



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.04/2219-2025
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 HANIF UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST FESCO REGARDING DETECTION BILL (REF # 27-13237-6700510).

Complaint No. FESCO-FSD-50489-02-25

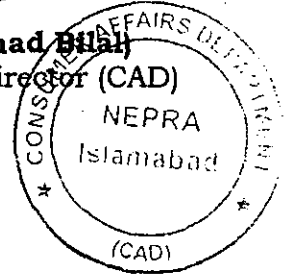
Please find enclosed herewith the decision of the NEPRA Complaints Resolution Committee (CRC), dated May 30, 2025 regarding the subject matter for necessary action and compliance within twenty (20) days.

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 Hanif S/o Abdul Majeed
House No. P-721, Street No.1, Muhallah Farooq Abad,
Tehsil Samundri, District Faisalabad.
Cell: 0300-6634314.

(Muhammad Bilal)
Additional Director (CAD)





BEFORE THE
NATIONAL ELECTRIC POWER REGULATORY AUTHORITY
(NEPRA)

Complaint No. FESCO-FSD-50489-02-25

Mr. Muhammad Hanif

House No. P-721, Street No. 01, Mohalla Farooqabad
Tehsil Samundri, District Faisalabad.

..... **Complainant**

VERSUS

Faisalabad Electric Supply Company (FESCO)

Abdullah Pur, Canal Bank Road, Faisalabad.

..... **Respondent**

Date of Hearing: April 16, 2025

On behalf of
Complainant: Mr. Muhammad Hanif

Respondent: Mr. Waleed Shafiq SDO (Operation), FESCO

SUBJECT: DECISION IN THE MATTER OF COMPLAINT FILED BY MR. MUHAMMAD HANIF UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST FESCO REGARDING DETECTION BILL (REF # 27-13237-6700510).

DECISION

This decision shall dispose of the complaint filed by Mr. Muhammad Hanif (hereinafter referred to as the "Complainant") against Faisalabad Electric Supply Company (hereinafter referred to as the "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 complaint from Mr. Muhammad Hanif dated Nil received in this office on February 14, 2025 wherein the Complainant submitted that an amount of Rs. 821,823/- was charged by FESCO during month of December, 2024 in the form of detection bill despite regular payment of previous electricity bills. The matter was taken up with FESCO whereby FESCO vide letter dated February 20, 2025 submitted that the Complainant's meter became defective during February, 2024 categorized as 'opened' while consumption data was, later, retrieved by M&T, FESCO and accordingly, a detection bill of (13751) units based on the difference of reading was charged to the Complainant.

3. In order to analyze the matter, hearing was held at NEPRA Regional Office, Faisalabad on April 16, 2025 wherein the matter was deliberated at length in attendance of both the parties. The case has been examined in detail in light of the record made so available by parties, arguments advanced during the hearings and the applicable law. Following has been observed:



- i. The Complainant's industrial connection installed against reference number (27-13237-6700510) located at Chak No. 40 GB Tehsil Samundri, District Faisalabad was charged detection bill of (13751) units amounting to Rs. 821,823/- by FESCO during December, 2024 on account of data downloading. The issue raised by the Complainant was that mala fide exorbitant detection bill has been charged by FESCO with a considerable delay despite payment of the regular electricity bills without any default.
 - ii. Perusal of documentary evidence reveals that the Complainant was charged detection bill of (13751) units during December, 2024 on account of the actual consumption of replaced meter i.e. 50504 units retrieved through the M&T report, in comparison with final reading charged in regular and average billing i.e. 36753 units. According to the clause 4.3.2 (d) of Consumer Service Manual (CSM), consumer's account shall not be liable to any adjustment if data is not retrieved within three months of display wash. As per the available record, the Complainant's meter was declared defective during February, 2024, however, data was retrieved and charged during August and December, 2024 respectively after accruing considerable delay of approximately (10) months while standing in direct violation of CSM.
 - iii. Scrutiny of consumption history further reflects that the Complainant was not charged units for the period i.e. September, 2023 to January, 2024 despite the presence of load, reflecting huge discrepancy on part of concerned FESCO officials, creating huge financial loss to national exchequer.
 - iv. According to the clause 6.1.4 of CSM, meter readers shall also check irregularities/ discrepancies in metering system at the time of reading meters/taking snap shots and report the same in 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 zero consumption for extraordinary period. Clause 6.2 of the CSM envisages the procedure of percentage checking to ensure accuracy of meter reading as per which sub-Divisional Officer (SDO) and Meter Reading Section Supervisor (MRSS) are responsible to ensure feeding of the correct readings for issuance of electricity bills in accordance with meter reading snaps which was also ignored by FESCO in the instant matter.
4. Foregoing in view, FESCO is directed to withdraw detection bill of 13751 units charged during December, 2024. FESCO is further directed to charge electricity bills against the period i.e. September, 2023 to January, 2024 as per average healthy consumption recorded during period i.e. September, 2024 to January, 2025. FESCO is also directed to take the departmental action against the concerned SDO, Meter Reading Section Supervisor & Meter Reader under FESCO rules. Compliance report to be submitted within twenty (20) days.

(Lashkar Khan Qambrani)

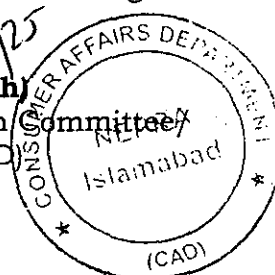
Member, Complaints Resolution Committee/
Director (CAD)

(Muhammad Irfan ul Haq)

Member, Complaints Resolution Committee/
Assistant Legal Advisor (CAD)

(Naweed Illahi Shaikh)

Convener, Complaints Resolution Committee/
Director General (CAD)



Islamabad, May 30, 2025