



National Electric Power Regulatory Authority

ISLAMIC REPUBLIC OF PAKISTAN
Consumer Affairs Department, NEPRA Tower
Attaturk Avenue (East) Sector G-5/1, Islamabad.
Ph:051-2013200, Fax: 051-2600021

**Consumer Affairs
Department**

TCD.04/336/-2024
August 01, 2024

Mr. Tahir Sultan
Chak No. 172 GB, Tehsil Samundri
District Faisalabad.
Cell # 0304-1172172

Subject: DECISION IN THE MATTER OF COMPLAINT FILED BY MR. TAHIR SULTAN UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST FESCO REGARDING ELECTRIFICATION
Complaint No. FESCO-FSD-19085-01-23

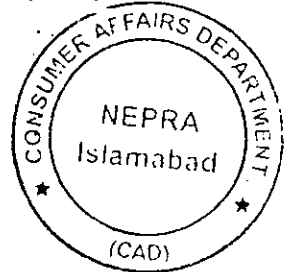
Please find enclosed herewith the decision of the Complaints Resolution Committee dated August 01, 2024 regarding the subject matter for information & necessary action (if any).

Encl: As above


(Muhammad Abid)
Assistant Director (CAD)

Copy to:

1. Chief Executive Officer
Faisalabad Electric Supply Company (FESCO)
Abdullah Pur, Canal Bank Road, Faisalabad.
2. GM (Customer Services & Commercial),
FESCO, Abdullah Pur, Canal Bank Road, Faisalabad.
3. Director (Commercial)
FESCO, Abdullah Pur, Canal Bank Road, Faisalabad.
4. Mr. Ubaid Khan Rana (Assistant Director),
NEPRA Regional Office, Plaza C-6B, College Road
Faisalabad.



BEFORE THE
NATIONAL ELECTRIC POWER REGULATORY AUTHORITY
(NEPRA)

Complaint No. FESCO-FSD-19085-01-23

Mr. Tahir Sultan

Chak No. 172 GB, Tehsil Samundri
District Faisalabad.

..... **Complainant**

VERSUS

Faisalabad Electric Supply Company (FESCO)

Abdullah Pur, Canal Bank Road, Faisalabad.

..... **Respondent**

Date of Hearing: March 05, 2024
May 21, 2024

On behalf of
Complainant: Mr. Tahir Sultan

Respondent: Mr. Waqar Ahmed XEN (Operation), FESCO

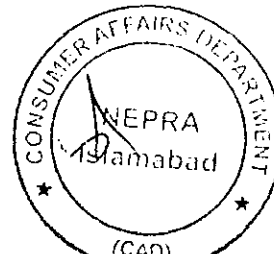
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DECISION

This decision shall dispose of the complaint filed by Mr. Tahir Sultan (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 of the case is that the Complainant in his complaint requested NEPRA to issue directions to FESCO for provision of electricity connection at the required premises, as the same was denied by FESCO on the pretext that the premises being located in an un-electrified area/ society. Following the hearing held on March 05, 2024 at NEPRA, the Complainant was duly advised vide letter dated March 07, 2024 to provide the requisite documents to FESCO for further processing in the matter, however, the Complainant again approached this office and requested to further scrutinize the case and direct FESCO for provision of electricity supply.

3. As a way to further examine the matter, another hearing was held on May 21, 2024 at NEPRA Regional Office, Faisalabad whereby the matter was discussed in detail in attendance of both the parties. During the hearing, it was then revealed that the Complainant is inclined towards getting electricity connections within a planned residential area located in Chak No. 172 GB, Chajwal Tehsil Samundri, District Faisalabad of which electrification is essentially required following the issuance of NOC from the related Civic Authority / Agency.



4. As per clause 2.3.6 of Consumer Service Manual (CSM), an approved map or approved site plan or approved layout plan (LOP) or NOC by the Civic Agency / Authority for provision of connection. The said Clause further envisages that there shall be no requirement of approved map or approved site plan or approved layout plan (LOP) or NOC by the Civic Agency/Authority for premises which are located inside approved housing societies. The Complainant has failed to place on record the approved map of his premises. Moreover, there is no NOC / approved site plan / approved layout plan (LOP) of the concerned Civic Agency / Authority regarding the same housing scheme/society. During the hearing, it was revealed that there are sponsors of the said housing scheme/society and in this regard brochures for advertisement were placed on record by FESCO. In view of the said, a proper electrification of the said housing scheme/society is required by the sponsors. The Complainant is required to approach the sponsors to fulfil the codal formalities for electrification of the said housing scheme/society.

5. The Complaint is disposed of in above terms.


(Lashkar Khan Qambrani)

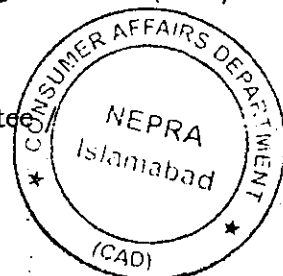
Member, Complaints Resolution Committee/
Director (CAD)


(Moqees-ul-Hassan)

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


(Naweed Iqbal Shaikh)

Convener, Complaints Resolution Committee
Director General (CAD)



Islamabad, August 01, 2024