



National Electric Power Regulatory Authority
ISLAMIC REPUBLIC OF PAKISTAN
NEPRA Head Office Attaturk Avenue (East),
Sector G-5/1, Islamabad.
Ph: 051-2013200, Fax 051-2600021

**Consumer Affairs
Department**

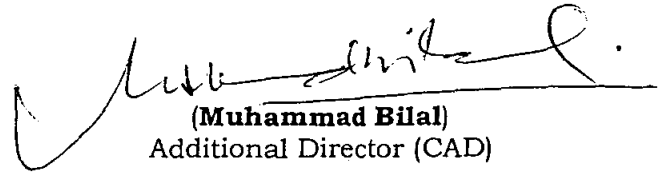
TCD.04/1019 -2024
February 29, 2024

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

Subject: DECISION IN THE MATTER OF COMPLAINT FILED BY MR. WASEEM ABBAS UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST FESCO REGARDING ISSUANCE OF ADDITIONAL DEMAND NOTICE
FESCO-NHQ-25890-06-23

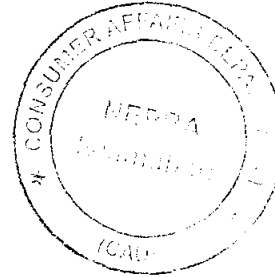
Please find enclosed herewith the decision of NEPRA Consumer Complaints Tribunal dated February 28, 2024, regarding the subject matter for necessary action and compliance within fifteen (15) days.

Encl: As above


(Muhammad Bilal)
Additional Director (CAD)

Copy:

1. C.E/Customer Services Director
FESCO, Abdullah Pur,
Canal Bank Road Faisalabad.
2. Director (Commercial)
FESCO, Abdullah Pur,
Canal Bank Road Faisalabad.
3. Mr. Waseem Abbas S/o Haq Nawaz,
Basti Bakhtawara, Notak,
Tehsil & District Bhakkar.
0346-2172294





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

Complaint No. FESCO-NHQ-25890-06-23

Mr. Waseem Abbas,
Basti Bakhtawara, Notak
Tehsil & District Bhakkar.

..... **Complainant**

VERSUS

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

..... **Respondent**

Date of Hearing: August 17, 2023

**On behalf of
Complainant:** Mr. Ghulam Sarwar

Respondent: Mr. Muhammad Sohail Kamran XEN (Operation), FESCO

**SUBJECT: DECISION IN THE MATTER OF COMPLAINT FILED BY MR. WASEEM ABBAS
UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION
AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST FESCO
REGARDING ISSUANCE OF ADDITIONAL DEMAND NOTICE**

DECISION

This decision shall dispose of the complaint filed by Mr. Waseem Abbas (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. Waseem Abbas dated April 05, 2023 duly forwarded by the honorable Wafaqi Mohtasib wherein the issue agitated by the Complainant was that an application for installation of 25 kVA transformer was submitted to FESCO against which a demand notice amounting to Rs. 58,500/- was issued and the same was subsequently paid during the month of June, 2022. The Complainant further submitted that the application was filed with FESCO in connection with the replacement of stolen 25 kVA transformer previously installed against the same connection. The Complainant added that the transformer remained pending for issuance/installation despite the lapse of considerable time period due to maladministration of the concerned FESCO officials and subsequently FESCO issued revised/second demand notice for payment on account of the revision of the capital cost of transformer. Being aggrieved with the delay in the installation of transformer, the Complainant requested to initiate proceedings against FESCO.

3. The subject matter was taken up with FESCO whereby FESCO vide letter dated July 19, 2023 submitted that the revised demand notice amounting to Rs. 112,500/- was issued to the Complainant on the basis of difference of the capital cost for a 25 kVA reclaimed transformer deriving its maintainability from the non-availability of the required material in FESCO's material stores before revision of material cost on June 20, 2022. In order to analyze the matter, a hearing was held on August 17, 2023 at NEPRA Head Office, Islamabad and the matter was deliberated at length.


4. The case has been examined in detail in light of the record made so available by parties, arguments advanced during the hearing and applicable law. Following has been observed:




- (i) The Complainant approached FESCO for the replacement of (25) kVA transformer previously installed against the Complainant's industrial connection as the same was stolen during December, 2021. In response, a demand notice amounting to Rs. 58,500/- dated June 06, 2022 was issued by FESCO and the same was paid in full by the Complainant on the same date within the prescribed time period. Later, another/second demand notice amounting to Rs. 111,500/- dated July 05, 2022 was issued to the Complainant for payment while the required installation/issuance of the transformer remained pending despite the lapse of considerable time period.
- (ii) Perusal of the documentary evidence submitted by FESCO reveals that FESCO issued revised demand notice against reclaimed (25) kVA transformer due to revision of material rates in accordance with the FESCO's office order dated June 20, 2022.
- (iii) Time frames as envisaged in Consumer Service Manual (CSM) are commensurate with time taken for the installation of new connections, however, the instant connection was already energized but the supply is still off due to theft of transformer. In this regard, FESCO issued demand notice to the Complainant which was paid by the Complainant on June 06, 2022. FESCO should have installed the reclaimed transformer soon after payment of demand notice. However, FESCO did not provide a reclaimed transformer even after passage of fourteen (14) days of payment of demand notice; till the rates were revised on June 20, 2022. Moreover, if reclaimed transformers were not available why FESCO issued a demand notice to the Complainant for payment. In view of the said, penalizing the Complainant through additional/revised demand notice on account of negligence of the concerned FESCO officials is unwarranted and the same is not liable to be paid by the Complainant.

5. Foregoing in view, FESCO is directed to withdraw the second/revised demand notice amounting to Rs. 111,500/- and electricity supply of the Complainant be restored immediately after installation of a reclaimed transformer against already paid demand notice. Compliance report be submitted within fifteen (15) days.

6- مندرجہ بالا حقائق کو مد نظر رکھتے ہوئے فیکو کو ہدایت کی جاتی ہے کہ دوسرا/ اضافی ڈیمانڈ نوٹس مبلغ 111,500 روپے کو ختم کرے اور شکایت کنندہ کی بجلی کی ترسیل کو پہلے سے ادا شدہ ڈیمانڈ نوٹس کے عوض مرمت شدہ قابل استعمال (Reclaimed) ٹرانسفارمر لگا کر بحال کیا جائے۔ درج بالا احکامات کی روشنی میں تعمیل کی رپورٹ پندرہ (15) یوم کے اندر پیش کی جائے۔


(Lashkar Khan Qambrani)

Member, Consumer Complaints Tribunal/
Director (CAD)


(Moqem-ul-Hassan)

Member, Consumer Complaints Tribunal/
Assistant Legal Advisor (CAD)


(Naweed Illahi Shaikh)

Convener, Consumer Complaints Tribunal/
Director General (CAD)

Islamabad, February 28, 2024

