



National Electric Power Regulatory Authority

ISLAMIC REPUBLIC OF PAKISTAN
NEPRA Tower Ataturk Avenue (East),
Sector G-5/1, Islamabad.
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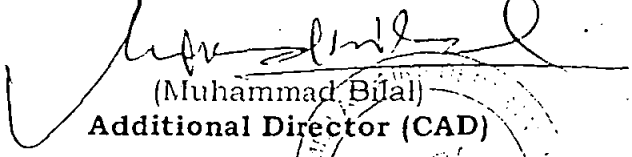
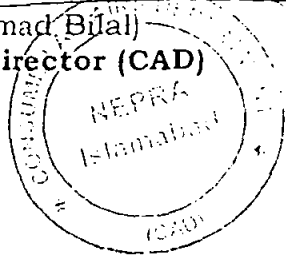
Consumer Affairs Department

TCD 04/1754-2023
May 11, 2023

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. ASIF HUSSAIN, M/S OREAL CERAMICS REGARDING NON-ENERGIZATION OF INDEPENDENT 11KV B-3 CONNECTION APPLICATION NO. 175/B-3/NEW HAVING APPLIED LOAD 4879 KW IN THE NAME OF M/S OREAL CERAMICS BHALWAL**

Please find enclosed herewith decision of the NEPRA Consumer Complaints Tribunal dated May 08, 2023 regarding the subject matter for necessary action and compliance.


(Muhammad Bilal)
Additional Director (CAD)


Copy to:

1. C.E./Customer Services Director, FESCO,
Abdullah Pur, Canal Bank Road, Faisalabad.
2. Chief Engineer (P&D), FESCO, Abdullah Pur,
Canal Bank Road Faisalabad.
3. Director (Commercial), FESCO,
Abdullah Pur, Canal Bank Road, Faisalabad.
4. Mr. Asif Hussain,
Representative Oreal Ceramics Bhera Road, Bhalwal.
Cell: 0300-4852644
5. Mr. Muhammad Javed Ilyas
Chief Executive Officer,
Punjab Industrial Estates Development
& Management Company (PIEDMC),
Commercial Area (North), Sundar Industrial Estate,
Sundar-Raiwind Road, Lahore.
Contact: 042-35297203-6



BEFORE THE
NATIONAL ELECTRIC POWER REGULATORY AUTHORITY
(NEPRA)

Case No. FESCO-NHQ-20394-03-23

Mr. Asif Hussain,
Representative Oreal Ceramics Bhera Road, Bhalwal.
Cell: 0300-4852644

..... **Complainant**

VERSUS

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

..... **Respondent**

Date of Hearing: March 16, 2023

On behalf of

Complainant: Mr. Asif Hussain

PIEDMC: Mr. Farukh Johri, General Manager (T)
Mr. Muneeb Ahmad Dar, Chief Engineer (Electrical)

Respondent: Mr. Muhammad Ramzan, Deputy Director, FESCO

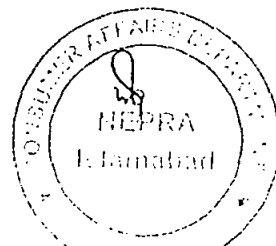
Subject: **DECISION IN THE MATTER OF COMPLAINT FILED BY MR. ASIF HUSSAIN, M/S OREAL CERAMICS REGARDING NON-ENERGIZATION OF INDEPENDENT 11KV B-3 CONNECTION APPLICATION NO. 175/B-3/NEW HAVING APPLIED LOAD 4879 KW IN THE NAME OF M/S OREAL CERAMICS BHALWAL**

DECISION

This decision shall dispose of the complaint filed by Mr. Asif Hussain, representative of Oreal Ceramics (hereinafter referred to as "the Complainant") against Faisalabad Electric Supply Company (hereinafter referred to as the "Respondent" or "FESCO") under Section 39 of NEPRA Act.

2. NEPRA received a complaint from Mr. Asif Hussain dated February 20, 2023 wherein the issue agitated by the Complainant was that their electricity connection is already running from interim source feeder M/s Punjab Industrial Estates Development and Management Company (PIEDMC), Bhalwal Industrial Estate, Bhalwal due to under construction of 132 kV Bhalwal Industrial Estate Grid Station. They applied to FESCO for connection and subsequently FESCO issued approval. In Clause-9 of the approval letter; FESCO directed to provide inspection certificate from PPMC Department regarding inspection of metering panel-whereas the connection/ metering panel has already been inspected by Chief Engineer (Electrical), PIEDMC and inspection certificate was issued accordingly wherein it is mentioned that 11 kV panel is as per specification of WAPDA.

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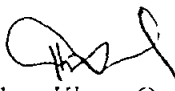


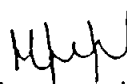
Moreover, FESCO has accepted the S/C 300 mm² 11 kV Cable (0.87 KM) inspection certificate issued by PIEDMC and not accepting the inspection certificate of metering panel issued by the same authority i.e. PIEDMC. The load would be shifted to 132 kV Punjab Industrial Estates Development & Management Co (PIEDMC) Grid Station upon completion/energization of the grid. The Complainant requested to direct FESCO to waive off the condition of installation of 11kV VCB metering panel and its inspection from Chief Engineer (Material inspection); PPMC Department.


3. In order to proceed further a hearing was held on March 16, 2023 wherein the case was discussed in detail. The hearing was attended by representatives of the complainant, PIEDMC and FESCO. During the hearing it was observed that connection of the Complainant is running from interim source feeder of M/s PIEDMC (Bhalwal Industrial Estate Bhalwal). It is pertinent to mention here that in an earlier complaint filed by Bhalwal Industrial Estate regarding non-provision of additional load by FESCO, NEPRA vide letter No. NEPRA/DG(CAD)/TCD-04/3276-80 dated February 28, 2022 directed FESCO to provide required electric supply to PIEDMC in bulk for its utilization only and individual industrialists be provided connection directly by FESCO till energization of grid station of PIEDMC and authorization for distribution of electricity thereto. A connection is already installed and is running through 11 kV panel. FESCO submitted that said metering panel was installed by applicant himself and the same panel cannot be used for new connection without inspection certificate duly issued by Chief Engineer (MI), PPMC, therefore, FESCO issued an office order dated March 18, 2022 whereby FESCO has directed the Complainant to provide/install a new 11kV metering panel and get it inspected through Material Inspection Department PPMC.

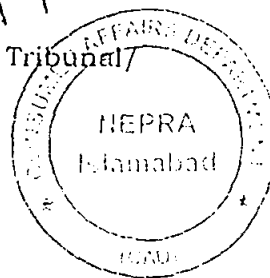
4. From above it has been concluded that connection of the Complainant is already running through PIEDMC on 11 kV independent feeder; therefore, there is no need of a new 11 kV panel which will be wastage of resources. The same 11 kV panel can be utilized subject to its testing by FESCO and PPMC at site. The inspection fee shall be paid by the Complainant.

5. Foregoing in view, FESCO is directed to facilitate the Complainant for inspection of existing 11 kV panel through PPMC and energize the connection after completion of all codal formalities.


(Lashkar Khan Qambrani)
Member Consumer Complaints Tribunal
Director (CAD)


(Moqem ul Hassan)
Member Consumer Complaints Tribunal
Assistant Legal Advisor (CAD)


(Naweed Illahi Shaikh)
Convener Consumer Complaints Tribunal
Director General (CAD)



Islamabad, May 08, 2023