



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.04/3220-2026
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. ZAHID HUSSAIN S/O DILDAR HUSSAIN UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST FESCO REGARDING DETECTION BILL (REF 27 13147 6315502).

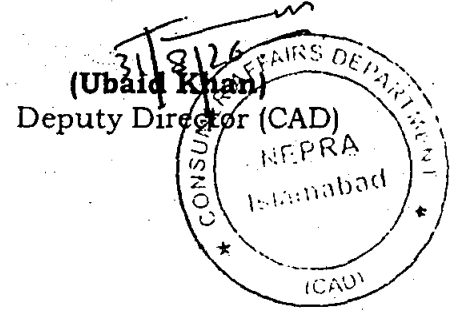
Complaint No. **FESCO-NHQ-60107-08-25 & FESCO-FSD-61847-09-25**

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

Copy to:

1. GM (Commercial & Customer Services)
FESCO, Abdullah Pur, Canal Bank Road, Faisalabad.
2. Director (Commercial)
FESCO, Abdullah Pur, Canal Bank Road, Faisalabad.
3. Director Customer Services
FESCO, Abdullah Pur, Canal Bank Road, Faisalabad.
4. Incharge NEPRA Regional office,
1st floor, Plaza No. C-6B,
College Hockey Stadium Road, Koh-i-Noor City, Faisalabad.
5. XEN (Operation) Jaranwala Division, FESCO
Near Taxi Stand, GTS Station Road, Jaranwala.
6. Mr. Zahid Hussain S/o Dildar Hussain
Chak No. 108 G.B, Tehsil Jaranwala,
District Faisalabad.
Cell # 0302-8858308.





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

**Complaint No. FESCO-NHQ-60107-08-25 &
FESCO-FSD-61847-09-25**

Mr. Zahid Hussain

Chak No. 108 GB, Tehsil Jaranwala
District Faisalabad.

..... **Complainant**

VERSUS

Faisalabad Electric Supply Company (FESCO)

Abdullah Pur, Canal Bank Road, Faisalabad.

..... **Respondent**

Date of Hearing: November 18, 2025
December 16, 2025
January 19, 2026

**On behalf of
Complainant:**

Mr. Zahid Hussain

Respondent:

Syed Asad Ali Shah XEN (Operation), FESCO

**SUBJECT: DECISION IN THE MATTER OF COMPLAINT FILED BY MR. ZAHID HUSSAIN
UNDER SECTION 39 OF THE REGULATION OF GENERATION,
TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997
AGAINST FESCO REGARDING DETECTION BILL (REF # 27-13147-6315502).**
DECISION

This decision shall dispose of the complaint filed by Mr. Zahid Hussain (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 Mr. Zahid Hussain wherein the Complainant submitted that a detection bill amounting to Rs. 11,21,534/- was charged by FESCO and prayed for its withdrawal. Accordingly, the matter was taken up with FESCO whereby FESCO submitted that a detection bill of 16199 was charged against the Complainant's account on pretext of meter tampering along with registration of FIR against the Complainant.

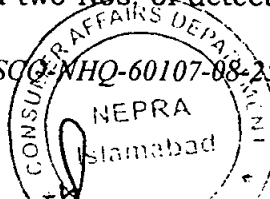
3. In order to analyze the matter, hearings were held at NEPRA Head Office, Islamabad whereby the matter was discussed at length in attendance of both the parties. During the hearing, FESCO officials also apprised that another detection bill of 3448 units was also charged against the Complainant's account as per data retrieval report of the replaced meter.

