



National Electric Power Regulatory Authority
ISLAMIC REPUBLIC OF PAKISTAN
Regional Office
Plaza C-6B, College (Hockey Stadium) Road
Kohinoor City, Faisalabad
Ph: 041-8727800

**Consumer Affairs
Department**

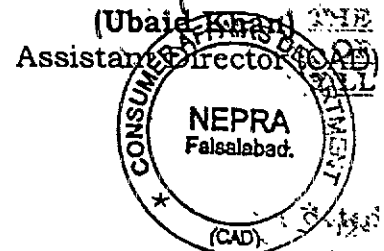
ROF.04/17/3 -2024
August 15, 2024

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

**Subject: COMPLAINT FILED BY MR. MOHSIN RAZA ALI UNDER SECTION 39 OF THE
REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF
ELECTRIC POWER ACT, 1997 AGAINST FESCO REGARDING DETECTION BILL
(Ref # 10-13611-1019702)
No. FESCO-FSD-30915-11-23**

Please find enclosed herewith the decision of Complaints Resolution Committee dated
August 15, 2024 regarding the subject matter.

Encl: As above



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. Mohsin Raza Ali
Senior instructor English, Govt. Associate College of Commerce
Rajana Road opposite DHG Hospital, District Toba Tek Singh.
Cell # 0322-6330998



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

Complaint No. FESCO-FSD-30915-11-23

Mr. Mohsin Raza Ali
Senior instructor English
Govt. Associate College of Commerce
Rajana Road opposite DHQ Hospital
District Toba Tek Singh.

..... Complainant

VERSUS

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

..... Respondent

Date of Hearing: January 18, 2024
February 28, 2024
July 23, 2024

**On behalf of
Complainant:** Mr. Mohsin Raza Ali

Respondent: 1) Rao Abid Bashir XEN (Operation), FESCO
2) Syed Aqeel Haider, SDO (Operation), FESCO
3) Mr. Fazal Hussain Shehbaz, Revenue Officer, FESCO

Subject: COMPLAINT FILED BY MR. MOHSIN RAZA ALI UNDER SECTION 39 OF THE
REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF
ELECTRIC POWER ACT, 1997 AGAINST FESCO REGARDING DETECTION BILL

DECISION

This decision shall dispose of the complaint filed by Mr. Mohsin Raza Ali (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 complaint from Mr. Mohsin Raza Ali dated November 12, 2023 wherein the Complainant submitted that a detection bill amounting to Rs. 129,000/- was charged by FESCO during the month of October, 2023 on the pretext of theft of electricity through an earth system. Premising his case upon the combined neutrals of impugned meter with another meter installed at the same premises, resulting into presence of net positive current between both the phase & neutral of impugned meter claimed as theft by FESCO, the Complainant requested for withdrawal of the detection bill. The matter was taken up with FESCO whereby FESCO vide a letter dated November 28, 2023 submitted that the Complainant was charged detection bill due to electricity theft by reversing phase polarity & using a local neutral point.

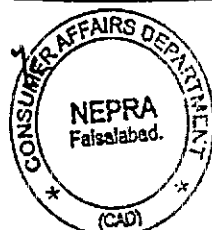


3. In order to analyze the matter, a hearing was held on February 28, 2024 at NEPRA Regional Office, Faisalabad in attendance of both parties. The matter remained inconclusive due to conflicting arguments and FESCO was, later, directed to constitute a circle level inquiry committee in order to investigate the suspected theft of electricity. The report of committee was, belatedly, submitted by FESCO vide letter dated July 12, 2024 which, inter alia, supports previously stated version of FESCO based on presence of net positive sum of currents passing through the impugned meter, non-combination of neutrals of both meters during inspection and reversal of polarity. As a way to further analyze the matter, another hearing was held on July 23, 2024 at the same venue and the matter was again discussed in detail.

