



# National Electric Power Regulatory Authority

ISLAMIC REPUBLIC OF PAKISTAN  
NEPRA Tower Ataturk Avenue (East),  
Sector G-5/1, Islamabad.  
Ph:051-2013200, Fax: 051-2600021

**Consumer Affairs  
Department**

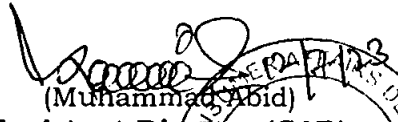
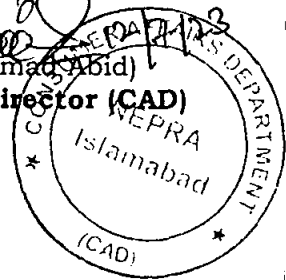
TCD.05/ <sup>2828</sup> -2023  
July 12, 2023

Chief Executive Officer,  
FESCO, Abdullah Pur, Canal Bank Road,  
Faisalabad.

Subject: **DECISION IN THE MATTER OF COMPLAINT FILED BY CH. MUHAMMAD  
HAMID HAMEED ON BEHALF OF KHAWAJA AFTAB ILLAHI UNDER SECTION  
39 OF THE REGULATION OF GENERATION, TRANSMISSION AND  
DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST FESCO  
REGARDING EXCESSIVE BILLING**  
**Complaint No. FESCO-NHQ-17972-11-22**

Please find enclosed herewith the decision of the NEPRA Consumer Complaints Tribunal dated July 12, 2023 regarding the subject matter for necessary action. Compliance report be submitted within fifteen (15) days.

Encl: As above

  
(Muhammad Aftab Illahi)  
**Assistant Director (CAD)**  


**Copy to:**

1. C.E/Customer Services Director  
FESCO, Abdullah Pur, Canal Bank Road Faisalabad.
2. Director (Commercial)  
FESCO, Abdullah Pur, Canal Bank Road Faisalabad.
3. Ch. Muhammad Hamid Hameed (Parliamentary Secretary),  
Ministry of Energy (Petroleum Division),  
Parliamentary Secretary's Office, 6<sup>th</sup> Floor,  
Petroleum House, G-5/2, Islamabad.
4. Khawaja Aftab Illahi, Jamia Masjid,  
Dilbagh, Block No. 15, Qadir Bux Colony,  
District Surgodha



**BEFORE THE**  
**NATIONAL ELECTRIC POWER REGULATORY AUTHORITY**  
**(NEPRA)**  
**FESCO-NHQ-17972-11-22**

**Khawaja Aftab Illahi,** ..... **Complainant**  
Through Ch. Muhammad Hamid Hameed (Parliamentary Secretary)  
Ministry of Energy (Petroleum Division),  
Parliamentary Secretary's Office, 6<sup>th</sup> Floor,  
Petroleum House, G-5/2, Islamabad.

**VERSUS**

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

**Date of Hearing:** November 30, 2022  
December 22, 2022

**On behalf of**  
**Complainant:** Mr. Ghulam Ahmed

**Respondent:** Mr. Pir Muhammad, Executive Engineer FESCO  
Mr. Noor Khan, SDO Civil Lines, FESCO  
Mr. Muhammad Sohail, RO FESCO

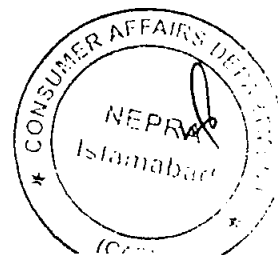
**Subject:** **DECISION IN THE MATTER OF COMPLAINT FILED BY CH. MUHAMMAD HAMID HAMEED ON BEHALF OF KHAWAJA AFTAB ILLAHI UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST FESCO REGARDING EXCESSIVE BILLING**

**DECISION**

This decision shall dispose of the complaint filed by Ch. Hamid Hameed on behalf of Khawaja Aftab Illahi (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. The Complainant lodged his complaint before Wafaqi Mohtasib (Ombudsman) Secretariat. The Wafaqi Mohtasib directed FESCO to set aside the disputed amount i.e. Rs. 500,422/- and referred the complaint to NEPRA for decision under relevant rules/Regulations. The Complainant in his complaint submitted that FESCO replaced meter of mosque installed under reference No. 27-13461-0309900 during the year 2018 and since replacement FESCO issued excessive bills which were paid regularly, however, the impugned meter was declared defective by FESCO in July, 2022 and subsequently a detection bill of Rs. 500,422/- for 18837 units was issued for payment. The Complainant requested for withdrawal of the said detection bill.

