



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

**Consumer Affairs
Department**

TCD.04/2960-2024
July 02, 2024

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

Subject: **DECISION IN THE MATTER OF COMPLAINT FILED BY MR. WARIS ALI S/O MUHAMMAD AYUB UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST FESCO REGARDING DELAY IN PROVISION OF CONNECTION**

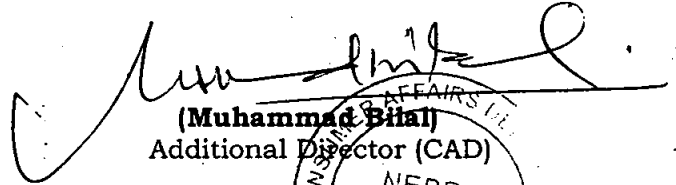
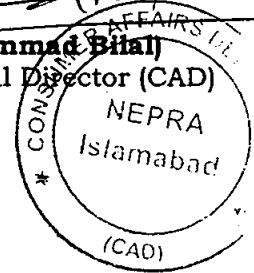
Complaint No. FESCO-FSD-19599-01-23

Please find enclosed herewith the decision of the NEPRA Complaints Resolution Committee (CRC), dated July 02, 2024 regarding the subject matter for necessary action and compliance within fifteen (15) days.

Encl: As above

Copy to:

1. C. E / (Customer Services Director
FESCO, Abdullah Pur, Canal Bank Road Faisalabad.
2. Director (Commercial)
FESCO, Abdullah Pur, Canal Bank Road Faisalabad.
3. Assistant Director,
NEPRA Regional Office, 1st floor, Plaza No. C-6B,
Opposite National Bank, College (Hockey Stadium) Road,
Kohinoor City, Faisalabad
4. Mr. Waris Ali S/o M. Ayub,
Mughal Pura Gojra, Tehsil Gojra, District Toba Tek Singh.
Cell No. 0300-9799145


(Muhammad Bilal)
Additional Director (CAD)




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

Complaint No. **FESCO-FSD-19599-01-23**

Mr. Waris Ali S/o M. Ayub, **Complainant**
Mughal Pura Gojra, Tehsil Gojra, District Toba Tek Singh.
Cell No. 0300-9799145

Versus

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

Date of Hearings: April 02, 2024

On behalf of:

Complainant: Mr. Waris Ali

Respondent: Mr. Muhammad Tahir, SDO (Ops), FESCO

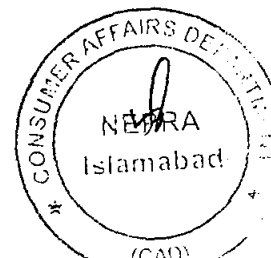
Subject: **DECISION IN THE MATTER OF COMPLAINT FILED BY MR. WARIS ALI S/O MUHAMMAD AYUB UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST FESCO REGARDING DELAY IN PROVISION OF CONNECTION**

DECISION

This decision shall dispose of the complaint filed by Mr. Waris Ali son of Muhammad Ayub (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. Brief facts of the case are that the Complainant previously filed Complaint No. FESCO-FSD-19599-01-23, alleging that FESCO was not providing an electricity connection. Following a hearing, the Consumer Complaints Tribunal directed FESCO to provide the electricity connection, subject to provision of right of way by the Complainant. Subsequently, on November 11, 2023, FESCO issued a revised demand notice to the Complainant due to a difference in the cost of materials. Being aggrieved of the issuance of the revised demand notice, the Complainant approached NEPRA through the instant complaint, requesting that FESCO be directed to withdraw the revised notice and install the electricity connection

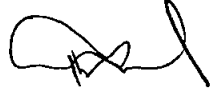
3. In order to proceed further, a hearing was held on April 02, 2024 at NEPRA Head Office, Islamabad which was attended by both the parties (i.e. FESCO & the Complainant). However, during the hearing, the Complainant submitted an application stating that he is no longer interested in obtaining an electricity connection. Consequently, the Complainant requested for withdrawal of the application for the electricity connection and requested that FESCO may be directed to refund the previously paid demand notice immediately.



4. According to Clause 14.3 of Consumer Service Manual (CSM) right of way is the responsibility of the consumer who is seeking an electricity connection. Moreover, Clause- 2.5 of CSM provides that DISCO shall charge 12% store handling charges. In the instant case, connection of the Complainant could not be installed due to the issue of right of way, which is the sole responsibility of the Complainant. Now, the Complainant has expressed disinterest in pursuing the electricity connection and has requested for refund of the previously paid demand notice.

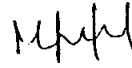
5. Foregoing in view FESCO is directed to refund the amount of paid demand notice to the Complainant after deduction of amount equal to 12% (store handling charges) of the capital cost. Compliance report be submitted within fifteen (15) days.

5- مندرجہ بالا حقائق کی روشنی میں فیکو کو ہدایت کی جاتی ہے کہ سامان کی کل قیمت میں سے 12% سٹور چارجز کی مد میں کٹوتی کر کے ڈیمانڈ نوٹس کی باقی رقم شکایت کنندہ کو واپس کر دے۔ تعمیل کی رپورٹ پندرہ (15) دنوں کے اندر پیش کی جائے۔



(Lashkar Khan Qambrani)

Member, Complaints Resolution Committee/
Director (CAD)



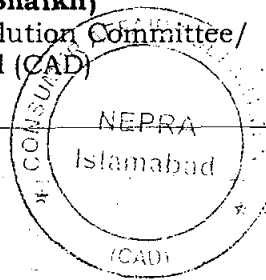
(Moqeen-ul-Hassan)

Member, Complaints Resolution Committee/
Assistant Legal Advisor (CAD)



(Naweed Hlani Shaikh)

Convener, Complaints Resolution Committee/
Director General (CAD)



Islamabad, July 02, 2024.