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.04/2465 -2026
October 20 , 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. ALAMDAR HUSSAIN S/O MUHAMMAD NAWAZ UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST FESCO REGARDING DETECTION BILL & DISCONNECTION OF ELECTRICITY SUPPLY (REF # 36-13162-0002461). Case No. FESCO-FSD-72311-04-26**

Please find enclosed herewith the decision of NEPRA Complaints Resolution Committee (CRC), dated October 20, 2026 regarding the subject matter for necessary action, 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 Head Office, Attaturk Avenue (East), G-5/1, Islamabad.
4. Mr. Alamdar Hussain S/o Muhammad Nawaz
   R/o Mouza Harsa Sheikh, Tehsil & District Chiniot.
   Cell # 0345-0513750.

BEFORE THE

NATIONAL ELECTRIC POWER REGULATORY AUTHORITY

(NEPRA)

Complaint No. FESCO-FSD-72311-04-26

Mr. Alamdar Hussain ..... **Complainant**
Moza Harsa Shiekh, Tehsil & District, Chiniot.

VERSUS

Faisalabad Electric Supply Company (FESCO) ..... **Respondent**
22-A, Queens Road, Lahore.

Date of Hearing: October 08, 2026

Complainant: Mr. Alamdar Hussain

Respondent: Mr. Muhammad Naeem Shahzad SDO (Operation), FESCO

Subject: DECISION IN THE MATTER OF COMPLAINT FILED BY MR. ALAMDAR HUSSAIN S/O MUHAMMAD NAWAZ UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST FESCO REGARDING DETECTION BILL & DISCONNECTION OF ELECTRICITY SUPPLY (REF #36-13162-0002461).

DECISION

This decision shall dispose of the complaint filed by Mr. Alamdar Hussain (hereinafter referred to as the "Complainant") against Faisalabad Electric Supply Company Limited (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 wherein the Complainant disputed the charging of detection bill by FESCO and prayed for its withdrawal. The matter was taken up with FESCO and in response, FESCO submitted that detection bill of 2018 units has been charged against the Complainant's account as per data retrieval report of the replaced meter. In order to analyze the matter, a hearing was held at NEPRA Regional Office, Faisalabad during which the matter was discussed in detail.

3. The case has been examined at length 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 agricultural connection installed against a reference number i.e. 36-13162-0002461 was charged detection bill of 2018 units by FESCO during January, 2023 on account of the data retrieval of the removed/replaced meter. The issue raised by the Complainant was that the detection bill has been charged by FESCO accruing a considerable delay.

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ii. Perusal of documentary evidence reveals that the Complainant's energy meter became defective in June, 2022 and was, later, replaced in July, 2022. The replaced meter was sent to the M&T, FESCO for data retrieval and M&T reported on October 13, 2022 that consumption data of the energy meter to the tune of 11942 units, however, final reading charged against the connection was 9924 units. Subsequently, the detection bill of 2018 units based on the difference of charged and retrieved units was charged during the month of January, 2023 after considerable delay of six (06) months since the meter replacement.

iii. The analysis of the consumption history reflects regular and consistent consumption pattern prior to replacement of defective meter. 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 July, 2022 and the impugned detection bill based on the retrieved units was charged during the month of January, 2023 which stands in direct violation of the CSM. As above, a delay has been noted in between data downloading and charging of the detection bill.

iv. Hence, in view of the said clause of CSM and incurred delay, charging of such quantum of units in the form of the detection bill as per the data retrieval report is not justified. Therefore, the Complainant is not liable to pay the impugned detection bill.

4. Foregoing in view, FESCO is directed to withdraw aforementioned detection bill of 2018 units charged to the Complainant during January, 2023. Revised bill be issued to the Complainant within thirty (30) days. The instant complaint is disposed of in above terms.

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

CONSUMER AFFAIRS DEPARTMENT NEPRA Faisalabad. (CAD)

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

Faisalabad, October 20 , 2026