



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.04/1992-2026
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 DR. ALTAF HUSSAIN
UNDER SECTION 39 OF THE REGULATION OF GENERATION,
TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997
AGAINST FESCO REGARDING DETECTION BILL (REF 29-13168-3031700).

Complaint No. FESCO-FSD-75388-07-26

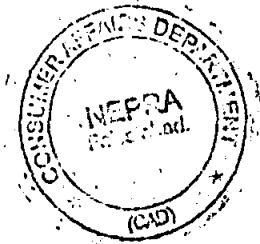
Please find enclosed herewith the decision of the NEPRA Complaints Resolution Committee (CRC), dated August 12, 2026 regarding the subject matter for necessary action and compliance.

Encl: As above

(Ubaid Khan)
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. Lashkar Khan Qambrani
Director Consumer Affairs Department (CAD),
NEPRA Head Office, Attaturk Avenue (East), G-5/1, Islamabad.
4. XEN (Operation) Chiniot Division, FESCO
Lahore Road, Near Sub Division No. 1, Chiniot.
5. Dr. Altaf Hussain
Chak No. 186 Bhowana, Tehsil Bhowana,
District Chiniot.
Cell # 0345-6000149.





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

Complaint No. FESCO-FSD-75388-07-26

Dr. Altaf Hussain

Chak No. 186 Bhowana, Tehsil Bhowana
District Chiniot.

..... **Complainant**

Versus

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

..... **Respondent**

Date of Hearing: July 16, 2026

On behalf of

Complainant: Mr. Ahmed Nawaz

Respondent: Mr. Muhammad Naeem Shahzad SDO (Operation), FESCO

**Subject: DECISION IN THE MATTER OF COMPLAINT FILED BY DR. ALTAF HUSSAIN
UNDER SECTION 39 OF THE REGULATION OF GENERATION,
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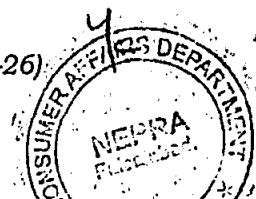
DECISION

This decision shall dispose of the complaint filed by Dr. Altaf Hussain (hereinafter referred to as the "Complainant") against Faisalabad Electric Supply Company Limited (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 wherein it was submitted that he was charged illegal detection bill of 2108 units amounting to Rs. 75,369/- by FESCO during the month of May, 2026. Accordingly, the matter was taken up with FESCO and hearing was held on July 16, 2026 at NEPRA Regional Office, Faisalabad which was attended by representatives of both parties wherein the matter was discussed in detail. During the hearing, FESCO official submitted that based on the discrepancy i.e. two phase dead of the billing meter and a detection bill of 2108 units was charged against the Complainant's account for period of three months. The same was disputed by the Complainant and requested for withdrawal.

3. The case has been examined in detail in the light of written/verbal arguments of both the parties and applicable law. The following has been concluded.

- (i) The Complainant's agricultural connection installed against reference No. 29-13168-3031700 having sanctioned load 11.19 kW was charged a detection bill of 2108 units by FESCO during the month of May, 2026 on



account of meter defect i.e. slowness. The Complainant was of the contentious view that the inflated detection bill has been charged by FESCO.

- (ii) Perusal of the documentary evidence reveals that the Complainant's meter was replaced by FESCO during December, 2025 being defective. Later, the same meter was checked by M&T, FESCO and discrepancy of two (2) phase dead was found. Accordingly, on account of said discrepancy, impugned detection bill of 2108 units was charged based on 66% slowness against period of three months i.e. October, 2025 to December, 2025.
- (iii) According to clause 4.3.3 (c) of Consumer Service Manual (CSM,) in case slowness is established, charging of bill for quantum of energy lost if any, because of malfunctioning of metering installation shall not be more than two previous billing cycles which is violated by FESCO in instant matter by levying the detection bill for period of three months. As above, FESCO should have charged detection bill on the basis of slowness for a period of two months prior to date of replacement i.e. December 12, 2025 however, in the instant matter, detection bill was charged for period of three (03) months.
- (iv) Taking note of the above, the detection bill of 2108 units charged to the Complainant during the month of May, 2026 is unjustified and excessive as it was calculated for period of three months in violation of the relevant clause of CSM. Hence, detection bill is required to be revised for period of two months prior to meter replacement i.e. December 12, 2025 on the basis of slowness.

4. Foregoing in view, FESCO is directed to revise the detection bill of 2108 units charged to the Complainant during the month of May, 2026 for period of two (02) months prior to date of replacement. 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)

Convener, Complaints Resolution Committee
/Deputy Director (CAD)

Faisalabad, August 12 , 2026

