



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**

1832
TCD.04/ -2024
April 23, 2024

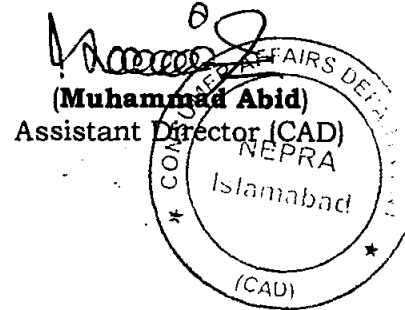
Chief Executive Officer
Faisalabad Electric Supply Company Limited (FESCO)
Abdullah Pur, Canal Bank Road, Faisalabad.

Subject: DECISION IN THE MATTER OF COMPLAINT FILED BY MR. MUHAMMAD AZHAR MEHMOOD S/O MUHAMMAD RAFIQ UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST FESCO REGARDING DELAY IN ISSUANCE OF DEMAND NOTICE.

Complaint No. FESCO-FSD-35133-03-24

Please find enclosed herewith the Decision of the NEPRA Complaints Resolution Committee (CRC) dated April 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. Mr. Ubaid Khan Rana, (Assistant Director),
NEPRA Regional Office, Plaza C-6B, College Road
Faisalabad.
4. Mr. Muhammad Azhar Mehmood S/o Muhammad Rafiq
House No. P/13, Fareed Town, Jaranwala Road,
Tehsil & District Faisalabad.
Cell # 0300-7658613.



BEFORE THE
NATIONAL ELECTRIC POWER REGULATORY AUTHORITY
(NEPRA)

Complaint No. FESCO-FSD-35133-03-24

Mr. Muhammad Azhar Mehmood

House No. P-13, Fareed Town, Jaranwala Road,
Tehsil & District Faisalabad.

..... **Complainant**

VERSUS

Faisalabad Electric Supply Company (FESCO)

Abdullah Pur, Canal Bank Road, Faisalabad.

..... **Respondent**

Date of Hearing: March 26, 2024

On behalf of

Complainant:

1) Mr. Muhammad Azhar Mehmood

Respondent:

1) Mr. Sajjad Mehmood SDO (Operation), FESCO

SUBJECT: DECISION IN THE MATTER OF COMPLAINT FILED BY MR. MUHAMMAD AZHAR MEHMOOD S/O MUHAMMAD RAFIQ UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST FESCO REGARDING DELAY IN ISSUANCE OF DEMAND NOTICE.

DECISION

Reference is made to the hearing held on March 26, 2024 at NEPRA Regional Office, Faisalabad regarding the subject matter.

2. The hearing was attended by both the parties i.e., Concerned SDO and Complainant whereby the matter was discussed in detail. During the hearing, it was revealed that the premises where electricity connection is required is part of a planned society/colony i.e. Gulshan-e-Subhan which is currently un-electrified. In view of the said, the Complainant is advised to approach the concerned civic agency for issuance of NOC for electrification of the society, submit all the documents to the FESCO including electrification design book and fulfill other requirements as per the relevant provisions of Consumer Service Manual (CSM).

3. Foregoing in view, further proceedings in the matter are being closed by this office.

(Lashkar Khan Qambrani)

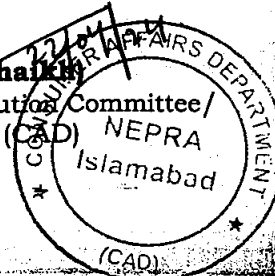
Member, Complaints Resolution Committee/
Director (CAD)

(Moqees-ul-Hassan)

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

(Naweed Illahi Shaikh)

Convener, Complaints Resolution Committee/
Director General (CAD)



Islamabad, April 22, 2024