



Registrar

# National Electric Power Regulatory Authority

## Islamic Republic of Pakistan

NEPRA Tower, Attaturk Avenue (East), G-5/1, Islamabad  
Ph: +92-51-9206500, Fax: +92-51-2600026  
Web: www.nepa.org.pk, E-mail: registrar@nepa.org.pk

No. NEPRA/DG(CAD)/TCD-04/4050-4053

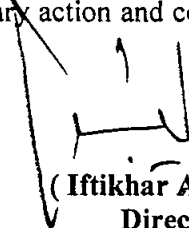
March 15, 2022

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

Subject: **DECISION IN THE MATTER OF COMPLAINT FILED BY MR. AZHAR JAVED UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST FESCO REGARDING DELAY IN PROVISION OF CONNECTION**  
**Case No.FSD-6074-21**

Please find enclosed herewith the Order of the Member (Consumer Affairs) dated March 15, 2022 (03 Pages) regarding the subject matter for necessary action and compliance within thirty (30) days, positively.

Encl: As above

  
15/3/22  
(Iftikhar Ali Khan)  
Director

Copy to:

1. Chief Engineer (CSD, FESCO, Abdullah Pur, Canal Bank Road, Faisalabad.
2. Chief Engineer (P&D), FESCO, Abdullah Pur, Canal Bank Road, Faisalabad.
3. Mr. Azhar Javed, House No. 9, Muhala Garden, Tehsil & District Faisalabad.  
Contact: 0301-8665505



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

**Complaint No. FSD-6074-21**

**Mr. Muhammad Azhar Javed**  
Canal Road, House No. 9,  
Muhala Garden, Tehsil & District  
Faisalabad.

..... **Complainant**

**VERSUS**

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

..... **Respondent**

**Date of Hearing:** November 26, 2021  
December 10, 2021  
February 04, 2021  
February 17, 2021

**On behalf of  
Complainant:**

- 1) Mr. Azhar Javed
- 2) Mr. Hafiz Farhan Ashraf Advocate
- 3) Mr. Qamar-uz-Zaman Hashmi

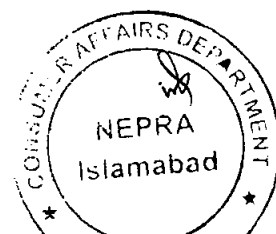
**Respondent:** 1) Mr. Itrat Hussain, Chief Engineer (P&D), FESCO

**Subject:** **DECISION IN THE MATTER OF COMPLAINT FILED BY MR. AZHAR JAVED**  
**UNDER SECTION 39 OF THE REGULATION OF GENERATION,**  
**TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997**  
**AGAINST FESCO REGARDING DELAY IN ELECTRIFICATION OF**  
**ADDITIONAL AREA OF HIS SOCIETY (KHAYABAN-E-MANZOOR)**

**DECISION**

Through this decision, complaint filed by Mr. Azhar Javed, owner of Khayaban-e-Manzoor, Faisalabad (hereinafter referred to as the "Sponsor" or "Complainant" or "Society") against Faisalabad Electric Supply Company Limited (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), is being disposed of.

2. Brief facts of the case are that the Complainant in his complaint submitted that he owns a residential society i.e. Khayaban-e-Manzoor comprising of total 300 Kanal land duly



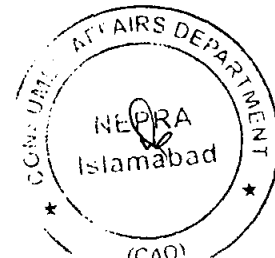
approved by Faisalabad Development Authority (FDA) situated at Jaranwala Road, Faisalabad. The Complainant further submitted that 240.75 Kanal out of 300 Kanal piece of land of the Society has already been electrified by FESCO, however, approval regarding electrification of remaining 59.25 Kanal is pending with FESCO despite fulfillment of all the codal formalities. The Complainant requested to direct FESCO for approval of external electrification of the remaining piece of land i.e. 59.25 Kanal of the Society.

