



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.04/2075-2026
August 18, 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. ASAD NISAR CHEEMA UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST FESCO REGARDING DETECTION BILL (REF 27 13344 1734708).

Complaint No. **FESCO-FSD-74848-06-26**

Please find enclosed herewith the decision of the NEPRA Complaints Resolution Committee (CRC), dated August 18, 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) Jhang-II Division, FESCO
Near Chiniot More, Eidgah Road, Jhang Saddar, Jhang.
5. Mr. Asad Nisar Cheema
R/o Iftikharabad, Shah Jewana,
Tehsil & District Jhang.
Cell # 0345-6500522.





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

Complaint No. FESCO-FSD-74848-06-26

Mr. Asad Nisar Cheema

Iftikharabad, Shah Jewana, District Jhang.

..... Complainant

Versus

Faisalabad Electric Supply Company (FESCO)

Canal Bank Road, Faisalabad.

..... Respondent

Date of Hearing: July 02, 2026

On behalf of

the Complainant: Mr. Asad Nisar Cheema

Respondent: Mr. Sajid Sidhana XEN (Operation), FESCO (Online)

Subject: DECISION IN THE MATTER OF COMPLAINT FILED BY MR. ASAD NISAR CHEEMA UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST FESCO REGARDING DETECTION BILL (REF# 27-13344-1734708)

DECISION

This decision shall dispose of the complaint filed by Mr. Asad Nisar Cheema (hereinafter referred to as the "Complainant") against Faisalabad Electric Supply Company Limited (hereinafter referred to as the "Respondent" or "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. Asad Nisar Cheema wherein the Complainant submitted that exorbitant detection bill of 4333 units amounting to Rs. 256,067/- was charged during the month of May, 2026 by FESCO and prayed for its withdrawal. The matter was taken up with FESCO and a hearing was held at NEPRA Regional Office Faisalabad wherein FESCO official submitted that the Complainant's energy meter was replaced during October, 2024 while the units retrieved from the removed meter through M&T, report were charged against the Complainant's account. Upon which, the Complainant raised observations and challenged the delay in charging of belated adjustment.

3. The case has been examined in detail in the light of written/verbal arguments of both the parties and applicable law. The following has been concluded.

- (i) The Complainant's industrial connection installed against reference No. 27-13344-1734708 having sanctioned load 17.8 kW was charged a detection bill of 4333 units by FESCO during the month of May, 2026 on account of data retrieval report of the removed/replaced meter. The issue

raised by the Complainant was that detection bill has been charged by FESCO after a considerable delay.

(ii) Perusal of documentary evidence reveals that the Complainant's energy meter was replaced during May, 2024. The removed meter was sent to M&T, FESCO for the retrieval of the consumption data during May, 2024, whereas, M&T vide letter dated August 28, 2024 reported retrieved units to the tune of 128922 units; however, the final reading charged against the connection was 124589 units. Subsequently, a detection bill of 4333 units based on the retrieved units, was charged during the month of May, 2026 after a considerable delay of twenty four (24) months from the date of meter replacement.

(iii) The consumption data of the Complainant's premises is as under:

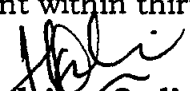
Month/Year	2023 (units)	2024 (units)
January	3569	2349
February	4426	3711
March	6944	543
April	3620	1913
May	5040	2908 RP
June	5140	2589
July	5142	1914
August	8387	00 SS
September	2804	00 SS
October	3510	575 RP
November	2584	3045
December	6264	2414

The analysis of consumption history reflects a consistent consumption pattern prior to replacement of the meter. Further, the record reveals that, prior to the meter replacement, all regular bills issued by FESCO were duly paid by the Complainant, and no dues/units were pending against the connection on account of billing. The consumption is consistent even after the replacement of the meter. It is pertinent to note that during hearing, FESCO official was directed to furnish requisite documents/details, including meter reading snapshots recorded prior to meter replacement, however, FESCO officials failed to provide the same.

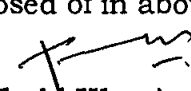
(iv) According to the clause 4.3.2 (d) of Consumer Service Manual (CSM), "*the consumer's account shall not be liable to debit of units if the data of the display washed meter is not retrieved within three months of meter replacement.*" As per the available record, the Complainant's meter was replaced during May, 2024 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 in charging of the detection bill. The removed meter remained under

custody of sub-division and/or M&T during such delay or it might have been installed at some other premises which cannot be ignored by this office. Hence, in view of the said clause of CSM and incurred delay, charging of huge 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.

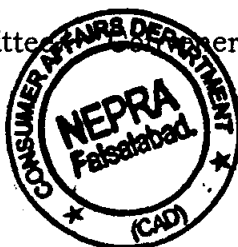
4. Foregoing in view, FESCO is directed to withdraw aforementioned detection bill of 4333 units charged to the Complainant during May, 2026. Revised bill be issued to the Complainant within thirty (30) days. The complaint is disposed of in above terms.


(Hudaib Qadir)

Member, Complaints Resolution Committee
Deputy Director (CAD)


(Ubaid Khan)

Member, Complaints Resolution Committee
/Deputy Director (CAD)



Faisalabad, August 18, 2026