3. In order to arrive at an informed decision hearings were held at NEPRA Head Office, Islamabad whereby both the parties participated and advanced their arguments. FESCO submitted that the meter of the Complainant was replaced during the month of June, 2018 and a three segment consumption meter (a tube well meter due to shortage of 3-Phase



meters) was installed having T1, T2, and T3 reading. The meter was again became defective and was replaced during the month of July, 2022. FESCO meter readers did not record the consumption of T-3 segment since its installation. The impugned meter was sent to M&T Department whereby M&T Department declared that 3-Phase TOD static meter's display was found washed with date & time upset but impulses working within permissible limits. In the light of M&T report, FESCO charged pending consumption i.e. 18837 units and issued a bill amounting to Rs. 500,422/- in the month of July, 2022. FESCO officials further apprised that uncharged units were accumulated due to non-reading of one time segment (T-3) by all the meter readers w.e.f. date of installation till replacement i.e. June, 2018 to July, 2022. In this way FESCO raised bill for a period of 50 months (4 years & 2 months).

4. The Consumer Service Manual (CSM), read with clarification issued vide letter dated March 26, 2021 provides that if due to any reason, the charges have been skipped by DISCO; the difference of such charges can be raised within one year for maximum period of six months, retrospectively. In the instant case, FESCO installed a three segment reading meter which were specifically designed for recording of consumption of tube wells in three different time segments, therefore, FESCO should not have installed such meter against a A-1 tariff category consumer. According to Clause 4.2.3 of Consumer Service Manual (CSM), DISCO shall make its best endeavours to install the meters in accordance with the latest industry standards and workmanship to ensure safety and security of the metering installation. Furthermore, if meter was not available with FESCO; FESCO should have asked the Complainant to arrange meter in accordance with Clause 4.1 of Consumer Service Manual (CSM) which provides that DISCO shall provide the appropriate metering installation at the cost of the consumer for all types of consumer categories. However, in case of non-availability of the same with DISCO, against new connection, extension/reduction of load or replacement of defective meter, the consumer may be asked to procure the metering installation according to the specifications as approved by DISCO from the approved vendors of the DISCO; to avoid delay in provision of connection/replacement of metering installation.

5. Moreover, Clause-6.1 of Consumer Service Manual (CSM) provides mechanism of meter reading and Clause-6.2 envisages the procedure of percentage checking to ensure accuracy of meter reading. Therefore, recording of correct meter reading is the responsibility of FESCO. Furthermore, according to Clause-6.1.4 of Consumer Service Manual (CSM), meter readers are responsible to check irregularities/discrepancies in the metering system at the time of reading meters and report the same in the reading book/ discrepancy book or through any other appropriate method as per the practice. The concerned officer/official failed to point out at any stage about discrepancy i.e. non-charging of one segment of meter reading. The Consumers have legitimate expectancy that what is being billed is actual cost of electricity and it is correct. In view of above, penalizing the Complainant on part of incompetency of FESCO officials is not justified.

6. Foregoing in view, FESCO is directed to charge missing consumption of T3 reading to the Complainant for a period of six (06) months i.e. January-June, 2022 instead of fifty (50) months and already paid amount (if any) in this regard be adjusted accordingly. Report in the matter be submitted within fifteen (15) days.

(Lashkar Khan Qambrani)  
Member Consumer Complaints Tribunal  
Director (CAD)

(Moqem ul Hassan)  
Member Consumer Complaints Tribunal  
Assistant Legal Advisor (CAD)

(Naweed Ulahi Shaikh)  
Convener Consumer Complaints Tribunal  
Director General (CAD)

Islamabad, July 12, 2023

