



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**

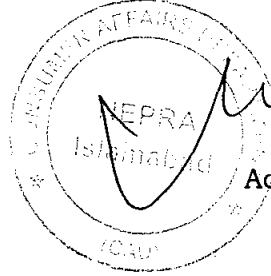
TCD.04/ *Sy 68* -2023
November 28, 2023

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

SUBJECT: DECISION IN THE MATTER OF COMPLAINT FILED BY MR. ALAMDAR HUSSAIN UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST FESCO REGARDING DISCONNECTION OF CONNECTION FROM THE DEDICATED TRANSFORMER (REF: 291316230231007R) FESCO-NHQ-18472-12-22

Please find enclosed herewith the Order of the Consumer Complaints Tribunal dated November 28, 2023 regarding the subject matter for necessary action and compliance within twenty (20) days, positively.

Encl: As above



(Muhammad Bilal)
Additional Director (CAD)

Copy to:

1. C.E./Customer Services Director, FESCO, Abdullah Pur, Canal Bank Road, Faisalabad.
2. Mr. Alamdar Hussain S/o Muhammad Nawaz, Moza Harsa Sheikh, Tehsil & District Chiniot.



BEFORE THE
NATIONAL ELECTRIC POWER REGULATORY AUTHORITY
(NEPRA)

Complaint No. FESCO-NHQ-18472-12-22

Mr. Alamdar Hussain S/o Muhammad Nawaz,
R/o Moza Harsa Sheikh, Tehsil & District Chiniot,

..... **Complainant**

VERSUS

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

..... **Respondent**

Date of Hearing: December 16, 2022
August 10, 2023
September 06, 2023

**On behalf of
Complainant**

Mr. Alamdar Hussain

Respondent:

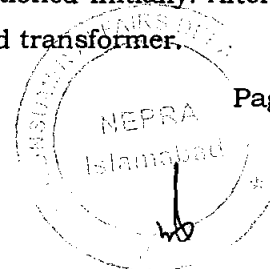
Mr. Ali Waqar Warraich, XEN, FESCO
Mr. Ali Sher Aman SDO, FESCO
Mr. Aurangzeb, SDO, FESCO

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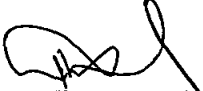
DECISION


This decision shall dispose of the complaint filed by Mr. Alamdar Hussain, (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. A hearing in the matter was held on September 06, 2023 at NEPRA Head Office, Islamabad regarding the subject matter. The hearing was attended by both the parties (i.e. FESCO & the Complainant). During the hearing, the case was discussed in detail. The parties informed that initially a 50 kVA transformer was installed for 05 agricultural consumers. However, later, some other connections were installed by FESCO, due to which the transformer has become overloaded and got damaged many times in past. The Complainant contested that there were 10 to 12 other connections installed on the PMT without their permission therefore the same is required to be repaired by FESCO at its own cost however, FESCO responded that mostly connections were installed with the consent of the owner(s) and FESCO officials assured to provide reclaimed transformer of 50 kVA to the Complainant on cost deposit basis and remove all other connections except the 5 connections which were sanctioned initially. After detailed deliberations, the Complainant agreed to pay the cost of reclaimed transformer.



3. Foregoing in view, FESCO is directed to remove public connections from the Independent Transformer and these connections be shifted to a separate CDS transformer of appropriate capacity to be installed by FESCO at its own as those consumers were regularly paying their electricity bills. FESCO is further directed to issue demand notices to the Complainant for 50 kVA reclaimed transformer. A compliance report be submitted within twenty (20) days.


(Lashkar Khan Qambrani)
Member Consumer Complaints Tribunal
Director (CAD)


(Muhammad Irfan-ul-Haq)
Member Consumer Complaints Tribunal
Assistant Legal Advisor


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

Islamabad, November 28, 2023

