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/ 4344 -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 MUHAMMAD GULRIAZ UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST FESCO REGARDING EXTENSION OF LOAD UNDER NET-METERING
Complaint No. **FESCO-FSD-68145-01-26**

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)

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. Mr. Muhammad Gulraiz
   54-Z, commercial Markey, Madina Town, Faisalabad.

BEFORE THE
NATIONAL ELECTRIC POWER REGULATORY AUTHORITY
(NEPRA)
Complaint No. FESCO-FSD-68145-01-26

Mr. Muhammad Gulraiz ..... **Complainant**
54-Z, Commercial Center, Madina Town,
Faisalabad.

VERSUS

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

Date of Hearing:	April 23, 2026 (online) June 18, 2026 August 20, 2026
Complainant:	Mr. Muhammad Gulraiz Mr. Usman Zafar (online)
Respondent:	Engr. Muhammad Talha, SDO (Operation), FESCO Syed Asad Ali, XEN (Operation), FESCO

Subject: **DECISION IN THE MATTER OF COMPLAINT FILED BY MR. MUHAMMAD GULRAIZ UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION & DISTRIBUTION OF ELECTRIC POWER ACT, 1997, AGAINST FESCO REGARDING EXTENSION OF LOAD UNDER NET METERING (REF # 24-13131-5104750 U)**

DECISION

This decision shall dispose of the complaint filed by Mr. Muhammad Gulraiz (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 submitted that upon approaching FESCO on December 12, 2025 for extension of DG capacity to 45 kW against his already operational net-metering connection of 20 kW, he was denied by FESCO without any justification and written notice. The Complainant requested NEPRA to direct FESCO to accept and process his application. The matter was taken up with FESCO and in response, FESCO submitted that the Complainant had not applied for net metering and advised him to submit his application through the official online portal. The Complainant, vide his rejoinder disputed this position and submitted that issue of the extension of load was conveyed through NEPRA's complaint mechanism due to the earlier rejection by FESCO, clearly indicating that the request pertained to his existing net-metering connection was already filed with FESCO.

3. In order to analyze the matter, hearings were held at NEPRA Regional Office, Faisalabad wherein the matter was discussed in detail. The case has been examined in light of the record made available by the parties, arguments advanced during the hearings, and the applicable law. The following has been observed:

i. According to the Complainant, he applied for the extension of DG capacity against commercial connection under reference No. 24-13131-5104750 form existing 20

kW to 45 kW during December, 2025. The Complainant's primary grievance is that FESCO declined to receive his application on the pretext that NEPRA had imposed ban on the expansion of net-metering connections. As per the available record, the Complainant prepared documents for net-metering case, however, the application for enhancement of DG capacity was not entertained by FESCO, as claimed by the Complainant. Later, the Complainant filed complaint before NEPRA in January, 2026, i.e. before promulgation of NEPRA Prosumer Regulations, 2026 on February 09, 2026 and requested NEPRA to direct FESCO to accept his application as per NEPRA (Alternative & Renewable Energy) Distributed Generation & Net Metering Regulations, 2015.

ii. According to FESCO, the Complainant did not apply for extension of DG capacity with FESCO and scrutiny of record reveals that the application of the Complainant was not found in the pending or received applications. Based on the fact that his application is absent from FESCO's pending/received lists is consistent with the allegation of the Complainant as an application refused at the counter would never have been entered in the FESCO's record.

iii. The Complainant filed his complaint before NEPRA in January, 2026, alleging that FESCO had refused to entertain his application. A consumer would have no occasion to complain of a licensee's refusal to receive an application unless he had first approached the licensee. The application documents are dated December 12, 2025 and the complaint was lodged on January 22, 2026, i.e. both before the promulgation of NEPRA Prosumer Regulations, 2026 on February 09, 2026. The filing of complaint is therefore credible evidence that the Complainant approached FESCO earlier & was not entertained while FESCO's statement that no application exists is consistent with this allegation, as an application refused at the counter would never have been entered in its record. The licensee's failure to entertain an application cannot be allowed to deprive the consumer of the regulatory regime that applied on the date he approached it.

4. Foregoing in view, the complaint is accepted as it is evident that the Complainant approached FESCO prior to promulgation of NEPRA Prosumer Regulations, 2026 and also prepared application dated December 12, 2025, however, his case was not processed/received by FESCO, therefore, the Complainant approached NEPRA and filed a complaint in this regard before the change in the net metering policy. As such the lapse is at the end of FESCO and the Complainant deserves for processing of his case under net-metering policy. Accordingly, FESCO is directed to receive the Complainant's application for extension of his existing net-metering capacity to treat it as received prior to promulgation of NEPRA Prosumer Regulations, 2026 and to process it in accordance with the NEPRA (Alternative & Renewable Energy) Distributed Generation and Net Metering Regulations, 2015.

5. The complaint 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

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

04/11/26

Islamabad, November 04 , 2026