



National Electric Power Regulatory Authority

ISLAMIC REPUBLIC OF PAKISTAN

Attaturk Avenue (East) Sector G-5/1, Islamabad.

Ph: 051-2013200 Fax: 051-2600021

**Consumer Affairs
Department**

TCD.04/ ²²⁰⁰ -2025
May 30, 2025

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

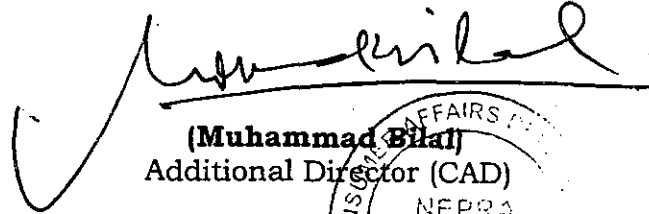
SUBJECT: DECISION IN THE MATTER OF COMPLAINT FILED BY MR. MUHAMMAD ANWAR THROUGH MUHAMMAD AKBAR UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST FESCO REGARDING DETECTION BILL (REF # 29-13146-7651950 U).
Complaint No. FESCO-FSD-36478-04-24

Please find enclosed herewith the decision of the NEPRA Complaints Resolution Committee (CRC), dated May 30, 2025 regarding the subject matter for necessary action and compliance within fifteen (15) days.

Encl: As above

Copy to:

1. GM (Commercial & Customer Services)
FESCO, Abdullah Pur, Canal Bank Road, Faisalabad.
2. Director Commercial
FESCO, Abdullah Pur, Canal Bank Road, Faisalabad.
3. Additional Director (CAD),
NEPRA Regional Office, 1st floor, Plaza No. C-6B,
Opposite National Bank, College (Hockey Stadium) Road,
Kohinoor City, Faisalabad
4. Mr. Muhammad Anwar S/o Mokha
Chak No. 629 GB, Tehsil Jaranwala,
District Faisalabad.
Cell: 0347-1846629.


(Muhammad Bilal)
Additional Director (CAD)
NEPRA
Islamabad
(CAD)



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

Complaint No. FESCO-FSD-36478-04-24

Mr. Muhammad Anwar
Through Muhammad Akbar
Chak No. 629 G.B., Tehsil Jaranwala,
District Faisalabad.

..... **Complainant**

VERSUS

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

..... **Respondent**

Date of Hearing: May 14, 2024
July 23, 2024
February 26, 2025

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

Respondent: Mr. Muhammad Ahsan-ul-Haq XEN (Operation), FESCO

Subject: **DECISION IN THE MATTER OF COMPLAINT FILED BY MR. MUHAMMAD ANWAR THROUGH MUHAMMAD AKBAR UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST FESCO REGARDING EXCESSIVE BILLING (REF # 29-13146-7651950 U).**

Decision

This decision shall dispose of the complaint filed by Mr. Muhammad Anwar through Muhammad Akbar (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. Brief facts of the case are that NEPRA received a complaint from Mr. Muhammad Anwar wherein the Complainant submitted that an unjustified detection bill of 25226 units for period i.e. March to August, 2023 based on direct electricity theft was charged by FESCO of which withdrawal was prayed by the Complainant. The matter was taken up with FESCO and hearings were held at NEPRA Head Office, Islamabad which were attended by both the parties wherein the matter was discussed in detail.

3. The case has been examined in detail in light of the record made so available by parties, arguments advanced during the hearings and applicable law. Following has been observed:

- i. The Complainant's agriculture connection installed against reference number (29-13146-7651950) located at Chak No. 629 GB, District Faisalabad was charged a detection bill of 25226 units amounting to Rs. 624,239/- during September, 2023 on allegation of direct theft of electricity through main PVC cable. The dispute raised by the Complainant was that the detection bill has been charged by FESCO with mala fide intent.



- ii. Perusal of the documentary evidence reveals that the Complainant was charged the detection bill for period of six months i.e. March, 2023 to August, 2023 on basis of load. Moreover, clause 6.1.4 of CSM enshrines that meter readers shall also check irregularities/discrepancies in metering system at time of reading meters/taking snap shots and report the same in the reading book/discrepancy book or through any other appropriate method as per the practice. The concerned officer/official will take corrective action to rectify these discrepancies which was also got delayed by FESCO ensuing the charging of detection bill for excessive period.
- iii. There is inconsistency in consumption of the Complainant's history. The Complainant submitted that his area falls in perennial area/river belts however, the same was not established. The analysis of consumption history is tabulated as below:

Sr. No.	Month/Year	2022 (Units)	2023 (Units)	2024 (Units)
1	January	00 SS	43	00 SS
2	February	168	74	23
3	March	759	39	66
4	April	62	01	250
5	May	1040	177	1171
6	June	447	43	766
7	July	1107	392	2185
8	August	2590	402	1054
9	September	913	00 SS	889
10	October	620	604	495
11	November	00 SS	00 SS	00 SS
12	December	00 SS	99	33

- iv. Clause 9.1.4 of the CSM obligates FESCO to submit any evidence of theft, photos and/or videos however, FESCO could not submit any concrete evidence in support of direct theft of electricity by the Complainant. On the other hand; consumption during detection period reflecting dip in comparison with the corresponding months of previous year i.e. 2022, which transpires that the actual consumption was not recorded by the meter installation. Hence, detection bill charged to the Complainant is on the higher side and the same requires revision.

4. Foregoing in view, FESCO is directed to revise the detection bill from six month to three months. Compliance report be submitted within fifteen (15) days.

(Lashkar Khan Qambrani)

Member, Complaints Resolution Committee/
Director (CAD)

(Muhammad Irfan ul Haq)

Member, Complaints Resolution Committee/
Assistant Legal Advisor

(Naweed Irfan Shaikh)

Convener, Complaints Resolution Committee/
Director General (CAD)

Islamabad, May 30, 2025

