



National Electric Power Regulatory Authority

ISLAMIC REPUBLIC OF PAKISTAN

Attaturk Avenue (East) Sector G-5/1, Islamabad.

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**Consumer Affairs
Department**

TCD.04/14809-2025
October 31, 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. AMEER-UD-DIN
UNDER SECTION 39 OF THE REGULATION OF GENERATION,
TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997
AGAINST FESCO REGARDING EXCESSIVE BILLING (REF 27-13428-
5896700).**

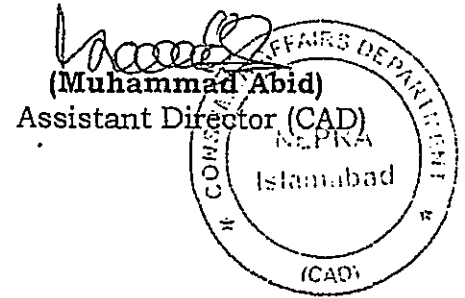
Complaint No. **FESCO-FSD-51692-03-25**

Please find enclosed herewith the decision of the NEPRA Complaints Resolution Committee (CRC), dated October 31, 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. Mr. Ameer-ud-Din
R/o Sargodha Toyota Motors, District Sargodha.
Cell # 0321-5177010.



For follow up please.



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

Complaint No. FESCO-FSD-51692-03-25

Mr. Ameer-ud-din Complainant
Sargodha Toyota Motors, District Sargodha.

VERSUS

Faisalabad Electric Supply Company (FESCO) Respondent
Abdullah Pur, Canal Bank Road, Faisalabad.

Date of Hearing: April 08, 2025

**On behalf of
Complainant:** Mirza Waheed Aftab

Respondent: Mr. Muhammad Sohail Revenue Officer, FESCO

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5896700).**

DECISION

This decision shall dispose of the complaint filed by Mr. Ameer-ud-din (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 Mr. Ameer-ud-din dated March 12, 2025 wherein it was submitted that exorbitant electricity bill was charged by FESCO during the month of August, 2024 despite payment of regular monthly bills. The matter was taken up with FESCO whereby FESCO vide a letter dated March 21, 2025 submitted that a detection bill amounting to Rs. 943,715/- on pretext of difference of tariff, was charged to the Complainant during August, 2024. In order to analyze the matter, a hearing was held on April 08, 2025 at NEPRA Regional Office, Faisalabad in attendance of both parties wherein the matter was deliberated at length.

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 industrial connection installed against a reference number (27-13428-5896700) at Sargodha Toyota Motors, Sargodha was charged supplementary bill of (127135) units along with (1359) MDI amounting to Rs. 943,715/- by FESCO during the month of August, 2024 on account of the difference of tariff i.e. wrong application of industrial tariff (B-1) on bona fide commercial premises i.e. automobile showroom, eligible for (A-2) tariff. The dispute raised by the Complainant was that an exorbitant detection bill with the mala fide intention has been levied by FESCO after the delay of extraordinary time period.



- ii. Perusal of documentary evidence reveals that the Complainant's commercial premises was originally energized through industrial tariff i.e. B-1 during the year 2001. The same wrong application of tariff was, later, detected by FESCO and the supplementary bill for the period July, 2012 to January, 2019 for (78) months was charged.
- iii. Clause 7.5.3 of Consumer Service Manual (CSM) provides that if due to any reason, the charges i.e. multiplying factor (MF), tariff differential, power factor penalty, application of correct tariff category etc., have been skipped by DISCO; difference of these charges can be raised within one year for maximum period of six (6) months, retrospectively, which has been violated by FESCO in the instant matter. Moreover, FESCO failed to recover the difference of tariff timely after pointing out the discrepancy.
- iv. The record shows that period of dispute was initially pointed by FESCO during the month of March, 2019 whereby the concerned official recommended for charging of difference of tariff from July, 2012 to January, 2019. However, corresponding adjustment, later, debited against the Complainant's account during August, 2024. FESCO changed the tariff to commercial category in January, 2025.

4. Following discrepancies are being pointed out;

- i. Wrong Tariff was allowed by FESCO since the installation of meter i.e. October 31, 2001.
- ii. Audit party pointed out the dispute during the month of March, 2019, whereas FESCO charged supplementary bill for the period i.e. July, 2012 to January, 2019, with further extraordinary delay in August, 2024.
- iii. FESCO should have changed the tariff to commercial category soon after pointing out the discrepancy, however, FESCO failed to do so and the tariff was changed in the month of January, 2025 at a belated stage.

5. Foregoing in view, FESCO is directed to proceed as under:

- i. To withdraw the supplementary bill amounting to Rs. 943,715/-.
- ii. Since FESCO failed to change the tariff in a timely manner, therefore, FESCO may recover difference of tariff for six (06) months prior to August, 2024 as per clause 7.5.3 of CSM.
- iii. FESCO to correct the tariff w.e.f. August, 2024 and onwards.
- iv. The account of the consumer be overhauled accordingly.
- v. FESCO to take departmental action against the concerned FESCO officials under its service rules for not pointing out the discrepancy on time and fix responsibility.
- vi. Revised bill be issued to the Complainant within thirty (30) days

6. 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 Shaikh)
Convener, Complaints Resolution Committee/
Director General (CAD)

Islamabad, October 31, 2025