3. The subject matter was taken up with FESCO. In response, FESCO vide a report dated August 06, 2021 stated that the Complainant submitted a new case on September 24, 2020 for electrification of the extension of Khayaban-e-Manzoor having area of 59.25 Kanal, however, provided layout plan approved by FDA for the total area of 300 Kanal pertaining to the whole Society. FESCO further submitted that the Complainant applied for electrification of only 59.25 Kanal of land whereas the sponsor got electrification of 240.75 Kanal prior to approval of layout plan of the Society from FDA. FESCO added that a notice dated July 13, 2021 was also served to the Complainant to apply for the external electrification of the whole Society i.e. total 300 Kanal as per approved layout plan by FDA.

4. The report of FESCO was sent to the Complainant for information/comments whereby the Complainant vide his letter dated June 06, 2021 raised observations over the report of FESCO and stated that FESCO's response is based on mala fide intention and facts have been ignored. In order to probe into the matter, a few hearings were held which were attended by both the parties. During the hearings, the complainant submitted that their society is already energized for the piece of land measuring 240.75 Kanal and they acquired another piece of land of 59.25 Kanal for which electrification is required. FESCO asked the sponsor for provision of revised design book and payment of charges for the whole society on revised load. FESCO replied and submitted that the sponsor had got approval of 300 Kanal land from FDA instead of getting approval of the new piece of land i.e. 59.25 Kanal, therefore, FESCO has asked them for payment of the charges of the whole society.

5. The case has been examined in detail in light of record made so available by both the parties, arguments advanced during the hearing and applicable law. The following has been concluded:

- i. Khayaban-e-Manzoor Housing Society located at Jaranwala Road, District Faisalabad got approval of layout plan comprising of 240.75 Kanal from Faisalabad Development Authority (FDA) during February, 2015 and the same was also approved for external electrification by FESCO having ultimate load of 1013 kW on March 03, 2016. Accordingly the Society was energized against payment of capital cost amounting to Rs. 6,436,471/-.
- ii. Subsequently, the Complainant acquired additional area measuring 59.25 Kanal and applied for approval of revised layout plan of the Society with FDA for the whole area measuring 300 Kanal which was also got sanctioned/approved by FDA during August, 2019. The Complainant submitted design book to FESCO for the extension area of the Khayaban-e-Manzoor i.e. 59.25 Kanal as the remaining area i.e. 240.75 Kanal was already approved and electrified by FESCO.
- iii. FESCO reassessed the load of whole society including the already electrified area as 2308 kW and issued revised estimate on January 14, 2022 on the basis of revised Consumer Service Manual (CSM) whereas earlier electrification of 240.75 Kanal land was already carried out in light of applicable policy of FESCO in vogue.
- iv. Consumer Service Manual (CSM) stipulates that housing societies having ultimate load between 01 MW to 2.5 MW, have to be provided connection through dedicated distribution transformers and payment of actual rehabilitation charges (if any) in case connection is provided from common




11 kV feeder. Further 50 % grid sharing charges including transmission line charges proportionate to load are chargeable.

- v. The subject society is already electrified under the provisions of previous policy prior to revised CSM whereas FESCO has assessed the load of whole society as per the revised Consumer Service Manual (CSM). FESCO should have assessed the load of additional land as the earlier land has already been electrified.
- vi. The load already assessed by FESCO for existing electrified area is final. The load of 59.25 Kanal be assessed on new policy i.e. revised CSM, however, both loads be clubbed to check the requirement of feeder or grid station (if any).
- vii. In a similar case NEPRA vide letter No. NEPRA/DG (CAD)/TCD-07/834-46 dated January 19, 2022 addressed to Hyderabad Electric Supply Co (HESCO) Ltd with copy to all DISCOs including K-Electric, has clarified that if a housing scheme is already approved and later the same is extended by adding additional land then a load of the total land is to be reassessed and accordingly grid sharing charges including transmission line charges and piece of land, if applicable; is to be obtained in accordance with the provisions of CSM. In this case both loads i.e. earlier electrified load and present additional load be clubbed for requirement of feeder or grid.

6. Foregoing in view, FESCO is directed to revise demand notice after assessment of the load for electrification of additional land of the Society i.e 59.25 Kanal in accordance with the relevant provisions of Consumer Service Manual (CSM) after completion of codal formalities. The additional load be clubbed with already approved load i.e. 1013 kW for ascertaining the requirement of dedicated feeder or grid (if any). Compliance report be submitted within thirty (30) days.

Islamabad, March 15, 2022

  
(Rehmatullah Baloch)  
Member (Consumer Affairs)  
