



National Electric Power Regulatory Authority
ISLAMIC REPUBLIC OF PAKISTAN

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Consumer Affairs
Division

No.TCD.02.46/ **634** -2008
June 3, 2008

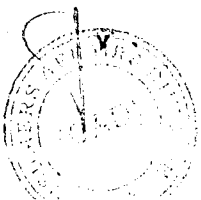
Chief Executive Officer
Islamabad Electric Supply Company (IESCO)
Street No.40, Sector G-7/4
Islamabad

Subject: **COMPLAINT FILED BY CH. MUHAMMAD ARIF (CHAIRMAN)**
DISTRICT PUBLIC SAFETY AND POLICE AGAINST IESCO
REGARDING INSTALLATION OF 100 KVA TRANSFORMER AT
ANARA KALLI, KOH-E-NOOR HALL JHELUM

Reference is made to hearing held on May 7, 2008 at NEPRA Head Office regarding the complaint filed by Ch. Muhammad Arif (Chairman) District Public Safety and Police against IESCO for installation of 100 KVA transformer at Anar Kali Koh-e-Noor Hall Jehlum.

2. Decision of the Authority in the subject matter is reproduced as under:-

- i) The Authority after having heard both the parties i.e IESCO and the complainant, in a hearing arranged for the purpose on 7-5-2008 and having considered all aspects of the case, finds that certain new information/ facts have been revealed during the hearing about the nature of the existing connection of the complainant, the modified load requirement and the technical standard of capacity (KVA) in which Distribution Transformers are procured and installed by IESCO. The Authority is convinced that the modification/ extension in load is being requested by the same consumer/ person having one consumer account number for the same premises/ building [interconnected with respect to human access as well as distribution of connected load and internal wiring]. The Authority therefore agrees that the modified requirement of load of the complainant can be better met with by provision of the connection through a single transformer of the next higher standard capacity to meet the modified load requirement of the complainant as a case of extension/ modification of load of the same consumer under same account number.
- ii) The complainant/ consumer should be given due benefit/ compensation of the replaced existing transformer on the basis of replacement value if IESCO desires to take over and the consumer/ complainant agrees to hand



over the replaced Distribution Transformer (DT) to IESCO. The replacement value should be no less than the current store/ stock value of the same capacity of new transformer charged by IESCO to other applicants discounted by 3% depreciation per year for the age in years of the replaced transformer as per date of manufacture. IESCO is directed to provide service to the complainant accordingly and in conformity to the Eligibility Criteria and Distribution Performance Standards Rules 4 C {time frame for providing new connection} and submit a compliance report in the matter with respect to action initiated within 15 days.

iii) During the proceedings of the hearing, the complainant made some allegation against the concerned staff of IESCO regarding demand of illegal gratification. Since such matters fall within the administrative management of IESCO, CE-IESCO should hear the complainant personally on this account and investigate the matter for any action if required under the applicable Efficiency and Discipline Rules.

3. The orders/ directions of the Authority contained in the decision be complied with, within the time frame stipulated.

(Amer Zia)
Director
CONSUMERS DIVISION
(CAD)

CC.

1. C.E/Customer Services Director
Islamabad Electric Supply Company (IESCO)
Street 40, Sector G-7/4,
Islamabad
2. Ch. Muhammad Arif (Chairman)
District Public Safety and Police Complaints Commission
District Court Jhelum.

9-2-19