



National Electric Power Regulatory Authority

Islamic Republic of Pakistan

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Registrar

No. NEPRA/TCD 04 / 1854-59

March 8, 2012

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

Subject: COMPLAINT OF MR NASARULLAH KHAN S/O AHMAD KHAN FORWARDED BY SHEIKH WAQQAS AKRAM MINISTER OF STATE UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST FESCO REGARDING DETECTION BILL (AC 27-13362-0023629-R)

Complaint # FESCO-70-2011

Reference is made to:

- i) Complainant's application (received through Sheikh Waqqas Akram, Minister of State vide letter No 1 (9)MOS/HRD-2011 dated November 25, 2011).
- ii) The report submitted by FESCO dated December 27, 2011.
- iii) Hearing held on February 15, 2012.

2. The complaint of Mr. Nasarullah Khan regarding recovery of the arrears of Rs. 66,874/- against his industrial connection (Atta Chaki) on account of difference of tariff by FESCO has been examined in detail. The industrial connection of Mr. Nasarullah Khan was sanctioned on June 28, 2009. At that time the approved tariff applicable to the consumer was B-2(b) but FESCO officials charged/ billed the consumer under tariff B-1 (instead of B-2 (b)) till October 2010. The case was taken up with FESCO by CAD. Initially FESCO reported that an amount of Rs. 54,735/- has been debited on account of difference of tariff whereas in hearing dated February 15, 2012, it was disclosed that an amount of Rs. 12,139/- has been imposed as power factor penalty, which means initially misleading report was submitted to CAD by FESCO.

3. FESCO being a licensee of NEPRA is authorized and bound to apply the correct tariff to the consumer. Any deviation or application of incorrect tariff by its officials which results in the less recovery from the consumer cannot be claimed as arrears from the consumer at belated stage. The consumer has been making payments of the bills which were served to him by FESCO under the legitimate expectancy that the same were correct and according to the electricity consumed by him. Hence charging of past arrears from the complainant on account of wrong application of tariff by FESCO officials is not justified. It is the mistake of the FESCO officials who charged wrong tariff to the consumer. The consumer cannot be penalized for mistake of the FESCO officials who imposed wrong tariff at initial stage and raised bills accordingly. FESCO may take action against its officials and recover the loss sustained by it instead of raising arrears bill against the complainant.

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4. In view of above, FESCO is hereby directed to withdraw an amount of Rs. 54,735/- charged to the complainant on account of difference of tariff and Rs. 12139/- on account of power factor penalty. Compliance report shall be submitted within 30 days of the receipt of this letter.

sd
(Hammad Shamimi)
Registrar

Copy to:

1. C.E/Customer Services Director
Faisalabad Electric Supply Company (FESCO)
Abdullah Pur, Canal Bank Road,
Faisalabad
2. Private Secretary to
Sheikh Waqqas Akram (Minister of State)
Government of Pakistan,
Ministry of Human Resource Development
Islamabad.
3. XEN,
Faisalabad Electric Supply Company (FESCO)
Sultan Bahoo Jhang
4. SDO,
Faisalabad Electric Supply Company (FESCO)
Civil Line Sub Division Jhang
5. Mr Nasrullah Khan S/o Ahmad Khan
R/o Chak No. 505/506 JB,
Basti Munir Abad ,Jhang

No. NEPRA/TCD 04 / 1865

March 8, 2012

Forwarded for information, please.

Hammad Shamimi
Registrar

Senior Advisor (CAD) [w.r.t. Dy. No. 249 dated 06.03.2012]

CC:

1. Chairman
2. V.C. / Member (CA & T)