



National Electric Power Regulatory Authority
Islamic Republic of Pakistan

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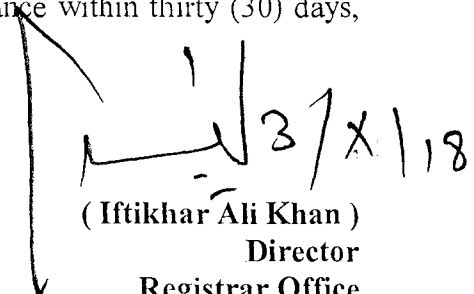
October 3, 2018

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

Subject: **ORDER IN THE MATTER OF COMPLAINT FILED BY MR. ZAHID MEHMOOD AKHTAR S/O MUHAMMAD SHAREEF UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST FESCO REGARDING DETECTION BILL (A/C NO. 16 13354 0930502) FESCO-136/11/2017**

Enclosed find herewith the Order of Member (Consumer Affairs) (04 Pages) regarding the subject matter for necessary action and compliance within thirty (30) days, please.

Encl: As above


(Iftikhar Ali Khan)
Director
Registrar Office

Copy to:

- i. C.E./Customer Services Director
Faisalabad Electric Supply Company (FESCO)
Abdullah Pur, Canal Bank Road,
Faisalabad.
- ii. Mr. Zahid Mehmood S/o Muhammad Shareef
Ward No. 11, Street Hafiz ShareefWali,
City Kaloorkot,
District Bhakkar



BEFORE THE
NATIONAL ELECTRIC POWER REGULATORY AUTHORITY
(NEPRA)

Complaint No. FESCO-136/11/2017

Mr. Zahid Mehmood Akhtar S/o Muhammad Shareef **Complainant**
Ward No. 11, Street Hafiz Shareef Wali,
City Kaloor Kot, District Bhakkar.

Versus

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

Date of Hearings: 2nd April 2018
17th July 2018

Date of Decision: Ocotber 01 , 2018

On behalf of

Complainant: Mr. Zahid Mehmood

Respondent: 1) Mr. Ismat Ullah Khan, XEN (Op)
2) Mr. Hasan Ali Mansoor, Revenue Officer

Subject: ORDER IN THE MATTER OF COMPLAINT FILED BY MR. ZAHID MEHMOOD AKHTAR S/O MUHAMMAD SHAREEF UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST FESCO REGARDING DETECTION BILL (A/C NO. 16 13354 0930502)

ORDER

1. This Order shall dispose of the complaint filed by Mr. Zahid Mehmood Akhtar S/o Muhammad Shareef (hereinafter referred to as the "Complainant") against Faisalabad Electric Supply Company Limited (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, in his complaint, stated that he was provided with electricity connection on 28th June 2011 with Meter No. SP1921973. In the year 2016, he requested FESCO for checking of his meter for fastness. Accordingly, a check meter was installed, whereby original meter was found fast. However, instead of replacing the meter, the concerned SDO removed both the meters from site on account of non-payment of bill and subsequent bills showed the meter status as permanently disconnected. Later, in the bill for the month of September 2017, his connection was restored in documents only, despite the fact that he did not apply for reconnection, and 3265 units were debited against his connection. He approached FESCO for correction of the bill, however, his issue was not resolved. The Complainant requested for correction of bill and reconnection of supply.

3. The matter was taken-up with FESCO for submission of parawise comments/report. In response, FESCO vide its letter dated 15th December 2017 reported that the Complainant's premises was checked on 23rd August 2017 and it was found that meter No. 1921973 was existing/running at site with reading dial at 10944 units, however, the same was disconnected in papers and outstanding arrears amounted to Rs. 29,655/-. At the time of ERO, the meter reading was 7679 and the same remained in use of the Complainant, due to which the reading reached up to 10944 units. During the process of Reconnection Order (RCO), difference of previous and present readings, i.e. 3265, was charged to the Complainant. However, upon receipt of bill amounting to Rs. 99,676/-, the Complainant removed the meter from his premises to avoid payment. Accordingly, a notice was served to him on 27th October 2017. In response, he totally denied any such occurrence and lodged a complaint at NEPRA. Moreover, disciplinary proceedings have been initiated against the concerned official(s) for non-removal of meter.

4. The report of FESCO was forwarded to the Complainant for information/comments. In response, the Complainant raised observations on the report of FESCO. In order to probe further into the matter, a hearing was held on 2nd April 2018 at NEPRA Regional Office, Lahore which was attended by representatives of both the parties who advanced their arguments on the basis of their earlier submissions. For further clarification of some issues, another hearing in the matter was also held on 17th July 2018 at NEPRA Head,



Islamabad, wherein representatives of both the parties participated and reiterated their earlier arguments.

5. The case has been examined in detail in light of the documents provided by both the parties, arguments advanced during the hearing and applicable law. Following has been observed:

- i. As per the Chapter 8 of the Consumer Service Manual (CSM), the consumer is bound to pay his energy bill within due date specified in the bill or with the late payment surcharge if paid after due date, before the issuance of the next month bill. Further, in case of non-payment of electricity bill, the DISCO shall serve a clear 7 days' notice to the defaulting consumer to either clear the outstanding dues with the current bill or face disconnection and penal action. Upon non-receipt of payment even after expiry of the notice period, the supply of the defaulting premises shall be disconnected. After certain period, the equipment installed at the premises is to be removed and for restoration of supply, there is a procedure for reconnection envisaged in CSM. However, in the instant case, FESCO has not followed the reconnection policy and reconnected the supply in papers for debiting units into the complainant's account.
- ii. FESCO issued Equipment Removal Order (ERO) on 26th January 2017 which was effected on 28th February 2017, whereby final reading of the meter was recorded as 7679 units. This shows that the Complainant was responsible for payment of bills upto meter reading of 7679 recorded in the meter till execution of the ERO.
- iii. According to FESCO, the Complainant's site was inspected in August 2017, whereby the impugned meter was found installed at site with meter dial reading as 10944 units, therefore difference of 3265 units was charged to the Complainant. If FESCO officials found the impugned meter installed at disconnected premises, the same should have been removed on spot, however, the same was not done by FESCO. This also shows negligence of concerned officials of FESCO.



- iv. FESCO is of the view that the meter was only disconnected from site in papers, however, the meter physically remained at site. It is pertinent to mention that no documentary evidence has been placed on record by FESCO in support of the argument that the meter remained installed at the site. The Complainant has denied the allegation(s) levelled by FESCO. Please note that if ERO is issued and the material remains installed at site, then it is the lapse at the end of FESCO officials and action must be taken against the responsible officials.
 - v. FESCO officials were given ample opportunities to defend their case and produce any evidence in their support to ascertain that the meter was not removed after issuance of ERO, however they failed to provide any cogent evidence, therefore charging of 3265 units by FESCO against the complainant after ERO is illegal.
6. Foregoing in view, FESCO is hereby directed to:
- (i). Withdraw the extra units charged (i.e. 3265 units), against the Complainant over and above the meter reading at the time of ERO i.e. 7679 units being unjustified
 - (ii). Reconnect the electricity supply after completion of codal formalities if requested by the complainant.
7. Compliance report be submitted within thirty (30) days.



Member (Consumer Affairs)