4. 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 electricity connection installed against reference number (10-13611-1019702) located at Mohalla Eid Gah, Tehsil & District Toba Tek Singh was charged a detection bill of 2305 units amounting to Rs. 129,000/- during October, 2023 on account of direct theft of electricity through the earth system. The dispute raised by the Complainant was that the detection bill has been charged by FESCO with mala fide intent while being inconsiderate of combination of neutrals of both the meters installed at the same premises resulting into the neutral current sharing deemed as alleged theft by FESCO.
- ii. Perusal of the documentary evidence reveals that the Complainant was charged the detection bill for period of six months i.e. April, 2023 to September, 2023 on the basis of load while the same is inconsistent with clause 9.1.3 (b) of the Consumer Service Manual (CSM) for charging the detection bill against a registered consumer involved in direct theft of electricity as per which FESCO is restricted to charge detection bill for maximum period of (6) months in the order of priority i.e. previous consumption history etc. as envisaged in the same clause. Moreover, the detection bill has been levied in connection with the reversal of polarity which conforms to illegal abstraction as defined in the CSM and of which procedure of establishment and method of consequent charging of detection bill are detailed in clause 9.2.2 & 9.2.3 of CSM. As per which FESCO was inter alia obligated to install a check meter to prove the alleged theft and was restricted to charge the detection bill only for the period of (3) months which has also not been followed by FESCO in the instant matter.
- iii. The analysis of consumption history is tabulated as below:

Sr. No.	Month/Year	2021	2022	2023	2024
1	January	139	79	57	132
2	February	25	53	32	152
3	March	186	77	52	107
4	April	123	339	60	146
5	May	00	271	85	117
6	June	287	333	164	649
7	July	361	298	384	756
8	August	444	284	440	-
9	September	242	139	504	-
10	October	305	105	142	-
11	November	122	83	115	-
12	December	114	41	74	-



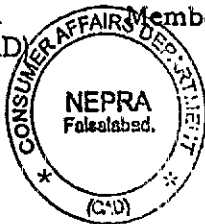
As above, the electricity consumption remained elevated during the corresponding months of succeeding year i.e. 2024 which does commensurate with the enhanced connected load i.e. (13) kW as reported by FESCO comparing with load connected during detection period i.e. (4.5) kW. The same underlines the fact the electricity consumption during year 2024 only increased due to the enhancement of connected load which render comparable analysis of consumption ineffective for the following year i.e. 2024. However, scrutiny of the Complainant's electricity consumption for the year 2022 and 2021 in comparison with the consumption recorded during the detection period does not reflect considerable dip in electricity consumption during the same period. Hence, the detection bill charged to the Complainant is devoid of solid grounds as the revenue loss claimed through detection bill remains unproven by perusal of the consumption history and thus, fails to implicate the Complainant in the theft of electricity.

- iv. Thereupon, analysis of video graphic evidence submitted by FESCO i.e. presence of net-positive current between both the phase & neutral of impugned meter while the same reflecting no load divulges that the Complainant was charged the detection bill in discernable absence of any concrete evidence as net-positive current could also be presented due to probable combination of neutrals of impugned meter with another meter having reference number (10-13611-1019700) installed at the same premises. Moreover, the evidence also lacks substantiation of reversal of phases by not incorporating the complete layout of phase and neutral drawn from the LT Line and of second meter which reflects inconclusiveness to implicate the Complainant against the reversal of polarity. Even considering contentions of FESCO regrading fail to prove combined neutrals by the Complainant, it remains a fact that FESCO also carries bar of evidence in line with the clause 9.2.2 (c) of CSM which is currently void of the pretext developed by FESCO that the neutrals were found disjointed during the instant of checking i.e. October 06, 2023. Hence, the evidence submitted by FESCO can be adjudged as inconclusive after due consideration of the healthy consumption during the detection period which relieves the Complainant of the alleged theft of electricity and requires the withdrawal of detection bill.

4. درجہ بالا حقائق کے پیش نظر فیسکو کو ہدایت کی جاتی ہے کہ وہ ڈیٹیکشن بل واپس لے۔ تعمیل کی رپورٹ دس (10) دنوں کے اندر جمع کرائی جائے۔

(Ubaid Khan)
Member, Complaints Resolution
Committee/ Assistant Director (CAD)

(Engr. Dr. Bilal Masood)
Member, Complaints Resolution Committee
/ Additional Director (CAD)



Faisalabad, August 15, 2024