



National Electric Power Regulatory Authority Islamic Republic of Pakistan

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OFFICE OF THE
REGISTRAR

No. NEPRA/R/D(CAD)/TCD.02/ 5696-93


April 16, 2015

Chief Executive Officer
Islamabad Electric Supply Company Ltd.
Street No. 40, Sector G-7/4,
Islamabad

Subject: **DECISION IN THE MATTER OF COMPLIANT FILED BY MS. SADDIQA BIBI D/O ZULFIQAR ALI UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST IESCO REGARDING CORRECTION OF BILL AND REPLACEMENT OF METER (AC # 03 14123 0383700) –**
Complaint # IESCO-143/2014

Please find enclosed herewith the decision of NEPRA dated April 15, 2015, regarding the subject matter, for necessary action and compliance within thirty (30) days of receipt of this decision.

Encl:/As above


16/4/15
(Jftikhar Ali Khan)
Deputy Registrar

Copy to:

1. C.E./Customer Service Director
Islamabad Electric Supply Company Ltd.
Street No. 40, Sector G-7/4, Islamabad
2. Ms. Saddiqa Bibi D/o Zulfiqar Ali
First Floor, House No. 433, Street No. 2,
G-9/3, Islamabad



BEFORE THE
NATIONAL ELECTRIC POWER REGULATORY AUTHORITY
(NEPRA)

Complaint No: IESCO-143-2014

Ms. Saddiqa Bibi D/o Zulfiqar Ali **Complainant**
First Floor, House No. 433,
Street No. 2, Sector G-9/3, Islamabad.

Versus

Islamabad Electric Supply Company (IESCO) **Respondent**
Street No. 40, Sector G-7/4,
Islamabad.

Date of Decision: April 15, 2015

Date of Hearings: 1st December 2014
22nd January 2015

On behalf of:

Complainant: 1) Ms. Saddiqa Bibi
2) Ch. Abdul Khalid, Advocate

Respondent: Syed Mohsin Raza Gillani, XEN (Division 2) Islamabad.

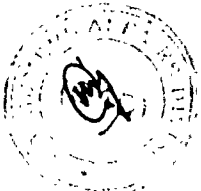
Subject: **DECISION IN THE MATTER OF COMPLAINT FILED BY MS. SADDIQA BIBI D/O ZULFIQAR ALI UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST IESCO REGARDING CORRECTION OF BILL AND REPLACEMENT OF METER (AC # 03 14123 0383700)**

DECISION

This decision shall dispose of the complaint dated 9th July 2014 filed by Ms. Saddiqa Bibi D/o Zulfiqar Ali (hereinafter referred to as the "Complainant") against Islamabad Electric Supply Company (hereinafter referred to as the "Respondent" or "IESCO") under Section 39 of the Regulation of Generation, Transmission and Distribution of Electric Power Act, 1997.

2. The Complainant, in her complaint, stated that she is running a small educational set-up in a rented premises since June 2010. On 1st December 2013, electricity meter was changed and even after that, IESCO was issuing bills without taking meter reading. In June 2014, she suddenly received a bill amounting to Rs. 247,266/-. She further stated that the new meter is faulty and her consumption record can also be checked. She has requested for correction of her electricity bill and replacement of the meter.

3. The matter was taken up with IESCO for submission of parawise comments. In response, IESCO vide its letter dated 11th September 2014 reported that the matter was investigated and it has been observed



that single-phase defective meter installed at the Complainant's premises was replaced on 11th December 2013, however, the concerned Line Superintendent fed the Meter Change Order (MCO) in May 2014. Due to his slackness, the consumer was charged 10109 units accumulative; however, disciplinary action is being taken against the Line Superintendent. Further, to redress the grievance of the Complainant, 671 units (i.e. double charges due to non-feeding of MCO) have been withdrawn and credit of Rs. 57,100/- (including LPS) has been given to the consumer vide Adjustment Note dated 5th September 2014. Further, the consumer is not running an educational institute, rather she has established a 'Student Visa Processing Office' and as such, tariff A-2(I) is correctly applicable.

4. The report of IESCO was sent to the Complainant for information/comments. In response, the Complainant vide her letter dated 3rd October 2014 raised observations on the report of IESCO. The Complainant stated that IESCO's stand-point regarding use of electricity is wrong, fabricated and totally unacceptable and that their electricity was disconnected not because of their fault but because of wrong billing on part of IESCO. She requested for issuance of realistic bill along with restoration of electricity supply and installation of correct meter.

