



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.04/2806-2025
July 11, 2025

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

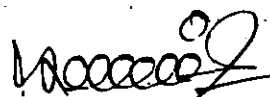
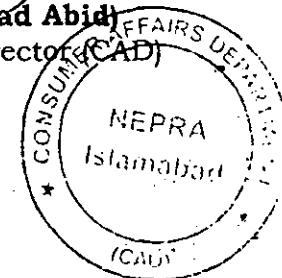
**SUBJECT: DECISION IN THE MATTER OF COMPLAINT FILED BY MR. SHAUKAT NAZIR
UNDER SECTION 39 OF THE REGULATION OF GENERATION,
TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997
AGAINST FESCO REGARDING DETECTION BILL (REF 18-13139-0317317).
Complaint No. FESCO-FSD-50956-02-25**

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 fifteen (15) 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. Shaukat Nazir S/o Malik Nazir Ahmed
House No. P-216, Street No. 7/4, Muhalla Hassan Pura,
District Faisalabad.
Cell # 0301-7128212.


(Muhammad Abid)
Assistant Director (CAD)




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

Complaint No. FESCO-FSD-50956-02-25

Mr. Shaukat Nazir

House No. P-216, Street N. 7/4, Mohalla Hassan Pura
Tehsil & District Faisalabad.

..... **Complainant**

VERSUS

Faisalabad Electric Supply Company (FESCO)

Abdullah Pur, Canal Bank Road, Faisalabad.

..... **Respondent**

Date of Hearing: May 13, 2025

On behalf of

Complainant: Mr. Shaukat Nazir

Respondent: Mr. Abu Bakar SDO (Operation), FESCO

Subject: DECISION IN THE MATTER OF COMPLAINT FILED BY MR. SHAUKAT NAZIR
UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION
AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST FESCO
REGARDING DETECTION BILL (REF 18-13139-0317317).

DECISION

This decision shall dispose of the complaint filed by Mr. Shaukat Nazir (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. Brief facts of the case are that NEPRA received a complaint from the honorable Wafaqi Mohtasib in respect of Mr. Shaukat Nazir dated February 14, 2025 wherein the Complainant submitted that exorbitant unjustified detection bill amounting to Rs. 301,883/- was charged by FESCO during the month of October, 2024 on pretext of theft of electricity at his premises and requested for withdrawal of the detection bill. The matter was taken up with FESCO whereby FESCO vide a letter dated March 07, 2025 submitted that the Complainant was found involved in the direct theft of electricity and a detection bill of (3946) units was charged to the Complainant along with registration of FIR based on theft. In order to analyze the matter, a hearing was held on May 13, 2025 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 the parties, arguments advanced during the hearings and applicable law. Following has been observed:

- i. The Complainant's electricity connection installed against reference number (18-13139-0317317) located at Hassan Pura, District Faisalabad was charged detection bill of (3946) units during November, 2024 by FESCO 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 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. 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 history and finally on load. Moreover, clause 9.1.4 of the CSM further obligates FESCO to submit any evidence of theft i.e. photos and/or videos. However, FESCO failed to submit any concrete evidence in support of allegation of direct theft of electricity which raises suspicion over the charging of such exorbitant detection bill without any concrete evidence.
- iii. The consumption history of the Complaint is tabulated as below:

Sr. No.	Month/Year	2023 (Units)	2024 (Units)
1	January	0	106
2	February	0	105
3	March	0	109
4	April	0	258
5	May	785	0 SS
6	June	188	455
7	July	211	193
8	August	198	194
9	September	254	170
10	October	230	178
11	November	171	0
12	December	106	0
Average (excluding 0)		267.88	196.45

The scrutiny of the Complainant's electricity consumption does not reflect any considerable dip during the disputed period. The same challenges claim of FESCO and does not provide legitimacy against detection bill based on allegation of direct theft. Thus, detection bill charged to the Complainant is devoid of any solid grounds as revenue loss claimed through the same remains unproven.

4. Foregoing in view, FESCO is directed to withdraw the detection bill of 3946 units charged during the month of November, 2024. Compliance report to be submitted fifteen (15) days.

5. مندرجہ بالا حقائق کے پیش نظر، فیسکو کو ہدایت کی جاتی ہے کہ نومبر 2024 کے دوران چارج کیے گئے 3946 یونٹس کا ٹیفیکشن بل واپس لے۔ تعمیل کی رپورٹ پندرہ (15) دن میں جمع کرانی جائے۔

(Lashkar Khan Qambrani)

Member, Complaints Resolution Committee /
Director (CAD)

(Muhammad Irfan ul Haq)

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

(Naweed Haq Shaikh)

Convener, Complaints Resolution Committee /
Director General (CAD)

Islamabad, July 11, 2025

