



National Electric Power Regulatory Authority

ISLAMIC REPUBLIC OF PAKISTAN
NEPRA TOWER Ataturk Avenue (East),
Sector G-5/1, Islamabad.
Ph:051-2013200, Fax: 051-2600021

**Consumer Affairs
Department**

TCD.04/ ³⁹⁶ -2024
January 22, 2024

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

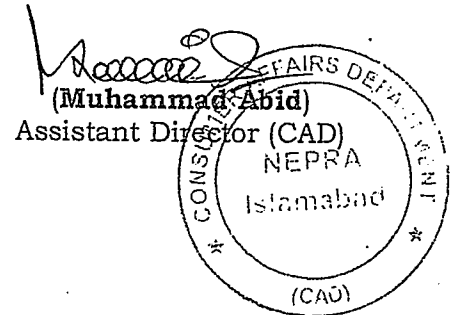
Subject: DECISION IN THE MATTER OF COMPLAINT FILED BY MR. SULTAN AHMED S/O DOST MUHAMMAD UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST FESCO REGARDING WRONG BILLING & DISCONNECTION (REF # 29-13344-1712211)
Complaint # **FESCO-FSD-17211-10-22**

Please find enclosed herewith the decision of the NEPRA Consumer Complaints Tribunal dated January 22, 2024 regarding the subject matter for necessary action.

Encl: As above

Copy to:

1. GM (Customer Services & Commercial)
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. Sultan Ahmed S/o Dost Muhammad,
Village & P. O. Bhero, Tehsil & District Jhang.
Cell No. 0304-7412740





BEFORE THE
NATIONAL ELECTRIC POWER REGULATORY AUTHORITY (NEPRA)
Complaint No. FESCO-FSD-17211-10-22

Mr. Sultan Ahmed S/o Dost Muhammad
Village & P. O. Bhero, Tehsil & District Jhang.

..... Complainant

VERSUS

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

..... Respondent

Date of Hearing: February 10, 2023
November 01, 2023
November 16, 2023

On behalf of
Complainant: Mr. Sultan Ahmed
Mr. Habib Ullah

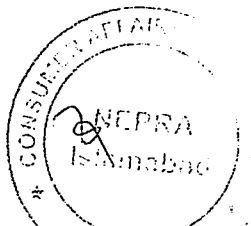
Respondent: Mr. Khawar Ali, SDO (FESCO)

Subject: DECISION IN THE MATTER OF COMPLAINT FILED BY MR. SULTAN AHMED S/O DOST MUHAMMAD UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST FESCO REGARDING WRONG BILLING & DISCONNECTION (REF # 29-13344-1712211)

DECISION

This decision shall dispose of the complaint filed by Mr. Sultan Ahmed (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. The brief facts of the case are that the Complainant informed that his connection was running smoothly however FESCO disconnected his electric supply in first week of August 2022 without any notice. The record revealed that FESCO lodged FIR against the Complainant on March 07, 2022 alleging that the Complainant has got repaired his 10kVA Transformer (independent) privately due to which FESCO has sustained loss of Rs. 80,757/- The Complainant submitted that the Civil Court has dismissed the case lodged by FESCO against him and further apprised that FESCO also charged 1000 units during the month of September 2022 without any justification. The Complainant was also charged fixed charges during the period when connection was permanently disconnected. In order to proceed further, another hearing was held on November 01, 2023 which was attended by FESCO officials. The Complainant remained absent, however to provide final opportunity to the complainant, another hearing was held on November 16, 2023 but the Complainant again failed to appear in the hearing. During the hearing, FESCO officials informed that connection of the Complainant was restored on the directions of NEPRA, 1000 units charged



have been withdrawn and corrected bill has been issued to the Complainant. The meter of the Complainant was found screen washed, therefore 3540 and 4500 units have been charged to the Complainant during the months of August 2023 and September 2023 respectively as per the SOP in vogue. At present, the Complainant is defaulter of Rs. 299,618/- due to which meter was again removed on October 25, 2023.

5. The Complainant was provided opportunities to appear in hearings held on November 01, 2023 and November 16, 2023 respectively, however, the Complainant failed to attend the hearings. Therefore, further proceedings in the matter are being closed by this office.



(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, January 22, 2024

