



National Electric Power Regulatory Authority Islamic Republic of Pakistan

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OFFICE OF THE REGISTRAR

No. NEPRA/R/TCD.04/1322-24

7-2-2014

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

Subject: **COMPLAINT FILED BY MR. AMAL BADSHAH UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST FESCO REGARDING DETECTION BILL AND RESTORATION OF ELECTRICITY SUPPLY (AC # 29 13455 5556400)**
Complaint # FESCO-33-2013

Reference is made to hearing held on 3rd October 2013 at NEPRA Office Building, Islamabad and FESCO's letter No.4535/CCOM/M(CS)/DMC/CCR/33-2013 dated 24th October 2013 regarding the subject matter.

2. The case has been analyzed in detail in light of documents provided by both the parties, arguments heard during the hearing and applicable rules. As per provisions of Consumer Service Manual (CSM), a procedure is laid down for establishing illegal abstraction of electricity which provides for securing the existing meter in presence of the consumer or his representative, installation of check meter, involving local representatives, issuance of notice and examining the reply of the consumer. Once illegal abstraction is confirmed, then detection bill is to be restricted to three billing cycles and up to six months with the approval of CEO or his authorized committee. The detection bill along with the disconnection notice is to be issued to the consumer and in case of non-payment by the consumer, his premises will be disconnected. Further, in case the consumer approaches the review committee and after an exhaustive review the consumer fails to make the payment, then FIR may be lodged against him with the approval of CEO.

3. In the instant case, inspection was carried out on April 08, 2013 by FESCO wherein the meter body was found tampered and backup meter glass broken, figure upset/ dead stop. Accordingly, a notice dated April 09, 2013 was served upon the complainant and the matter was reported to the concerned police station on the same day i.e. April 9, 2013. A detection bill on 40% load factor at 27kW connected load for the period from 10/2012 to 03/2013 (06 months) for 40815 units was debited to the complainant's account which was revised by FESCO's review committee and a credit of 19170 units was accorded. The detection bill amounting to Rs.231,661/- was handed over to the complainant on August 5, 2013 with due date as August 19, 2013. FIR was registered on August 6, 2013. FESCO should have delayed the lodging of FIR till the deadline for payment of detection bill and in case of non-payment of detection bill by the Complainant, FESCO should have proceeded further accordingly.

4. It is clear that FESCO did not follow the procedure laid down in CSM and lodged FIR against the Complainant without waiting for payment of detection bill by the Complainant. FESCO should have given time to the Complainant for payment of the detection bill, as per the provisions of CSM, instead of lodging FIR. The request of the Complainant regarding payment of detection bill in installments was referred to FESCO vide letter No. TCD.04/3455-2013 dated 4th October 2013, and the same was not considered by FESCO.

5. Foregoing in view, FESCO is directed to:

- i. Allow six (06) installments to the Complainant for payment of detection bill.
- ii. Obtain undertaking from the Complainant for payment of detection bill in six (06) installments.
- iii. Withdraw FIR against the Complainant after payment of first installment.
- iv. RCO be made as per the procedure laid down in Consumer Service Manual.

[Handwritten signature]

6. A report in this regard be submitted to this office within thirty (30) days.

— sd —

(Iftikhar Ali Khan)
Deputy Registrar

Copy to :

1. Chief Engineer/Customer Services Director, FESCO, Abdullah Pur, Canal Bank Road, Faisalabad.
2. Mr. Amal Badshah, House No. 423, Street No. 23, Sector F-10, Phase-6, Hayatabad, Peshawar.

No. NEPRA/R/TRF-100-WPT/1325

Forwarded for information and further necessary action, please.

7-2-2014
7/2/14
Deputy Registrar

1. **Director (CAD)**
2. Master File [w.r.t. VC/M (T) D#2232 dated 06.02.2014]

CC:

1. Vice Chairman / Member (Tariff)
2. Member (M&E)
3. Member (CA)