



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.04/2483-2026
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. SARFRAZ
AHMED UNDER SECTION 39 OF THE REGULATION OF GENERATION,
TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997
AGAINST FESCO REGARDING DETECTION BILL (REF 20 13245 9176800).**

Complaint No. **FESCO-FSD-69170-02-26**

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) People Colony Division, FESCO
365-D, Hakeem Sultan Ahmed Dawoodi Road, D Ground,
Block B, People Colony No.1, Faisalabad.
5. Mr. Sarfraz Ahmed
House No. 51, Tec Town, Satiyana Road,
District Faisalabad.
Cell # 0300-8669717.





BEFORE THE
NATIONAL ELECTRIC POWER REGULATORY AUTHORITY
(NEPRA)

Complaint No. FESCO-FSD-69170-02-26

Mr. Sarfraz Ahmed

House No. 51, Tech Town, Satiana Road,
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:** Mr. Sarfraz Ahmed

Respondent: Mr. Azhar Iqbal SDO (Operation), FESCO

**SUBJECT: DECISION IN THE MATTER OF COMPLAINT FILED BY MR. SARFRAZ AHMED
UNDER SECTION 39 OF THE REGULATION OF GENERATION,
TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997
AGAINST FESCO REGARDING DETECTION BILL (REF 20 13245 9176800).**

DECISION

This decision shall dispose of the complaint filed by Mr. Sarfraz Ahmed (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 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 through meter tampering and accordingly detection bill of 2300 units was charged to the Complainant. 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.

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 20-13245- 9176800 was charged a detection bill of 2300 units by FESCO during the month of November, 2025 on account of the meter tampering in the meter



body. 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 connection was checked by FESCO on October 30, 2025 and upon finding discrepancy of meter tampering, detection bill for period of six (6) months i.e. May, 2025 to October, 2025 was charged on the basis of connected load i.e. (4.6) 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.
- iii. The consumption history of the connection is as under:

Month	2024 (Units)	2025 (Units)	2026 (Units)
January	456	233	0 SS
February	310	230	0 SS
March	330	134	1221 RP (Net Meter)
April	431	239	850 (import)
May	930	408	976 (import)
June	405	260	1390 (import)
July	633	442	
August	279	176	
September	331	291	
October	235	155 RP	
November	216	517	
		(D Bill: 2300 Units)	
December	163	431	

The analysis of consumption history reflects a consumption dip during the detection period in comparison with the preceding months and the following months despite installation of DG system during March, 2026. The above discrepancy corroborates theft of electricity as alleged by FESCO which implicates the Complainant. However, quantum of detection bill is required to be revised as per applicable clauses of CSM, established consumption dip and connected load.

- 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 (03) months.
4. Foregoing in view, FESCO is directed to revise the detection bill of 2300 units charged during November, 2025 for three (03) months. 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