



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.04/13302025
October 08, 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. BILAL YASEEN
UNDER SECTION 39 OF THE REGULATION OF GENERATION,
TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997
AGAINST FESCO REGARDING EXTENSION OF LOAD (REF 13-13421-
1383101).**

Complaint No. FESCO-FSD-53268-04-25

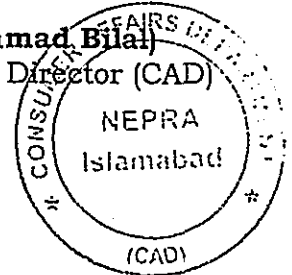
Please find enclosed herewith the decision of the NEPRA Complaints Resolution Committee (CRC), dated October 08, 2025 regarding the subject matter for necessary action and compliance.

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. Incharge NEPRA Regional office,
1st floor, Plaza No. C-6B,
College Hockey Stadium Road, Koh-i-Noor City, Faisalabad.
4. Mr. Bilal Yaseen
House No. 52/A, Street No.2,
Nawab Colony, District Sargodha.
Cell # 0303-7704615.

(Muhammad Bilal)
Additional Director (CAD)



(For follow up please.)



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

Complaint No. FESCO-FSD-53268-04-25

Mr. Bilal Yaseen

House No. 52/A, Street No. 02,
Nawab Colony, Tehsil & District Sargodha.

..... **Complainant**

VERSUS

Faisalabad Electric Supply Company (FESCO)

Abdullah Pur, Canal Bank Road, Faisalabad.

..... **Respondent**

Date of Hearing:

July 22, 2025

September 10, 2025

On behalf of

Complainant:

Mr. Bilal Yaseen

Respondent:

Mr. Abrar Ahmed S.E (Operation), FESCO

Mr. Haroon Ahmed XEN (Operation), FESCO

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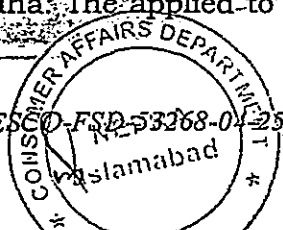
DECISION

This decision shall dispose of the complaint filed by Mr. Bilal Yaseen (hereinafter referred to as the "Complainant") against Faisalabad Electric Supply Company (hereinafter referred to as the "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 the case are that NEPRA received a complaint from the Complainant wherein it was submitted that the complainant applied for the extension of load but FESCO has refused by stating that an independent transformer is required for the extension of load. The matter was taken up with FESCO whereby FESCO vide a letter dated May 08, 2025 submitted that the complainant is being provided the supply from a 200 kVA transformer near Khan Car Wash, Nawab Colony, Sargodha, that is already overloaded with 253 connections and a sanctioned load of 653 kW. Since the transformer is operating at full capacity, the complainant's request for load extension for net-metering is not feasible. In order to analyze the matter, hearings were held at NEPRA Head Office, Islamabad which were attended by both the parties wherein the matter was discussed in detail.

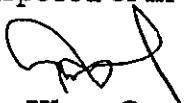
3. The case has been examined in detail in light of the record made so available by parties, arguments advanced during the hearing, and applicable law. Following has been observed:

- i. The Complainant is having a residential connection installed against reference number (13-13421-1383101) located at House No. 52/A, Street No. 02, Nawab Colony, Tehsil & District Sargodha. The applied to FESCO for extension of load for



net-metering, however, the same was refused by FESCO due to overloaded transformer.

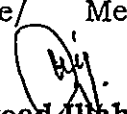
- ii. Perusal of the documentary evidence reveals that the Complainant has installed the net-metering connection in June, 2024 with sanction load of 5 kW, and (DG) facility of 5.85 kW. Subsequently, the complainant increased the DG facility from 5.85 KW to 10.5 KW and applied to FESCO for extension of load which was not provided by FESCO.
 - iii. The analysis of FESCO's response vide letter No. 23918/NEPRA dated May 08, 2025 reveals that the transformer with which the complainant is connected is already overloaded i.e. 653 kW (sanctioned load) has been approved by FESCO against 200 kVA transformer in violation of provisions of Consumer Service Manual (CSM). The Consumer Service Manual (CSM) provides that the load capacity of transformer shall be 80%. It is noteworthy that the provision of electricity up to 20 kW to a residential connection through a common distribution transformer is the responsibility of FESCO as per provisions of CSM.
 - iv. Section 21.2. (b) of NEPRA Act provides that "The licensees shall be responsible to provide distribution service within its service territory on a non-discriminatory basis to all the consumers who meet the eligibility criteria laid down by the authority".
 - v. Regulation 4 of NEPRA Eligibility Criteria (Distribution Licensees) Regulations, 2022 stipulated that "If an extension or reinforcement is required to be made in the Common Distribution System within the service territory of the licensee in order to provide an applicant the electricity connection as per regulation 3 of these regulations, the licensee shall carry out the required extension or reinforcement at its own cost in accordance with its investment program approved by the Authority".
 - vi. Regulation 11 of NEPRA Eligibility Criteria Regulations stipulates that "1) a distribution licensee shall ensure that all applicants and consumers are treated in a non-discriminatory, fair, transparent and just manner.
 - vii. The arguments advanced by FESCO against the dispute of extension of load is invalid in accordance with the relevant clauses of CSM and Eligibility Criteria Regulations, as mentioned above.
4. Foregoing in view, FESCO is directed to provide extension of load to the complainant from 5 kW to 7 kW. Moreover, proposal for provision of additional transformer or augmentation of the existing transformer be carried out by FESCO on its own cost on immediate basis for better service delivery. FESCO is further directed to take departmental action against the concerned officials/officers under FESCO service rules who provided/sanctioned connections over and above the loading capacity of the transformer. The Complaint is disposed of in above terms.


(Lashkar Khan Qambrani)

Member, Complaints Resolution Committee/
Director (CAD)


(Muhammad Irfan ul Haq)

Member, Complaints Resolution Committee/
Assistant Legal Advisor


(Naveed Illahi Shaikh)

Convener, Complaints Resolution Committee/
Director General (CAD)

Islamabad, October 18, 2025

