



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.04/3672-2026
September 24, 2026

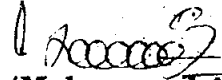
Chief Executive Officer,
Faisalabad Electric Supply Company (FESCO),
Abdullah Pur, Canal Bank Road, Faisalabad.

SUBJECT: DECISION IN THE MATTER OF COMPLAINT FILED BY M/S. SADAQAT CORPORATION UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST FESCO REGARDING EXCESSIVE BILLING (REF 27 13152 6217176).

Complaint No. **FESCO-FSD-48081-12-24**

Please find enclosed herewith the decision of the NEPRA Complaints Resolution Committee (CRC), dated September 24, 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. Incharge NEPRA Regional office,
1st floor, Plaza No. C-6B,
College Hockey Stadium Road, Koh-i-Noor City, Faisalabad.
4. M/s. Sadaqat Corporation
Chak No. 117 J.B, Dhanola Millat Road,
Tehsil & District Faisalabad.
Cell: 0322-8604600
5. Mr. Muhammad Sabir Ali S/o Rehmat Ali
M/s. Canadian Wise Foor (Pvt) Ltd, Plot No. 39-B,
Phase 2, M-3, FIEDMC, Faisalabad.
6. Mr. Muhammad Imran Bhatti
Advocate High Court,
Chamber No. 44, District Court Faisalabad.
Cell # 0300-9102120.



BEFORE THE
NATIONAL ELECTRIC POWER REGULATORY AUTHORITY
(NEPRA)

Complaint No. FESCO-FSD-48081-12-24

M/s Sadaqat Corporation

Chak No. 117 JB, Dhanola, Millat Road
Tehsil and District Faisalabad.

..... Complainant

VERSUS

Faisalabad Electric Supply Company (FESCO)

Abdullah Pur, Canal Bank Road, Faisalabad.

..... Respondent

Date of Hearing: June 03, 2025
October 29, 2025
June 04, 2026

On behalf of

Complainant: Ch. Muhammad Imran Bhatti Advocate

Respondent: Mr. Muhammad Ameer Khan SE (Operation), FESCO
Mr. Adeel Yaseen SDO (Operation), FESCO

SUBJECT: DECISION IN THE MATTER OF COMPLAINT FILED BY M/S SADAQAT CORPORATION UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST FESCO REGARDING EXCESSIVE BILLING

DECISION

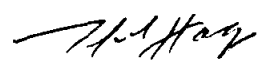
This decision shall dispose of the complaint filed by M/s Sadaqat Corporation through Ch. Muhammad Imran Bhatti Advocate (hereinafter referred to as the "Complainant") against Faisalabad Electric Supply Company (hereinafter referred to as the "Respondent" or "FESCO"), under Section 39 of the Regulation 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 the Complainant disputed the charging of excessive bill amounting to Rs. 2,310,817/- against industrial connection having reference No. 27-13152-6217176. The matter was taken up with FESCO and in response, FESCO submitted that detection bill of 32028 units was charged against the Complainant's account during the October, 2024 based on the reading difference of consumed units and charged units due to the non-updatation of actually installed/relevant AMI meter against the subject connection and wrong feeding of an AMI meter installed against another reference No. 27-13152-6217171. In order to analyze the matter, hearings were held at NEPRA Regional Office Faisalabad and Head Office, Islamabad which were attended by both the parties. During the hearings, the matter was discussed at length and the discrepancy of wrong feeding the particular of irrelevant AMI meter against the subject connection on Meter Data Management (MDM) portal of FESCO was deliberated and the mistake on part of FESCO was established.

3. The case has been examined in detail in light of record made so available by parties, arguments advanced during hearings and applicable law. The conclusion is made as under:

- i. The Complainant's connection installed against reference No. 27-13152-6217176 in the name of Sadaqat Corporation was charged detection bill of 32028 units during October, 2024 on account of the wrong/less charging for period i.e. February, 2023 to February, 2024, in comparison with actual consumed units at site due to wrong feeding of another AMI meter against the same connection.
 - ii. Perusal of the record reflects that meter installed against reference No. 27-13152-6217176 was replaced with new AMI meter having No. 3798012599 during February, 2023 while another AMI meter having No. 3798011729 was also installed against connection in the name of Canadian Wise Foods (Pvt.) Ltd. with reference No. 27-13152-6217171 during January, 2023. The latter meter was not updated against relevant connection of Canadian Wise Foods by FESCO on MDM portal and manual readings were being taken by FESCO against the connection during disputed period. Moreover, the meter of Canadian Wise Foods was wrongly fed against the connection of the Complainant on the MDM portal, thus, readings recorded on the meter No. 3798011729 installed at the premises of Canadian Wise Foods were charged against connection of Sadaqat Corporation.
 - iii. Later, during the month of February, 2024, upon report of stolen meter installed at the premises of Complainant, the discrepancy in charging of wrong meter readings against the Complainant's account was found by FESCO and the meter installed at the premises of Canadian Wise Foods was also updated on MDM against the relevant connection. Later, following the payment of the demand notice by the Complainant, new AMI meter was installed at the premises of the Complainant.
 - iv. The billing record provides that the Complainant was charged 5360 units till the month of February, 2024 recorded on meter installed at the premises of Canadian Wise Foods while the meter installed at the Complainant's premises recorded 37388 units, later stolen during February, 2024. Hence, based on such reading difference, the detection bill of 32028 units was charged against Sadaqat Corporation. The above divulges that the detection bill was charged for actual units consumed by the Complainant.
 - v. Hence, taking cognizant of the narrated facts and established revenue loss due to wrong/cross feeding of the meter installed against the connection of M/s Canadian Wise Foods to connection of the Complainant, in MDM, erroneously, detection bill charged to the Complainant is justified as the Complainant was not charged actual units consumed by his connection due to error in the meter reading, however, without any proven mala fide of FESCO officials. As above, detection bill is required to be paid by the Complainant.
4. Foregoing in view, the prayer of the Complainant is not allowed and the Complainant is advised to pay the impugned bill. FESCO may recover the impugned bill in installment (if already not paid). The Complaint is disposed in the above terms.


(Lashkar Khan Qambrani)
Member, Complaints Resolution Committee/
Director (CAD)


(Muhammad Irfan ul Haq)
Member, Complaints Resolution Committee,
Assistant Legal Advisor (CAD)


(Nawaz Ilahi Shah)
Convener, Complaints Resolution Committee /
Director General (CAD)

Islamabad, September 24, 2026