



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.04/2477-2026
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 MIAN AMIR SHAHZAD
UNDER SECTION 39 OF THE REGULATION OF GENERATION,
TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997
AGAINST FESCO REGARDING DETECTION BILL (REF 18-13511-2760300).**

Complaint No. **FESCO-NHQ-70874-03-26**

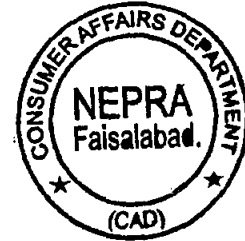
Please find enclosed herewith the decision of the NEPRA Complaints Resolution Committee (CRC), dated September 16, 2026 regarding the subject matter for necessary action and compliance.

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. XEN (Operation) Mianwali Division, FESCO
Canan Colony, Canal Colony, Mianwali.
5. Mian Amir Shahzad
House No. K-29, Muhalla Miana, Saif ul Ali Shah,
District Mianwali.
Cell # 0302-6731323.





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

Complaint No. FESCO-NHQ-70874-03-26

Mian Amir Shahzad
House No. K-29, Mohalla Miana,
Saif ul Ali Shah, District Mianwali.

..... **Complainant**

VERSUS

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

..... **Respondent**

Date of Hearing: August 11, 2026

**On behalf of
Complainant:** Mian Amir Shahzad (Online)

Respondent: Mr. Naseer Ahmed SDO (Operation), FESCO

**SUBJECT: DECISION IN THE MATTER OF COMPLAINT FILED BY MIAN AMIR SHAHZAD
SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND
DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST FESCO
REGARDING DETECTION BILL (REF 18 13511 2760300).**

DECISION

This decision shall dispose of the complaint filed by Mian Amir Shahzad (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 the theft of electricity i.e. meter tampering and accordingly a detection bill of 1630 units amounting to Rs. 119,783/- was charged to the Complainant during the month of December, 2025. 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 18-13511-2760300 was charged detection bill of 1630 units by FESCO during the month of December, 2025 on account of the meter tampering i.e. scratches on name plate. The dispute raised by the Complainant was that the detection bill has been charged by FESCO without any evidence.



- ii. Perusal of the documentary evidence reveals that the Complainant's meter was declared defective during June, 2025 and later replaced during July, 2025. The meter was later checked by M&T, FESCO and upon finding discrepancy of meter tampering, detection bill for period of six (06) months i.e. June, 2025 to November, 2025 was charged on the basis of connected load i.e. (2.7) 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 months which has not been followed by FESCO in instant matter. It is interesting to note that the impugned meter was replaced during July, 2025 while detection bill charged for following months i.e. August, 2025 to November, 2025, is not warranted.
- iii. The consumption history of the connection is as under:

Month	2024 (Units)	2025 (Units)	2025 (Units)
January	66	146	94
February	96	143	94
March	98	151	87
April	141	60	137
May	199	63	91
June	184	184 DF	539
July	29	100 RP	277
August	87	54	459
September	103	259	-
October	70	70	-
November	79	107	-
December	120	95	-
		(D Bill: 1630 Units)	

The analysis of consumption history reflects low consumption during the detection period in comparison with following months. The above discrepancy corroborates the electricity theft 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.

- 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 period of only two months i.e. June, 2025 and July, 2025 whereby impugned meter remained installed, as per future consumption.
4. Foregoing in view, FESCO is directed to revise the detection bill of 1630 units charged during December, 2025 for two months June, 2025 and July, 2025 on future consumption i.e. corresponding months of the year 2026. 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.

(Hudaima Qadir)

Member, Complaints Resolution Committee
Deputy Director (CAD)

(Ubaid Khan)

Member, Complaints Resolution Committee
/Deputy Director (CAD)



Faisalabad, September 16, 2026