



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.04/1355-2025
April 8, 2025

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

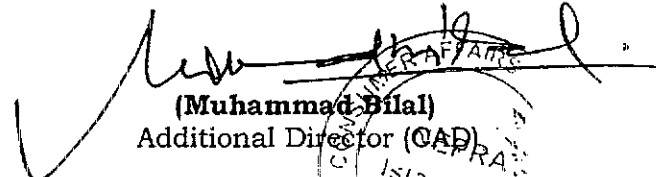
SUBJECT: DECISION IN THE MATTER OF COMPLAINT FILED BY MR. NAUMAN MEHMOOD UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST FESCO REGARDING ILLEGAL ELECTRICITY CONNECTION
Complaint No. **FESCO-FSD-21641-05-23**

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. Nouman Mehmood S/o Mehmood Ahmed
House No. P-103, Street No. 02, Sarfraz Colony,
Near People Colony No. 02, District Faisalabad.
Cell # 0321-9619845.


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



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

Complaint No. FESCO-FSD-21641-05-23

Mr. Nauman Mehmood

House No. P-103, Street No. 02, Sarfraz Colony
Near Peoples Colony No. 02, District Faisalabad.

..... **Complainant**

VERSUS

Faisalabad Electric Supply Company (FESCO)

Abdullah Pur, Canal Bank Road, Faisalabad.

..... **Respondent**

Date of Hearing:

May 31, 2023

January 16, 2025

On behalf of

Complainant:

Mr. Nauman Mehmood

Respondent:

1) Syed Faheem Shah XEN (Operation), FESCO

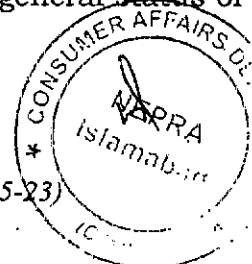
2) Mr. Waqar Ahmed Bhatti SDO (Operation), FESCO

SUBJECT: DECISION IN THE MATTER OF COMPLAINT FILED BY MR. NAUMAN MEHMOOD UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST FESCO REGARDING ILLEGAL ELECTRICITY CONNECTION.

DECISION

This decision shall dispose of the complaint filed by Mr. Nauman Mehmood (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. NEPRA received a complaint from Mr. Nauman Mehmood wherein the Complainant disputed charging of maintenance cost of a common distribution transformer from relevant consumers by FESCO. The matter was taken up with FESCO and a hearing was held on May 31, 2023 at NEPRA Regional Office, Faisalabad in attendance of both the parties. In order to analyze the matter, FESCO was directed to submit requisite information pertaining to status of impugned transformer i.e. No. of provided connections and details of charges levied etc. and the same was, later, submitted by FESCO. Subsequent hearing was held at NEPRA Head Office Islamabad on January 16, 2025 to arrive at informed decision and the matter was again discussed in detail. FESCO through its verbal & written arguments took a plea that charges pertaining to the upkeep of transformer installed since decades ago, are being levied against all the connected consumers on the sharing basis in accordance with the respective sanctioned loads having denied the common/general status of the disputed transformer.



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The case has been examined in detail in light of record made so available by parties, arguments advanced during hearings and applicable law. The conclusion is made as under:

- i. Perusal of the documentary evidence reveals that a total of 35 Nos. of connections, segregated into 16 Nos. of domestic, 8 Nos. of commercial and 11 Nos. of industrial, latest and earliest of which installed during year 2020 and 1996 respectively, having cumulative load of 242 kW, are currently being supplied from impugned 200 kVA transformer, duly sanctioned and installed during the different timelines. The record lacks the information pertaining to original ownership of the transformer. Moreover, it is a recorded fact that the consumers duly connected with the transformer, over the course of past years have been levied with maintenance cost in the event of any malfunction.
 - ii. It has been established that FESCO failed to infer the origin, ownership and timeline for initial installation of the sponsored transformer, however, the same is currently not designated as dedicated for any sole consumer and is also distributing power among group of diverse consumers. The impugned transformer having capacity of 200 kVA is currently catering all the connected load. During the hearing, FESCO officials informed that another 100 kVA transformer is installed nearby and the officials also agreed to shift domestic load currently connected with the impugned transformer to the 100 kVA common distribution transformer already installed in the locality for smooth running of supply to the domestic consumers.
 - iii. Moreover, considering the fact that the impugned transformer was initially installed as dedicated system currently lacking the verified record, none of consumer's are connected with the transformer can be awarded or discriminated with the complete capacity of 200 kVA in due absence of any proof of original owner/sponsorship of the same. Consequent to the above, such non-conformity does provide an informed opportunity and lead to resolution of matter whereby it is of considered approach to treat shared transformer as sponsored dedicated system for all the currently connected industrial connections and as such maintenance and upgrading of the said 200 kVA transformer will be responsibility of the industrial consumers connected with it.
4. Foregoing in view, FESCO is directed to shift all the non-industrial connections to nearby already installed the 100 kVA transformer as already agreed by FESCO. FESCO is also directed to formally conceive the transformer as sponsored dedicated against which any maintenance cost shall be borne by the group of connected industrial consumers on their load basis in future.
5. The Complaint is disposed on above terms.

(Lashkar Khan Qambrani)

Member, Complaints Resolution Committee/
Director (CAD)

(Muhammad Irfan ul Haq)

Member, Complaints Resolution Committee /
Assistant Legal Advisor

(Naweed Ilahi Shaikh)

Convener, Complaints Resolution Committee/
Director General (CAD)

Islamabad, April 08, 2025

