



**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.04/4724-2025  
October 30, 2025

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

**SUBJECT: DECISION IN THE MATTER OF COMPLAINT FILED BY DR. AHMED AWAIS  
UNDER SECTION 39 OF THE REGULATION OF GENERATION,  
TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997  
AGAINST FESCO REGARDING DETECTION BILLING (REF 27 13131  
6114210).**

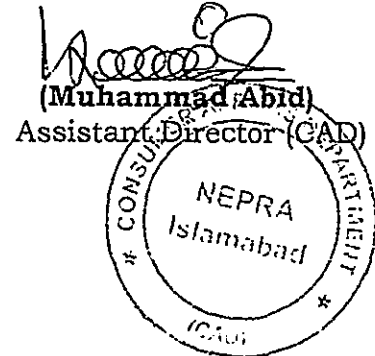
Complaint No. **FESCO-FSD-49703-01-25**

Please find enclosed herewith the decision of the NEPRA Complaints Resolution Committee (CRC), dated October 30, 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. Incharge NEPRA Regional office,  
1st floor, Plaza No. C-6B,  
College Hockey Stadium Road, Koh-i-Noor City, Faisalabad.
4. Dr. Muhammad Ahmed Awais  
House No. P-63 A, Officers Colony No. 01,  
Madina Town, District Faisalabad.  
Cell # 0300-6601330.



(Muhammad Abid)  
Assistant Director (CAD)

(For follow up please.)



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

**Complaint No. FESCO-FSD-49703-01-25**

**Dr. Ahmed Awais**

House No. P-63 A, Officers Colony No.1,  
Madina Town, District Faisalabad.

..... Complainant

**VERSUS**

**Faisalabad Electric Supply Company (FESCO)**

Abdullah Pur, Canal Bank Road, Faisalabad.

..... Respondent

**Date of Hearing:** February 27, 2025  
June 03, 2025

**On behalf of  
Complainant:** Dr. Ahmed Awais

**Respondent:** Mr. Ameer Khan S.E (Operation), FESCO

**SUBJECT: DECISION IN THE MATTER OF COMPLAINT FILED BY DR. AHMED AWAIS  
UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION  
AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST FESCO  
REGARDING DETECTION BILL (REF # 27 13131 6114210).**

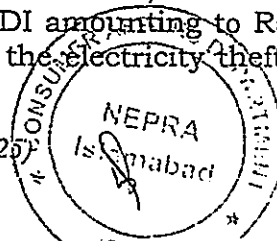
**DECISION**

This decision shall dispose of the complaint filed by Dr. Ahmed Awais (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 Dr. Ahmed Awais wherein the Complainant submitted that a detection bill amounting to Rs. 913,122/- was charged by FESCO during the month of August, 2022. Accordingly, the matter was taken up with FESCO whereby FESCO submitted that the Complainant's meter was checked by M&T, and was found 'dead stop'. Consequently, a detection bill of 21357 units along with 160 kW MDI was charged based on connected load against the Complainant for a period of 28 months i.e. April, 2020 to July, 2022.

3. In order to analyze the matter, hearings were held at NEPRA Head Office, Islamabad wherein the matter was discussed in detail in presence 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 hearing and the applicable law. Following has been observed:

- (i) The Complainant's commercial connection having sanctioned load of five (5) kW installed against reference number (27-13131-6114210) was charged a detection bill of 21357 units along with 160 kW of MDI amounting to Rs. 913,122/- by FESCO during August, 2022 on account of the electricity theft through meter



tampering i.e. intentional dead stoppage. The dispute raised by the Complainant was that the detection bill has been charged by FESCO inconsiderate of minimal load connected at the premises during the detection period.

- (ii) Perusal of the documentary evidence reveals that the Complainant was charged detection bill for the period of 28 months i.e. April, 2020 to July, 2022 based on diverse connected load i.e. 9.986 kW, 3.346 kW etc. The same is consistent with the clause 9.2.3 of the Consumer Service Manual (CSM) for charging detection bill in case of illegal abstraction as per which, FESCO is allowed to charge detection bill on the basis of connected load in the absence of any comparable healthy consumption patterns.
- (iii) Scrutiny of electricity consumption during detection period & the corresponding months of previous/following years reveals an unhealthy/zero consumption in contrast with the sanctioned load and the connected load as claimed by FESCO. Thus, the same does not provide any comparable or reliable analysis for the evaluation of quantum of theft and renders only the connected load as tool for assessment of the revenue loss.
- (iv) Clause 6.1.4 of Consumer Service Manual (CSM) provides that the meter readers shall also check the irregularities/discrepancies in the metering system at the 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 got delayed by FESCO and resulted in the charging of detection bill for extended time period of 28 months in violation of provision of CSM. Keeping in line with clause 9.2.3 of the CSM provided that in case of establish theft of electricity, detection bill charged for maximum period of 06 months on the basis of sanctioned load or connected load whichever is higher. Hence, the detection bill is required to be revised for a period of six (06) months as per provision of CSM.

4. Foregoing in view, FESCO is directed to revise the detection bill charged against the Complainant during the month of August, 2022 from twenty eight (28) months to six (06) months on connected load or sanctioned load whichever is higher. Revised bill be issued to Complainant within thirty (30) days. 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 Ilyasi Shaikh)

Convener, Complaints Resolution Committee /  
Director General (CAD)

Islamabad, October 30, 2025

