



Registrar

National Electric Power Regulatory Authority
Islamic Republic of Pakistan

NEPRA Tower, Attaturk Avenue (East), G-5/1, Islamabad.
Ph: +92-51-9206500, Fax: +92-51-2600026
Web: www.nepra.org.pk, E-mail: registrar@nepra.org.pk

No. NEPRA/ADG(CAD)/TCD-04/ 14637-39

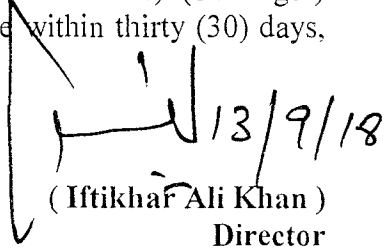
September 13, 2018

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

Subject: **ORDERIN THE MATTER OF COMPLAINT FILED BY MR. ZAIN-UL-ABIDEEN S/O MUHAMMAD RAMZAN UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST FESCO REGARDING WRONG TARIFF CHARGE (A/C NO. 08 13123 0431081) FESCO-35/02/2018**

Enclosed find herewith the Order of Member (Consumer Affairs) (02 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. Zain-ul-Abideen S/o Muhammad Ramzan
190, SitaraSapna City, Faisalabad.



BEFORE THE
NATIONAL ELECTRIC POWER REGULATORY AUTHORITY
(NEPRA)

Complaint No. FESCO-35/02/2018

Mr. Zain-ul-Abideen S/o Muhammad Ramzan **Complainant**
190, Sitara Sapna City,
Faisalabad.

Versus

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

Date of Hearing: 9th July 2018

Date of Decision: September 12, 2018

On behalf of

Complainant: Nemo

Respondent: Mr. Muhammad Rafique Rana, Director

Subject: **ORDER IN THE MATTER OF COMPLAINT FILED BY MR. ZAIN-UL-ABIDEEN S/O MUHAMMAD RAMZAN UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST FESCO REGARDING WRONG TARIFF CHARGE (A/C NO. 08 13123 0431081)**

ORDER

1. This Order shall dispose of the complaint filed by Mr. Zain-ul-Abideen S/o Muhammad Ramzan (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 sanctioned load of Masjid-e-Abu Bakar, Sitara Sapna City, Faisalabad is 7 kW which should have been charged under proper tariff (ToU tariff), whereas FESCO has been charging under non-ToU tariff. He has repeatedly approached FESCO in this regard, however, his grievance remained unresolved. The Complainant requested for refund of excessive amount paid under non-ToU tariff.

3. The matter was taken-up with FESCO for submission of parawise comments/report. In response, FESCO vide letter dated 5th June 2018 reported that the Complainant's connection was installed in September 2008 under non-ToU (domestic) tariff, and the same remained at site uptill 6th February 2018. The said meter was replaced vide MCO dated 6th February 2018 on verbal request of the Complainant and billing was converted to ToU tariff category. However, the Complainant's request for previous benefit cannot be granted as per SOP/rules.

4. In order to probe further into the matter, a hearing was also held on 9th July 2018 at NEPRA Head Office, Islamabad, which was attended by representative of FESCO only who advanced arguments on the basis of FESCO's earlier submission(s).

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 NEPRA approved Tariff Terms and Conditions (FY 2012-13), FESCO was required to provide ToU metering/billing arrangement to its consumers no later than 30th April 2013, however, FESCO failed to implement the same.
- ii. The ToU meter was installed by FESCO on the Complainant's request on 6th February 2018. The Complainant has requested for compensation against all billing made under non-ToU tariff. Since NEPRA (Complaint Handling & Dispute Resolution Procedure) Rules, 2015 provide for admittance of complaint within one (01) year from the accrual of cause of action, therefore, the Complainant's request for previous benefit cannot be considered from the date of installation of connection, however, the same can be considered w.e.f. 27th February 2017, i.e. one year prior to filing of the subject complaint.

6. Foregoing in view, FESCO is directed to revise the Complainant's bill w.e.f. February 2017 till application of ToU tariff on the basis of 20% peak and 80% off-peak consumption.

7. Compliance report be submitted within thirty (30) days.

Islamabad, September 12 , 2018


22/09/2018
Member (Consumer Affairs)