



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

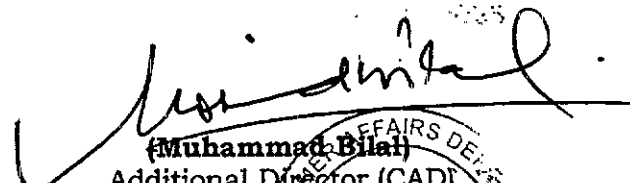
TCD.04/1687-2025
May 05, 2025

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

Subject: **DECISION IN THE MATTER OF COMPLAINT FILED BY MR. MUHAMMAD AMIR
UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION
AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST FESCO
REGARDING HIGHER ESTIMATE OF DEMAND NOTICE**
Complaint No. FESCO-FSD-18352-11-22

Please find enclosed herewith the decision of the NEPRA Complaints Resolution Committee (CRC), dated May 05, 2025 regarding the subject matter for necessary action and compliance.

Encl: As above


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

Copy to:

1. Chief Engineer/Customer Services Director
FESCO, Abdullah Pur, Canal Bank Road, Faisalabad.
2. Director Commercial
FESCO, Abdullah Pur, Canal Bank Road, Faisalabad.
3. Director (Material Management),
FESCO, Abdullah Pur, Canal Bank Road, Faisalabad.
4. Assistant Director,
NEPRA Regional Office, 1st floor, Plaza No. C-6B,
Opposite National Bank, College (Hockey Stadium) Road,
Kohinoor City, Faisalabad
5. Mr. Muhammad Amir
House No. 3024, Street No. 24
Raza Abad, Tehsil & District Faisalabad.
Cell # 0300-9556169



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

Complaint No. FESCO-FSD-18352-11-22

Mr. Muhammad Amir

House No. 3024, Street No. 24,
Raza Abad, Tehsil & District Faisalabad.

..... **Complainant**

VERSUS

Faisalabad Electric Supply Company (FESCO)

Abdullah Pur, Canal Bank Road, Faisalabad.

..... **Respondent**

Date of Hearing:

April 19, 2023
August 10, 2023
November 16, 2023
May 14, 2024

**On behalf of
Complainant:**

- 1) Mr. Muhammad Amir
- 2) Mr. Ahmed Waqas

Respondent:

- 1) Mr. Muhammad Kashif Kaleem Director (MM), FESCO
- 2) Mr. Muhammad Usman Assistant Director (MM), FESCO
- 3) Sardar Muhammad Rasheed SDO (Operation), FESCO
- 4) Mr. Ibrahim SDO (Operation), FESCO

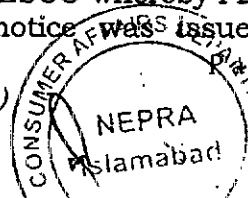
SUBJECT: COMPLAINT FILED BY MR. MUHAMMAD AMIR S/O MUHAMMAD ALI UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST FESCO REGARDING HIGHER ESTIMATE OF DEMAND NOTICE

DECISION

This decision shall dispose of the complaint filed by Mr. Muhammad Amir (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 fact of the case are that NEPRA received a complaint from Mr. Muhammad Amir wherein the Complainant submitted that a 100 kVA transformer installed against his connection was stolen from his premises during May, 2021. Upon request, the Complainant added that, demand notice for 100 kVA transformer amounting to Rs. 669,000/- was issued by FESCO and the same was paid despite being unjustifiably exorbitant and in contrast with the prevailing store price. The matter was taken up with FESCO whereby FESCO vide letter dated January 31, 2023 submitted that demand notice was issued to the

CRC Decision: Mr. Muhammad Amir vs FESCO (FESCO-FSD-18352-11-22)



Complainant amounting to Rs. 6,69,000/- i.e. 60% of prevailing cost of healthy 100 kVA transformer i.e. Rs. 1,115,000/- as per stolen transformer SOPs of FESCO.

3. In order to analyze the matter, a hearing was held at NEPRA Head Office, Islamabad on April 19, 2023 whereby the matter was discussed in detail in attendance of both parties. As a way to further examine the matter, FESCO was directed to provide price bulletin/rate list at time of payment of demand notice by the Complainant i.e. November, 2022. However, the same was not submitted by FESCO despite the lapse of considerable time period and another hearing was held at NEPRA Office, Faisalabad on August 10, 2023 whereby the Complainant reiterated his previous version while FESCO official also repeated its earlier stance and submitted a purchase order for 100 kVA transformer issued by FESCO during October, 2022. In order to finalize the matter, 2 Nos. of subsequent hearings were held on November 16, 2023 & May 14, 2024 at NEPRA Head Office Islamabad in presence of the representatives from the Material Management Department, FESCO and the matter was again deliberated at length.

4. The case has been examined in detail in light of the record made so available by parties, arguments advanced during the hearings and applicable law. Following has been observed:

- i. The Complainant's dedicated transformer having capacity of 100 kVA installed against reference number (24-13225-5505000) was stolen by unknown thieves during May, 2021 from the Complainant's premises of which FIR was also duly registered. Upon approaching FESCO for provision of a new 100 kVA transformer, a demand notice amounting to Rs. 669,000/- i.e. 60% of the cost of healthy 100 kVA transformer i.e. Rs. 1,115,000/- was issued to the Complainant whereupon the Complainant was of the view that the same has been issued in contrast with the prevailing rate of a new 100 kVA transformer during November, 2022 i.e. Rs. 633,920/- of which only 60% i.e. Rs. 380,352/- should be charged as per relevant SOPs. However, the Complainant failed to submit concrete evidence in support of its claim.
- ii. Perusal of the case documents divulges price of a 100 kVA transformer as Rs. 1,114,393/- (including all charges) as of October 19, 2022. Moreover, another documentary evidence submitted by FESCO reveals price of 100 kVA transformer as Rs. 1,115,000/- on November 15, 2022. Record reflects that the Complainant was charged impugned demand notice dated November 21, 2022 amounting to Rs. 669,000/- which does conform to 60% of the actual cost of new 100 kVA transformer i.e. Rs. 1,115,000/-, effective during the relevant period.

5. Foregoing in view, FESCO has rightly issued demand notice for 100 kVA transformer amounting to Rs. 669,000/- as being applicable rate as on November 21, 2022 which was paid by the Complainant. The complaint is disposed of in above terms.

(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, May 05, 2025

