



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.03/2027-2025  
May 26. 2025

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 ZONG CMPAK THROUGH MR. AYAZ AHMED UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST FESCO REGARDING WRONG BILLING**  
**Complaint No. FESCO-FSD-30394-10-23**

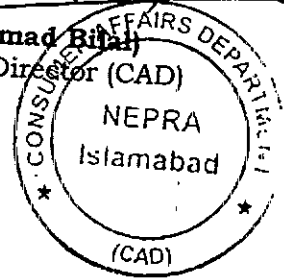
Please find enclosed herewith the decision of the NEPRA Complaints Resolution Committee (CRC), dated May 26, 2025 regarding the subject matter for necessary action and compliance within twenty (20) days.

Encl: As above

Copy to:

1. Chief Engineer/Customer Services Director  
FESCO, Abdullah Pur, Canal Bank Road, Faisalabad.
2. Director Commercial  
FESCO, Abdullah Pur, Canal Bank Road, Faisalabad.
3. Assistant Director,  
NEPRA Regional Office, 1st floor, Plaza No. C-6B,  
Opposite National Bank, College (Hockey Stadium) Road,  
Kohinoor City, Faisalabad
4. Mr. Ayaz Ahmed (Manager Operation),  
Zong CM Pak Ltd,  
Zong Regional Office, Susan Road, District Faisalabad.  
Cell: 0314-5272286

(Muhammad Bilal)  
Additional Director (CAD)





**BEFORE THE  
NATIONAL ELECTRIC POWER REGULATORY AUTHORITY  
(NEPRA)**

**Complaint No. FESCO-FSD-30394-10-23**

**Mr. Ayaz Ahmed**

Manager Operations Zong CM Pak Limited  
Zong Regional Office, Susan Road, District Faisalabad.

..... **Complainant**

**VERSUS**

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

..... **Respondent**

**Date of Hearing:**

June 07, 2024

July 03, 2024

November 07, 2024

**On behalf of  
Complainant:**

- 1) Mr. Amjad Ali Shiekh
- 2) Mr. Ayaz Ahmed
- 3) Mr. Ahmed Umair

**Respondent:**

- 1) Mr. Ali Sher Aman SDO (Operation), FESCO
- 2) Mr. Amjad Hussain SDO (Operation), FESCO
- 3) Mr. Muhammad Haroon C/o M/s Deodar Private Limited
- 4) Mr. Malik Ramzan Zafar C/o M/s Jazz

**SUBJECT: DECISION IN THE MATTER OF COMPLAINT FILED BY M/S ZONG CMPAK THROUGH MR. AYAZ AHMED UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST FESCO REGARDING WRONG BILLING.**

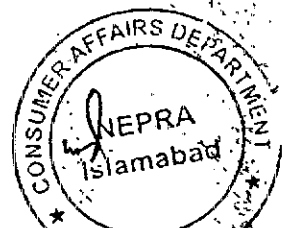
**DECISION**

This decision shall dispose of the complaint filed by M/s Zong CMPak through Mr. Ayaz Ahmed (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 the Complainant in the complaint submitted that the actual consumption being recorded on the meter located at the site owned by another cellular company i.e. M/s Deodar Limited is being wrongly reflected against the connection owned by M/s Zong CMPak and vice versa. The Complainant requested to adjust the disputed bills as per actual consumption at the site. The matter was taken up with FESCO and hearings were held at NEPRA Regional Office, Faisalabad whereby the matter was discussed in attendance of all the parties including the representative of M/s Deodar Limited.

**CRC Decision: M/s Zong CM Pak Limited vs FESCO (FESCO-FSD-30394-10-23)**

Page 1 | 2




3. During the hearing, all the parties including FESCO agreed to transfer the actual units charged to the Complainant's connections having reference number i.e. (27-13162-3001722) during the period October, 2022 to September, 2023 to the connection of M/s Deodar Limited under reference number (27-13162-3001714) & vice versa after adjusting the already charged units of each connection during same period. However, considering anticipated quantum of the chargeable units to connection of M/s Deodar Limited and on request of the representative of M/s Deodar Limited, it is of considered approach to allow installments in bill of M/s Deodar Limited.

4. Foregoing in view, FESCO is directed to overhaul/revise the electricity bills of both the connections in accordance with the above conclusion. Moreover, FESCO is directed to allow monthly installments in the bill of M/s Deodar limited having reference number (27-13162-3001714). Compliance report be submitted within twenty (20) days.

  
(Lashkar Khan Qambrani)

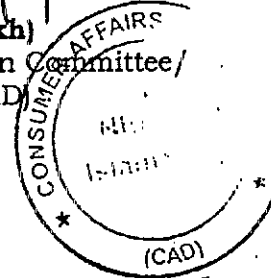
Member, Complaints Resolution Committee/  
Director (CAD)

  
(Muhammad Irfan ul Haq)

Member, Complaints Resolution Committee/  
Assistant Legal Advisor (CAD)

  
(Naweed Illahi Shaikh)

Convener, Complaints Resolution Committee/  
Director General (CAD)



Islamabad, May 26, 2025