



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.04/2220-2025
May 30, 2025

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

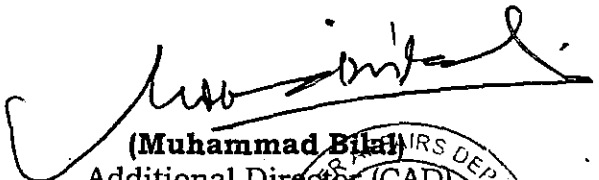
SUBJECT: DECISION IN THE MATTER OF COMPLAINT FILED BY MR. MUHAMMAD NAUMAN SHAHID & OTHERS UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST FESCO REGARDING ELECTRIFICATION.
Complaint No. **FESCO-FSD-43080-08-24**

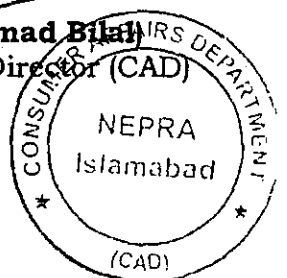
Please find enclosed herewith the decision of the NEPRA Complaints Resolution Committee (CRC), dated May 30, 2025 regarding the subject matter for necessary action and compliance.

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. Additional Director (CAD),
NEPRA Regional office, 1st floor, Plaza No. C-6B,
College Hockey Stadium Road, Koh-i-Noor City, Faisalabad.
4. Mr. Muhammad Nauman Shah
Raja Ghazanfar Ali Khan Colony, Jaranwala Road,
Near Central Jail, District Faisalabad.
Cell # 0300-6668632


(Muhammad Bilal)
Additional Director (CAD)





BEFORE THE
NATIONAL ELECTRIC POWER REGULATORY AUTHORITY
(NEPRA)

Complaint No. FESCO-FSD-43080-08-24

Mr. Muhammad Nauman Shahid & Others
Raja Ghazanfar Ali Khan Colony, Jaranwala Road
Tehsil & District Faisalabad.

..... **Complainant**

VERSUS

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

..... **Respondent**

Date of Hearing: February 26, 2025

On behalf of
Complainant: Mr. Muhammad Nauman Shahid

Respondent: Mr. Tahir Maqsood, XEN, (Operation), FESCO

SUBJECT: DECISION IN THE MATTER OF COMPLAINT FILED BY MR. MUHAMMAD NAUMAN SHAHID & OTHERS UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST FESCO REGARDING ELECTRIFICATION.

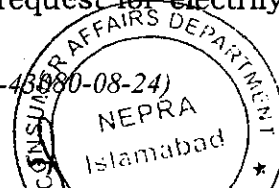
DECISION

This decision shall dispose of the complaint filed by Mr. Muhammad Nauman Shahid (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 facts of case are that NEPRA received a complaint wherein the Complainant requested to direct FESCO to electrify Raja Ghazanfar Ali Khan Labor Colony at the resident's expense. The colony i.e. Raja Ghazanfar Ali Khan Labor Colony, to be sponsored by residents as its governing governmental body i.e. Workers Welfare Board has denied the sponsorship for the said electrification. The matter was taken up with FESCO whereby FESCO vide a letter dated September 11, 2024 stated that there is no existing HT/LT line in the area, the Complainant is required to apply for electrification of the Colony as per the SOPs.

3. In order to analyze matter, a hearing was held at NEPRA Head Office, Islamabad and the matter was discussed at length. The case has been examined in detail in light of record made so available by parties, arguments advanced during hearing and applicable law. The conclusion is made as under:

- i. The matter fundamentally pertains to electrification of a labor colony i.e. Raja Ghazanfar Ali Khan located at Jaranwala Road, Tehsil and District Faisalabad whereby FESCO has denied the Complainant's request for electrifying the colony.

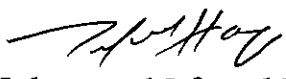


Considering the current site conditions and population, the Complainant proposed electrifying only the populated area of the colony, as the project is to be funded through limited contributions from the residents.

- ii. Clause 2.7.4 of the Consumer Service Manual (CSM) provides that if 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 prospective consumers proportionate to their load. However, codal formalities for provision of connection in such cases must be observed. 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.
 - iii. Taking cognizant of the above and considering the established fact that currently no entity/person is sponsoring the complete Abadi for electrification and the plots are owned by several persons, derives eligibility for the area to be electrified as per the above mentioned clauses of CSM. The society has been devolved by Government of Punjab, however, it lacks basic facility of electricity supply.
 - iv. According to clause 11(1) of NEPRA Consumer Eligibility Criteria (Electric Power Distribution) Regulations, 2022 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, the Complainant is advised to approach FESCO in the form of group comprising of concerned residents for electrification process on cost deposit basis. FESCO is directed to provide desired electricity connections after completion of all the codal formalities, however, no connection shall be provided in areas which have been banned by any court of law or the Civic Agency. Further proceeding in the matter are being closed by this office.


(Lashkar Khan Qambrani)

Member, Complaints Resolution Committee/
Director (CAD)


(Muhammad Irfan ul Haq)

Member, Complaints Resolution Committee /
Assistant Legal Advisor (CAD)


(Naveed Illahi Shaikh)

Convener, Complaints Resolution Committee /
Director General (CAD)

Islamabad, May 30, 2025

