National Electric Power Regulatory Authority
ISLAMIC REPUBLIC OF PAKISTAN
NEPRA Head Office
Ataturk Avenue (East) Sector G-5/1, Islamabad.
Ph:051-2013200, Fax: 051-2600021

Consumer Affairs Department

TCD.04/4185 -2026
October 23, 2026

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

Subject: **DECISION IN THE MATTER OF COMPLAINT FILED BY MR. RIAZ AHMED KHAN S/O MEHAR KHAN UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION & DISTRIBUTION OF ELECTRIC POWER ACT, 1997, AGAINST FESCO REGARDING DETECTION BILL (A/C# 29 13142 7210561 R).**
FESCO-NHQ-68990-02-26

Please find enclosed herewith the decision of the NEPRA Complaints Resolution Committee (CRC) dated October 23, 2026, regarding the subject matter for necessary action and compliance.

Encl: As above

(Muhammad Abid)
Deputy Director (CAD)

CONSUMER AFFAIRS DEPARTMENT NEPRA Islamabad (CAD)

Copy to:

1. G.M (Customer Services & Commercial)
   Abdullah Pur, Canal Bank Road, Faisalabad.
2. C.E/Customer Service Director,
   Abdullah Pur, Canal Bank Road, Faisalabad.
3. Mr. Riaz Ahmed Khan S/o Mehar Khan
   Chak No. 569 G.B, Tehsil Jaranwala,
   District Faisalabad.
   Cell: 0311-0663569 & 0343-7381318.

BEFORE THE

NATIONAL ELECTRIC POWER REGULATORY AUTHORITY

(NEPRA)

Complaint No. FESCO-NHQ-68990-02-26

Mr. Riaz Ahmed Khan ..... **Complainant**
Chak No. 569 GB
Tehsil Jaranwala, District Faisalabad.

VERSUS

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

Date of Hearing: May 11, 2026

On behalf of Complainant: Mr. Muhammad Riaz Khan

Respondent: Syed Asad Ali Shah XEN (Operation), FESCO

SUBJECT: DECISION IN THE MATTER OF COMPLAINT FILED BY MR. RIAZ AHMED KHAN UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST FESCO REGARDING DETECTION BILL (REF # 29-13142-7210561).

DECISION

This decision shall dispose of the complaint filed by Mr. Riaz Ahmed Khan (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 fact of the case are that NEPRA received a complaint from Mr. Riaz Khan wherein the Complainant submitted that a detection bill amounting to Rs. 694,459/- was charged by FESCO with the mala fide intent despite the usage of solar power and further requested for withdrawal of detection bill. The matter was taken up with FESCO and in response, FESCO submitted that a detection bill of 17055 units was charged to the Complainant along with registration of FIR against the Complainant based on the direct theft of electricity from main PVC cable. In order to analyze the matter, hearing was held at NEPRA Head Office, Islamabad in attendance of both parties wherein the matter was discussed in detail.

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

i. The Complainant's agricultural connection installed against reference number i.e. 29-13142-7210561 was charged a detection bill of 17055 units by FESCO during the month of March, 2024 on allegation of the direct electricity theft from main PVC cable.

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The dispute raised by the Complainant was that the detection bill has been charged illegally despite availability of solar PV panels at site.

ii. Perusal of the documentary evidence reveals that the Complainant's connection was checked by Task Force Team, FESCO on March 07, 2024 and was found involved in direct theft of electricity from main PVC cable. Consequent upon the above, the Complainant was charged detection bill for the period of six months i.e. September, 2023 to February, 2024 on the basis of connected load i.e. (11.50) kW. Clause 9.1.3 (b) of the Consumer Service Manual (CSM) envisages procedure 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 billing and lastly on load basis which has been violated by FESCO in instant matter. However, during the hearing, the Complainant did not object upon the allegation of theft of electricity, but, disputed the volume of detection bill on the basis of connected load.

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

Sr. No	Month/Year	2022 (Units)	2023 (Units)	2024 (Units)	2025 (Units)	2026 (Units)
1	January	40	975	**39**	0 DISC	0 DISC
2	February	567	576	**5**	0 DISC	0 DISC
3	March	1110	288	0 SS + **D Bill**	0 DISC	0 DISC
4	April	1623	55	0 SS	0 DISC	0 DISC
5	May	2593	56	0 DISC	0 DISC	0 DISC
6	June	586	1107	0 DISC	0 DISC	0 DISC
7	July	4163	1755	0 DISC	0 RC	2587 RC
8	August	4185	3381	0 DISC	861	1606
9	September	3230	**407**	0 DISC	803	
10	October	1796	**128**	0 DISC	1826 DISC	
11	November	348	**0 SS**	0 DISC	0 DISC	
12	December	0 SS	**6**	0 DISC	0 DISC	

The analysis of billing history reveals low consumption during detection period in comparison with previous months. It is of note that the Complainant consumed 3381 units during August, 2023, however later consumption suddenly declined during the detection period. Upon inquisition, the Complainant argued that solar PV panels were installed during October, 2023 at his premises causing less consumption, however, the Complainant failed to substantiate his claim through a concrete evidence. Hence, the consumption pattern corroborates the alleged theft of electricity and implicates the Complainant against the commission of theft. Further, meter readers are also responsible to point out the discrepancies, however, no such event was observed by the concerned meter reader. Moreover, volume of detection bill is required to be revised to meet the ranks of justice as FESCO has charged the detection bill on higher side.

iv. Taking cognizant of the above and keeping in line the clause 9.1.3 (b) of CSM and after duly considering the contentions of Complainant and consumption history, it can be concluded that detection bill charged to the Complainant is on the higher side and is required to be revised on the basis of the previous heathy consumption i.e. 3381 units consumed during August, 2023. The Complainant requested for the revision of detection bill in view of installed solar PV panels and also requested to charge detection bill after deducting capacity of the same. However, there is no provision in the CSM regarding factoring of solar PV panels in the evaluation of detection bill.

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4. Foregoing in view, FESCO is directed to revise the detection bill of 17055 units charged during March, 2024 for the period of three months as per the consumption recorded during August, 2023 i.e. 3381 units (highest consumption recorded during the year 2023). Revised bill be issued to the 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

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

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Islamabad, October 23 , 2026