



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.04/3055-2026
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
YAQOOB UNDER SECTION 39 OF THE REGULATION OF GENERATION,
TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997
AGAINST FESCO REGARDING DETECTION BILL (REF 29 13142 7201960).**

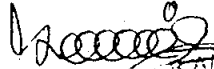
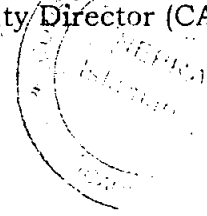
Complaint No. **FESCO-FSD-72715-05-26**

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

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. Incharge NEPRA Regional office,
1st floor, Plaza No. C-6B,
College Hockey Stadium Road, Koh-i-Noor City, Faisalabad.
4. XEN (Operation) Jaranwala Division, FESCO
Near Taxi Stand, GTS Station Road, Jaranwala.
5. Mr. Muhammad Yaqoob
Chak No. 646 G.B, Tehsil Jaranwala,
District Faisalabad.
Cell # 0345-4133264 & 0344-7845572.


(Muhammad Abid)
Deputy Director (CAD)




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

Complaint No. FESCO-FSD-72715-05-26

Mr. Muhammad Yaqoob
Chak No. 646 GB, Tehsil Jaranwala
District Faisalabad.

..... **Complainant**

VERSUS

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

..... **Respondent**

Date of Hearing: June 11, 2026

**On behalf of
Complainant:** Mr. Iqbal

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

**SUBJECT: DECISION IN THE MATTER OF COMPLAINT FILED BY MR. MUHAMMAD
YAQOOB UNDER SECTION 39 OF THE REGULATION OF GENERATION,
TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997
AGAINST FESCO REGARDING DETECTION BILL
DECISION**

This decision shall dispose of the complaint filed by Mr. Muhammad Yaqoob (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 agricultural connection was disconnected by FESCO on February 27, 2026 due to non-payment of outstanding bill. The Complainant further submitted that later, upon usage of connection through direct electricity supply, only for small period i.e. days, the connection was checked by FESCO and unjustified detection bill was charged by FESCO for six months and requested to revise the same. The matter was taken up with FESCO and a hearing was held on June 11, 2026 at NEPRA Regional Office, Faisalabad which was attended by both the parties. During the hearing, FESCO official submitted that the Complainant was found involved in direct theft of electricity and accordingly, a detection bill of 24315 units was charged to the Complainant. The Complainant reiterated his arguments and prayed for revision of 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 agricultural connection installed against reference number (29-13142-7201960) was charged a detection bill of 24315 units by FESCO during the

month of April, 2026 on account of the direct theft of electricity. The dispute raised by the Complainant was that detection bill inconsiderate of actual period of theft, has been charged by FESCO.

- ii. Perusal of the documentary evidence reveals that the Complainant's connection was checked by FESCO on March 05, 2026 and upon finding discrepancy of direct theft of electricity, 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. (14) kW. The same is inconsistent with clause 9.1.3 of the Consumer Service Manual (CSM) for charging detection bill in case of direct theft of electricity by a registered 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 which has not been followed by FESCO in instant matter. During the hearing, the Complainant did not deny the alleged theft of electricity.
- iii. The consumption history of the connection is as under:

Month	2024 (Units)	2025 Units)	2026 (Units)
January	1671	465	271
February	1429	329	756
March	4578	691	0
April	766	729	
May	325	325	
June	192	976	
July	6354	2609	
August	612	4624	
September	6010	2724	
October	3128	1601	
November	745	451	
December	1182	542	

The analysis of consumption history reflects dip in consumption pattern prior to checking, for period i.e. September, 2025 to January, 2026 wherein only 5589 units were consumed against the connection when compared to the consumption i.e. 11530 units recorded in the corresponding months of previous years i.e. September, 2024 to January, 2025. The above corroborates the 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.

- iv. Hence, considering contention of the Complainant & careful perusal of consumption pattern showing dip in comparison with the corresponding months, it can be concluded that the detection bill charged to the Complainant is on the higher side and is required to be revised for the period of three months.
4. Foregoing in view, FESCO is directed to revise the detection bill from six (06) months to three (03) 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

(Naweed Illahi Shaikh)

Convener, Complaints Resolution Committee /
Director General (CAD)

Islamabad, August 18, 2026