National Electric Power Regulatory Authority
ISLAMIC REPUBLIC OF PAKISTAN
NEPRA Head Office
Ataturk Avenue (East) Sector G-5/1, Islamabad.
Ph:051-2013200, Fax: 051-2600021

Consumer Affairs Department

TCD 01/ 889 -2025
February 27, 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. SULTAN MEHMOOD SHEIKH ON BEHALF OF MR. MUHAMMAD ISMAIL UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST FESCO REGARDING RESTORATION OF ELECTRICITY CONNECTION (REF # 05-13121-0400200-U & 05-13121-0400300-U)**
FESCO-NHQ-29509-10-23

Please find enclosed herewith the decision of the NEPRA Complaints Resolution Committee (CRC), dated February 27, 2025 regarding the subject matter for necessary action and compliance within fifteen (15) days.

(Muhammad Bilal)
Additional Director (CAD)
NEPRA
Islamabad
CONSUMER AFFAIRS DEPT
(CAD)

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. Sultan Mehmood Shaikh
   (On behalf of Mr. Muhammad Ismail),
   Bhura Gali, Amin Pur Bazar, Faisalabad.
   Cell: 0341-7609394

BEFORE THE

NATIONAL ELECTRIC POWER REGULATORY AUTHORITY

(NEPRA)

Complaint No. FESCO-NHQ-29509-10-23

Mr. Sultan Mehmood Shaikh ..... **Complainant**
(On behalf of Mr. Muhammad Ismail),
Bhura Gali, Amin Pur Bazar, Faisalabad.

VERSUS

Faisalabad Electricity Supply Company (FESCO) ..... **Respondent**
Abdullah Pur, Canal Bank Road, Faisalabad.

Date of Hearing:
1) November 14, 2023
2) January 09, 2024
3) February 06, 2024
4) March 05, 2024
5) August 22 2024
6) October 01, 2024

On behalf of Complainant:
1) Sultan Mehmood

Respondent:
1) Mr. Makhdoom Ali SDO (Operation), FESCO
2) Mr. Shahzada Sami Ullah Revenue Officer (RO), FESCO

Subject: **DECISION IN THE MATTER OF COMPLAINT FILED BY MR. SULTAN MEHMOOD SHEIKH ON BEHALF OF MR. MUHAMMAD ISMAIL UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST FESCO REGARDING RESTORATION OF ELECTRICITY CONNECTION (REF# 05-13121-0400200 & 05-13121-0400300)**

DECISION

This decision shall dispose of the complaint filed by Mr. Sultan Mehmood Shaikh on behalf of Mr. Muhammad Ismail (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. NEPRA received a complaint from Mr. Sultan Mehmood Shaikh wherein the Complainant submitted that FESCO illegally charged difference of tariff as commercial against his domestic connection bearing reference No. 05-13121-0400200 whereas another connection under A-2 commercial supply is separately installed at the premises under reference No. 05-13121-0400300. The Complainant added that FESCO charged 5408 units during the month of July 2022 against the electricity connection bearing reference No. 05131210400200 and the said connection was disconnected by FESCO without any justification. Moreover, the connection bearing reference No. 05131210400300 was also disconnected during the month of December, 2022, therefore, the Complainant requested for restoration of both the connections and withdrawal of 5408 units and correction of bills charged on account of difference of tariff.

3. Accordingly the matter was taken up with FESCO and various hearings were held at NEPRA Head Office, Islamabad wherein the matter was discussed in detail. The case has been analyzed in the light of arguments advanced by the parties, documents placed on record and applicable law. Following has been observed:

(i) Two separate connections are installed at the premises P-189 Bhora Gali, Faislabad for different portions against reference No. 05131210400200 and 05131210400300 under sanctioned load 1 kW and 3 kW. During the hearing, FESCO submitted that the Complainant applied for change of Tariff from domestic to commercial against reference No. 05131210400200, however, the same lacks evidence/proof. At no point FESCO was able to establish any commercial activity at the premises and could not put on record any tangible evidence to support its claim of the connection being commercial. Therefore, bill issued on account of difference of tariff is not justified. Permanent and present address on CNIC of the Complainant shows that the premises is residential and the same is affirmed from the documents of Punjab Revenue Board, beside the pictorial evidence submitted by the Complainant.

(ii) FESCO declared that premises is being used for commercial activities, therefore, tariff category of domestic connection installed against reference No. 05131210400200 was changed from domestic (A1) to commercial (A2), therefore, the Complainant was charged a bill on account of difference/misuse of tariff, however, it has been observed that the said connection is being used for domestic purposes.

(iii) FESCO charged 5408 units during the month of July, 2022 against reference number 05-13121-0400300 on account of defective meter, however, no break-up/details as well as M&T report were provided and these units have been charged in lump sum. Therefore, the same are required to be charged on average basis.

(iv) Moreover, claim of compensation (if any) in lieu of any damages (mental/physical/financial etc.) does not fall under the purview of NEPRA, therefore, the Complainant may approach relevant court of law for the same.

4. Foregoing in view, FESCO is directed to withdraw the detection bills charged on account of difference of tariff against reference No. 05-13121-0400200 being devoid of merits. Moreover, 5408 units charged against reference No. 05-13121-0400300 for the month of July, 2022 be revised on average basis i.e. average consumption of last eleven months or consumption in corresponding month of previous year (July 2021) whichever is higher. FESCO is further directed for restoration of electricity supply of the Complainant's both connections subject to payment applicable RCO fee (if applicable as per CSM) and bill for actual consumption. Moreover, claim of the Complainant for compensation (if any) in lieu of any damages (mental/physical/financial etc.) does not fall under the purview of NEPRA, therefore, the Complainant may approach relevant court of law for the same.

5. Compliance report be submitted within fifteen (15) days.

(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)

NEPRA Islamabad

Islamabad, February 27, 2025