



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.04/475-2025
March 11, 2025

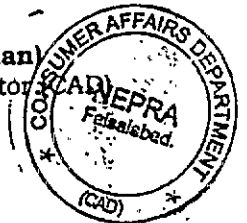
Chief Executive Officer
Faisalabad Electric Supply Company (FESCO)
Abdullah Pur, Canal Bank Road, Faisalabad.

**Subject: COMPLAINT FILED BY MR. AFTAB HUSSAIN UNDER SECTION 39 OF THE
REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF
ELECTRIC POWER ACT, 1997 AGAINST FESCO REGARDING DETECTION BILL
(REF # 05-13247-0676500).
Complaint No. FESCO-FSD-49196-01-25**

Please find enclosed herewith the decision of Complaints Resolution Committee
dated March 11, 2025 regarding the subject matter.

Encl: As above

(Ubaid Khan)
Assistant Director



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. Aftab Hussain
House No. P-1095, Street No. 10, Elahi Abad
Satiana Road neaby Bajwa Chowk, District Faisalabad.
Cell # 0301-1533327



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

Complaint No. FESCO-FSD-49196-01-25

Mr. Aftab Hussain
House No. P-1095, Street No. 10, Elahi Abad
Satiana Road neaby Bajwa Chowk, District Faisalabad.

..... **Complainant**

VERSUS

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

..... **Respondent**

Date of Hearing: February 20, 2025

**On behalf of
Complainant:** Mr. Aftab Hussain

Respondent: Mr. Shahzaib Ali Liaqat SDO (Operation), FESCO

**SUBJECT: COMPLAINT FILED BY MR. AFTAB HUSSAIN UNDER SECTION 39 OF THE
REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF
ELECTRIC POWER ACT, 1997 AGAINST FESCO REGARDING DETECTION
BILL (REF # 05-13247-0676500).**

DECISION

This decision shall dispose of the complaint filed by Mr. Aftab Hussain (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. NEPRA received a complaint from Mr. Aftab Hussain dated January 13, 2025 wherein the Complainant submitted that a detection bill amounting to Rs. 56,872/- was charged by FESCO during the month of January, 2025 on the pretext of meter defectiveness despite the minimal electricity consumption at his premises and presence of healthy meter. The matter was taken up with FESCO whereby FESCO vide a letter dated January 23, 2025 submitted that the Complainant's meter was declared defective during the month of December, 2024 and accordingly, detection bill of 953 units for the period of 4 months was charged to the Complainant on the basis of actual consumption of corresponding months of previous year.

3. In order to analyze the matter, hearing was held at NEPRA Regional Office, Faisalabad on February 20, 2025 whereby the matter was discussed in detail 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 hearing and the applicable law. Following has been observed:



- i. The Complainant's residential connection installed against reference number (05-13247-0676500) located at Elahiabad, Satiana Road, District Faisalabad was charged a detection bill of (953) units amounting to Rs. 56,872/- by FESCO during January, 2025 on account of the meter defectiveness i.e. dead impulse. The dispute raised by the Complainant was that the exorbitant detection bill has been charged by FESCO inconsiderate of minimal load connected at the premises during the detection period.
- ii. Perusal of documentary evidence reveals that the Complainant was charged detection bill for the period of four months i.e. August to November, 2024 on the basis of actual consumption of the corresponding months of previous year i.e. August to November, 2023 while the same is inconsistent with clause 9.2.3 of the Consumer Service Manual (CSM) for charging detection bill in case of illegal abstraction i.e. theft of electricity, however, not applicable in the instant matter whereby the cause of meter malfunction has not been attributed in the form of any illegal abstraction against the Complainant. In any case and as per the same clause, FESCO is also restricted to charged detection bill for maximum period of 3 months which has been violated by FESCO. Moreover, clause 9.2.2 of the CSM also obligates FESCO to adopt defined/specific procedure for establishment of illegal abstraction which has also not been followed by FESCO in the instant matter.
- iii. The consumption history is tabulated as under:

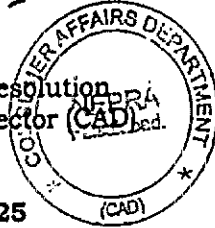
Sr. No.	Month/Year	2023	2024
1	January	100	103
2	February	93	99
3	March	139	109
4	April	141	188
5	May	311	252
6	June	345	386
7	July	428	608
8	August	432	87
9	September	495	1
10	October	314	176
11	November	127	151
12	December	159	196 DF

- iv. The analysis of consumption history illustrates an erratic consumption pattern during the detection period i.e. very low consumption in September, 2024 and excess units during November, 2024 in comparison with corresponding months of previous year. Duly considering above narration along with the fact that the Complainant's defective meter further accumulated more than 150 units as per the meter reading snaps and the data retrieval report before replacement during January, 2025 since final reading recorded for the month of November, 2024 i.e. 35545 units against the defective meter, does not further merit charging of detection bill on basis of dead impulse and against corresponding months for four (4) months. However, only exception can be allowed to FESCO against month of September, 2024, for recovery of sustained loss due to erratic behavior of the meter, during which the consumption remained very low i.e. only 1 unit despite healthy gas usage at the premises during same month. Hence, detection bill charged to the Complainant is on the higher side and required to be revised for only one month only i.e. September, 2024 as per which (494) units are to be charged instead of (953) units.



4. Foregoing in view, FESCO is directed to revise the detection bill for the period of one month i.e. September, 2024. Compliance report be submitted within (3) days.

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



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

Faisalabad, March // , 2025