



National Electric Power Regulatory Authority

ISLAMIC REPUBLIC OF PAKISTAN

NEPRA Head Office

Ataturk Avenue (East) Sector G-5/1, Islamabad.

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**Consumer Affairs
Department**

TCD.04/11885 -2025
November 06, 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. MUHAMMAD YOUSAF UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST FESCO REGARDING AVERAGE BILLING**
[REF # 29-13172-3080803].
FESCO-FSD-50980-02-25

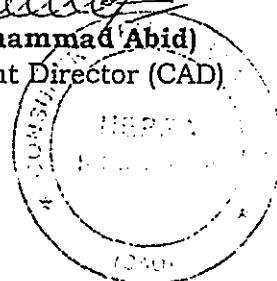
Please find enclosed herewith the decision of NEPRA Complaints Resolution Committee (CRC) dated November 06, 2025, regarding the subject matter for necessary action and compliance.

Encl: As above.

Copy: -

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. Muhammad Yousaf S/o Noor Muhammad,
Cha Tarki Post Office Sheikhan Tibi Nalera,
Tehsil Lalian, District Chiniot.
Cell# 0346-8652073.


(Muhammad Abid)
Assistant Director (CAD)





BEFORE THE
NATIONAL ELECTRIC POWER REGULATORY AUTHORITY.
(NEPRA)

Complaint No. FESCO-FSD-50980-02-25

Mr. Muhammad Yousaf Complainant
Cha Tarki Post Office Shiekhan Tibi Narela
Tehsil Lalian, District Chiniot.

VERSUS

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

Date of Hearing: May 13, 2025

On behalf of
Complainant: Mr. Muhammad Yousaf (Online).

Respondent: Mr. Usman Jahangir SDO (Operation), FESCO

SUBJECT: DECISION IN THE MATTER OF COMPLAINT FILED BY MR. MUHAMMAD YOUSAF UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST FESCO REGARDING AVERAGE BILLING (REF # 29-13172-3080803).

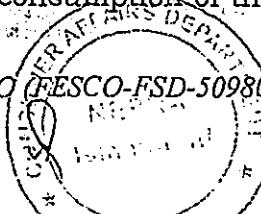
DECISION

This decision shall dispose of the complaint filed by Mr. Muhammad Yousaf (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 the honorable Wafaqi Mohtasib in respect of Mr. Muhammad Yousaf wherein the Complainant disputed charging of exorbitant average electricity bills by FESCO on the pretext of meter defectiveness. The matter was taken up with FESCO whereby FESCO vide a letter dated March 07, 2025 submitted that the average bills were charged against the Complainant's account due to meter defectiveness i.e. display washed and non-retrieval of consumption data due to EEPROM failure.

3. In order to analyze the matter, hearing was held at NEPRA Regional Office, Faisalabad on May 13, 2025 whereby the matter was discussed at length. 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 agricultural connection installed against reference number (29-13172-3080803) located at Tibi Narela, Tehsil Lalian, District Chiniot was charged average bills of 5142 units during September, 2024 on account of meter defectiveness i.e. display washed. The Complainant was charged another bill of (1549) units during October, 2024 claimed as actual consumption of the defective meter by FESCO. The



dispute raised by the Complainant was that the average and arbitrary bills have been charged by FESCO inconsiderate of fact that no operating load was connected during the defective period.

ii. The consumption history of the Complainant is tabulated as below:

29-13172-3080803				
Sr. No.	Month/Year	2023 (Units)	2024 (Units)	2025 (Units)
1.	January	44	82	577
2.	February	131	378	45
3.	March	1927	546	00 DC
4.	April	2704	58	00 DC
5.	May	1021	00 SS	00 DC
6.	June	137	1057	00 DC
7.	July	2629	00 SS	00 DC
8.	August	4009	00 SS	-
9.	September	5142	5142 DF	-
10.	October	1816	1549 RP	-
11.	November	170	00 SS	-
12.	December	944	740	-

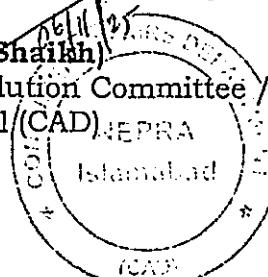
Perusal of the documentary evidence reveals that the Complainant's meter against Reference No. 29-13172-3080803 became defective during September, 2024 and was charged average bill of (5142) units against the same month based on the actual consumption of corresponding month of previous year i.e. September, 2023 while the units levied for the month of October, 2024 were charged on random basis. The same is inconsistent with clause 4.3.2 of the Consumer Service Manual (CSM) for charging average bills in case of defective meter as per which, DISCO may charge bills on average basis i.e. 100% of the consumption recorded in the same months of previous year or average of the last eleven months whichever is higher, which is violated by FESCO in the instant matter.

4. Foregoing in view, FESCO is directed to withdraw the bill for the month of October, 2024 and charge average bill for the said month as per provisions of CSM. 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 (CAD)

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



Islamabad, November 16, 2025