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 04/4174-2026
October 26, 2026

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

Subject: **WP No. 1081/2026: DECISION IN THE MATTER OF COMPLAINT FILED BY M/S BISMILLAH TEXTILE LIMITED THROUGH MR. KHALIL UR REHMAN ADVOCATE UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION & DISTRIBUTION OF ELECTRIC POWER ACT, 1997, AGAINST FESCO REGARDING WRONG MDI AND EXCESSIVE BILLING (A/C# 28 13153 5300725 U).**
FESCO-NHQ-70119-03-26

Please find enclosed herewith the decision of NEPRA Complaints Resolution Committee (CRC) dated October 26, 2026, regarding the subject matter for necessary action.

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. Khalil ur Rehman (Advocate),
   SKB Law Associates,
   3rd Floor, Hameed Law Chamber, Near Al Taj Hotel,
   1-Turner Road, Lahore.
   Cell: 0321-4457240.
4. M/s. Bismillah Textile Limited
   R/o 1-kM, Jaranwala Road, Khurrianwala,
   Faisalabad.

BEFORE THE
NATIONAL ELECTRIC POWER REGULATORY AUTHORITY
(NEPRA)
Complaint No. FESCO-NHQ-70119-03-26

M/s. Bismillah Textile Limited ..... **Complainant**
Through Mr. Khalil ur Rehman (Advocate)
R/o 3-kM, Jhumra Road, Khurrianwala, Faisalabad.

VERSUS

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

Date of Hearing: August 13, 2026
October 21, 2026

Complainant: Mr. Khalil-ur-Rehman, Advocate
Mr. Zain-ul-Abideen, Advocate

Respondent: Mr. Muhammad Ihsan-ul-Haq, XEN (Ops), FESCO

Subject: **WP No. 1081/2026: COMPLAINT FILED BY M/S BISMILLAH TEXTILE LIMITED THROUGH MR. KHALIL UR REHMAN ADVOCATE UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION & DISTRIBUTION OF ELECTRIC POWER ACT, 1997, AGAINST FESCO REGARDING WRONG MDI AND EXCESSIVE BILLING (A/C# 28 13153 5300725 U)**

DECISION

In pursuance to the Orders of Honorable Islamabad High Court, Islamabad dated March 03, 2026 in Writ Petitions Nos. 1081/2026, this decision shall dispose of the complaint filed by M/s Bismillah Textile Limited through Mr. Khalil ur Rehman (Advocate), SKB Law Associates, 3rd Floor, Hameed Law Chamber, Near Al Taj Hotel, 1-Turner Road, Lahore (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 from M/s Bismillah Textile Limited wherein the Complainant submitted that in the electricity bill issued by FESCO for the month of August, 2025, an amount of Rs. 2,466,200/- has been overcharged by incorrectly applying a Maximum Demand Indicator (MDI) of 4,872 kW. The matter was taken up with FESCO and hearings were held at NEPRA Head Office, Islamabad which were attended by both the parties (FESCO and the Complainant) wherein the case was discussed in detail.

CONSUMER AFFAIRS DEPARTMENT NEPRA (CAD)

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. Perusal of the documentary evidence reveals that the Complainant's industrial connection installed against reference number 28 13153 5300725 U was charged fixed charges amounting to Rs. 2,466,200/- in the electricity bill for the month of August, 2025 by applying 4872 kW MDI. The Complainant raised observations over the charged MDI and submitted that historical readings over past years show a consistent pattern that does not align with the charged MDI, that the connected load is not 4872 kW.

4. During the hearing held on August 13, 2026; FESCO was directed to conduct site visit for verification of connected load, in presence of the Complainant. FESCO vide letter dated September 21, 2026 submitted the report wherein connected load of the Complainant was found 4900 kW. In view of the above, it is concluded that fixed charges; charged in the month of August, 2025 are correct/justified and the bill is payable by the Complainant.

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)

Islamabad, October 26 , 2026