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

- i. The Complainant's industrial connection installed against reference number (27-13147-6315502 R) was charged two Nos. of detection bills i.e. 3448 units during

CRC Decision: Mr. Zahid Hussain vs FESCO (FESCO-NHQ-60107-08-25; FESCO-FSD-61847-09-25)

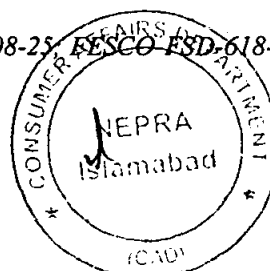
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June, 2025 as difference of charged and retrieved units against replaced/defective meter during the month of March, 2024 and 16199 units on account of meter tampering i.e. dead stop/intentionally damaged. The issue raised by the Complainant was that the former detection bill has been charged by LESCO after considerable delay while the latter detection bill was issued by LESCO with mala fide intent.

- ii. Perusal of documentary evidence reveals that the Complainant's energy meter No. 114501 was declared defective during January, 2024 and later, replaced during March, 2024. The replaced meter was sent to the M&T, FESCO for the data retrieval and the consumption data of energy meter was, later, retrieved to the tune of 19651 units, however, the final reading charged against the connection was 16203 units. Subsequently, the detection bill of 3448 units based on the retrieved units was charged during the month of June, 2025 after considerable delay of (16) months after the meter replacement
- iii. According to 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 March, 2024 and the impugned detection bill based on the retrieved units was charged during the month of June, 2025 which also stands in direct violation of the CSM. 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.
- iv. The meter No. 449153 installed in lieu of above noted defective meter was checked by M&T, FESCO on March 19, 2025 and meter was found as display washed/dead stop/intentionally damaged for the purpose of electricity stealing. Consequently, the 2nd detection bill of 16199 units was charged to the Complainant for the period of six (06) months i.e. May, 2024 to October, 2024 based on connected load i.e. (20) kW on account of the above allegation. Clause 9.2.3 of the Consumer Service Manual (CSM) envisages method for charging detection bill in case of meter tampering as per which FESCO is allowed to charge detection bill in the order of priority i.e. previous consumption history, future consumption and lastly on the load basis which was not followed by FESCO in the instant matter. Moreover, clause 9.2.2 of CSM also obligates FESCO to adopt the defined/specific procedure for establishment of illegal abstraction which has also not been followed by FESCO in the instant matter.
- v. The consumption history of the Complainant's account is tabulated as under:

Sl. No.	Month/Year	Previous Reading	Current Reading	Difference	Units	Amount
1	January	388	593	478	623 DF	460
2	February	534	510	477	637 DF	398
3	March	581	841	549	552 RP	159
4	April	210	314	585	227	661
5	May	434	458	482	929	1225
6	June	512	571	787	799	1135
7	July	525	433	432	1305	1037
8	August	459 DF	454	739	1265	00 DC
9	September	538 RP	300	995	649	00 DC
10	October	816	512	599	754	00 DC
11	November	485	467	00 SS	756 DF	-
12	December	350	582	582	586 RP	-

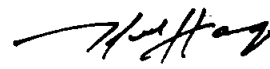


The consumption history reveals that the Complainant consumed healthy units with the average of 950 units during the detection period. The record shows that monthly average of 672 units was consumed during the corresponding months of previous year i.e. May, 2024 to October, 2024 which divulges no remarkable difference in consumption pattern. Moreover, the Complainant also maintained monthly average consumption of 725 units recorded after the meter replacement from January, 2025 till July, 2025 which commensurate with the average units recorded in the corresponding months of previous year i.e. January, 2024 to July, 2024 i.e. 724 units. As above, the volume of normal consumption was found commensurate with corresponding months of previous years. Thus, scrutiny of the Complainant's electricity consumption does not reflect dip during disputed period. The same underlines the fact that detection bill charged to the Complainant is devoid of solid grounds as revenue loss claimed through the detection bill remains unproven by perusal of consumption history. Moreover, no evidence of theft of electricity has been provided by FESCO. However, an average bill is required to be levied against the month of November, 2023 having been charged zero units.

5. Foregoing in view, FESCO is directed to withdraw both the detection bills i.e. 3448 units and 16119 units charged against the Complainant during June, 2025. FESCO is also directed to charge average bill for the month of November, 2023. Revised bill be issued to 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 31, 2026

