



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**

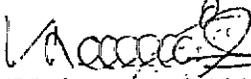
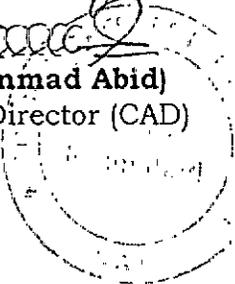
TCD.04/321-2026
January 20, 2026

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

**SUBJECT: DECISION IN THE MATTER OF COMPLAINT FILED BY MR. ABID ABDULLAH
UNDER SECTION 39 OF THE REGULATION OF GENERATION,
TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997
AGAINST FESCO REGARDING DETECTION BILL (REF 29-13512-0557600).**
Complaint No. **FESCO-NHQ-56130-06-25**

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. Mr. Abid Abdullah
R/o Mouza Muzaffar Pur Shumali,
Nagni Meez Manikhela Nagni, District Mianwali.
Cell # 0306-3323333.



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

Complaint No. FESCO-NHQ-56130-06-25

Mr. Abid Abdullah
Mouza Muzafar Pur Shumali, Nagni,
Meez Manikhela, District Mianwali.
..... **Complainant**

VERSUS

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

Date of Hearing: August 28, 2025
October 23, 2025

**On behalf of
Complainant:** Mr. Abid Abdullah

Respondent: Mr. Inam ullah Khan XEN (Operation), FESCO
Mr. Hassan Ali Mansoor DCM, FESCO

**SUBJECT: DECISION IN THE MATTER OF COMPLAINT FILED BY MR. ABID ABDULLAH
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DECISION

This decision shall dispose of the complaint filed by Mr. Abid Abdullah (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 fact of the case are that the Complainant in his complaint submitted that FESCO has charged a detection bill of 74150 units amounting to Rs. 29,75,866/- for period of six (06) months against agriculture connection and requested NEPRA for withdrawal of detection bill. The matter was taken up with FESCO whereby FESCO submitted that the Complainant's meter was checked by M&T Department and found involved in theft of electricity through meter tampering and accordingly, a detection bill of 74150 units was charged to the Complainant along with registration of FIR against the Complainant based on electricity theft. In order to proceed further, hearings were held at NEPRA Head Office, Islamabad which were attended by both the parties and case was discussed in detail.

3. The case has been examined in detail in light of record made so available by parties, arguments advanced during the hearing and applicable law. Following has been observed:

(i) The Complainant's agricultural connection installed against reference number (29-13512-0557600) located at Mouza Muzafar Pur Shumali, District Mianwali was charged a detection bill of 74150 units by FESCO during the month of April, 2025 on account of electricity theft through meter tampering while FIR against the Complainant was also got registered. The record reflects that the Complainant's connection was checked by FESCO on April 20, 2025. The dispute raised by the Complainant was that exorbitant detection bill was charged by FESCO and requested for withdraw of detection bill.

(ii) Perusal of documentary evidence reveals that the Complainant was charged detection bill for the period of six (06) months i.e. October, 2024 to March,

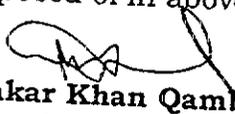
Clause-9.2.3 of the Consumer Service Manual (CSM) for charging detection bill in case of illegal abstraction i.e. detection shall be charged in the order of priority i.e. previous consumption history, future consumption history and lastly on load basis which has been violated by FESCO. Moreover, clause 9.2.2 of CSM also obligates FESCO to adopt the defined/specific procedure for establishment of illegal abstraction which has also not been followed by FESCO in the instant matter.

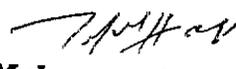
- (iii) Clause 6.1.4 of Consumer Service Manual (CSM), meter reader shall also check irregularities/discrepancies in metering system at time of reading/taking snap shots and report the same in the reading book/discrepancy book or through any other appropriate method as per the practice.
- (iv) The consumption history of the Complainant's account is tabulated as under:

Sr. No.	Month/Year	2023 (Units)	2024 (Units)	2025 (Units)
(1)	January	22720	7160	3720
(2)	February	25280	18160	21640
(3)	March	25080	20760	8860
(4)	April	3400	4000	00 SS
(5)	May	13220	28860	00 DC
(6)	June	10580	11820	00 DC
(7)	July	5300	4340	00 RC
(8)	August	10760	9700	640
(9)	September	17220	6920	-
(10)	October	3480	17580	-
(11)	November	8320	5880	-
(12)	December	26600	23660	-

- (v) The above record show that, the Complainant maintained a healthy consumption during the majority of detection period i.e. October, 2024 to March, 2025 in comparison with the corresponding months of previous year which renders period of detection bill i.e. six (6) months unjustified, however, a dip in consumption is observed for three (3) months. However, keeping in line with the clause 9.2.3 of CSM and after duly considering the contentions of Complainant regarding the quantum of detection bill vis-à-vis previous consumption history; it is concluded that the detection bill charged to the Complainant is on higher side and the same is required to revised from six (6) to three (3) months.

4. Foregoing in view, FESCO is directed to revise the detection bill from six (06) months to three (03) months. 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 (CAD)


(Naweed Illahi Shaikh)
 Convener, Complaints Resolution Committee/
 Director General (CAD)

Islamabad, January 20, 2026

