



**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**

2805  
TCD.04/ -2025  
July 11, 2025

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

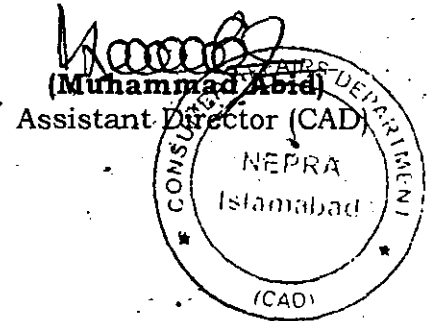
**SUBJECT: DECISION IN THE MATTER OF COMPLAINT FILED BY MR. ABDUL SATTAR  
UNDER SECTION 39 OF THE REGULATION OF GENERATION,  
TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997  
AGAINST FESCO REGARDING DETECTION BILL (REF 27-13231-6133420).  
Complaint No. FESCO-FSD-50497-02-25**

Please find enclosed herewith the decision of the NEPRA Complaints Resolution Committee (CRC), dated July 11, 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. Abdul Sattar S/o Muhammad Shareef  
Housing Colony No. 01, Samundri,  
District Faisalabad.  
Cell # 0305-6559437.





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

**Complaint No. FESCO-FSD-50497-02-25**

**Mr. Abdul Sattar**

Housing Colony No. 01, Tehsil Samundri  
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. Abdul Sattar

**Respondent:** Mr. Qamar-uz-Zaman SDO (Operation), FESCO

**SUBJECT: DECISION IN THE MATTER OF COMPLAINT FILED BY MR. ABDUL SATTAR**  
**UNDER SECTION 39 OF THE REGULATION OF GENERATION,**  
**TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997**  
**AGAINST FESCO REGARDING EXCESSIVE BILLING (REF # 27-13231-**  
**6133420).**

**DECISION**

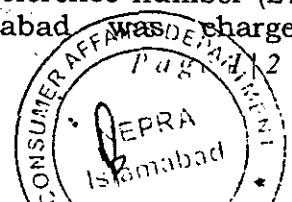
This decision shall dispose of the complaint filed by Mr. Abdul Sattar (hereinafter referred to as the "Complainant") against Faisalabad Electric Supply Company (hereinafter referred to as the "FESCO"), under Section 39 of the Regulation of Generation, Transmission and Distribution of Electric Power Act, 1997 (hereinafter referred to as the "NEPRA Act").

2. Brief facts of the case are that NEPRA received complaint from Mr. Abdul Sattar dated Nil received in this office on February 14, 2025 wherein the Complainant submitted that an excessive bill was charged by FESCO during the month of January, 2025 despite regular payment of previous electricity bills. The matter was taken up with FESCO whereby FESCO vide a letter dated February 20, 2025 submitted that a detection bill of (2187) units based on difference of reading as per the consumption data of defective meter, replaced during January, 2025, was charged to the Complainant.

3. In order to analyze the matter, hearing was held at NEPRA Regional Office, Faisalabad on April 29, 2025 whereby the matter was deliberated at length 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 hearings and the applicable law. Following has been observed:

- i. The Complainant's industrial connection installed against a reference number (27-13231-6133420) located at Samundri, District Faisalabad was charged

CRC Decision: Mr. Abdul Sattar vs FESCO (FESCO-FSD-50497-02-25)



supplementary bill of (2187) units by FESCO during January, 2025 as per the data retrieval of defective meter i.e. display wash. The issue raised by the Complainant was that mala fide impugned bill has been charged by FESCO with a considerable delay inconsiderate of payment of the regular electricity bills without any default.

- ii. Perusal of documentary evidence reveals that the Complainant was charged detection bill of (2187) units during the month of January, 2025 on account of actual consumption of replaced meter i.e. 43265 units retrieved through M&T, FESCO, in comparison with final reading charged in regular and average billing i.e. 41121 units. According to the clause 4.3.2 (d) of Consumer Service Manual (CSM), consumer's account shall not be liable to any adjustment if data is not retrieved within three months of display wash. However, as per the available record, the Complainant's meter was declared defective during December, 2023 and the data was retrieved and charged during June, 2024 and January, 2025 respectively after accruing considerable delay of approximately (12) months while standing in direct violation of CSM.
  - iii. According to the clause 6.1.4 of CSM, meter readers shall also check irregularities/ discrepancies in metering system at the time of reading meters/taking snap shots and report the same in 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 got delayed by FESCO leading to consequential charging of impugned detection bill. In view of above, penalizing the Complainant on part of incompetency of FESCO officials is strictly not justified as levying of disputed retrieved units can be adjudged extremely delayed.
  - iv. Hence, charging of the detection bill on the basis of reading difference is not merited as per above mentioned clause of CSM which obligates FESCO to finalize adjustment as per retrieval report within (3) months of malfunction, however, actually levied by FESCO after delay of (12) months in the instant matter which requires withdrawal of the supplementary bill.
4. Foregoing in view, FESCO is directed to withdraw supplementary bill of (2187) units charged during January, 2025. However, the Complainant is liable to be charged bills on defective code during the period in which the meter remained defective/not readable. Compliance report be submitted within thirty (30) days, positively.

  
(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 11, 2025

