



**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.04/3508-2025  
August 25, 2025

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

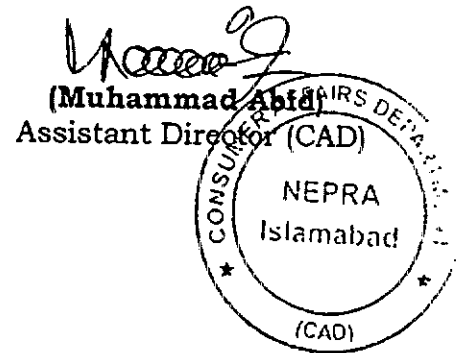
**SUBJECT: DECISION IN THE MATTER OF COMPLAINT FILED BY MR. KHADIM  
HUSSAIN UNDER SECTION 39 OF THE REGULATION OF GENERATION,  
TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997  
AGAINST FESCO REGARDING DETECTION BILL (REF 07-13142-0319761).  
Complaint No. FESCO-FSD-50500-02-25**

Please find enclosed herewith the decision of the NEPRA Complaints Resolution Committee (CRC), dated August 25, 2025 regarding the subject matter for necessary action and compliance.

Encl: As above

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. Additional Director (CAD),  
NEPRA Regional office, 1st floor, Plaza No. C-6B,  
College Hockey Stadium Road, Koh-i-Noor City, Faisalabad.
4. Mr. Khadim Hussain S/o Muhabat Ali  
Chak No. 534 G.B, Tehsil Jaranwala,  
District Faisalabad.  
Cell # 0300-7842854.





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

**Complaint No. FESCO-FSD-50500-02-25**

**Mr. Khadim Hussain**

Chak No. 534 GB, Tehsil Jaranwala  
District Faisalabad.

..... **Complainant**

**VERSUS**

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

..... **Respondent**

**Date of Hearing:** March 17, 2025

**On behalf of**

**Complainant:** Mr. Khadim Hussain

**Respondent:** Mr. Muhammad Umer Ehsan SDO (Operation), FESCO

**SUBJECT: DECISION IN THE MATTER OF COMPLAINT FILED BY MR. KHADIM HUSSAIN UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST FESCO REGARDING DETECTION BILL (REF # 07-13142-0319761).**

**DECISION**

This decision shall dispose of the complaint filed by Mr. Khadim Hussain (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 facts of the case are that NEPRA received a complaint from Mr. Khadim Hussain dated Nil received in this office on February 14, 2025 wherein the Complainant submitted that a detection bill amounting to Rs. 223,741/- was charged by FESCO during the month of December, 2024. The matter was taken up with FESCO whereby FESCO vide a letter dated February 21, 2025 submitted that detection bill of (3176) units for the period of (2) months was charged to the Complainant on the discrepancy of meter 'dead stop'.

3. In order to analyze the matter, hearing was held at NEPRA Regional Office, Faisalabad on March 17, 2025 whereby the matter was discussed at length in attendance of both the parties. The case has been examined in detail 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 residential connection installed against reference number (07-13142-0319761) located at Chak No. 534 GB, Tehsil Jaranwala, District Faisalabad was charged a detection bill of (3176) units amounting to Rs. 223,741/- by FESCO during December, 2024 on account of the meter defectiveness i.e. dead stoppage. The dispute raised by the Complainant was that the detection bill has been charged by

**CRC Decision: Mr. Khadim Hussain vs FESCO (FESCO-FSD-50500-02-25)**

Page 1 | 2



FESCO inconsiderate of minimal load connected at the premises during the detection period. According to FESCO, a site inspection was carried out on November 13, 2024 by M&T Team wherein the said discrepancy was found.

- ii. Perusal of documentary evidence reveals that the Complainant was charged detection bill for the period of two months i.e. October & November, 2024 on the basis of load i.e. 4.9 kW while the same is inconsistent with clause 9.2.3 of the Consumer Service Manual (CSM) for charging detection bill in case of illegal abstraction i.e. theft of electricity. As per which, FESCO is restricted to charge detection in order of priority i.e. previous consumption history, future billing and finally on load basis which has been violated by FESCO. Moreover, clause 9.2.2 of CSM also obligates FESCO to adopt the defined/specific procedure for establishment of illegal abstraction which has also not been followed by FESCO in the instant matter. The record further points out discrepancy in charging of detection bill at higher load factor i.e. 0.5 which is also not in line with the contents of Annexure-V of CSM i.e. 0.2, in case of domestic consumer.

- iii. The consumption history is tabulated as under:

Sr. No.	Month/Year	2023 (Units)	2024 (Units)
1	January	83	71
2	February	181	01
3	March	108	00
4	April	103	141
5	May	34	31
6	June	86	125
7	July	157	143
8	August	163	198
9	September	335	149
10	October	191	191
11	November	139	139 DF
12	December	22	263 MCO

The analysis of consumption history illustrates a consistent consumption pattern with the aspect that meter remained healthy until October, 2024 and the fact show that an average bill were charged by FESCO during October, 2024 and November, 2024. This show that the meter was declared defective and therefore average bill were charged by FESCO in accordance with provision of CSM. There is no allegation of theft of electricity against the Complainant. In view thereof, charging of detection bill for the same month during which average bill has been charged is unjustified.

4. Foregoing in view, FESCO is directed to withdraw the detection bill charged against the Complainant during December, 2024. Revised bill be issued to Complainant within thirty (30) days. Hence, the matter 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 (CAD)

(Naweed Irfan Shaikh)

Convener, Complaints Resolution Committee /  
Director General (CAD)

Islamabad, August 25, 2025

