



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.03/695-2025
February 17, 2025

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

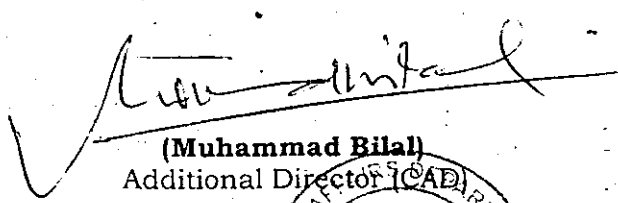
SUBJECT: DECISION IN THE MATTER OF COMPLAINT FILED BY MR. FAHEEM SAFDAR UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST FESCO REGARDING DELAY IN ISSUANCE OF DEMAND NOTICE
Complaint No. FESCO-FSD-44998-10-24

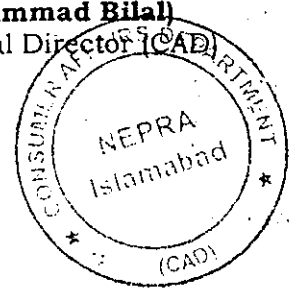
Please find enclosed herewith the decision of the NEPRA Complaints Resolution Committee (CRC), dated February 17, 2025 regarding the subject matter for necessary action and compliance within twenty (20) days.

Encl: As above

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. Assistant Director,
NEPRA Regional Office, 1st floor, Plaza No. C-6B,
Opposite National Bank, College (Hockey Stadium) Road,
Kohinoor City, Faisalabad
4. Mr. Faheem Safdar S/o Muhammad Aslam,
House No. 82, Officer Colony, Khansar Road, District Bhakkar.
Cell # 0333-6849198


(Muhammad Bilal)
Additional Director (CAD)





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

Complaint No. FESCO-FSD-44998-10-24

Mr. Faheem Safdar

House No. 82, Officers Colony, Khansar Road
District Bhakkar.

..... **Complainant**

VERSUS

Faisalabad Electric Supply Company (FESCO)

Abdullah Pur, Canal Bank Road, Faisalabad.

..... **Respondent**

Date of Hearing: January 16, 2025

**On behalf of
Complainant:** Mr. Faheem Safdar

Respondent: Mr. Sohail Kamran XEN (Operation), FESCO

SUBJECT: DECISION IN THE MATTER OF COMPLAINT FILED BY MR. FAHEEM SAFDAR UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST FESCO REGARDING DELAY IN ISSUANCE OF DEMAND NOTICE

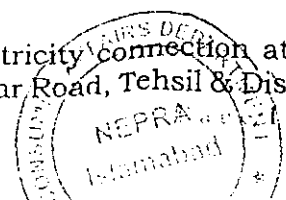
DECISION

This decision shall dispose of the complaint filed by Mr. Faheem Safdar (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 case is that the Complainant requested for provision of electricity connection on cost deposit basis for a commercial premises/medical facility located at Khansar Road, District Bhakkar. As the same was denied by FESCO, the matter was taken up with FESCO whereby FESCO vide letter dated October 25, 2024 submitted on the complaint of the Complainant that the premises whereby connection has been requested by the Complainant, is located within a planned commercial market comprising of 23 Nos. of adjoining shops owned by several persons and application for partial electrification of 4 Nos. of shops within the same market cannot be entertained according to SOPs. FESCO, further submitted that rear end of the Complainant's premises is adjacent with a sponsored colony, complicating the instant matter.

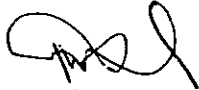
3. Following the hearing held on January 16, 2025 at NEPRA Head Office, Islamabad, the case has been examined in detail in light of the record made so available by parties, arguments advanced during hearing and applicable law. The conclusion is made as under:


- i. The Complainant approached FESCO for provision of electricity connection at his commercial premises on cost deposit basis located at Khansar Road, Tehsil & District




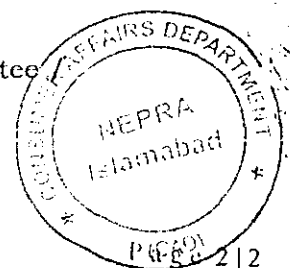
Bhakar. The request for provision of connection was denied by FESCO on pretext of non-eligibility of impugned premises for provision of connection, the same being part of the un-electrified area i.e. a commercial market.

- ii. Perusal of the documentary evidence reveals the Complainant ownership/possession of only 4 Nos. of shops within larger building comprising of approximately 23 Nos. of attached/adjacent shops. 4 Nos. of shops owned by the Complainant cannot be considered as essential/legal part of the building/market for provision of electricity connection despite being conceptualized as structural part of the same.
 - iii. Clause 2.7.4 of Consumer Service Manual (CSM) provides that any Housing Scheme /Society/Colony/Commercial Plaza/High Rise Building/Multistorey 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 the 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.
 - iv. Taking cognizant of the above and considering the established fact that currently no sole proprietor is sponsoring the complete market for electrification and the ownership is already divided amongst several persons. The same derives eligibility for the Complainant to take allowance of the above narrated clauses as the record reflects that the Complainant has already obtained the relevant approvals of building plan and NOC from District Council, Bhakkar in favor of his duly owned shops which satisfy the applicable codal formalities and ensue the provision of electricity connection against approved area i.e. only four Nos. of shops owned by the Complainant.
 - v. According to clause 11(1) of Consumer Eligibility, 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, FESCO is directed to provide the desired electricity connection(s) to the Complainant at his premises on cost deposit basis after completion of all the codal formalities including NOC of civic agency subject to provision of an undertaking to the effect that the electricity supply shall not be extended to other shops. Compliance report be submitted within twenty (20) days, positively.


(Lashkar Khan Qambrani)
Member, Complaints Resolution Committee/
Director (CAD)


(Muhammad Irfan ul Haq)
Member, Complaints Resolution Committee /
Assistant Legal Advisor


(Naweed Illahi Shaikh)
Convener, Complaints Resolution Committee
Director General (CAD)



Islamabad, February 17, 2025