

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**

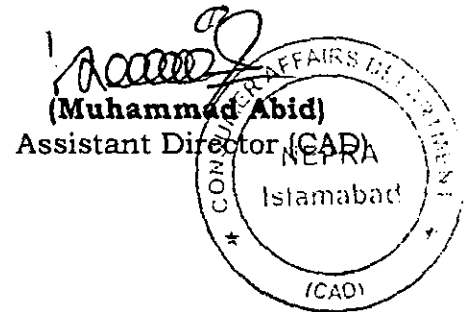
TCD.04/ ³⁹⁰³ -2025
September 12, 2025

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

**SUBJECT: DECISION IN THE MATTER OF COMPLAINT FILED BY MR. HAKIM ALI
UNDER SECTION 39 OF THE REGULATION OF GENERATION,
TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997
AGAINST FESCO REGARDING DETECTION BILL (REF 16 13253 1533400).
Complaint No. FESCO-FSD-50499-02-25**

Please find enclosed herewith the decision of the NEPRA Complaints Resolution Committee (CRC), dated September 12, 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. Hakim Ali S/o Rajab Ali
Chak No. 399 G.B, Tehsil Tandlianwala,
District Faisalabad.
Cell # 0346-2737828.

For follow-up, please.



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

Complaint No. FESCO-FSD-50499-02-25

Mr. Hakim Ali

Chak No. 399 G.B, Tehsil Tandlianwala,
District Faisalabad.

..... Complainant

VERSUS

Faisalabad Electric Supply Company (FESCO)

Abdullah Pur, Canal Bank Road, Faisalabad.

..... Respondent

Date of Hearing: March 25, 2025

**On behalf of
Complainant:** Mr. Hakim Ali

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

**SUBJECT: DECISION IN THE MATTER OF COMPLAINT FILED BY MR. HAKIM ALI
UNDER SECTION 39 OF THE REGULATION OF GENERATION,
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AGAINST FESCO REGARDING DETECTION BILLING (REF # 16-13253-
1533400).**

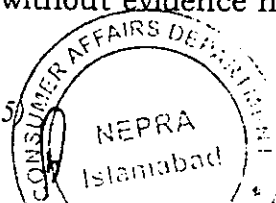
DECISION

This decision shall dispose of the complaint filed by Mr. Hakim Ali (hereinafter referred to as "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 the Complainant wherein it was submitted that an exorbitant detection bill was charged by FESCO with mala fide intention on account of meter defectiveness and despite payment of regular bills. The matter was taken up with FESCO whereby FESCO vide a letter dated February 26, 2025 apprised that a detection bill of (2628) units was charged to the Complainant on account of meter body tampering. In order to analyze the matter, hearing was held on March 25, 2025 at NEPRA Regional Office, Faisalabad wherein the matter was deliberated at length. During the hearing, FESCO official apprised that the Complainant was found involved in the electricity theft via meter tampering which was disputed by the Complainant.

3. The case has been examined in detail in light of record made so available by parties, arguments advanced during the hearings and applicable law. Following has been observed:

- i. The Complainant's residential connection installed against reference number (16-13253-1533400) located at Chak No. 399 G.B, District Faisalabad was charged a detection bill of (2628) units by FESCO during the month of August, 2024 on account of alleged electricity theft i.e. strip damage, meter body cutoff/replaced found during the checking on August 05, 2024 however, no proof of illegal abstraction of electricity has been placed on record by FESCO while an FIR has also been registered against the Complainant. The dispute raised by the Complainant was that the exorbitant detection bill inconsiderate of minimal load and without evidence has been charged by FESCO.



- ii. Perusal of documentary evidence reveals that the Complainant was charged detection bill for the period of six months i.e. February to July, 2024 on the basis of connected load i.e. (3) kW which is inconsistent with the clause 9.2.3 of the Consumer Service Manual (CSM) for charging detection bill in case of the illegal abstraction i.e. meter tampering as per which the corresponding detection shall be charged in the order of priority as envisaged in same clause and only for the maximum period of (3) months in the absence of CEO; approval. Moreover, analysis of detection bill also divulges that the units already charged in routine billing during the detection period have not been adjusted by FESCO which is mandatory as per the above mentioned clause.
- iii. The analysis of consumption history is tabulated as below:

Sr. No.	Month/Year	2022 (Units)	2023 (Units)	2024 (Units)
1	January	64	55	47
2	February	72	52	57
3	March	125	96	88
4	April	161	116	108
5	May	168	171	142
6	June	137	211	65
7	July	65	266	76
8	August	29	111	185
9	September	26	36	176
10	October	75	185	77
11	November	118	35	80
12	December	37	46	200

The above billing history shows that a dip in consumption during two months i.e. July to July, 2024 as compared to corresponding months of the previous year. After checking of the premises there is somehow increase in consumption as compared to the consumption recorded in the corresponding month of previous year.

- iv. Keeping in line with clause 9.2.3 of CSM and after duly considering the contentions of the Complainant, it is concluded that the detection bill charged to the Complainant is on the higher side and does not prove to be a legitimate tool to recover revenue loss (if any) over period of six months on load basis. The meter was replaced in August, 2024, however, dip in June, 2024 & July, 2024 show that the meter remained defective during this period. Hence, detection bill is required to be revised for the suspicious period of only two months i.e. June and July, 2024 and as per actual consumption of corresponding months of previous year i.e. June and July, 2023 as per relevant clause of CSM.

4. Foregoing in view, FESCO is directed to revise detection bill from six months to two months and as per actual consumption of corresponding months of previous year i.e. June and July, 2023 or average of eleven months whichever is higher. Revised bill be issue to the Complainant within thirty days. Hence, the complaint is disposed of in above terms.

(Lashkar Khan Qambrani)

Member, Complaints Resolution Committee /
Director (CAD)

(Muhammad Irfan ul Haq)

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

(Naweed Illahi Sharif)

Convener, Complaints Resolution Committee /
Director General (CAD)

Islamabad, September 12, 2025

