



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.04/2234-2026
August 27, 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. IKRAM NIAZI
UNDER SECTION 39 OF THE REGULATION OF GENERATION,
TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997
AGAINST FESCO REGARDING DETECTION BILL (REF 09 13142 0381411).**

Complaint No. **FESCO-FSD-73784-05-26**

Please find enclosed herewith the decision of the NEPRA Complaints Resolution Committee (CRC), dated August 27, 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) Jaranwala Division, FESCO
Near Taxi Stand, GTS Station Road, Jaranwala.
5. Mr. Ikram Niazi
Manager Faisal Bank, Khana Pull Branch (3625),
Rawalpindi.
Cell # 0301-5232562.



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

Complaint No. FESCO-FSD-73784-05-26

Mr. Ikram Niazi

Manager Faysal Bank, Khana Pull Branch (3625)
Rawalpindi.

..... **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. Ikram Niazi

Respondent: Mr. Asad Ali Shah XEN (Operation), FESCO

**SUBJECT: DECISION IN THE MATTER OF COMPLAINT FILED BY MR. IKRAM NIAZI
UNDER SECTION 39 OF THE REGULATION OF GENERATION,
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AGAINST FESCO REGARDING DETECTION BILL (REF 09 13142 0381411).**

DECISION

This decision shall dispose of the complaint filed by Mr. Ikram Niazi (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 his connection was disconnected and illegal detection bill of 1966 units was also charged by FESCO. The Complainant prayed to withdraw the same. 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 a detection bill of 1966 units was charged to the Complainant during the month of April, 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 the 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 09-13142-0381411 was charged detection bill of 1966 units by FESCO during the month of April, 2026 on account of meter tampering. The dispute raised by the Complainant was that detection bill, has been charged by FESCO without any basis by exclusion of the fact that premises was vacant during detection period.



- ii. Perusal of the documentary evidence reveals that the Complainant's connection was checked by FESCO on February 24, 2026 and upon finding discrepancy of meter tampering, detection bill for the period of six months i.e. September, 2025 to February, 2026 was charged on the basis of connected load i.e. (2.5) 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 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	2025 (September)	2025 (October)	2026 (January)
January	00 SS	00 SS	0 SS (0 as per snap)
February	17	01	0 SS (0 as per snap)
March	00 SS	00 SS	146 RP
April	92	72	39 (D Bill: 1966 Units)
May	122	05	14
June	01	110	160
July	16	15	-
August	42	24	-
September	49	224 (44 as per snap)	-
October	248	0 SS (34 as per snap)	-
November	40	0 SS (62 as per snap)	-
December	00 SS	0 SS (01 as per snap)	-

The analysis of the consumption history clearly corroborates the argument of the Complainant regarding near vacancy of the premises during and prior to the period of detection bill. Moreover, zero units charged by FESCO for the period i.e. October, 2025 to December, 2025 does not coincide with the actual consumed units as per the meter reading snaps which also undermines the fairness of FESCO's conduct in the matter. Further, the consumption pattern during the detection period as per actual meter reading snaps is also commensurate with the preceding consumption which supports the argument of the Complainant regarding intermittent occupancy of the premises and invalidate the version of FESCO.

- iv. Moreover, clause 9.2.3 of the CSM envisages a procedure for establishment of meter tampering which was also not followed by FESCO raising suspicion over the charging of detection bill. Hence, considering contention of the Complainant & careful perusal of consumption pattern, it can be concluded that the detection bill charged to the Complainant is not valid and is required to be withdrawn.
4. Foregoing in view, FESCO is directed to withdraw the detection bill of 1966 units charged during April, 2026. 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, August 27, 2026