



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


4/6/23  
TCD.04/-2023  
September 27 2023

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

**SUBJECT: DECISION IN THE MATTER OF COMPLAINT FILED BY GROUP GM (ADMIN)  
KAMAL LIMITED UNDER SECTION 39 OF THE REGULATION OF  
GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER  
ACT, 1997 AGAINST FESCO REGARDING NON PROVISION OF CONNECTION**

Please find enclosed herewith the Order of the Consumer Complaints Tribunal dated September 27, 2023 regarding the subject matter for necessary action and compliance within twenty (20) days, positively.

Encl: As above

  
(Muhammad Abid)  
Assistant Director (CAD)  
NEPRA  
Islamabad  
(CAD)

Copy to:

1. C.E./Customer Services Director, FESCO, Abdullah Pur, Canal Bank Road, Faisalabad.
2. Group GM (Admin.), Kamal Limited, 51 XX, Commercial Area, Phase III, DHA, Lahore.



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

**Complaint No. FESCO-FSD-17695-10-22**

**Group GM (Admin.)**

Kamal Limited, 51 XX, Commercial Area  
Phase III, DHA, Lahore.

..... **Complainant**

**VERSUS**

**Faisalabad Electricity Supply Company (FESCO)**

Abdullah Pur, Canal Bank Road, Faisalabad.

..... **Respondent**

**Date of Hearing:**

July 20, 2023

**On behalf of**

**Complainant:**

1) Colonel (Rtd.) Amir

**Respondent:**

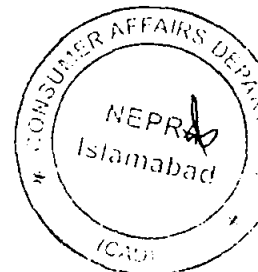
1) Mr. Faisal Raza Marth Chief Engineer (P&D), FESCO  
2) Mr. Muhammad Abdullah Deputy Director (P&D), FESCO

**SUBJECT: DECISION IN THE MATTER OF COMPLAINT FILED BY GROUP GM (ADMIN)**  
**KAMAL LIMITED UNDER SECTION 39 OF THE REGULATION OF GENERATION,**  
**TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST**  
**FESCO REGARDING NON PROVISION OF CONNECTION**

**DECISION**

This decision shall dispose of the complaint filed by Group GM (Admin.) Kamal Limited (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. NEPRA received a complaint from Group GM (Admin.) Kamal Limited dated October 24, 2022 wherein the Complainant submitted that they applied to FESCO for a new industrial connection with tentative load of 4500 kW which was rejected by FESCO on the basis that another electricity connection already exists on the same premises in the name of M/s Kamal Limited Spinning & Weaving Division with the sanctioned load of 4950 kW. However, the issue was disputed by the Complainant before NEPRA as the Complainant was of the view that Knits Apparel Division and Spinning & Weaving Division are both separate corporate entities with proper physical separation between them which provides eligibility for provision of the new connection. The matter was taken up with FESCO whereby FESCO vide letter dated December 26, 2022 submitted that both the industrial units have been developed jointly by M/s Kamal Limited on the same premises whereby a connection having reference number 28-13152-5200563 already exists and the Complainant was consequently advised by FESCO to get the extension of load as per SOPs. In order arrived at an informed decision site inspection/hearings were held wherein both the parties participated.



3. After detailed deliberation and scrutiny of documents revealed that NEPRA has already issued clarification vide letter No. NEPRA/ADG(CAD)/ TCD.04/4163-65 dated November 18, 2020 wherein it was clarified that the Grid Station constructed by FIEDMC is Sponsored Dedicated Distributed System (SDDS). The consumers having any load located inside the territory of FIEDMC do not require construction of a separate Grid Station and can be fed from FIEDMC Grid Station subject to availability of load and NOC by FIEDMC. As FIEDMC has already issued NOC to the Complainant for provision of load from its Grid station which is a sponsored dedicated Grid station, therefore, FESCO may approve connection of the Complainant from the said Grid station subject to completion of other codal formalities.



**(Lashkar Khan Qambrani)**  
Member, Consumer Complaints Tribunal/  
Director (CAD)



**(Moqeem-ul-Hassan)**  
Member, Consumer Complaints Tribunal/  
Assistant Legal Advisor (CAD)



**(Naweed Illahi Shaikh)**  
Convener, Consumer Complaints Tribunal/  
Director General (CAD)

Islamabad, September 27, 2023

