



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**

TCD.04/2240-2026
August 31, 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. NAVEED IQBAL
UNDER SECTION 39 OF THE REGULATION OF GENERATION,
TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997
AGAINST FESCO REGARDING DETECTION BILL (REF 12 13143 0702207).**

Complaint No. **FESCO-FSD-57154-07-25**

Please find enclosed herewith the decision of the NEPRA Complaints Resolution Committee (CRC), dated August 31, 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. Naveed Iqbal
Chak No. 103 G.B, Tehsil Jaranwala,
District Faisalabad.
Cell # 0301-4588176.





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

Complaint No. FESCO-FSD-57154-07-25

Mr. Naveed Iqbal

Chak No. 103 GB, Tehsil Jaranwala District Faisalabad.

..... **Complainant**

VERSUS

Faisalabad Electric Supply Company (FESCO)

Abdullah Pur, Canal Bank Road, Faisalabad.

..... **Respondent**

Date of Hearing: January 29, 2026
July 09, 2026

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

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

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DECISION

This decision shall dispose of the complaint filed by Mr. Naveed Iqbal (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 was also charged by FESCO. The Complainant further requested to withdraw the same. The matter was taken up with FESCO and in response, FESCO submitted that the Complainant was found involved in direct theft of electricity and accordingly, a detection bill of 1644 units amounting to Rs. 73,500/- was charged to the Complainant during the month of April, 2025. In order to analyze the matter, hearings were held at NEPRA Regional Office, Faisalabad which was attended by both the parties. During the hearing, 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 residential connection installed against reference number 12-13143-0702207 was charged a detection bill of 1644 units by FESCO during the month of April, 2025 on account of the direct theft of electricity. The dispute raised



by the Complainant was that detection bill inconsiderate of the connected load has been charged by FESCO.

- ii. Perusal of the documentary evidence reveals that the Complainant's connection was checked by FESCO on March 16, 2025 and upon finding discrepancy of direct theft of electricity, a detection bill for the period of six months i.e. October, 2024 to March, 2025 was charged on the basis of load i.e. (2) 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.
- iii. The consumption history of the Complainant's connection is as under:

Month	2023	2024	2025
January	46	46	25
February	56	52	23
March	75	57	00 SS
April	83	28	00 SS
May	98	07	00 SS
June	104	09	00 SS
July	131	12	DSIC
August	129	24	-
September	115	23	-
October	170	22	-
November	39	17	-
December	66	21	-

The analysis of consumption history reflects clear dip in consumption pattern during the detection period when compared to the consumption recorded in corresponding months of previous year i.e. 2023. 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, connected load and relevant clause of CSM.

- iv. Hence, considering contention of the Complainant & careful perusal of consumption pattern showing considerable 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 on corresponding months' consumption basis.
4. Foregoing in view, FESCO is directed to revise the detection bill of 1644 units charged during April, 2025 on corresponding month's basis and restore the Complainant's electricity connection after payment of revised bill. Revised bill be issued to the Complainant within thirty (30) days. The Complaint is disposed of in above terms.


(Hudaïma Qadir)

Member, Complaints Resolution Committee
Deputy Director (CAD)


(Ubaid Khan)

Member, Complaints Resolution Committee
/Deputy Director (CAD)



Faisalabad, August 31, 2026