



National Electric Power Regulatory Authority

ISLAMIC REPUBLIC OF PAKISTAN

Regional Office

Plaza C-6B, College (Hockey Stadium) Road,
Koh-i-Noor City, Faisalabad.

Ph: 041-8727800

**Consumer Affairs
Department**

ROF.04/1991 -2026
August 12, 2026

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

**SUBJECT: DECISION IN THE MATTER OF COMPLAINT FILED BY MIAN KASHIF UNDER
SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND
DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST FESCO
REGARDING EXCESSIVE BILLING (REF 18-13133-1117452).**

Complaint No. FESCO-FSD-68440-01-26

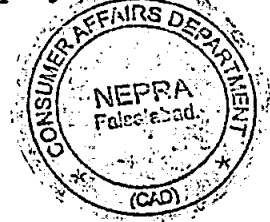
Please find enclosed herewith the decision of the NEPRA Complaints Resolution Committee (CRC), dated August 12, 2026 regarding the subject matter for necessary action and compliance.

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. Mr. Lashkar Khan Qambrani
Director Consumer Affairs Department (CAD),
NEPRA Head Office, Attaturk Avenue (East), G-5/1, Islamabad.
4. XEN (Operation) Abdullah Pur Division, FESCO
West Canal Road, Abdullah Pur, Near FESCO HQ Ground, Faisalabad.
5. Mian Kashif
House No. 171, Street No. 07, New Green Town,
District Faisalabad.
Cell # 0300-6042416.

(Ubaid Khan)
Deputy Director (CAD)





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

Complaint No. FESCO-FSD-68440-01-26

Mian Kashif

House No. 171, Street No. 07, New Green Town
Faisalabad.

..... **Complainant**

VERSUS

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

..... **Respondent**

Date of Hearing: May 21, 2026

**On behalf of
Complainant:** Mian Kashif

Respondent: Mr. Naeem Akram SDO (Operation), FESCO

SUBJECT: DECISION IN THE MATTER OF COMPLAINT FILED BY MIAN KASHIF UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST FESCO REGARDING EXCESSIVE BILLING (REF #18-13133-1117452).

DECISION

This decision shall dispose of the complaint filed by Mian Kashif (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 the Complainant submitted that an excessive bill was charged by FESCO to the tune of 3806 units during the month of July, 2024 inconsiderate of meter defect and despite having nominal load connected at the premises. The matter was taken up with FESCO and in response, FESCO submitted that the Complainant's meter was replaced during July, 2024 and later checked by M&T, FESCO and found as terminal block burnt/accuracy unknown while the difference i.e. 949 units between retrieved and already charged units were also debited against the Complainant's account.

3. In order to analyze the matter, hearing was held at NEPRA Regional Office, Faisalabad whereby the matter was discussed in attendance of both the parties. During the hearing, FESCO was directed to assess the load of the premise afresh of which report was later submitted by FESCO.

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



- i. The Complainant's residential connection installed against a reference number 18-13133-1117452 was charged a bill of 3806 units by FESCO during July, 2024 in terms of regular billing. The dispute raised by the Complainant was that the same bill has been charged by FESCO by exclusion of the fact that the meter became defective while accumulating abnormal units i.e. overshoot without extraordinary connected load.
- ii. Perusal of documentary evidence reveals that the impugned meter was replaced by FESCO on July 30, 2024 and, later, checked in the M&T Lab on September 30, 2024 reporting a discrepancy of *terminal block burnt/accuracy could not be checked* in metering installation. It is also on record that the difference of consumption i.e. 949 units between data retrieval report i.e. 62603 and already charged units i.e. 61654 was levied by FESCO against the Complainant's account during November, 2024. The reported unknown accuracy of the impugned meter underlines fact that the meter, in actual, could have become defective during disputed month, however, corroboration of its extent and exact time frame is hinged on consumption pattern.
- iii. The consumption history of the Complainant's connection is as under:

Month	2023 (Units)	2024 (Units)	2025 (Units)
January	501	141	DISC
February	394	92	DISC
March	539	123	DISC
April	630	195	DISC
May	1009	430	DISC
June	1422	478	DISC
July	1985	3806	DISC
August	2974	488 RP	DISC
September	2540	427	DISC
October	294	238	DISC
November	124	204	DISC
December	95	102	DISC

Scrutiny of the billing history reveals a consistent and regular consumption pattern, with no significant dips or abnormal variations, thereby supporting the Complainant's stance that such an unusually high number of units could not have been consumed in a single month of July, 2024. Along with the above, difference of retrieved & charged units levied during November, 2024 also vacates its authenticity. It is of note that available snaps for the meter reading does corroborate the charging of bills as per the visible index readings, however, completely undermined by the then reported defect of meter. Moreover, consumption volume after the meter replacement, in contrast with the impugned consumption inherently raises question over the charged bill. The load of premises assessed afresh by FESCO to the tune of 6.84 kW, after taking into account of load factor, also does not support the exorbitant consumption. As the Complainant could not reasonably have consumed such an excessive number of units within a single billing cycle as per consumption history, the matter becomes highly suspicious.

- iv. In view of foregoing facts and circumstances, it can be established that the M&T report lacking pertinent report upon accuracy of meter, does no longer retains evidentiary value, therefore, the exorbitant bill of 3806 units charged during single month of July, 2024 remains unsubstantiated and is not liable to be paid by the Complainant. Consequently, the same is liable to be withdrawn, and instead, an average bill for July, 2024 be charged in accordance with applicable rules/policy in the interest of complete justice.

4. Foregoing in view, FESCO is directed to withdraw the bill of 3806 units charged during the month of July, 2024 and 969 units during November, 2024 and instead, average bill be charged for the month of July, 2024. Revised bill be issued to the Complainant within thirty (30) days. The complaint is disposed of in above terms.

(Hudaima Qadir)

Member, Complaints Resolution Committee /
Deputy Director (CAD)

(Ubaid Khan)

Member, Complaints Resolution Committee /
Deputy Director (CAD)

Faisalabad, August 12, 2026

