

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.04/1353-2025
April 8, 2025

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

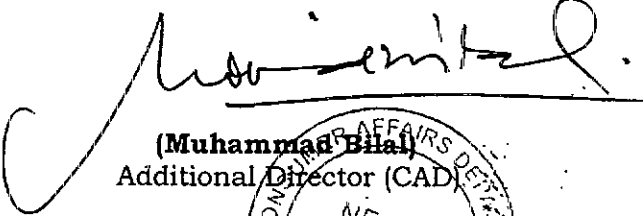
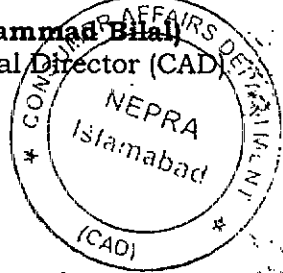
**SUBJECT: DECISION IN THE MATTER OF COMPLAINT FILED BY MR. ABDUL KHALIQ
UNDER SECTION 39 OF THE REGULATION OF GENERATION,
TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997
AGAINST FESCO REGARDING ELECTRIFICATION**
Complaint No. FESCO-FSD-19721-02-23

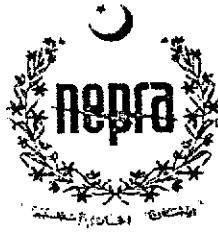
Please find enclosed herewith the decision of the NEPRA Complaints Resolution Committee (CRC), dated April 8, 2025 regarding the subject matter for necessary action and compliance.

Encl: As above

Copy to:

1. GM (Commercial & Customer Services)
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,
College Hockey Stadium Road, Koh-i-Noor City, Faisalabad.
4. Mr. Abdul Khaliq S/o Muhammad Siddique
Jhumra Road, Street No. 02, Mohalla Mian Park
Tehsil Jaranwala District Faisalabad.
Cell # 0300-7298801


(Muhammad Bilal)
Additional Director (CAD)




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

Complaint No. FESCO-FSD-19721-02-23

Mr. Abdul Khaliq

Jhumra Road, Street No. 02, Mohalla Mian Park
Tehsil Jaranwala, District Faisalabad.

..... **Complainant**

VERSUS

Faisalabad Electric Supply Company (FESCO)

Abdullah Pur, Canal Bank Road, Faisalabad.

..... **Respondent**

Date of Hearing:

August 10, 2023
November 20, 2023
December 12, 2023
June 04, 2024
February 13, 2025

On behalf of

Complainant:

Mr. Abdul Khaliq
Ms. Rubina Zafar

Respondent:

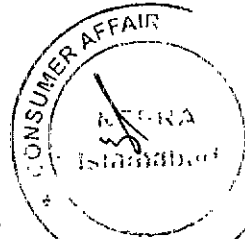
- 1). Mr. Sheraz Sheikh XEN (P&D), FESCO
- 2). Mr. Muhammad Ehsan ul Haq XEN (Operation), FESCO
- 3). Mr. Muhammad Amin SDO (Operation), FESCO

SUBJECT: DECISION IN THE MATTER OF COMPLAINT FILED BY MR. ABDUL KHALIQ UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST FESCO REGARDING ELECTRIFICATION.

DECISION

This decision shall dispose of the complaint filed by Mr. Abdul Khaliq (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 requested for provision of electricity connections at Mohalla i.e. Mian Park, Jaranwala for which initial feasibility was approved by FESCO and later rejected on the pretext of an established colony. The Complainant was of the view that delaying tactics are being employed by FESCO for provision of connection despite the fact that the area covers only a small piece of land i.e. (8) kanals which hampers its ability to be developed as a housing colony. The matter was taken up with FESCO whereby FESCO vide a letter dated May 26, 2023 submitted that disputed area whereby connections have been requested by the Complainant covers approx. 3 acres of land and is attached with an already electrified society i.e. Mian Park. FESCO further submitted that (3) Nos. of poles are located in the Abadi which presumably got installed after payment of demand notice issued by FESCO during 1998 while the area i.e. Azafi Abadi of Mian Park currently comprises of some houses, planned roads and plotting owned by several persons.



3. In order to analyze matter, a hearing was held at NEPRA Regional Office, Faisalabad and the matter was discussed in detail. As a way to examine the disputed premises in light of the hearing and to ascertain the ground facts, a site inspection was carried out by the NEPRA officials whereby it is clearly established that the Azafi Abadi Mian Park i.e. the disputed area is a developed plotting area which is attached with electrified Mian Park colony having similar structural properties & amenities, however, Azafi Abadi was not properly electrified by FESCO. It is also important to mention here that partial distribution network i.e. 3-4 electricity poles are present in the disputed area.

4. Following the multiple hearings held at NEPRA Head Office, Islamabad, the case has been examined in detail in light of record made so available by parties, arguments advanced during hearings and site inspection and applicable law. The conclusion is made as under:

- i. Clause 2.7.4 of the Consumer Service Manual (CSM) provides that if any Housing Scheme / Society / Colony / Commercial Plaza / High Rise Building / Multistory Building is not electrified by the sponsor or there is no sponsor then the residents/applicants may approach the concerned DISCO in form of groups for electrification on cost deposit basis. Such areas may also be electrified by the concerned DISCO at its own and cost so incurred shall be recovered from prospective consumers proportionate to their load. However, codal formalities for provision of connection in such cases must be observed. In endorsement, clause 2.6-Note (ii) of CSM envisages that in areas where Common Distribution System is not available, the connection will be granted on cost-deposit basis.
- ii. Taking cognizant of the above and considering the established fact that currently no entity/person is sponsoring the complete Abadi for electrification and the plots are owned by several persons, derives eligibility for the area to be electrified as per the above mentioned clauses of CSM.
- iii. According to clause 11(1) of NEPRA Consumer Eligibility Criteria (Electric Power Distribution) Regulations, 2022 distribution licensee shall ensure that all applicants and consumers are treated in a non-discriminatory, fair, transparent & just manner. Furthermore, provision of electricity is Fundamental Right for all citizens under Article 9 and 14 of Constitution of Islamic Republic of Pakistan. Non supply of electricity to a citizen, tantamount to deprivation of this Fundamental Right as well as violation of Article 8 of the Constitution which says that any law, custom or usage having the force of law that is inconsistent or abridges a Fundamental Right is void and inoperable.

4. Foregoing in view, the Complainant is advised to approach FESCO in the form of group comprising of concerned residents for electrification process on cost deposit basis. FESCO is directed to provide the desired electricity connections after completion of all the remaining codal formalities, however, no connection shall be provided in areas which have been banned by any court of law or the Civic Agency. Further proceeding 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)

(Naweed Illahi Shaikh)

Convener, Complaints Resolution Committee/
Director General (CAD)

Islamabad, April 08, 2025

