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.04/248/-2024
November 11, 2024

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

Subject: COMPLAINT FILED BY MR. ZAIN UL ABIDEEN UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST FESCO REGARDING DETECTION BILL (Ref # 20-13543-2253200).
Complaint No. FESCO-FSD-41647-08-24

Please find enclosed herewith the decision of Complaints Resolution Committee dated November 11, 2024 regarding the subject matter.

Encl: As above

(Ubaid Khan)
Assistant Director (CAD)

CONSUMER AFFAIRS DEPARTMENT NEPRA Regional Office Faisalabad (CAD)

Copy to:

1. GM (C&CS), FESCO, Abdullah Pur, Canal Bank Road, Faisalabad.
2. Director Customer Services, FESCO, Abdullah Pur, Canal Bank Road, Faisalabad.
3. Mr. Zain ul Abideen
   Sakin Noon Daggar, Tehsil Kaloor Kot
   District Bhakkar.
   Cell # 0312-3057331

BEFORE THE

NATIONAL ELECTRIC POWER REGULATORY AUTHORITY

(NEPRA)

Complaint No. FESCO-FSD-41647-08-24

Mr. Zai ul Abideen ..... **Complainant**
Sakin Noon Daggar, Tehsil Kaloor Kot
District Bhakkar.

VERSUS

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

Date of Hearing: October 17, 2024

On behalf of Complainant: Mr. Zain ul Abideen

Respondent: Mr. Aroon Kumar SDO (Operation), FESCO

Subject: COMPLAINT FILED BY MR. ZAIN UL ABIDEEN 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. Zain ul Abideen (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. Zain ul Abideen dated Nil received in this office on August 01, 2024 wherein the Complainant submitted that an exorbitant unjustified detection bill amounting to Rs. 63,688/- was charged during the month of June, 2024 by FESCO on the pretext of theft of electricity at his premises and requested for withdrawal of the detection bill. The matter was taken up with FESCO and a hearing was held on October 17, 2024 at NEPRA Regional Office, Faisalabad in attendance of both parties while the matter remained inconclusive due to the conflicting arguments.

3. 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 (20-13543-2253200) located at Noon Daggar, Tehsil Kaloor Kot, District Bhakkar was charged a detection bill of 1280 units amounting to Rs. 63,688/- during June, 2024 by FESCO on account of the 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 the mala fide intent in the absence of any evidence.

ii. Perusal of the documentary evidence reveals that the Complainant was charged the detection bill for period of six months i.e. November, 2023 to April, 2024 on the basis of load while the same is inconsistent with the clause 9.1.3 (b) of Consumer Service Manual (CSM) for charging the detection bill against a registered consumer

involved in the direct theft of electricity as per which FESCO is restricted to charge detection bill in order of priority i.e. previous consumption history etc. as envisaged in same clause. Moreover, clause 9.1.4 of CSM further obligates FESCO to submit any evidence of theft, photos and/or videos against which a clear void is present in instant matter as FESCO failed to submit any concrete evidence in support of direct theft of electricity by the Complainant.

iii. The analysis of consumption history is tabulated as below:

Sr. No.	Month/Year	2022	2023	2024
1	January	Same Read 0	63	48
2	February	05	69	61
3	March	129	129	74
4	April	50	90	169
5	May	89	09	112
6	June	68	57	DF 85
7	July	08	42	RP 99
8	August	23	113	0
9	September	143	87	-
10	October	Same Read 0	108	-
11	November	52	60	-
12	December	63	60	-
Average		52	74	92

As above, the Complainant maintained a healthy electricity consumption during the detection period which does commensurate with the level of consumption recorded during previous years when analyzed on corresponding months & on average basis. Thus, scrutiny of the Complainant's electricity consumption does not reflect any considerable dip during the disputed period. Moreover, considering argument of the Complainant that the majority of connected load had already been shifted towards another meter installed at the same premises against reference No. i.e. (20-13543-2253100) during year 2019 and of which analysis corroborates the same after the side by side perusal of the consumption recorded against both the connections. The same debunks any claim of FESCO pertaining to low consumption in contrast with the connected load. Thus, detection bill charged to the Complainant is devoid of any solid grounds as revenue loss claimed through the same remains unproven by mere perusal of consumption history.

iv. Hence, the arguments advanced & evidence submitted by FESCO in support of the detection bill can be adjudged as invalid in accordance with the relevant clauses of CSM while also being inconclusive after due consideration of healthy consumption during the detection period and the absence of photo/video graphic evidence which requires the withdrawal of detection bill.

4. Foregoing in view, FESCO is directed to withdraw the detection bill of (1280) units amounting to Rs. 63,688/- charged during the month of June, 2024. Compliance report to be submitted within (10) days.

4. درجہ بالا حقائق کے پیش نظر FESCO 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)

CONSUMER AFFAIRS DEPARTMENT NEPRA Faisalabad. (CAD)

Faisalabad, November 11, 2024