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

4370
TCD.04/ -2026
November 05, 2026

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

SUBJECT: DECISION IN THE MATTER OF REVIEW MOTION FILED BY MR. ATIQ UR REHMAN AGAINST THE DECISION OF NEPRA COMPLAINTS RESOLUTION COMMITTEE (CRC) DATED JULY 31, 2026 UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST FESCO REGARDING ELECTRIFICATION.
Complaint No. **FESCO-FSD-61071-09-25**

Please find enclosed herewith the decision of the NEPRA Complaints Resolution Committee (CRC), dated November 05, 2026 regarding the subject matter for necessary action and compliance.

Encl: As above

(Ubaid Khan)
Deputy Director (CAD)
NEPRA
Islamabad
CONSUMER AFFAIRS DEPARTMENT
(CAD)

Copy to:

1. GM (Commercial & Customer Services)
   FESCO, Abdullah Pur, Canal Bank Road, Faisalabad.
2. Chief Engineer (Planning)
   FESCO, Abdullah Pur, Canal Bank Road, Faisalabad.
3. Director Customer Services
   FESCO, Abdullah Pur, Canal Bank Road, Faisalabad.
4. Incharge NEPRA Regional office,
   1st floor, Plaza No. C-6B,
   College Hockey Stadium Road, Koh-i-Noor City, Faisalabad.
5. Mr. Atiq ur Rehman
   R/o Yousaf Town (49 Tail), District Sargodha.
   Cell # 0304-8509007.

BEFORE THE
NATIONAL ELECTRIC POWER REGULATORY AUTHORITY

Motion for leave for review in Complaint No. FESCO-FSD-61071-09-25

Mr. Atiq ur Rehman ..... **Petitioner**
Yousaf Town (49-Tail), District Sargodha.

VERSUS

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

Date of Hearing: October 22, 2026

On behalf of Petitioner: Mr. Atiq-ur-Rehman

Respondent: Mr. Zahid Abbas SDO (ELR), FESCO

SUBJECT: **DECISION IN THE MATTER OF REVIEW FILED BY MR. ATIQ-UR-REHMAN AGAINST DECISION OF NEPRA CRC UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST FESCO REGARDING ELECTRFICATION**

DECISION

Through this decision a review filed by Mr. Atiq ur Rehman (hereinafter referred to as the "Petitioner" or "Complainant") against decision of Complaints Resolution Committee dated August 31, 2026 in the matter of complaint filed 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"), is being disposed of.

2. Brief of case is that the Complainant requested for electrification of a residential area i.e. Yousaf Town located at 49-Tail, District Sargodha of which lay out plan was approved by FESCO and demand notice was also issued by FESCO during the year 2005. The Complainant was of the view that delaying tactics are being employed by FESCO for the provision of connections despite completion of all formalities. The matter was taken up with FESCO whereby FESCO submitted that following the approval of external electrification of Yousaf Town by FESCO during the year 2004 and payment of relevant demand notice by the sponsor/Complainant, the scope of work was not completely executed due to public hindrance caused at proposed site. FESCO further apprised that, subsequently, upon the application of Complainant, another revised estimate was also issued by FESCO for payment which was not deposited by the Complainant, leading to the cancellation of job order and inducing fresh application for approval of external electrification at this stage.

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3. In order to analyze matter, a hearing was held at NEPRA Head Office, Islamabad wherein the matter was discussed in detail. During the hearing, the Complainant argued that the electrification is pending on part of FESCO against the already paid demand notice while the approval of Lay out plan and NOC are already granted by Cantonment Board, Sargodha. FESCO official reiterated its arguments and the matter remained disputed due to conflicted position of both the parties.

4. The case was examined in detail in light of record made so available by parties, arguments advanced during hearings and applicable law. The following was concluded:

i. External electrification of Yousaf Town was approved by FESCO during the year 2004 and demand notice amounting to Rs. 599,140/- was issued by FESCO which was duly paid by the sponsor during the year 2005. Subsequently, the partial material including HT, LT poles etc. were drawn from the material store, however, the same were not installed by FESCO at the site on the pretext of creation of public hindrance, thus, revoking right of way. Later on, the relevant job order was cancelled by FESCO on the above noted discrepancy and requirement for fresh new application for electrification & NOC from the concerned civic agency i.e. Cantonment Board, Sargodha was raised by FESCO. During the year 2022, NOC for the provision of electricity connection within Yousaf Town was also issued by Cantonment Board, Sargodha.

ii. After payment of the relevant demand notice, FESCO was responsible to complete required electrification within prescribed time period, however, in the instant case, electrification lacked execution and the same case was, later, cancelled by FESCO. FESCO based its understanding on argument that Yousaf Town was not electrified due to right of way issues. As per the clause 14.5 of Consumer Service Manual (CSM), right of way shall be the responsibility of the applicant/consumer. Based on the above narration, onus for such delay cannot be put completely upon FESCO as the sponsor/Complainant cannot be absolved of his responsibilities as per CSM.

iii. According to Regulation 11 (1) of NEPRA Consumer Eligibility Criteria (Distribution Licensee) Regulations, 2022, DISCO 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.

5. Foregoing in the view, the Complainant was advised to approach FESCO for fresh electrification process of Yousaf Town and FESCO was directed to process the case subject to completion of all the codal formalities including verification of the NOC issued by the concerned civic agency. Further, already paid demand notice amounting to Rs. 599,140/- was to be adjusted against current estimate of electrification. However, being aggrieved with the decision of NEPRA Complaints Resolution Committee (CRC), the Petitioner filed a motion for leave for review and inter alia reiterated initial arguments & requested re-examination of the matter, however, no new facts were presented by the Petitioner in the matter.

6. The motion for leave for review filed by the Petitioner was considered and a hearing was held at NEPRA Head Office, Islamabad wherein the matter was discussed in attendance of both the parties. The matter has been reviewed in light of the record made so available by the parties and arguments advanced during the hearing & applicable documents. After detailed deliberation, the motion for review is being disposed of in the following terms:

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7. It is an established fact that external electrification of Yousaf Town was approved by FESCO during the years 2004 and accordingly demand notice issued by FESCO was also paid by the sponsor during the year 2005. According to FESCO, the required work was not completed due to right of way issues and later, the approval was cancelled by FESCO. Further, it is on record that the Complainant also did not approach any competent forum for the extraordinary period during which the work remained pending and also did not present any argument/evidence to this office pointing towards misconduct or mala fide of FESCO for delay in execution of work. As the provision of right of way is the responsibility of the sponsor, therefore, FESCO is not responsible for delay.

8. As explained above, the electrification work of Yousaf Town during the year 2004 was already approved wherein society was considered eligible by FESCO for the electrification on cost deposit basis. However, in the interest of justice, the electrification work if now requested by the Complainant shall be executed at the currently applicable rates.

9. A motion seeking review of any order is competent only upon the discovery of new and important matter of evidence or on account of some mistake or error apparent on the face of record. The perusal of the decision sought to be reviewed clearly indicates that all the material facts and representations made were examined in detail and there is neither any occasion to amend the impugned decision nor any error inviting indulgence, as admissible in law, has been pointed out. Therefore, we are convinced that the review would not result in withdrawal or modification of the impugned decision.

10. Foregoing in view, the decision of the Complaints Resolution Committee (CRC) dated August 31, 2026 is upheld. The review motion 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 (CAD)

(Naweed Illahi Shaikh)
Convener, Complaints Resolution Committee /
Director General (CAD)

05/11/26

Islamabad, November 05 , 2026