

**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.04/319 -2026  
January 20, 2026

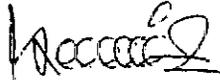
Chief Executive Officer,  
Faisalabad Electric Supply Company (FESCO),  
Abdullah Pur, Canal Bank Road, Faisalabad.

**SUBJECT: DECISION IN THE MATTER OF COMPLAINT FILED BY MALIK GHULAM FAREED S/O MUHAMMAD LUQMAN UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST FESCO REGARDING DETECTION BILL (REF 29 13142 7207650).**

Complaint No. **FESCO-FSD-59572-08-25**

Please find enclosed herewith the decision of the NEPRA Complaints Resolution Committee (CRC), dated January 20, 2026 regarding the subject matter for necessary action and compliance.

Encl: As above

  
(Muhammad Abid)  
Deputy Director (CAD)

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. Malik Ghulam Fareed S/o Muhammad Luqman  
Chak No. 566 GB Namdar, Tehsil Jaranwala,  
District Faisalabad.  
Cell # 0307-4710668 & 0329-4051700.



BEFORE THE  
NATIONAL ELECTRIC POWER REGULATORY AUTHORITY  
(NEPRA)

Complaint No. FESCO-FSD-59572-08-25

**Malik Ghulam Fareed**

Chak No. 566 GB Namdar, Tehsil Jaranwala,  
District Faisalabad.

..... Complainant

**Versus**

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

..... Respondent

**Hearing(s):** October 27, 2025

**On Behalf of the  
Complainant:**

Mr. Abdul Aziz

**On Behalf of the  
Respondent:**

Syed Asad Ali Shah XEN (Operation), FESCO  
Mr. Muhammad Umar Ihsan SDO (Operation) FESCO

Subject: DECISION IN THE MATTER OF COMPLAINT FILED BY MALIK GHULAM FAREED S/O MUHAMMAD LUQMAN UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST FESCO REGARDING DETECTION BILL (REF 29 13142 7207650).

Decision

This decision shall dispose of the complaint filed by Malik Ghulam Fareed S/o Muhammad Luqman (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 the Complainant in his complaint submitted that FESCO has issued him an unjustified Detection Bill of Rs. 114,000/- His meter was tested in a laboratory and was found to be working perfectly fine. He has also installed solar system on his tube-well connection. The Complainant has requested that the Detection Bill may be cancelled.

3. The matter was taken up with FESCO. In response, FESCO submitted as under:

i. In March 2025, the meter reader found that the consumer's 3-phase meter to be malfunctioned and back-shooted. A defective code was immediately allotted. For that month, the consumer was charged an average consumption of 1788 units (CP-90). The meter was subsequently replaced in April 2025.

ii. The replaced meter was sent to the FESCO M&T Lab. The lab report dated June 12, 2025 stated that the meter's data was retrieved and found "reading malfunctioned," instructing FESCO to make an assessment based on the connected load and take action as per rules. Following this, a Notice was served to the consumer on July 28, 2025.

iii. Based on these findings and a clear dip in consumption, a Detection Bill of 2792 units was framed for two prior months (January 2025 and February 2025).

- iv. Clause 4.3.1(b) of Consumer Service Manual (CSM) permits the DISCO to charge bills on an average basis (using the higher of the same months last year or the last eleven months' average) for a maximum period of two months.
- v. Clause 4.3.3(b)(ii) of Consumer Service Manual (CSM) limits the recovery of lost energy due to a malfunctioning of meter to not more than two previous billing cycles.
- vi. Furthermore, the consumer's consumption after the meter replacement provides proof of the prior under-recording. The subsequent readings show a substantial rise, increasing from a low of 322 kWh in May 2025 to 2456 kWh in August 2025 and 1429 kWh in September 2025. This pattern decisively proves that the AMI meter was under-recording during the disputed period.

4. In order to proceed further, hearing was also conducted which was attended by both the parties. After examination of all available documents, hearing arguments, billing record, and M&T report, the following is concluded:

- i. The Complainant is an agriculture consumer of FESCO having reference No: 29 13142, 7207650. The Sanctioned load of the Complainant is 11.19 kW. Meter malfunctioning was detected in March, 2025 and accordingly defective code was allotted in March, 2025. FESCO charged detection bill of 2792 units to the Complainant in the month of July, 2025.
- ii. The analysis of the Complainant billing history is as under:

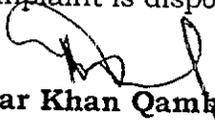
Month	2022 (Units)	2023 (Units)	2024 (Units)	2025 (Units)
January	266	1078	1997	395
February	1697	2335	1536	346
March	2405	1925	1561	1788
April	1342	625	4861	634
May	670	266	1575	322
June	201	2688	8361	402
July	3026	2618	15301	1476
August	7603	4823	1029	2456
September	5329	3786	1354	1429
October	4068	2033	785	—
November	963	53	755	—
December	2322	1913	1135	—
<b>Total</b>	<b>29891</b>	<b>24211</b>	<b>14579</b>	<b>9248</b>
<b>Average</b>	<b>2491</b>	<b>2014</b>	<b>1215</b>	<b>1027</b>

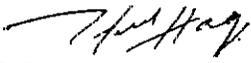
The electricity meter of the Complainant was replaced in April, 2025. The electricity consumption after replacement of meter was lower than that of the corresponding months in 2024. Therefore, the assertion of FESCO that electricity consumption after replacement of the meter is abnormal is not based on facts. Moreover, a solar system is installed at the site, which further explains the reduced consumption. The record reflects that prior to the meter becoming defective, the bill were charged based on actual meter reading snapshots. Hence, there is no allegation or evidence of meter tampering or involvement in theft of electricity on the part of the Complainant.

- iii. The defective meter was replaced in April, 2025 and FESCO charged a detection bill of 2792 units for the month of January, 2025 to February, 2025. FESCO failed to establish through documentary evidence that the meter malfunction existed during the disputed period.

charging shall be made against the Consumer's account if the meter was correct till the last billing cycle.

5. Foregoing in view, FESCO is directed to withdraw the detection bill of 2,792 units charged in July, 2025. Revised bill be issued to the 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

  
**(Naweed Illahi Shaikh)** 28/01/26  
Convener, Complaints Resolution Committee/  
Director General (CAD)

Islamabad, January 20, 2026