



National Electric Power Regulatory Authority

ISLAMIC REPUBLIC OF PAKISTAN

Attaturk Avenue (East) Sector G-5/1, Islamabad.

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**Consumer Affairs
Department**

TCD.04/2751-2025
July 10, 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
SHAHZAD UNDER SECTION 39 OF THE REGULATION OF GENERATION,
TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997
AGAINST FESCO REGARDING DETECTION BILL (REF 29-13253-7332300).**

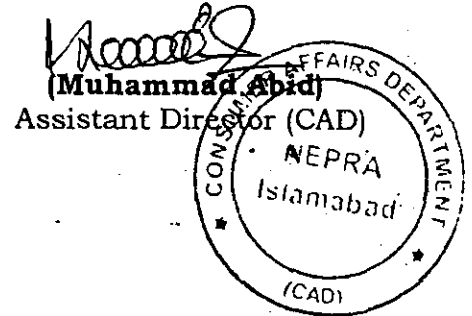
Complaint No. **FESCO-FSD-51067-02-25**

Please find enclosed herewith the decision of the NEPRA Complaints Resolution Committee (CRC), dated July 10, 2025 regarding the subject matter for necessary action and compliance within thirty (30) days.

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. Muhammad Shahzad S/o Mukhtar Ahmed
Mouza Sarian, Tehsil Tandlianwala,
District Faisalabad.
Cell # 0347-6619549.





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

Complaint No. FESCO-FSD-51067-02-25

Mr. Muhammad Shahzad
Mouza Sarian, Tehsil Tandlianwala
District Faisalabad.

..... **Complainant**

VERSUS

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

..... **Respondent**

Date of Hearing: April 29, 2025
On behalf of
Complainant: Mr. Muhammad Shahzad

Respondent: Mr. Saddam Hussain SDO (Operation), FESCO

Subject: **DECISION IN THE MATTER OF COMPLAINT FILED BY MR. MUHAMMAD SHAHZAD UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST FESCO REGARDING DETECTION BILL (REF 29 13253 7332300).**

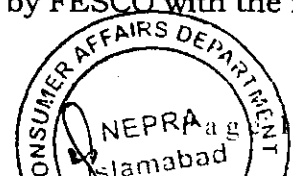
DECISION

This decision shall dispose of complaint filed by Mr. Muhammad Shahzad (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. Muhammad Shahzad dated Nil received in this office on February 24, 2025 wherein the Complainant submitted that detection bill amounting to Rs. 1,187,807/- 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 March 06, 2025 submitted that the Complainant was found involved in the direct theft of electricity from main PVC cable and accordingly, a detection bill of (29019) units was charged to the Complainant along with the registration of FIR against the Complainant based on the direct theft. In order to analyze the matter, a hearing was held on April 29, 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 (29-13253-7332300) located at Mouza Sarian, Tehsil Tandlianwala, District Faisalabad was charged a detection bill of (29019) units during December, 2024 on allegation of 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 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. May, 2024 to October, 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, future billing and lastly on load basis.
- iii. Moreover, clause 6.1.4 of CSM enshrines that meter readers shall also check irregularities/discrepancies in metering system at time of reading meters/taking snap shots and report the same in the 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 detection bill for excessive period.
- iv. The consumption history is tabulated as below:

Sr. No.	Month/Year	2023 (Units)	2024 (Units)
1	January	1615	1505
2	February	684	1255
3	March	1109	1568
4	April	355	110
5	May	2775	1040
6	June	2316	1145
7	July	1068	365
8	August	4403	3284
9	September	3735	2548
10	October	943	2073
11	November	470	DC 0
12	December	565	DC 0

Scrutiny of the Complainant's electricity consumption during detection period in comparison with corresponding months of previous year i.e. 2023 reveals dip, categorizing the same as the suspicious period. Further, the video evidence submitted by FESCO corroborates the electricity theft at the Complainant's premises when correlated with suspicious consumption. However, the Complainant disputed the quantum of detection bill on the basis of connected load.

- v. 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.

4. Foregoing in view, FESCO is directed to revise the detection bill from 06 months to 03 months. Compliance report be submitted within thirty (30) 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, July 10, 2025

