



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

Complaint No. FESCO-NHQ-61727-09-25

Mr. Muhammad Sher

Chak No. 630 G.B, Tehsil Jaranwala,
District Faisalabad.

..... **Complainant**

VERSUS

Faisalabad Electricity Supply Company (FESCO)

Abdullah Pur, Canal Road, Faisalabad.

..... **Respondent**

Date of Hearing: October 27, 2025

**On behalf of
Complainant:**

Mr. Muhammad Sher

Respondent:

- 1) Mr. Asad Ali Shah XEN (Operation), FESCO
- 2) Mr. Muhammad Umer Ihsan SDO (Operation), FESCO
- 3) Mr. Khalil Ahmed Meter Reader, FESCO
- 4) Mr. Ijaz Hussain Meter Reader, FESCO
- 5) Mr. Zaheer Ahmed Zahid, Steno, FESCO

Subject: DECISION IN THE MATTER OF COMPLAINT FILED BY MR. MUHAMMAD SHER S/O DOST MUHAMMAD UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST FESCO REGARDING DETECTION BILL & RESTORATION OF ELECTRICITY SUPPLY (REF # 29 13146 7652215 R).

DECISION

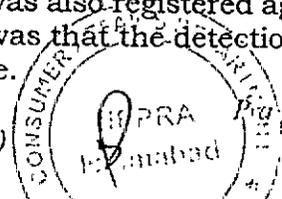
This decision shall dispose of the complaint filed by Mr. Muhammad Sher (hereinafter referred to as the "Complainant") against Faisalabad Electric Supply Company (hereinafter referred to as the "Respondent" or "FESCO"), under Section 39 of the Regulation of Generation, Transmission and Distribution of 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. Muhammad Sher wherein the Complainant submitted that meter against reference No. 29 13146 7652215 was illegally disconnected by FESCO on September 16, 2025 and a detection bill of 17207 units was charged during the month of October, 2025 based on allegation of direct electricity theft and requested for withdrawal of detection bill. The matter was taken up with FESCO whereby FESCO vide letter dated September 30, 2025 submitted that the Complainant was found involved in the direct theft of electricity from main PVC cable and accordingly a detection bill of 17207 units was charged to the Complainant besides registration of FIR against the Complainant. In order to analyze the matter, a hearing was held on October 27, 2025 at NEPRA Head Office, Islamabad in attendance of both the parties.

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

- i. The Complainant's electricity connection installed against reference number (29 13146 7652215) located at Chak No. 630 G.B, Tehsil Jaranwala, District Faisalabad was charged a detection bill of (17207) units during October, 2025 on allegation of direct theft of electricity through main PVC cable. FIR was also registered against the Complainant. The dispute raised by the Complainant was that the detection bill has been charged by FESCO in the absence of any evidence.

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- ii. Perusal of the documentary evidence reveals that the Complainant was charged the detection bill for period of six months i.e. March, 2025 to August, 2025 on the basis of connected load while same is inconsistent with the clause 9.1.3 (b) of Consumer Service Manual (CSM) for charging the detection bill against a registered consumer involved in the direct theft of electricity as per which FESCO is restricted to charge detection bill in an order of priority i.e. previous consumption history, future billing history and finally on load basis etc. Moreover, clause 9.1.4 of the CSM further obligates FESCO to submit any evidence of theft, photos and/or videos however, FESCO failed to submit any concrete evidence in support of direct theft of electricity by the Complainant.
- iii. The consumption history of the Complainant is tabulated as below:

Sr. No.	Month/Year	2023 (Units)	2024 (Units)	2025 (Units)
1	January	-	516	331
2	February	-	943	385
3	March	-	988	512
4	April	-	370	338
5	May	-	549	225
6	June	-	1601	1448
7	July	10 NC	3615	1449
8	August	5741	2847	2891
9	September	8164	2498	406 DC
10	October	1862	2027	02 RC
11	November	586	29	-
12	December	841	875	-

FESCO carried out inspection on September 15, 2025 and leveled allegation of theft of electricity against the Complainant. The above billing history reflects that the Complainant maintained a healthy electricity consumption during the majority of detection period i.e. March, 2025 to August, 2025 in comparison with the corresponding months of previous year which renders period of detection bill i.e. six (06) months unjustified, however, a dip in consumption is observed for three (03) months. As such the detection bill charged to the Complainant is on higher side and the same is required to be 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. However, FESCO is directed to replace the Complainant's electricity meter and cable to avoid doubt of theft of electricity. Revised bill be issued to the Complainant within thirty (30) days. Any amount paid on account of the said detection bill be adjusted in future bills of the Complainant. 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 Ilahi Shaikh)

Convener, Complaints Resolution Committee/
Director General (CAD)

Islamabad, January 28, 2026

