



National Electric Power Regulatory Authority
ISLAMIC REPUBLIC OF PAKISTAN
Regional Office
Plaza C 613, College (Hockey Stadium) Road
Kohinoor City, Faisalabad
Ph: 041-8727800

**Consumer Affairs
Department**

ROF.04/ 591-2024
April 05, 2024

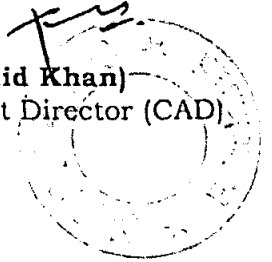
Chief Executive Officer
Faisalabad Electric Supply Company (FESCO)
Abdullah Pur, Canal Bank Road, Faisalabad.

**Subject: COMPLAINT FILED BY MR. TAHIR MEHMOOD S/O MUHAMMAD ANWAR
UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION
AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST FESCO
REGARDING WRONG BILLING AND CHANGE OF TARIFF (Ref # 04-13331-
0387601 U).
Complaint No. FESCO-FSD-15866-08-22**

Please find enclosed herewith the decision of NEPRA dated April 05, 2024 regarding the subject matter.

Encl: As above

(Ubaid Khan)
Assistant Director (CAD)



Copy to:

1. GM (C&CS), FESCO, Abdullah Pur, Canal Bank Road, Faisalabad.
2. Director Commercial, FESCO, Abdullah Pur, Canal Bank Road, Faisalabad.
3. Mr. Tahir Mehmood S/o Muhammad Anwar
Chak No. 313 JB, Tariq Pur, Tehsil Gojra,
District Toba Tek Singh.
Cell # 0300-4602995.



**BEFORE THE
NATIONAL ELECTRIC POWER REGULATORY AUTHORITY
(NEPRA)**

Complaint No. FESCO-FSD-15866-08-22

Mr. Tahir Mehmood

Chak No. 313 JB, Tariq Pur, Tehsil Gojra
District Toba Tek Singh.

..... Complainant

VERSUS

Faisalabad Electric Supply Company (FESCO)

Abdullah Pur, Canal Bank Road, Faisalabad.

..... Respondent

Date of Hearing: February 15, 2024

**On behalf of
Complainant:** None present

Respondent: 1) Tazeem Ahmed, FESCO
2) Muhammad Usman, FESCO

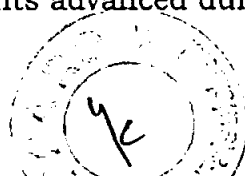
**Subject: COMPLAINT FILED BY MR. TAHIR MEHMOOD S/O MUHAMMAD ANWAR
UNDER SECTION 39 OF THE REGULATION OF GENERATION,
TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997
AGAINST FESCO REGARDING WRONG BILLING AND CHANGE OF TARIFF
(REF # 04-13331-0387601 U).**

DECISION

This decision shall dispose of the complaint filed by Mr. Tahir Mehmood (hereinafter referred to as the "Complainant") against Faisalabad Electric Supply Company (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. NEPRA received a complaint from Mr. Tahir Mehmood dated August 24, 2022 wherein the Complainant submitted that an excessive bill amounting to Rs. 70,274/- was charged by FESCO during the month of August, 2022 on the pretext of meter defectiveness and misuse of tariff. The matter was taken up with FESCO whereby FESCO vide a letter dated September 20, 2022 submitted that the Complainant was charged average bills during the months of July and August, 2022 on the basis of meter defectiveness which have later been adjusted by affording credit of 682 units. FESCO further submitted that an audit para amounting to Rs. 28,653/- on account of the misuse of domestic tariff was also levied to the Complainant along with the change of Complainant's tariff from domestic to general services.

3. In order to analyze the matter, a hearing was held on February 15, 2024 at NEPRA Regional Office, Faisalabad. The case has been examined in detail in light of the record made so available by parties, arguments advanced during the hearing and applicable law. Following has been observed:



- i. The Complainant's electricity connection installed against reference number (04-13331-0387601) located at Chak No. 313 JB, Tehsil Gojra, District Toba Tek Singh was charged an audit para amounting to Rs. 28,653/- during July, 2022 entailing the difference of tariff while the Complainant was also charged average bills for the months of July & August, 2022 due to the meter phase make & break. The dispute raised by the Complainant was that the excessive bills have been charged with mala fide intent while being irrespective of the ground facts.
- ii. Perusal of the documentary evidence reveals that the Complainant was charged the detection bill of 3271 units for period of fifteen months i.e. January, 2021 to March, 2022 based on the audit para levied in connection with the misuse of domestic tariff against an educational premises while the same is inconsistent with clause 7.5.2 of the Consumer Service Manual (CSM). According to which, DISCO shall serve seven days clear notice to the consumer who is found misusing his sanctioned tariff. However, DISCO shall immediately change the tariff and shall determine difference of charges of the previous period of misuse to be recovered from consumer. However in the absence of any documentary proof, the maximum period of such charges shall not be more than two billing cycles which has not been followed by FESCO in the instant matter.
- iii. Thereupon, the analysis of matter also divulges that the Complainant was charged difference of tariff in discernable absence of any concrete documentary or pictorial evidence failing to implicate the Complainant against the misuse of tariff. The record reflects that the FESCO has already reverted back the tariff category from A-3 to A-1 while the withdrawal of audit para is also currently under process with FESCO which points out fact that the audit para was charged to the Complainant without any cogent reasons whereby FESCO also remained unable to establish the misuse of tariff during any phase of the disputed period, later, expressly withdrawing audit para on purpose. The same further negates the cause of charging of audit para by FESCO which is, thereof, devoid of any solid ground & evidence and required to be withdrawn.
- iv. Furthermore, underlining the charging of average bills of 588 & 444 units during the months of July & August, 2022 respectively despite the presence of legible meter reading on the electricity bills in conjunction with the absence of any M&T report disapproves the claim of FESCO regarding phase make and break and the same is not sustainable. Endorsing the above, a credit of 682 units against the defective period has already been afforded by FESCO on its own accord which further validates the delinquency of concerned FESCO officials regarding charging of the average bills and replacement of meter.

4. مندرجہ بالا حقائق کی روشنی میں فیسکو کو ہدایت کی جاتی ہے کہ وہ 28653 روپے کے آڈٹ پیرا کو واپس لے جو کنزیومر سروس مینوئل کی متعلقہ شق کی براہ راست خلاف ورزی کرتا ہے اور اس کی واپسی کا عمل پہلے سے ہی جاری ہے۔ فیسکو کو غلط اوسط بل چارج کرنے میں ملوث افسران کے خلاف تادیبی کارروائی شروع کرنے کی بھی ہدایت کی جاتی ہے۔ تعمیل کی رپورٹ مثبت طور پر 15 دنوں کے اندر جمع کرائی جائے۔

(Ubaid Khan)
Assistant Director (CAD)

(Engr. Dr. Bilal Masood)
Additional Director (CAD)

Faisalabad, April 05, 2024