



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.04/332-2026
January 20, 2026

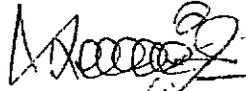
Chief Executive Officer,
Faisalabad Electric Supply Company (FESCO),
Abdullah Pur, Canal Bank Road, Faisalabad.

SUBJECT: DECISION IN THE MATTER OF COMPLAINT FILED BY MR. JAVEED IQBAL CHEEMA UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST FESCO REGARDING DELAY IN ISSUANCE OF DEMAND NOTICE.

Complaint No. FESCO-NHQ-63058-10-25

Please find enclosed herewith the decision of the NEPRA Complaints Resolution Committee (CRC), dated January 20, 2026 regarding the subject matter for necessary action and compliance.

Encl: As above


(Muhammad Abid)
Deputy Director (CAD)

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. Mr. Javeed Iqbal Cheema
House No. 426, Street No. 16, Block A,
Media Town, Islamabad.
Cell # 0300-8566682.



BEFORE THE
NATIONAL ELECTRIC POWER REGULATORY AUTHORITY
(NEPRA)

Complaint No. FESCO-NHQ-63058-10-25

Mr. Javed Iqbal Cheema,

House No. 426 Street No. 16, Block A,

Media Town, Islamabad.

Cell # 0300-8566682

..... Complainant

Versus

Faisalabad Electric Supply Company (FESCO),

Abdullah Pur, Canal Bank Road, Faisalabad.

..... Respondent

Hearing(s):

November 18, 2025

On Behalf of the Complainant:

Mr. Javed Iqbal Cheema

On Behalf of Respondent/ FESCO:

Engr. Sheharyar, XEN (Operation), Darya.Khan

Subject: DECISION IN THE MATTER OF COMPLAINT FILED BY MR. JAVED IQBAL CHEEMA UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST FESCO REGARDING DELAY IN ISSUANCE OF DEMAND NOTICE.

This decision shall dispose of the complaint filed by Mr. Javed Iqbal Cheema R/o Chak No. 178 TDA, Tehsil Darya Khan, District Bhakkar (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. The Complainant in his complaint submitted that he applied for electricity connection at FESCO Darya Khan in April 2022, but the department officials intentionally rejected it and "lost" his file because he refused to pay illegal gratification. The Complainant further added that the staff manipulated the record by changing the distance of his house from 420 feet to 1,420 feet to justify the rejection. Despite submitting a second application in late 2024, the department further delayed the process and eventually created a third "fake" application in August 2025 without his knowledge. This resulted in a fraudulent Demand Notice of Rs. 219,000/-, which is significantly higher than the original estimate of Rs. 40,000/- issued in the year 2022. The complainant has requested a new Demand Notice based on his original application and the rates applicable at that time.

3. The matter was taken up with FESCO for submission of report. In response, FESCO submitted that the complainant's first application was rejected in the year 2022 because a site survey found only two shops and no residential house, making it ineligible for a domestic connection. A second application in the year 2024 was approved after a room was found constructed behind the shops; however, the complainant failed to pay the resulting Demand Notice of Rs. 219,103. This led to

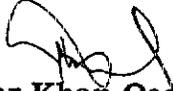
the generation of a third application and a new notice for the same amount in August 2025. FESCO termed the bribery allegations as "fabricated," they officially admitted that the complainant's original file was misplaced and have started disciplinary action against the responsible official. Consequently, FESCO has rejected the request for application of rates in vogue in the year 2022, maintaining that the site was not a residence at that time.

4. A hearing was also conducted on November 18, 2025 which was attended by both the parties i.e. FESCO & the Complainant wherein the issue was discussed in detail.

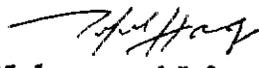
5. During the hearing, the Complainant submitted that the house was constructed in the year 2019. He applied for electricity connection in April 2022, but FESCO rejected the application. The Complainant further submitted that the distance of his house from pole was 420 feet however, FESCO showed 1420 feet to justify the rejection. The Complainant submitted a second application on December 31, 2024 for new connection. FESCO processed a third application in August 2025 at its own which was termed by the Complainant as "fake". This resulted in issuance of another Demand Notice of Rs. 219,000/-, which is significantly higher. FESCO failed to provide documentary evidence regarding submission of application by the applicant in August, 2025.

6. According to Clause 2.4.1 of Consumer Service Manual (CSM), the application for new electricity connections will be processed and sanctioned as per the provisions of Consumer Eligibility Criteria. Moreover, time frame in Consumer Service Manual (CSM) for new connections for issuance of demand notice is ten (10) days for load upto 15 kW. FESCO rejected the application of the Complainant. The Complainant could not provide any evidence that he approached FESCO again soon after rejection of the application. The Complainant again applied for connection on December 31, 2024. In view of the said, penalizing the Complainant through revised demand notice as of August, 2025 is unwarranted and the same is not liable to be paid by the Complainant. However, the Complainant is liable to pay demand notice as per rates applicable as on December 31, 2024.

7. Foregoing in view, FESCO is directed to issue demand notice as per rates applicable as on December 31, 2024 and disciplinary action be taken against the delinquent officials for the delay and misplacement of initial application of the Complainant. 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


(Naweed Illahi Shaikh)

Convener, Complaints Resolution Committee/
Director General (CAD)

Islamabad, January 26, 2026

