



National Electric Power Regulatory Authority

ISLAMIC REPUBLIC OF PAKISTAN

Attaturk Avenue (East) Sector G-5/1, Islamabad.

Ph: 051-2013200 Fax: 051-2600021

**Consumer Affairs
Department**

TCD.04/ ³⁰⁵³ -2026
August 18, 2026

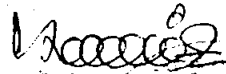
Chief Executive Officer,
Faisalabad Electric Supply Company (FESCO),
Abdullah Pur, Canal Bank Road, Faisalabad.

**SUBJECT: DECISION IN THE MATTER OF COMPLAINT FILED BY MR. MUHAMMAD
AYUB KHAN UNDER SECTION 39 OF THE REGULATION OF GENERATION,
TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997
AGAINST FESCO REGARDING DETECTION BILL (REF 29 13521 1622400).**

Complaint No. **FESCO-NHQ-33092-01-24**

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


(Muhammad Abid)
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. Deputy Director (CAD),
NEPRA Regional Office, Plaza C-6B,
College (Hockey Stadium) Road, Koh-i-Noor City, Faisalabad.
4. XEN (Operation) Kalabagh Division FESCO,
Kalabagh, District Mianwali.
5. Mr. Muhammad Ayub Khan
NRSP Bank, 7th Floor, UBL Building,
Jinnah Avenue, Blue Area, Islamabad.
Cell: 0300-9563388.



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

Complaint No. FESCO-NHQ-33092-01-24

Mr. Muhammad Ayub Khan
NRSP, 7th Floor UBL Building
Jinnah Avenue, Blue Area, Islamabad.

..... **Complainant**

VERSUS

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

..... **Respondent**

Date of Hearing: January 16, 2024
March 26, 2024
February 13, 2025
May 15, 2025

**On behalf of
Complainant:** Mr. Muhammad Ayub Khan

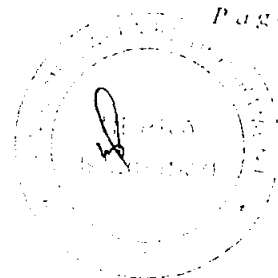
Respondent: 1) Mr. Manzoor Ahmed XEN (Operation), FESCO
2) Mr. Khawar Abbas Addl. XEN (Operation), FESCO
3) Mr. Afsar Nawab SDO (Operation), FESCO
4) Mr. Zahid ur Rehman LM-I, FESCO

SUBJECT: DECISION IN THE MATTER OF COMPLAINT FILED BY MR. MUHAMMAD AYUB KHAN UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST FESCO REGARDING DETECTION BILL (REF # 29-13521-1622400).

DECISION

This decision shall dispose of the complaint filed by Mr. Muhammad Ayub Khan (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 the Complainant in the complaint submitted that due to non-payment of illegal gratification, his electricity connection was disconnected by FESCO on the allegation of electricity theft and a detection bill was also charged by FESCO. The matter was taken up with FESCO whereby FESCO vide a letter dated January 12, 2024 submitted that the checking of the tube well connection of the Complainant was carried out on October 20, 2023 whereby shunt was found in the TOU billing meter. Accordingly, all the material was removed from site and the meter was sent to lab for testing wherein shunt was confirmed in the billing meter and a detection bill of 63605 units was charged to the Complainant on account of meter tampering i.e. shunt in billing meter. In order to analyze



the matter, hearings were held at NEPRA Head Office, Islamabad in attendance of both the parties wherein the matter was discussed at length.

3. The case has been examined in detail in light of record made so available by parties, arguments advanced during the hearings and applicable law. Following has been observed:

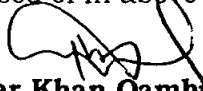
- (i) The Complainant's agricultural connection installed against a reference number (29-131521-1622400) located at Audhe Wala, Tehsil Essa Khel, District Mianwali was charged detection bill of 63605 units amounting to Rs. 1,771,400/- by FESCO during the month of October, 2023 on allegation of theft of electricity i.e. shunt in installed meter. The dispute raised by the Complainant was that the detection bill has illegally been levied by FESCO. FESCO has charged detection bill on 37 kW load against the sanctioned load of 30 kW.
- (ii) Perusal of documentary evidence reveals that the Complainant was charged detection bill for 63605 units for the period of six (06) months from April, 2023 to September, 2023 based on the connected load i.e. 37 kW while the same is inconsistent with the clause 9.2.3 (b) of the Consumer Service Manual (CSM) for charging of detection bill in case of illegal abstraction as per which detection bill can be charged for a maximum period of six (06) months in order of priority i.e. previous consumption history, future billing and finally on load basis.
- (iii) The analysis of consumption history is tabulated as below:

Sr. No.	Month/Year	2022 (Units)	2023 (Units)	2024 (Units)
(1)	January	134	5297	00 DC
(2)	February	1940	10242	00 DC
(3)	March	16488	5467	00 DC
(4)	April	129	0 SS	00 DC
(5)	May	234	4113 RC	00 DC
(6)	June	904	1182	00 DC
(7)	July	2147	199	00 DC
(8)	August	00 SS	5984	00 DC
(9)	September	00 SS	5947	00 DC
(10)	October	5869	0+63605 D bill	00 DC
(11)	November	00 RP	00 DC	00 DC
(12)	December	31416	00 DC	00 DC

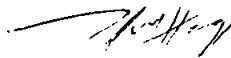
The analysis of consumption history reflects clear dip in consumption pattern during the year 2023 wherein only 37249 units were consumed against the connection when compared to the consumption recorded during the year 2022 i.e. 59261 units. The above corroborates act of theft of electricity committed by the Complainant, however, the volume of detection bill requires fair revision as per the established consumption dip and relevant clause of CSM. Moreover, the Complainant was also charged detection bill for the month of April, 2023, the period during which the meter was duly removed from the site due to nonpayment of outstanding amount and reconnected during May, 2023.

- (iv) According to the clause 6.1.4 of CSM, meter readers shall also check the irregularities/discrepancies in metering system at time of reading meters/taking snap shots and report the same in reading book/discrepancy book or through any other appropriate method as per practice. The concerned officer/official will take corrective action to rectify these discrepancies. However, the discrepancy was not identified by FESCO expeditiously ensuing charging of detection bill for excessive period of six (06) months.

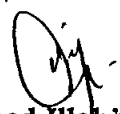
4. Foregoing in view, FESCO is directed to revise the detection bill from six (6) months to three (3) months. Revised bill be issued to the Complainant within thirty (30) days. The Complaint is disposed of in above terms.


(Lashkar Khan Qambrani)

Member, Complaints Resolution Committee/
Director (CAD)


(Muhammad Irfan ul Haq)

Member, Complaints Resolution Committee/
Assistant Legal Advisor (CAD)


(Naweed Illahi Shaikh)

Convener, Complaints Resolution Committee /
Director General (CAD)

Islamabad, August 18 , 2026

