



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.04/479 -2026
January 28, 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 ISHAQ TEXTILE 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 13154 5403300).

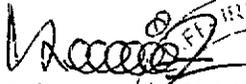
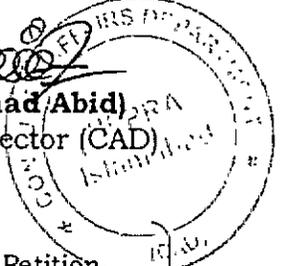
Complaint No. FESCO-NHQ-30932-11-23 & FESCO-NHQ-31942-12-23

Please find enclosed herewith the decision of the NEPRA Complaints Resolution Committee (CRC), dated January 28, 2026 regarding the subject matter for necessary action and compliance.

Encl: As above

Copy to:

1. Additional/ Assistant Registrar (Judicial)
Lahore High Court, Lahore.
2. GM (Commercial & Customer Services)
FESCO, Abdullah Pur, Canal Bank Road, Faisalabad.
3. Director Customer Services
FESCO, Abdullah Pur, Canal Bank Road, Faisalabad.
4. Incharge NEPRA Regional office,
1st floor, Plaza No. C-6B,
College Hockey Stadium Road, Koh-i-Noor City, Faisalabad.
5. M/s. Ishaq Textile Mills Ltd,
Through Mr. Khalil ur Rehman Advocate,
35 KM Shiekhupura Road, Faisalabad.
6. Mr. Khalil ur Rehman (Advocate),
M/s SKB Law Associates,
3-rd Floor, Hameed Law Chamber, Near Al Taj Hotel,
1-Turner Road, Lahore.
Cell: 0321-4457240.


(Muhammad Abid)
Deputy Director (CAD)


With reference to Writ Petition
78565-23 dated November 29, 2023.



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

Complaint No. FESCO-NHQ-30932-11-23 & FESCO-NHQ-31942-12-23

M/s. Ishaq Textile Mills Pvt Ltd **Complainant**
Through Mr. Khalil ur Rehman Advocate,
35 KM, Shekhupura Road, District Faisalabad.

VERSUS

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

Date of Hearing: December 18, 2023
January 05, 2024

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

Respondent: Mr. Naeem Javeed XEN (Operation), FESCO

SUBJECT: DECISION IN THE MATTER OF COMPLAINT FILED BY M/S ISHAQ TEXTILE 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 13154 5403300).

DECISION

This decision shall dispose of complaint filed by M/s Ishaq Textile 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").

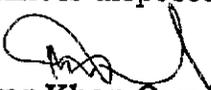
2. Brief facts of the case are that NEPRA received a complaint wherein it was submitted that a detection bill amounting to Rs. 5,231,089/- was charged by FESCO during the month of September, 2023 against the industrial connection having AMI meter and despite payment of regular monthly bills. The matter 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 117200 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. Moreover, FESCO is also directed to replace the defective meter of the Complainant's premises without any further delay if already not replaced. 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 Hafi Shaikh)
Convener, Complaints Resolution Committee/
Director General (Consumer Affairs)

Islamabad, January 28, 2026

