



National Electric Power Regulatory Authority
Islamic Republic of Pakistan

NEPRA Tower, Attaturk Avenue, G-5/1, Islamabad
Phone: 051-2013200, Ext.905, Fax: 2600026
Website: www.nepra.org.pk, Email: info@nepra.org.pk

**OFFICE OF THE
REGISTRAR**

No. NEPRA/R/TCD.02/2278-80

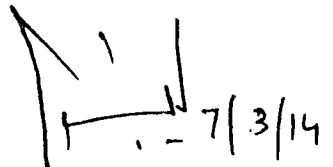
7-3-2014

Chief Executive Officer
Islamabad Electric Supply Company (IESCO)
Head Office IESCO, Street No. 40, G-7/4,
Islamabad.

Subject: **DECISION IN THE MATTER OF COMPLAINT FILED BY MR. SOHAIL
NASIM UNDER SECTION 39 OF THE REGULATION OF GENERATION,
TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997
AGAINST IESCO REGARDING DISHONEST ABSTRACTION OR
CONSUMPTION OF ENERGY (AC # 05 14126 0551800)**
Complaint # IESCO-107/2013

Please find enclosed herewith decision of Member (Consumer Affairs) dated March 06, 2014, regarding the subject matter, for necessary action and compliance within thirty (30) days of receipt of this letter.

Encl: As Above


(Iftikhar Ali Khan)
Deputy Registrar

Copy to:

1. C.E./Customer Service Director, IESCO, Head Office IESCO, Street No. 40, G-7/4, Islamabad.
2. Mr. Sohail Nasim, House No. 697, Main Double Road, Sector G-11/1, Islamabad.



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

Complaint No: IESCO-107-2013

Mr. Sohail Nasim Complainant
House No. 697, Main Double Road,
Sector G-11/1,
Islamabad.

Versus

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

Date of Decision: 6th March, 2014

Date of Hearing: 16th December 2013

On behalf of:

Complainant: Mr. Sohail Nasim.

Respondent: 1) Mr. Inayat Muhammad, XEN (Division-2), IESCO.
2) Mr. Umair Aslam, SDO (G-11, Islamabad), IESCO.

Subject: **DECISION IN THE MATTER OF COMPLAINT FILED BY MR. SOHAIL NASIM UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST IESCO REGARDING NOTICE FROM IESCO FOR DISHONEST ABSTRACTION OR CONSUMPTION OF ENERGY (AC # 05 14126 0551800)**

DECISION

1. This decision shall dispose of the complaint dated 31st October 2013 of Mr. Sohail Nasim (hereinafter referred to as "the Complainant") against Islamabad Electric Supply Company (hereinafter referred to as "the Respondent" or "IESCO") filed under section 39 of the Regulation of Generation, Transmission and Distribution of Electric Power Act, 1997.
2. The Complainant in his complaint stated that on 29th June 2013, his electricity meter got burnt during heavy rain which was immediately reported to IESCO. IESCO replaced the meter and charged



Rs.11,000/- from him and he deposited the burnt meter with the IESCO office. On 29th October 2013, he received a notice from IESCO for dishonest abstraction or consumption of energy wherein allegation was leveled that the meter was burnt intentionally and all terminals were found shunted. Further, he stated that before April 2013, his house/premises was under renovation and vacant, however, the average billing of the premises for the period from November 2012 to April 2013 was Rs. 2,000/- (approx.). He termed IESCO's findings as baseless and illogical and requested for withdrawal of the notice served upon him by IESCO.

3. The matter was taken up with IESCO for submission of parawise comments. In response, IESCO vide its letter dated 26th November 2013 reported that the Complainant's meter was intentionally burnt during June 2013 which was replaced on 1st July 2013. The meter was checked and the data retrieval report stated that the consumer shunted all the terminals for theft of electricity, therefore, detection bill and FIR may be lodged against the occupant for tampering of meter and stealing of electricity. Accordingly, the concerned SDO issued notice to the Complainant and the reply submitted by the Complainant was not satisfactory. Further, charging of detection bill to the Complainant is under process and will be debited during next billing cycle.
4. To probe further into the matter, a hearing was held on 16th December 2013 at NEPRA Office Building, Islamabad which was attended by both the parties who advanced their respective arguments. During the hearing, the Complainant placed allotment letter of the plot on record and informed that the plot of his premises was transferred in his name on 14th November 2012 and the said premises was under renovation and not occupied till before April 2013. Subsequent to the hearing, Consumer Affairs Division, NEPRA vide letter dated 20th December 2013 sought some additional information from IESCO regarding the case (i.e. Updated billing statement of the Complainant's account for last 03 years and copy of MCO). In response thereto, IESCO vide letter dated 30th January 2014 submitted the requisite information.
5. The case has been examined in light of the documents provided by both the parties, arguments advanced during the hearing and applicable law. The following has been concluded:
 - i) The Complainant's meter was reportedly burnt due to heavy rain on 29th June 2013 and on his request, IESCO replaced the same on 1st July 2013 after receiving the cost of the meter amounting to Rs. 11,000/- from him. IESCO is of the view that the old/removed meter was checked for data retrieval and it was found that the meter was intentionally burnt and the Complainant shunted all the terminals for theft of electricity.
 - ii) The data retrieval report was issued by concerned IESCO office on 30th July 2013 and notice for dishonest abstraction/consumption of energy was served to the Complainant on 29th October 2013 (i.e. after about 03 months). Delay of 3 months in issuance of the notice for dishonest, illegal abstraction/consumption of energy (if any) creates enough doubt and hence has no justification whatsoever.
 - iii) As per the provisions of Consumer Service Manual (Chapter 9), a procedure is laid down for establishing illegal abstraction of electricity which provides for securing the existing meter in the presence of the owner/occupier or his representative/respectable person of the locality, installation of check meter and declaring it as billing meter, once illegal abstraction is confirmed notice to be issued and the reply of the consumer be examined. If the reply is not convincing or no reply received or if the allegations as levied are proved, the inspecting office

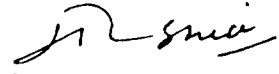


with the approval of the next higher office will immediately serve a detection bill for unclaimed energy limited to the period of three billing cycles and upto six months with the approval of CEO or his authorized committee.

- iv) It has not been established from the documents provided by IESCO that the procedure laid down in the Consumer Service Manual for establishing illegal abstraction of electricity has been followed by it in true letter and spirit. Further, the premises was officially transferred to the Complainant's name on 14th November 2012 and the meter was replaced on 1st July 2013. The consumption pattern of the Complainant (before and after replacement of meter) does not authenticate IESCO's claim for illegal abstraction of electricity by the Complainant, as there is no significant difference.

6. Foregoing in view, IESCO is hereby directed to withdraw the notice served to the Complainant for alleged illegal abstraction of electricity and detection bill (if any) raised against the Complainant be also withdrawn. Compliance report in this regard be submitted within thirty (30) days.

Islamabad, 6th March, 2014


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

