



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.04/196 -2026
January 09, 2026

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

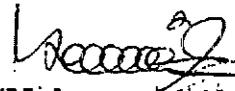
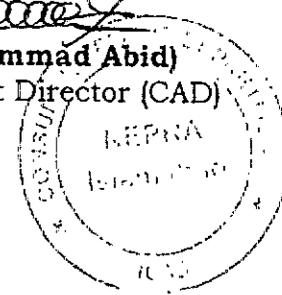
SUBJECT: DECISION IN THE MATTER OF COMPLAINT FILED BY M/S. NIAGARA MILLS PVT LTD, THROUGH MR. KHALIL UR REHMAN ADVOCATE, UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST FESCO REGARDING DETECTION BILLING (REF 28 13153 5300136 R).
Complaint No. **FESCO-NHQ-30931-11-23**

Please find enclosed herewith the decision of the NEPRA Complaints Resolution Committee (CRC), dated January 09, 2026 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. M/s. Niagara Mills Pvt Ltd,
Through Mr. Khalil ur Rehman (Advocate)
R/o 3-kM, Jhumra Road, District Faisalabad.
5. Mr. Khalil ur Rehman (Advocate),
SKB Law Associates,
3rd Floor, Hameed Law Chamber, Near Al-Taj Hotel,
1-Turner Road, Lahore.
Cell: 0321-4457240.


(Muhammad Abid)
Assistant Director (CAD)




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

Complaint No. FESCO-NHQ-30931-11-23

M/s. Niagara Mills Pvt Ltd
Through Mr. Khalil ur Rehman Advocate,
3-KM Jhumra Road, Khurrianwala, District Faisalabad.

..... Complainant

VERSUS

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

..... Respondent

Date of Hearing: January 05, 2024
September 25, 2024

On behalf of Complainant: Mr. Khalil ur Rehman, Legal Council
Mr. Zunaira Malik, Legal Council

Respondent: Mr. Naeem Javeed XEN (Operation), FESCO
Mr. Rana Naveed Revenue Officer (RO), FESCO

SUBJECT: DECISION IN THE MATTER OF COMPLAINT FILED BY M/S NIAGARA MILLS PVT LTD THROUGH MR. KHALIL UR REHMAN ADVOCATE, UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST FESCO REGARDING DETECTION BILL (REF # 28 13153 5300136 R).

DECISION

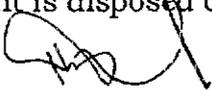
This decision shall dispose of complaint filed by M/s Niagara Mills Pvt Ltd Through Khalil ur Rehman Advocate, (hereinafter referred to as the "Complainant") against Faisalabad Electric Supply Company (hereinafter referred to as the "FESCO") under Section 39 of the Regulation of Generation, Transmission 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 wherein it was submitted that a detection bill amounting to Rs. 3,892,073/- was charged by FESCO during the month of September, 2023 against the industrial connection having AMI meter and despite payment of regular monthly bills. The matter was taken up with FESCO whereby FESCO submitted that the difference of units between the billing AMI meter and back up meter to the tune of 123760 units in the form of detection bill was charged to the Complainant.

3. Similar nature of complaint i.e. M/s Novatex Limited vs FESCO (FESCO-NHQ-47672-12-24) has already been disposed of by NEPRA Complaints Resolution Committee (CRC) vide decision dated December 03, 2025 (**copy of the said decision is enclosed**) whereby FESCO was directed to revise the bill charged during the month of October, 2024 only for period of

○ six (06) months prior to date of checking. Therefore, FESCO is directed to proceed in the instant matter in light of the said decision. Revised bill be issued to the Complainant within thirty (30) days.

4. The Complaint is disposed of in above terms.


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


(Muhammad Irfan ul Haq)
Member, Complaints Resolution Committee,
Assistant Legal Advisor


(Naweed Inabi Shaikh)
Convener, Complaints Resolution Committee /
Director General (Consumer Affairs)

Islamabad, January 09 , 2026

