



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.04/2743/2025
July 09, 2025

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

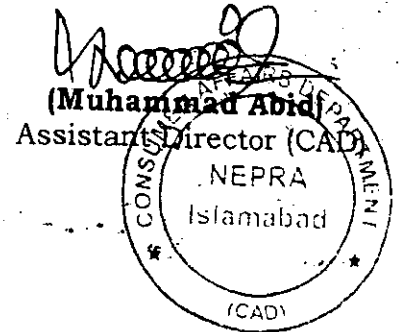
**SUBJECT: DECISION IN THE MATTER OF COMPLAINT FILED BY MR. IMRAN
MUNAWAR UNDER SECTION 39 OF THE REGULATION OF GENERATION,
TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997
AGAINST FESCO REGARDING DETECTION BILL (REF 29-13142-7203765).
Complaint No. FESCO-FSD-52823-04-25**

Please find enclosed herewith the decision of the NEPRA Complaints Resolution Committee (CRC), dated July 09, 2025 regarding the subject matter for necessary action and compliance.

Encl: As above

Copy to:

1. GM (Commercial & Customer Services)
FESCO, Abdullah Pur, Canal Bank Road, Faisalabad.
2. Director Customer Services
FESCO, Abdullah Pur, Canal Bank Road, Faisalabad.
3. Additional Director (CAD),
NEPRA Regional office, 1st floor, Plaza No. C-6B,
College Hockey Stadium Road, Koh-i-Noor City, Faisalabad.
4. Mr. Imran Munawar S/o Muhammad Hussain
Chak No. 650/1, Tehsil Jaranwala,
District Faisalabad.
Cell # 0300-6673845.





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

Complaint No. FESCO-FSD-52823-04-25

Mr. Imran Munawar

Chak No. 650/1 GB, Tehsil Jaranwala
District Faisalabad.

..... **Complainant**

VERSUS

Faisalabad Electric Supply Company (FESCO)

Abdullah Pur, Canal Bank Road, Faisalabad.

..... **Respondent**

Date of Hearing:

May 07, 2025

On behalf of

Complainant:

Mr. Imran Munawar

Respondent:

Syed Asad Ali Shah XEN (Operation), FESCO

Subject: DECISION IN THE MATTER OF COMPLAINT FILED BY MR. IMRAN MUNAWAR UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST FESCO REGARDING DETECTION BILL (REF 29 13142 720365).

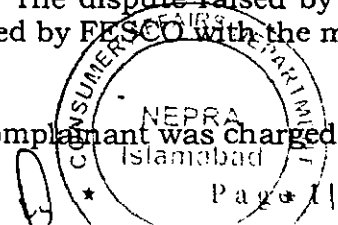
DECISION

This decision shall dispose of complaint filed by Mr. Imran Munawar (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 a complaint from Mr. Imran Munawar dated Nil received in this office on April 14, 2025 wherein the Complainant submitted that a detection bill amounting to Rs. 1,130,107/- was charged by FESCO with the mala fide intent and further requested for the withdrawal of detection bill. The matter was taken up with FESCO whereby FESCO vide letter dated April 29, 2025 submitted that the Complainant was found involved in the direct theft of electricity from meter terminal block and accordingly, a detection bill of (27800) units was charged to the Complainant along with request for registration of FIR against the Complainant based on the direct theft. In order to analyze the matter, a hearing was held on May 08, 2025 at NEPRA Regional Office, Faisalabad in attendance of both parties.

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 agricultural connection installed against reference number (29-13142-720365) located at Chak No. 650 GB Tehsil Jaranwala, District Faisalabad was charged a detection bill of (27800) units during March, 2025 on allegation of direct theft of electricity through meter terminal block. The dispute raised by the Complainant was that the detection bill has been charged by FESCO with the mala fide intent and inconsiderate of consumption pattern.
- ii. Perusal of the documentary evidence reveals that the Complainant was charged the



detection bill for period of (6) months i.e. August, 2024 to January, 2025 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, future billing and lastly on load basis.

iii. The consumption history is tabulated as below:

Sr. No.	Month/Year	2023 (Units)	2024 (Units)	2025 (Units)
1	January	181	78	46
2	February	198	1012	
3	March	1910	1189	
4	April	01	121	
5	May	85	1205	
6	June	977	980	
7	July	656	1597	
8	August	3754	2189	
9	September	2045	365	
10	October	1012	240	
11	November	145	0	
12	December	1852	20	

The billing history reveals that detection bill has been charged to the Complainant for the period of August, 2024 to January, 2025. The record further shows that dip in consumption is evident during the months of September, 2024 to January, 2025 (05) months which transpires that the true consumption was not recorded. The Complainant maintained healthy average consumption of (1481) units during the period i.e. August, 2023 to January, 2024. The Complainant during the hearing, disputed the quantum of detection bill on the basis of connected load.

iv. Keeping in line the clause 9.1.3 (b) of CSM and after duly considering the contentions of Complainant and consumption history, it can be concluded that detection bill charged to the Complainant is on the higher side. Hence, detection bill is required to be revised as per average healthy consumption of (1481) units per month recorded in the previous year.

4. Foregoing in view, FESCO is directed to revise the detection bill as per the average healthy consumption of (1481) units per month for five month i.e. September, 2024 to January, 2025 and restore the Complainant's electricity connection without further delay upon payment of the revised bill. Hence, the matter is disposed of in the above terms.

(Lashkar Khan Qamarani)

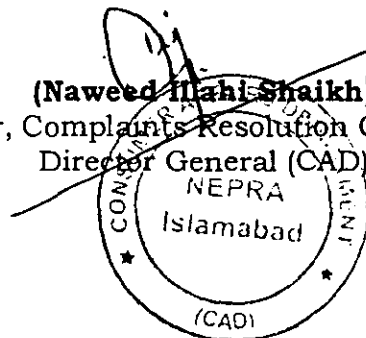
Member, Complaints Resolution Committee/
Director (CAD)

(Muhammad Irfan-ul-Haq)

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

(Naweed Illahi Shaikh)

Convener, Complaints Resolution Committee /
Director General (CAD)



Islamabad, July 09, 2025