



**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.04/1688-2025  
March 13, 2025

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

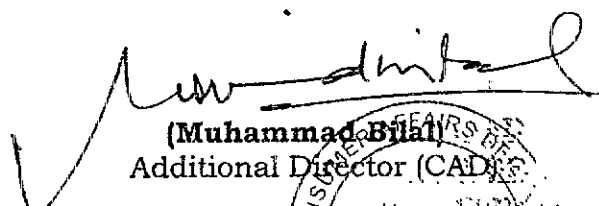
Subject: **DECISION IN THE MATTER OF COMPLAINT FILED BY MR. KHAN MUHAMMAD AWAN S/O DOST MUHAMMAD UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST FESCO REGARDING MULTIPLE ISSUES.**  
Complaint No. **FESCO-FSD-18916-12-22**

Please find enclosed herewith decision of NEPRA Complaints Resolution Committee (CRC), dated March 13, 2025 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 Customer Services  
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. Khan Muhammad Awan,  
Post Office Uchhali, Tehsil Naushera, District Khushab.  
Cell: 0300-7213058.

  
(Muhammad Bilal)  
Additional Director (CAD)  
NEPRA  
Islamabad  
(CAD)



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

**Complaint No. FESCO-FSD-18916-12-22**

**Mr. Khan Muhammad Awan,**  
Post Office Uchhali, Tehsil Naushera,  
District Khushab. Cell: 03007213058

.....Complainant

**Versus**

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

..... Respondent

**Date of Hearings:** September 19, 2023

**On behalf of:**

**Complainant:** Mr. Khan Muhammad Awan

**Respondent:**

Mr. Ghulam Mustafa, XEN (Ops), FESCO

**Subject:** **DECISION IN THE MATTER OF COMPLAINT FILED BY MR. KHAN MUHAMMAD AWAN S/O DOST MUHAMMAD UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST FESCO REGARDING MULTIPLE ISSUES**

**DECISION**

This decision shall dispose of the complaint filed by Mr. Khan Muhammad (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 hearing was attended by both the parties wherein case was discussed in detail. During the hearing FESCO official i.e. XEN (Ops) submitted a report wherein it was apprised that the Complainant wants to get a new connection at his Agricultural land where a domestic meter in the name of the Complainant is already installed hence new domestic connection at the same premises cannot be granted as per SOP. The Complainant apprised that he had never been lodged a complaint for non-provision of connection at his Agricultural land, however, one connection at his resident was delayed intentionally. Contents of the Complaints also revealed that the issues raised by the Complainant are not as reported by FESCO. Few issues raised by the Complainant in his complaint are as under:

- (i) During the process of electrification work in the Complainant's area, violation of approved layout plan was observed.
- (ii) Funds were allocated for fifteen (15) premises/connections, however, electricity supply was granted upto nine (09) premises/locations, therefore, alleged misappropriation of funds in lieu of material was observed.

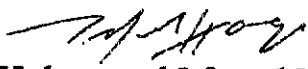


- (iii) Vehicles with loaded material was passed through crops intentionally whereas damages to wheat crops could be avoided by using alternate available passages.
- (iv) Without permission of the Complainant, poles were dragged through his wheat crop causing damages to his crops.
- (v) He never applied for connection at his Dera (Agricultural land), however, he applied for another connection at his resident on April 16, 2022 which was installed on January 06, 2023 after lapse of more than eight (08) months.
- (vi) FESCO officials deliberately increased load during assessment of load for his connection.

3. FESCO is directed to investigate the matter through an officer not below the rank of Chief Engineer on the allegations leveled by the Complainant against FESCO officials regarding misappropriation of funds in execution of electrification work, assessment of increased load and delay in provision of connection. The investigative report be placed before Chief Executive Officer (CEO) FESCO for necessary action. Further proceedings in the matter are being closed by this office.

  
(Lashkar Khan Qambrani)

Member, Complaints Resolution Committee/  
Director (CAD)

  
(Muhammad Irfan-ul-Haq)

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

  
(Naveed Illahi Shaikh)

Convener, Complaints Resolution Committee/  
Director General (CAD)

Islamabad, March 13, 2025

