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 04/4171 -2026
October 27, 2026

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

Subject: **WP No. 1070/2026: DECISION IN THE MATTER OF COMPLAINT FILED BY M/S NIAGARA MILLS PVT 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 DETECTION BILL (A/C# 28 13153 5300136 U)**
FESCO-NHQ-70176-03-26

Please find enclosed herewith the decision of NEPRA Complaints Resolution Committee (CRC) dated October 27, 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. 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. Niagara Mills Private Limited
   R/o 3-kM, Jhumra Road, Khurrianwala,
   Faisalabad.

BEFORE THE
NATIONAL ELECTRIC POWER REGULATORY AUTHORITY
(NEPRA)
Complaint No. FESCO-NHQ-70176-03-26

M/s. Niagara Mills Private 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 22, 206

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

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

Subject: **WP No. 1070/2026: COMPLAINT FILED BY M/S NIAGARA MILLS PVT 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 DETECTION BILL (A/C# 28 13153 5300136 U)**

DECISION

In pursuance to the Orders of Honorable Islamabad High Court, Islamabad dated March 03, 2026 in Writ Petitions Nos. 1070/2026, this decision shall dispose of the complaint filed by M/s Niagra Mills Pvt Ltd 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 Niagra Mills Pvt Ltd wherein the Complainant submitted that in the electricity bill issued by FESCO for the months of January, 2026 an amount of Rs. 2,88,43,307/- has been added under the head of bill adjustment as a detection bill. The matter was taken up with FESCO and in response, FESCO submitted that during routine checking dated March 06, 2025 billing meter of the Complainant was found 33% slow due to defect in blue phase CT (No display on AMI&HT TOU meters). Accordingly, a detection bill of 611842 units for the period December, 2024 to February, 2025 was charged to the Complainant in the electricity bill issued for the month of January, 2026.

LEGAL AFFAIRS DEPARTMENT NEPRA Islamabad (CAD)

3. In order to proceed further, hearings were held at NEPRA Head Office, Islamabad duly attended by both the parties wherein the case discussed in detail. Subsequently, FESCO was directed for provision of some record and event wise data downloading report of the impugned meter. The record was provided by FESCO vide letter No. 5013 dated June 06, 2026. Therefore, a final hearing was held on October 22, 2026. 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 industrial connection installed against reference number i.e.28-13153-5300136 was charged detection bill of 611842 units during the month of January, 2026 for a period of three (03) month (December, 2024 to February, 2025). Perusal of the documentary evidence reveals that during routine checking by FESCO dated March 06, 2025 billing meter of the Complainant was found 33.3% slow due to non-functionality of blue phase CT. Accordingly, in the bill issued for the month of January, 2026; FESCO charged a detection bill of 611842 units for the period from December, 2024 to February, 2025 and subsequently enhanced the MF w.e.f. March, 2025 todate because discrepancy has not been removed due to non-provision of CTs by the Complainant.

(ii) According to Clause-**4.3.3 (c)** of the Consumer Service Manual (CSM), in case slowness is established, charging of bill for the quantum of energy lost if any, because of malfunctioning of metering installation shall not be more than two previous billing cycles which has been violated by FESCO in instant matter by levying detection bill for an extended period of three months, therefore, the same is required to be revised for the period of two months prior to the date of checking. CSM further envisages that DISCO shall enhance multiplying factor for charging actual consumption till replacement of the defective metering installation.

4. Foregoing in view, FESCO is directed to revise the detection bill of 611842 units, charged in January, 2026 from three (03) months to two (02) months on 33.3% slowness prior to the date of checking. Charging of bill with enhanced multiplying factor (M.F) be continued till removal of discrepancy by FESCO. 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 (Consumer Affairs)

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

27/10/26

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

CONSUMER AFFAIRS DEPTT. NEPRA Islamabad (CAD)

Islamabad, October 27 , 2026