



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.04/247/-2026
September 16, 2026

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

SUBJECT: DECISION IN THE MATTER OF COMPLAINT FILED BY MST. RUQIA UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST FESCO REGARDING DETECTION BILL & DISCONNECTION OF ELECTRICITY SUPPLY (REF 12 13122 0743305).

Complaint No. **FESCO-FSD-73693-05-26**

Please find enclosed herewith the decision of the NEPRA Complaints Resolution Committee (CRC), dated September 16, 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. Mst. Ruqia
R/o Aslam Ganj, Nemat Colony,
District Faisalabad.
Cell # 0320-2962277 & 0301-7093722.





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

Complaint No. FESCO-FSD-73693-05-26

Mst. Ruqia
Aslam Gunj, Nemat Colony, Faisalabad.

..... **Complainant**

VERSUS

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

..... **Respondent**

Date of Hearing: August 11, 2026

**On behalf of
Complainant:** Mst. Ruqia

Respondent: Rana Dalair Tariq SDO (Operation), FESCO

SUBJECT: DECISION IN THE MATTER OF COMPLAINT FILED BY MST. RUQIA UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST FESCO REGARDING DETECTION BILL & DISCONNECTION OF ELECTRICITY SUPPLY (REF 12 13122 0743305).

DECISION

This decision shall dispose of the complaint filed by Mst. Ruqia (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 from the Complainant wherein it was submitted that an illegal detection bill was charged by FESCO without any evidence and requested for its withdrawal. The matter was taken up with FESCO and in response, FESCO submitted that the Complainant was found involved in theft of electricity and accordingly detection bill of 3678 units was charged to the Complainant during the month of May, 2026. In order to analyze the matter, a hearing was held at NEPRA Regional Office, Faisalabad which was attended by both the parties. During the hearing, the Complainant reiterated his arguments and prayed for withdrawal of detection bill based on vacancy of the premises.

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 residential connection installed against reference number 12-13122-0743305 was charged a detection bill of 3678 units by FESCO during the month of May, 2026 on account of the meter tampering i.e. hole in meter body. The dispute raised by the Complainant was that the detection bill has been charged by



FESCO without any evidence while the premises remained vacant during the detection period.

- ii. Perusal of the documentary evidence reveals that the Complainant's connection was checked by FESCO on April 15, 2026 and upon finding discrepancy of meter tampering, detection bill for period of six (06) months i.e. October, 2025 to March, 2026 was charged on the basis of connected load i.e. (5) kW. The same is inconsistent with clause 9.2.3 of the Consumer Service Manual (CSM) for charging detection bill in case of meter tampering by residential consumer as per which detection bill can be charged in the order of priority i.e. previous consumption history, future consumption history and lastly on load basis and for maximum period of three (03) months which has not been followed by FESCO in instant matter.
- iii. The consumption history of the connection is as under:

Month	2025 Consumption	2026 Consumption	2026 Billing
January	224	68	98
February	154	74	100
March	72	68	79
April	159	00 SS	00 SS
May	265	53	00 SS
June	276	43	00 SS
July	153	48	00 SS
August	170	421	00 SS
September	353	183	-
October	128	156	-
November	172	38	-
December	96	48	-

The analysis of consumption history reflects inconsistent consumption during the detection period in comparison with the preceding months and corresponding months of previous year. Further, the Complainant's contention regarding vacancy of premises for previous 4-5 years does not coincide with healthy consumption recorded during the year 2025. The above discrepancy corroborates theft of electricity as alleged by FESCO which implicates the Complainant. However, the quantum of detection bill is required to be revised as per applicable clauses of CSM and established consumption dip as FESCO also failed to submit the justification of connected load taken as 5 kW.

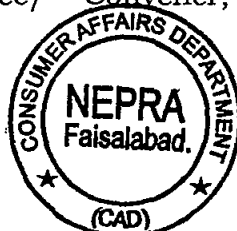
- iv. Hence, considering contention of the Complainant & careful perusal of consumption pattern, it can be concluded that the detection bill charged to the Complainant is on the higher side and is required to be revised for three months on the sanctioned load basis.
4. Foregoing in view, FESCO is directed to revise the detection bill of 3678 units charged during May, 2026 for period of three (03) months on sanctioned load basis. Moreover, FESCO is directed to restore the electricity supply of the Complainant's premises upon payment of revised bill. Revised bill be issued to the Complainant within thirty (30) days. The Complaint is disposed of in above terms.

(Hudaina Qadir)

Member, Complaints Resolution Committee/
Deputy Director (CAD)

(Ubaid Khan)

Convener, Complaints Resolution Committee
/Deputy Director (CAD)



Faisalabad, September 16, 2026