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.04/4312-2026
November 04, 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. NEPRO INDUSTRIES PVT LTD UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST FESCO REGARDING FIXED CHARGES (REF 28 13153 5309540).
Complaint No. **FESCO-NHQ-77645-07-26**

Please find enclosed herewith the decision of the NEPRA Complaints Resolution Committee (CRC), dated November 04, 2026 regarding the subject matter for necessary action and compliance.

Encl: As above

(Ubaid Khan)
Deputy Director (CAD)

CONSUMER AFFAIRS DEPARTMENT NEPRA Islamabad (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. S.E (Operation) 1st Circle, FESCO
   Near Civil Hospital, Mall Road, Faisalabad.
5. M/s. NEPRO Industries Pvt Ltd
   R/o P-36, Yousaf Chowk, Sargodha Road,
   Muslim Town No. 2, District Faisalabad.
   Cell # 0300-5704264 & 0300-0404264.

BEFORE THE

NATIONAL ELECTRIC POWER REGULATORY AUTHORITY

(NEPRA)

Complaint No. FESCO-NHQ-77645-07-26

M/s NEPRO Industries Pvt. Limited ..... **Complainant**
P-36, Yousaf Chowk, Sargodha Road
Muslim Town No. 02, District Faisalabad.

VERSUS

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

Date of Hearing: September 10, 2026

On behalf of Complainant: Mr. Qamar Zaman
Brig. (R) Nusrat Ullah

Respondent: Mr. Ehsan ul Haq XEN (Operation), FESCO

SUBJECT: COMPLAINT FILED BY M/S NEPRO INDUSTRIES PVT. LITD. UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST FESCO REGARDING FIXED CHARGES (REF # 28-13153-5309540).

DECISION

This decision shall dispose of the complaint filed by M/s NEPRO Industries Pvt. Ltd. (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 wherein it was submitted that an industrial connection against reference number i.e. 28-13153-5309540 was installed on January 14, 2026 by FESCO, however, the same remained un-energized by not closing the panel breaker until filing of the instant complaint. The Complainant further submitted that an exorbitant and unjustified bill against zero consumption was also charged during June, 2026 by FESCO of which withdrawal was prayed by the Complainant. The matter was taken up with FESCO and in response, FESCO submitted that the new connection was installed during January, 2026 against which monthly fixed charges have been levied as per existing policy while the panel breaker was, later, opened by FESCO only due to the request of Complainant, after the initial energization of the connection on January 14, 2026.

3. In order to analyze the matter, a hearing was held at NEPRA Head Office, Islamabad which was attended by both the parties whereby the matter was discussed in detail. During

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the hearing, FESCO was also directed to provide additional documentary evidence and perform joint site inspection of the premises in presence of the Complainant for which report was, later, submitted by FESCO.

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

i. The Complainant's industrial connection i.e. B-3 having independent feeder installed against reference No. i.e. 28-1353-5309540 was charged an electricity bill amounting to Rs. 2,170,079/- by FESCO during June, 2026 on account of the fixed charges. The issue raised by the Complainant was that mala fide bill has been charged by FESCO inconsiderate of the fact that the connection was not energized by FESCO following the installation of metering equipment, by not closing metering panel circuit breaker, kept under lock and key by FESCO, thus, disputing the application of fixed charges from date of installation of metering equipment.

ii. Perusal of the documentary evidence reveals that the Complainant was charged fixed charges for the disputed period i.e. January 14, 2026 to June, 2026 based on 25% of sanctioned load i.e. 250 kW due to zero consumption recorded during the same period as per approved schedule of tariff. However, applicability of fixed charged against the non-energized connection, as concurred by both the parties, is subject to the divergent claims of the Complainant and FESCO. FESCO has based its understating on pretext that the connection was kept non-energized despite installation of all the metering equipment etc. upon the request of the Complainant due to some pending electrical work inside the premises while the Complainant contended that the connection was intentionally not energized by FESCO due to misplacing of the bank guarantee duly submitted by the Complainant, despite repeatedly approaching FESCO.

iii. The analysis of billing history reflects that the Complainant was charged or delivered 1st bill for the month of June, 2026 containing no arrears despite the fact that billing statement was also forwarded to the concerned Revenue Officer during March, 2026. Clause 10.3.1 (h) of Consumer Service Manual (CSM) provides that 1st bill for a new connection shall be issued within two months of the date of connection which has not been followed by FESCO in the instant matter, even considering contentions of FESCO that the connection was energized on January 14, 2026. From this standpoint, billing history showing zero (0) consumption all the way since January, 2026 further supports the argument of the Complainant that the connection was not in actual energized by FESCO.

iv. The grid log for independent feeder of the connection i.e. MKB also reflects that the feeder was under no load since the energization while the feeder status was ON. The above in conjunction with latest site inspection carried out by FESCO authenticates that the panel circuit breaker was in actual 'opened' despite the fact that the feeder was ON from the grid station. Hence, considering the fact that the same panel breaker was under custody/lock and key of FESCO duly resting its operation with FESCO, provides that electricity was, in actual, not transmitted to the Complainant's point of usage from the premises which was under the control of FESCO, due to whatsoever reason. It was also confirmed during the joint site inspection of the premises that the consumer side distribution panel was not energized due to non-supply of electricity form metering panel under custody of FESCO. Moreover, FESCO remained unable to submit any other evidence regarding the request of the Complainant for opening of breaker, as claimed by FESCO. Hence, the above claim of FESCO cannot be considered without any concrete supportive evidence.

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v. Duly considering the above narration along with available record and the latest site inspection reveal that FESCO failed to establish that the connection was energized by FESCO for the purpose of its bona fide usage by the Complainant, hence, the version argued by Complainant in conjunction with zero consumption history and claim of misplaced bank guarantee by FESCO delaying the energization of connection, can be considered valid as per which the amount of fixed charges is required to be withdrawn.

5. Foregoing in view, FESCO is directed to withdraw the amount of fixed charges levied during the month of June, 2026 and revised bill be issued to the Complainant within 30 days. Moreover, the Complainant's connection be energized immediately, forthwith. The matter is disposed of in above terms.

(Lashkar Khan Qambrani)
Member, Complaints Resolution Committee
Director (Consumer Affairs)

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

04/11/26

(Naweed Illahi Shaikh)
Convener, Complaints Resolution Committee
Director General (Consumer Affairs)

Islamabad, November 04, 2026