



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.04/17983-2025
November 13, 2025

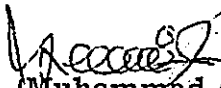
Chief Executive Officer,
Faisalabad Electric Supply Company (FESCO),
Abdullah Pur, Canal Bank Road, Faisalabad.

SUBJECT: DECISION IN THE MATTER OF ORDER OF HONORABLE LAHORE HIGH COURT, LAHORE DATED MAY 13, 2025 IN WRIT PETITION NO. 28340/2025: M/S FAROOQ PACKAGES VS FESCO, NEPRA (REF 24 13133 5312600).

Complaint No. **FESCO-NHQ-57686-07-25**

Please find enclosed herewith the decision of the NEPRA Complaints Resolution Committee (CRC), dated November 13, 2025 regarding the subject matter for necessary action and compliance.

Encl: As above


(Muhammad Abid)
Assistant Director (CAD)

Copy to:

1. Additional/Assistant Registrar (Judicial)
Lahore High Court, Lahore.
2. GM (Commercial & Customer Services)
FESCO, Abdullah Pur, Canal Bank Road, Faisalabad.
3. Director Customer Services
FESCO, Abdullah Pur, Canal Bank Road, Faisalabad.
4. Incharge NEPRA Regional office,
1st floor, Plaza No. C-6B,
College Hockey Stadium Road, Koh-i-Noor City, Faisalabad.
5. M/s. Farooq Packages
Chak No. 197 RB Bage Wal, District Faisalabad.
6. Mr. Khalil ur Rehman (Advocate),
M/s SKB Law Associates,
3-rd Floor, Hameed Law Chamber, Near Al Taj Hotel,
1-Turner Road, Lahore.
Cell: 0321-4457240.

(With reference to Writ Petition
28340-25 dated May 12, 2025.)



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

Complaint No. FESCO-NHQ-57686-07-25

M/s. Farooq Packages

..... Complainant/ Petitioner

Through Mr. Khalil ur Rehman (Advocate)

M/s SKB Law Associates, 3rd Floor, Hameed Law Chamber

Near Al-Taj Hotel, 1-Turner Road, Lahore.

VERSUS

Faisalabad Electric Supply Company (FESCO)

..... Respondent

Abdullah Pur, Canal Bank Road Faisalabad.

Date of Hearing:

August 12, 2025

On behalf of

Complainant:

Mr. Khalil ur Rehman Advocate

Respondent:

Mr. Ibrahim Hussain Advocate, Legal Counsel, FESCO

Mr. Abaid Ullah DCM, FESCO

Mr. Muhammad Tahir XEN (Operation), FESCO

Mr. Sunil Aslam SDO (Operation), FESCO

Mr. Ehtisham Younis Revenue Officer, FESCO

Mr. Muhammad Tahir Revenue Officer, FESCO

Subject: DECISION IN THE MATTER OF ORDER OF HONORABLE LAHORE HIGH COURT, LAHORE DATED MAY 13, 2025 IN WRIT PETITION NO. 28340/2025: M/S FAROOQ PACKAGES VS. FESCO, NEPRA (A/C # 24-13133-5312600)

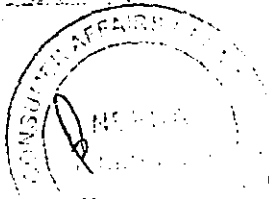
Decision

In pursuance to the Order of Honorable Lahore High Court, Lahore dated May 13, 2025 in Writ Petition No. 28340/2025, this decision shall dispose of the complaint filed by M/s Farooq Packages (hereinafter referred to as the "Complainant" or "petitioner") against Faisalabad Electric Supply Company Limited (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 the Complainant, in his complaint, submitted that he is a bona fide consumer of FESCO and is presently utilizing electricity at premises located at Dry Port Road Bhagiwal, Faisalabad as a tenant. He asserted that he has been regularly paying electricity bills and has never defaulted in any payment. However, in the electricity bill for the month of April 2025, an amount of Rs. 43,699,262/- was added under the head of "bill adjustment." According to FESCO officials, the said amount pertains to outstanding dues against Account No. 36136340001517, previously registered in the name of Mukhtar Textile Mills, wherein one Syed Muhammad Azhar Shah was a partner. The Complainant contended that he has no relationship, or association whatsoever with the said industrial connection or the defaulter account and that the existing premises and connection are entirely independent of the earlier account. He further stated that despite repeated approaches to the concerned FESCO officials for rectification of the bill, no remedial action was taken. Consequently, he filed the instant complaint before NEPRA seeking redressal and requested that the impugned adjustment amount of Rs. 43,699,262/- added in the bill for the month of April 2025 be

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CRC Decision: M/s Farooq Packages Vs FESCO (FESCO-NHQ-57686-07-25)



declared illegal, unjustified, and without lawful authority. The Complainant also prayed that FESCO be restrained from recovering the said amount or disconnecting his electricity supply on the basis of the impugned bill.

3. Accordingly, the matter was taken up with FESCO and hearing was conducted at NEPRA Head Office, Islamabad which was attended by both the parties. In response, FESCO explained its position through verbal and written arguments towards the instant matter which are as follows.

