



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.04/2482-2026
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 MR. ABDUL QADIR
UNDER SECTION 39 OF THE REGULATION OF GENERATION,
TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997
AGAINST FESCO REGARDING DETECTION BILL (REF 18 13247 2341600).**

Complaint No. **FESCO-FSD-75562-07-26**

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. Mr. Abdul Qadir
House No. 05, Street No. 06, Haseed Shaheed Colony,
District Faisalabad.
Cell # 0300-8669717.





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

Complaint No. FESCO-FSD-75562-07-26

Mr. Abdul Qadir

House No. 05, Street No. 06,
Haseeb Shaheed Colony, Faisalabad.

..... **Complainant**

VERSUS

Faisalabad Electric Supply Company (FESCO)

22-A, Queens Road, Lahore.

..... **Respondent**

Date of Hearing: August 24, 2026

**On behalf of the
Complainant:**

Mr. Abdul Qadir

Respondent:

Engr. Waqar Bhatti SDO (Operation), FESCO

**Subject: DECISION IN THE MATTER OF COMPLAINT FILED BY MR. ABDUL QADIR
UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION
AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST FESCO
REGARDING EXCESSIVE BILLING (REF #18-13247-2341600)**

DECISION

This decision shall dispose of the complaint filed by Mr. Abdul Qadir (hereinafter referred to as the "Complainant") against Faisalabad Electric Supply Company Limited (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 Mr. Abdul Qadir wherein the Complainant submitted that an illegal bill was charged by FESCO and prayed for its withdrawal. The matter was taken up with FESCO and in response, FESCO submitted that detection bill of 774 units has been charged against the Complainant's account as per data retrieval report of the replaced meter. In order to analyze the matter, a hearing was held at NEPRA Regional Office, Faisalabad during which the matter was discussed in detail.

3. The case has been examined at length 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 i.e. 18-13247-2341600 was charged a detection bill of 774 units by FESCO during May, 2026 on account of the data retrieval of the removed/replaced meter. The issue raised by the Complainant was that the detection bill has been charged by FESCO accruing a considerable delay.



ii. Perusal of documentary evidence reveals that the Complainant's energy meter became defective in July, 2025 and was, later, replaced in August, 2025. The replaced meter was sent to the M&T, FESCO for data retrieval and the consumption data of the energy meter was later retrieved to the tune of 31026 units, however, final reading charged against the connection was 30510 units. Subsequently, detection bill of 774 units based on the difference of charged and retrieved units i.e. 516 (after enhancing 1.5 times) was charged during the month of May, 2026 after considerable delay of nine (09) months since the meter replacement.

iii. The consumption data of the Complainant's connection provided by FESCO is as under:

Month/Year	2024 (Units)	2025 (Units)	2026 (Units)
January	49	336	241
February	60	298	175
March	74	292	172
April	356	00 SS	206
May	261	1425	370 (D Bill: 774 Units)
June	504	964	482
July	342	617 DF	0
August	782	782 RP	0
September	867	393	0
October	561	366	0
November	303	158	0
December	341	141	0

The analysis of the consumption history reflects regular and consistent consumption pattern prior to the replacement of defective meter. Meter reading snaps provided by FESCO also reveals that accurate reading was charged prior to meter defectiveness.

iv. According to the clause 4.3.2 (d) of Consumer Service Manual (CSM), "the consumer's account shall not be liable to debit of units if the data of the display washed meter is not retrieved within three months of meter replacement." As per the available record, the Complainant's meter was replaced during August, 2025 and the impugned detection bill based on the retrieved units was charged during the month of May, 2026 which stands in direct violation of the CSM. As above, a delay has been noted in between data downloading and charging of the detection bill. FESCO officials also failed to justify the delay in data retrieval by M&T. Hence, in view of the said clause of CSM and incurred delay, charging of such quantum of units in the form of the detection bill as per the data retrieval report is not justified. Therefore, the Complainant is not liable to pay the impugned detection bill.

4. Foregoing in view, FESCO is directed to withdraw aforementioned detection bill of 774 units charged to the Complainant during May, 2026. 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)

Member, Complaints Resolution Committee/
Deputy Director (CAD)

Faisalabad, September 16, 2026