5. To probe further into the matter, a hearing was held on 1st December 2014 at NEPRA Head Office, Islamabad which was attended by both the parties who argued over the case on the basis of their written submissions. During the hearing, IESCO representatives were directed to provide some additional information/documents w.r.t. billing history of the Complainant, copy of MCO, copy of M&T report, detail of outstanding dues, etc for further processing of the case/complaint. In response, IESCO vide its letter dated 2nd January 2015 submitted the desired information which was deemed as incomplete. Another hearing in this regard was held on 22nd January 2015 which was attended by both the parties who reiterated their earlier submissions. Further, during the hearing, the Complainant informed that due to excessive/abnormal billing, she could not pay the bill and her premises was disconnected by IESCO and meter was removed from site on 28th July 2014; however, she received bill to the tune of 1563 units for the month of August 2014 despite the fact that there was no electricity supply at the premises.

6. Subsequent to the hearing, some additional information was sought from IESCO vide this office's letter dated 27th January 2015 with respect to receipt of meter from store and its issuance for installation at the Complainant's premises. IESCO was also directed to set-aside the disputed amount and issue current bills to the Complainant till final decision in the matter by NEPRA and restore connection at the Complainant's premises. In response, IESCO vide its letter dated 13th February 2015 submitted the required information and reported that connection at the Complainant's premises has been restored.


7. The case has been examined in light of the documents provided by both the parties, arguments advanced during the hearings and applicable law. Following has been observed:

- i. The billing history of the Complainant (i.e. from January 2011 to December 2014), as provided by IESCO, is illustrated hereunder:

| Month | Units consumed | | | |
|-----------|----------------|------|----------|-------------|
| | 2011 | 2012 | 2013 | 2014 |
| January | 1263 | 188 | 71 | 167 (DF) |
| February | 206 | 189 | 70 | 170 (DF) |
| March | 189 | 189 | 249 | 170 |
| April | 216 | 153 | 143 | 0 (SS) |
| May | 313 | 222 | 187 | 15 (MCO) |
| June | 474 | 379 | 242 | 10109 |
| July | 574 | 460 | 131 | 794 |
| August | 486 | 433 | 7 | 1563 |
| September | 292 | 312 | 312 (DF) | 41 (P DISC) |
| October | 221 | 104 | 140 (DF) | - |
| November | 188 | 101 | 161 (DF) | 0 |
| December | 197 | 111 | 164 (DF) | 0 |

- ii. As per report of IESCO, the old meter of the Complainant was declared defective in the month of August 2013. Therefore, the Complainant was charged on average basis. A new meter was withdrawn from IESCO vide store requisition dated 10th October 2013, however, the same was not installed at the Complainant's premises. IESCO charged average bills to the Complainant from September 2013 to February 2014.
 - iii. The record provided by IESCO reveals that permanent disconnection (PDISC) code was allotted to the Complainant's connection in the month of September 2014, whereas the premises was disconnected and meter was removed from site on 28th July 2014.
 - iv. Further, IESCO is of the view that the new meter was installed at the Complainant's premises on 1st December 2013, whereas, there is no signature of the Complainant on the MCO which creates doubt regarding authenticity of the MCO. It appears that the MCO dated 1st December 2013 is merely a piece of paper and the meter was not replaced in actual. Moreover, it seems that the meter was installed at some other location/site and hence, the same was not installed at the Complainant's premises. If IESCO's plea is taken into consideration that the meter was installed at Complainant's premises, then non-feeding of the MCO in time requires explanation on part of IESCO.
 - v. The concerned official intentionally did not feed the Meter Change Order (MCO) in time. Upon transfer of the concerned official, he managed to install the meter at the Complainant's premises before leaving the said posting. Thereupon, units in the meter were disclosed by the new official and MCO was fed in May 2014, and accordingly all units (i.e. 10109) were charged to the Complainant in June 2014.
 - vi. As reported by IESCO, the Complainant's meter was checked on 17th December 2014 and as per M&T report, the meter was found within limits of accuracy. Further, the above billing history reveals that average monthly consumption of the Complainant during 2011 and 2012 is 385 units and 237 units respectively which further establishes that the new meter already had recorded units which were not consumed by the Complainant.
 - vii. As per the provisions of Consumer Service Manual (CSM), the defective meter is required to be replaced within two billing cycles and the charging of consumers on the basis of defective code where the meter has become defective and is not recording actual consumption will not be more than two billing cycles and the basis of charging will be 100% of the consumption recorded in the same month of previous year or average of last 11 months whichever is higher. The documents provided by IESCO do not establish that the procedure laid down in the CSM has been followed in true letter and spirit.
8. Foregoing in view, IESCO is directed to revise the Complainant's bills from July 2013 to August 2014 on the basis of average monthly consumption of corresponding period of the previous year, i.e. July 2012 to August 2013.
9. Compliance report be submitted within thirty (30) days.

Islamabad, April 15 , 2015


(Maj (R) Haroon Rashid)
Member (Consumer Affairs)

