



National Electric Power Regulatory Authority

ISLAMIC REPUBLIC OF PAKISTAN

Regional Office

Plaza C-6B, College (Hockey Stadium) Road

Kohinoor City, Faisalabad

Ph: 041-8727800

**Consumer Affairs
Department**

ROF.04/1021-2024
May 30, 2024

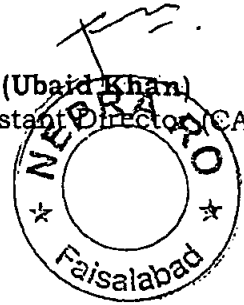
Chief Executive Officer
Faisalabad Electric Supply Company (FESCO)
Abdullah Pur, Canal Bank Road, Faisalabad.

**Subject: COMPLAINT FILED BY MR. MUHAMMAD ARIF S/O ABDUL MALIK UNDER
SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND
DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST FESCO REGARDING
SAFETY CLEARANCE (Ref # 07-13226-0558400)
No. FESCO-FSD-34907-02-24**

Please find enclosed herewith the decision of Complaints Resolution Committee dated
May 30, 2024 regarding the subject matter.

Encl: As above

(Ubaid Khan)
Assistant Director (CAD)



Copy to:

1. GM (C&CS), FESCO, Abdullah Pur, Canal Bank Road, Faisalabad.
2. Director Commercial, FESCO, Abdullah Pur, Canal Bank Road, Faisalabad.
3. Mr. Muhammad Arif
Murid Wala, Tehsil Samundri
District Faisalabad.
Cell # 0333-8884493



BEFORE THE
NATIONAL ELECTRIC POWER REGULATORY AUTHORITY
(NEPRA)

Complaint No. FESCO-FSD-34907-02-24

Mr. Muhammad Arif
Murid Wala, Tehsil Samundri
District Faisalabad.

..... **Complainant**

VERSUS

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

..... **Respondent**

Date of Hearing: April 17, 2024

On behalf of
Complainant: Mr. Muhammad Arif

Respondent: 1) Mr. Muhammad Ahmad XEN (Operation), FESCO
2) Mr. Muhammad Arshad Ahmed SDO (Operation), FESCO

Subject: COMPLAINT FILED BY MR. MUHAMMAD ARIF S/O ABDUL MALIK UNDER
SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND
DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST FESCO REGARDING
SAFETY CLEARANCE (Ref # 07-13226-0558400)

DECISION

This decision shall dispose of the complaint filed by Mr. Muhammad Arif (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 Mr. Muhammad Arif dated February 22, 2024 wherein the Complainant raised the issue of safety risk posed by the passing of 11 kV HT line over a populated area. The matter was taken up with FESCO whereby FESCO vide a letter dated March 21, 2024 submitted that the commercial locale was developed illicitly beneath the long-established & energized 11 kV Kotla feeder against which notices were also served to the relevant consumers by FESCO. In order to analyze the matter, a hearing was held at NEPRA Regional Office, Faisalabad on April 17, 2024 whereby the matter was discussed in detail in attendance of the concerned XEN and Complainant. During the hearing, an imminent risk for safety of human life was concurred by both the parties after due observance of the photo/video graphic evidence submitted by the Complainant. After detailed deliberations, FESCO officials were directed to proceed with expeditious shifting of 11 kV Kotla feeder after completion of all the codal formalities in order to remove the safety hazard & protect precious human life.



3. Clause 12.4.6 of the Consumer Service Manual (CSM) provides that safe clearances from electricity conductors and equipment (e.g., hazardous extension of balconies at the upper stories of houses in mohallas which comes within close proximity of electric lines) must be maintained to avoid electrocution. In conjunction with the above, another clause 12.4.7 of CSM also envisages that electricity connection may not be granted where safety hazards are observed and clearance (horizontal/vertical) of electricity supply lines is low, to discourage people from construction of houses under the lines to avoid accidents. The same has not been followed by FESCO in the instant matter by way of provision of multiple electricity connections to the locale essentially situated directly beneath 11 kV Kotla feeder having dangerous safety clearance, thus, creating vested rights which holds FESCO responsible for immediate shifting of the feeder from its own resources or otherwise.

4. Moreover, the Authority, upon the directions of National Assembly Secretariat vide its letter No. F.1 (1)/2022-Com-I dated February 10, 2022, has already directed all the DISCOs vide letter dated February 24, 2022 to conduct survey on priority and indicate such places which are very critical from safety point of view that may cause fatal/non-fatal accident at any time and take necessary actions for providing proper clearance/shifting which is also applicable in the instant matter.

5. In view of the said, FESCO is directed to proceed accordingly and expedite the approval of estimate for shifting of 11 kV Kotla feeder as the same is already under process with FESCO. Compliance report be submitted within (30) days, positively.


(Ubaid Khan)

Member, Complaints Resolution
Committee/ Assistant Director (CAD)


(Engr. Dr. Bilal Masood)

Member, Complaints Resolution
Committee / Additional Director (CAD)

Faisalabad, May 30 , 2024

