



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-02/4254-56

23-4-2014

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

Subject: Decision in the Matter of Complaint Filed by Ms. Shagufta Nasreen under Section 39 of The Regulation of Generation, Transmission and Distribution of Electric Power Act, 1997 Against IESCO Regarding Notice from IESCO for Replacement of Meter and Change of Tariff (AC# 07 14111 0626701 & 07 14111 0626703)
Complaint # IESCO-110/2013

Please find enclosed the decision of Member (Consumer Affairs) in the subject matter for necessary action and compliance within 30 days of the receipt of this letter.

Encl : As Above

- s.d -

(Iftikhar Ali Khan)
Deputy Registrar

Copy to:

1. Chief Engineer / Customer Services Director, Islamabad Electric Supply Company (IESCO)
Street No. 40, G-7/4, Islamabad.
2. Ms. Shagufta Nasreen, Khannah Da, Brma Tower, Pindorian, Islamabad.

No. NEPRA/R/TCD-02/4257

Forwarded for information and further necessary action, please.

23-4-2014
22/4/14
Deputy Registrar

1. Director (CAD)
2. Master File [w.r.t. M (CA) D#1092 dated 21.04.2014]
[w.r.t. Dir (CAD) D#712 dated 25.04.2014]

CC:

1. Vice Chairman / Member (Tariff)
2. Member (M&E)
3. Member (C.A)

23-4-14
24/4/14



BEFORE THE
NATIONAL ELECTRIC POWER REGULATORY AUTHORITY
(NEPRA)

Complaint No: IESCO-110-2013

Ms. Shagufta Nasreen
Khannah Dak, Barma Town,
Pindorian, Islamabad. Complainant

Versus

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

Date of Decision: April , 2014 ;

Date of Hearing: 26th December 2013

On behalf of:

Complainant: Ms. Shagufta Nasreen.

Respondent: 1) Engr. M. Jabbar Khan, XEN (Op), IESCO.
2) Mr. M. Afzal Naeem, SDO (G-6, Islamabad), IESCO.

Subject: DECISION IN THE MATTER OF COMPLAINT FILED BY MS. SHAGUFTA NASREEN UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST IESCO REGARDING NOTICE FROM IESCO FOR REPLACEMENT OF METER AND CHANGE OF TARIFF (AC# 07 14111 0626701 & 07 14111 0626703)

DECISION

This decision shall dispose of the complaint received on 5th November 2013 from Ms. Shagufta Nasreen (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 her complaint, stated that her meter got stolen on 26th June 2013 at night after heavy rainfall. The Complainant informed the concerned SDO on 27th June 2013 and requested for installation of a new meter. Accordingly, a demand notice amounting to Rs.2,500/- on account of cost of a new meter was served upon the Complainant for payment in violation of standing instructions that no cost of meter was required to be paid in case meter is burnt due to rain. The Complainant lodged the FIR and paid the demand notice as required. However, the meter was

not installed and the Complainant was issued an unjustified bill of 630 units in the month of July 2013. The meter was not installed by IESCO even after lapse of four months. The Complainant further stated that the tariff of her domestic connection has been converted to commercial category, without any justification as a beauty parlor run by her is fed through a separate metered connection under commercial tariff. IESCO has charged an amount of Rs.11,208/- on account of tariff change. The Complainant has prayed that the meter at her residence be replaced and tariff be reverted back to A-1 category.

3. The matter was taken up with IESCO for submission of parawise comments. In response, IESCO vide its letter dated 29th November 2013 reported that the Complainant's meter was stolen in June 2013. The Complainant lodged an FIR and after registering the FIR, the Complainant paid the meter cost of Rs. 2,500/-. The electric meters were not available for the period from July 2013 to September 2013, however, upon their availability, IESCO team visited the Complainant's residence for installation of meter, but the Complainant refused to get it installed. Further, the premises was checked and it was found that direct supply was used for commercial purpose (multi-portion). A notice was served to the Complainant and 500 units per month were charged in the months of August and September 2013 on domestic basis.

4. The report of IESCO was sent to the Complainant. The Complainant raised observations on the report of IESCO vide her letter dated 16th December 2013. To probe further into the matter, a hearing was held on 26th December 2013 which was attended by both the parties who advanced their respective arguments. A site inspection was also conducted on 30th December 2013 in the presence of both the parties. During site inspection, residence and beauty parlor of the Complainant were checked and following was observed:

- i. The Complainant's residence and beauty parlor are an extension of each other through a small passage (window) from inside, however, entrances to both areas are from separate streets.
- ii. The meter for Complainant's residence is being fed from rear side, whereas, it could have been installed in front of the premises, as an electric pole exists nearby in order to avoid theft of the meter/misuse of tariff.
- iii. The Complainant's beauty parlor is being fed from a nearby shop's meter. Moreover, some other shops were also being fed through the same meter from which the Complainant's beauty parlor was being fed.

5. The case has been examined in light of the documents provided by both the parties, arguments advanced during the hearing and site inspection conducted by Consumer Affairs Division NEPRA officials, and following was observed:

- i. The energy meter of the Complainant was stolen on 26th June 2013. The Complainant lodged FIR and approached IESCO for installation of another meter.
- ii. The Complainant was given a demand notice for payment and accordingly the same was paid by the Complainant. Later on, due to non-availability of energy meters, the concerned IESCO officials provided direct connection to her till the time meter is available for installation at the premises. IESCO issued bill to the tune of 630 units for the month of July 2013 without meter.

- iii. Two detection bills were issued to the Complainant on account of illegal abstraction of energy in August and September 2013, whereas, the direct wire/connection was provided by IESCO officials at their own.
 - iv. The Complainant was also taking supply from nearby shop for feeding her beauty parlor, and some other shops in the vicinity were also being fed from the same source/meter. IESCO also changed her residential tariff on account of commercial activity.
 - v. No proof of theft of electricity was observed/noticed during the site inspection. Electricity supply of the Complainant's residence was restored through direct wire by IESCO officials themselves due to non-availability of meters, and the same was also acknowledged by IESCO representatives during the hearing. Therefore, there is no question of the Complainant's involvement in theft/illegal abstraction of electricity.
 - vi. The Complainant's meter was installed soon after the hearing dated 26th December 2013 by IESCO in pursuance to the directions given during the hearing.
 - vii. Further, as per the provisions of Chapter 9 of Consumer Service Manual, a procedure is laid down for establishing illegal abstraction of electricity. 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 in true letter and spirit.
7. Foregoing in view, IESCO is directed as under:
- i. To withdraw detection bill charged to the Complainant and her bills for the period from July 2013 to December 2013 be revised on the basis of consumption recorded during the corresponding months of previous year, i.e. July 2012 to December 2012.
 - ii. To revert the Complainant's tariff to its original sanctioned tariff (i.e. domestic tariff) and difference of tariff already charged to the Complainant be adjusted and revised bill be issued for payment.
 - iii. To install the Complainant's residential meter in front of the premises.
 - iv. To issue notice(s) to the shops in the vicinity including the Complainant's beauty parlor for obtaining new separate connections under commercial tariff. In case they fail to obtain separate connection, IESCO may take action against them under the law.
8. Compliance report be submitted within thirty (30) days.

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

Islamabad, April , 2014