National Electric Power Regulatory Authority
ISLAMIC REPUBLIC OF PAKISTAN
Regional Office
Plaza C-6B, College (Hockey Stadium) Road
Kohinoor City, Faisalabad
Ph: 041-8727800

Consumer Affairs Department

ROF.04/2464 -2026
October 20 , 2026

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

Subject: COMPLAINT FILED BY MR. MUHAMMAD SALEEM ZAHID UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST FESCO REGARDING WRONG BILLING & DISCONNECTION OF ELECTRICITY SUPPLY (Ref # 01 13139 0071900).
Complaint No. FESCO-FSD-72846-05-26

Please find enclosed herewith the decision of NEPRA Complaints Resolution Committee (CRC) dated October 20 , 2026 regarding the subject matter for necessary action and compliance, please.

Encl: As above

(Ubaid Khan)
Deputy Director (CAD)

CONSUMER AFFAIRS DEPARTMENT NEPRA Faisalabad. (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 Tower, Attaturk Avenue (East), G-5/1, Islamabad.
4. Mr. Muhammad Saleem Zahid
   R/o Muhalla Himat Pura, Street No. 5,
   Last Stop Dhudhi Wala, District Faisalabad.
   Cell # 0346-7766066.

BEFORE THE

NATIONAL ELECTRIC POWER REGULATORY AUTHORITY

(NEPRA)

Complaint No. FESCO-FSD-72846-05-26

Mr. Muhammad Saleem Zahid ..... **Complainant**
Mohalla Himmat Pura, Street No. 05
Last Stop Dhuddi Wala, Faisalabad.

VERSUS

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

Date of Hearing: September 17, 2026
On behalf of
Complainant: Mr. Muhammad Saleem Zahid

Respondent: Mr. Abubakar SDO (Operation), FESCO

Subject: DECISION IN THE MATTER OF COMPLAINT FILED BY MR. MUHAMMAD SALEEM ZAHID UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST FESCO REGARDING DISCONNECTION OF ELECTRICITY SUPPLY & WRONG BILLING (REF # 01-13139-0071900)

DECISION

This decision shall dispose of the complaint filed by Mr. Muhammad Saleem Zahid (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 NEPRA received a complaint wherein the Complainant disputed the bills charged during the year 2024 by FESCO along with charging of detection bill during the during July, 2025. The Complainant requested for investigation of the matter and prayed for withdrawn. The matter was taken up with FESCO whereby FESCO, in response, submitted that the Complainant was found involved in the direct theft of electricity from main PVC cable and a detection bill of 1926 units was charged to the Complainant along with registration of FIR also based on theft. In order to analyze the matter, hearing was held at NEPRA Regional Office, Faisalabad in attendance of both parties while the matter remained inconclusive due to the conflicting arguments.

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

i. The Complainant's electricity connection installed against reference number 01-13139-0071900 was charged a detection bill of 1926 units during July, 2025 by FESCO on account of direct theft of electricity through main PVC cable. The dispute raised by the Complainant was that the detection bill has been charged by FESCO with the mala fide intent in the absence of any evidence.

NEPRA Faisalabad.

ii. Perusal of the documentary evidence reveals that the Complainant's connection was checked by FESCO on June 11, 2025 and upon finding the alleged usage of direct supply by the Complainant at his premises. Subsequently, a detection bill for period of five months i.e. February, 2025 to July, 2025 on the basis of connected load i.e. 3.9 kW was charged by FESCO. The same is inconsistent with the clause 9.1.3 (b) of Consumer Service Manual (CSM) for charging the detection bill against a registered consumer involved in the direct theft of electricity as per which FESCO is restricted to charge detection bill in order of priority i.e. previous consumption history, future consumption history and lastly on connected load etc. as envisaged in same clause.

iii. The analysis of consumption history of the Complainant's connection is tabulated as below:

Sr. No.	Month/Year	2023 (Units)	2024 (Units)	2025 (Units)
1	January	172	00 DISC	736 RP
2	February	133	00 DISC	**256**
3	March	161	00 DISC	**266**
4	April	247	00 DISC	**461 DISC**
5	May	651	00 DISC	**0 DISC**
6	June	677	00 DISC	**0 DISC**
7	July	654	00 DISC	0 DISC **D Bill: (1926 Units)**
8	August	658	00 DISC	0 DISC
9	September	172	00 NC	0 RC
10	October	87	1831	1881
11	November	00 DISC	1013 DF	515
12	December	83 DISC	1013 RP	392

From the above, it can be concluded that the Complainant maintained consistent electricity consumption during partial detection period i.e. February, 2025 to April, 2025 in comparison with the level of consumption recorded during the previous years when analyzed on the corresponding months and on average basis while during the remaining period, connection remained disconnected. However, FESCO failed to submit any concrete evidence i.e. photos/videos of theft in non-compliance of clause 9.1.4 of CSM. Thus, scrutiny of the Complainant's electricity consumption does not reflect considerable dip during such period.

iv. Hence, the arguments advanced by FESCO in support of the detection bill can be adjudged as invalid after perusal of consumption history and non-submission of any pertinent evidence. Moreover, the issue pertaining to alleged wrong/excessive billing during the year 2024 by FESCO, cannot be taken up by NEPRA at this stage and the Complainant may take up the same with Electric Inspector etc.

4. Foregoing in view, FESCO is directed to withdraw the detection bill charged during the month of July, 2025. Revised bill be issued to the Complainant within thirty (30) days. The complaint is disposed of in the above terms.

(Hudajma Qadir)
Member, Complaints Resolution Committee/
Deputy Director (CAD)

(Ubaid Khan)
Convener, Complaints Resolution Committee/
Deputy Director (CAD)

CONSUMER AFFAIRS DEPARTMENT NEPRA Faisalabad. (CAD)

Faisalabad, October 20 , 2026