- (i) The industrial connection having reference number i.e. 28-13634-5401500 in the name of Mukhtar Textile Mills, remained under usage of Syed Muhammad Azhar Shah being sole proprietor of business with the name & style of M/s Fazal Awais Textiles Mills, operating at the same premises as lessee.
- (ii) The connection was updated with NTN and SRTN of Syed Muhammad Azhar Shah in relation to M/s Fazal Awais Textile Mills by FESCO following the explicit communication and NOC from both the lessee & lessor i.e. Rana Muhammad Umar, respectively.
- (iii) The default/impugned amount was transferred to the said connection on pretext of same also being owned by Syed Muhammad Azhar Shah having same NTN and other affiliates. Hence, the dead defaulter connection under usage & ownership of Syed Muhammad Azhar Shah and the Complainant's connection are being considered shared defaulter and amount is liable to paid by the Complainant.

4. After careful consideration of the facts, evidence, and arguments advanced by both the parties, the following has been observed:

- (i) The Complainant (Mr. Farooq Ahmed, Tenant) made a so called tenancy agreement with Syed Muhammad Azhar Shah (landlord) w.e.f. April 01, 2022 for premises located at Chak No. 197, Dry Port Road Bhagiwal, Faisalabad whereby a connection under reference No. 24-13133-5312600 is running on the name of the landlord i.e. Syed Muhammad Azhar Shah. FESCO levied adjustment to the tune of Rs. 43,699,262/- during the month of April, 2025 based on outstanding amount pending against another connection in the name of M/s Mukhtar Textiles (under the ownership of Syed Muhammad Azhar Shah) having reference No. 36-13634-0001517. The Complainant was of the view that the impugned amount has been adjusted with mala fide intent as the connection having reference number i.e. 24-13133-5312600 currently under its tenancy cannot be declared defaulter for any financial obligations of the owner of some other connection/premises.
- (ii) M/s Mukhtar Textiles Mills located at Chak No. 338 J.B, District Toba Tek Singh was granted an electricity connection by FESCO having reference No. 36-13634-0001517. The record reflects that the connection remained under utilization and bona fide ownership of Syed Muhammad Azhar Shah. Upon non-payment of dues amounting to Rs. 43,699,262/- pending against the above connection, FESCO declared the said connection (Ref. No. 36-13634-0001517) dead defaulter and the impugned amount was transferred to another active connection of same person i.e. Syed Muhammad Azhar Shah running under reference No. 24-13133-5312600 located at Chak No. 197 RB, District Faisalabad; currently in the use of M/s Farooq Packages.
- (iii) It is of note that defaulter connection and the transferee connection have the same NTN No. and STRN No. i.e. 3355039 & 2400033550310 respectively associated with Syed Muhammad Azhar Shah which reveals that the connections to be conceived as associated undertaking of each other and under same ownership despite having different sanctioned names in FESCO's record. Moreover, the Complainant i.e. M/s Farooq Packages has failed to submit any registered tenancy agreement with the owner i.e. Syed Muhammad Azhar Shah which does not substantiate the claim of Complainant for being distinguished.

from the owner. This further corroborates that any front name or business housed and being operated at defaulter's premises is liable to be considered bona fide associate of owner of the connection.

- (iv) According to the definition given in Consumer Service Manual (CSM); Consumer means a person or his successor-in-interest who purchases or receives electric power for consumption and not for delivery or re-sale to others, including a person who owns or occupies a premises where electric power is supplied. Further, documentary evidence as submitted by FESCO including affidavits & records conclusively demonstrates that Syed Muhammad Azhar Shah has duly maintained continuous ownership, usage and responsibility for the both the electricity connections including its transfer and lease arrangements. Moreover, NTN No. and STRN No. (3355039 & 2400033550310) registered at FBR against both the connections are on the name of the same landlord, therefore, Syed Muhammad Azhar Shah is the legitimate owner of the Complainant's premises.
- (v) Clause 8.2.8 of the Consumer Service Manual (CSM) provides that if more than one connection exists in name of single owner and any of the connections defaults, and DISCO allots permanent disconnection code as per procedure; in such a case the DISCO may transfer the outstanding dues of the defaulting connection to the other running connection(s) of the same owner for recovery purposes. Taking cognizant of the above, the Complainant's attempt to create distinction between the defaulter connection lacks credible evidence and appears as designed solely to evade the lawful payment obligations. Hence, the default amount charged as adjustment against reference number. i.e. 24-13133-5312600 is justified which is payable by the owner of the premises i.e. Syed Muhammad Azhar Shah.

5. Foregoing in the view, the amount charged by FESCO as adjustment against reference number. i.e. 24-13133-5312600 is justified and is payable by the owner of the premises i.e. Syed Muhammad Azhar Shah; in accordance with the relevant provisions of Consumer Service Manual (CSM). The Complaint is disposed of in above terms.



(Lashkar Khan Qambrani)
Member, Complaints Resolution Committee/
Director (CAD)



(Mouhammad Irfan ul Haq)
Member, Complaints Resolution Committee/
Assistant Legal Advisor (CAD)



(Naveed Illahi Shaikh)

Convener, Complaints Resolution Committee/
Director General (CAD)

Islamabad, November 13, 2025

