XEN (2nd Divison), FESCO

Subject: **DECISION IN THE MATTER OF COMPLAINT FILED BY MR. MUHAMMAD ASLAM S/O MUHAMMAD SHARIF, UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST FESCO REGARDING DETECTION BILL (A/C# 27 13428 5878600).**

DECISION

This decision shall dispose of the complaint filed by Mr. Muhammad Aslam (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 history of the case is that the Complainant was charged a detection bill for 32666 units on account of 79.2% slowness for a period of two months i.e., March, 2024 to April, 2024. The Complainant was charged lump sum bill for 13209 units during the month of May, 2024. The defective meter of the Complainant was replaced during the month of May, 2024. The matter was take up with FESCO and hearing was held on November 20, 2024 at NEPRA Head Office, Islamabad which were attended by both the parties wherein the matter was discussed in detail.

3. Clause 4.3.4(c) of Consumer Service Manual (CSM) provides that in case slowness is established, DISCO shall enhance multiplying factor for charging actual consumption till replacement of the defective metering installation. Further, charging of a bill for the quantum of energy loss if any, because of malfunctioning of metering installation shall not be more than two previous billing cycle. Moreover, the Clause 6.1.4 of CSM enshrines that the meter readers shall also check the irregularities/discrepancies in metering system at time of reading meter/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, however,

AFFAIRS DEPT.

no any discrepancy was ever pointed out by FESCO. The billing history of the Complainant is tabulated as below:

Sr. No.	Month/Year	2023	2024
1	January	8990	4558
2	February	9696	4557
3	March	9807	5580
4	April	10634	2999
5	May	9079	13209
6	June	8987	10591
7	July	6120	11258
8	August	7550	10038
9	September	9224	9669
10	October	652	7460
11	November	4255	4077
12	December	4534	5492

Analysis of the consumption pattern revealed that average consumption for last 11 months prior to defectiveness of meter i.e. March, 2023 to February, 2024 is 7269 units and after replacement of meter i.e. June, 2024 to December, 2024 is 8369 units. Moreover, FESCO charged detection bill for 32666 units on account of slowness for a period of two months i.e., March, 2024 to April, 2024 in addition to already charged unit during the same months. Keeping in view, consumption of the Complainant the detection bill charged to the Complainant is on the higher side.

4. Foregoing in view, FESCO is directed to withdraw the detection bill of 32666 units and charge a detection bill during the period of slowness March, 2024 and April, 2024 for 16,738 units on the basis of average healthy consumption i.e. 8369 units/month observed after replacement of meter (from June, 2024 to December, 2024). The already charged units during the period of slowness be also adjusted accordingly. FESCO is further directed to overhaul the Complainant's account by adjustment of already paid amount. Compliance report be submitted within fifteen (15) days.

(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, February 19, 2025

