



Registrar

National Electric Power Regulatory Authority Islamic Republic of Pakistan

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No. NEPRA/ADG(CAD)/TCD-02/41539-41


November 17, 2020

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

Subject: **DECISION IN THE MATTER OF COMPLAINT FILED BY MR. QURBAN ALI S/O MEHAR DIN UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST IESCO REGARDING ARREARS IN BILL (CONSUMER NO. 12-14126-2721200)**

Please find enclosed herewith the Decision of the Member (Consumer Affairs) dated 16.11.2020 (03 Pages) regarding the subject matter for necessary action and compliance within thirty (30) days of receipt of this Decision.

Encl: as above


17/11/20
(Iftikhar Ali Khan)
Director
Registrar Office

Copy to:

1. C.E/Customer Services Director
Islamabad Electric Supply Company (IESCO)
Street No 40, G-7/4,
Islamabad.
2. Mr. Qurban Ali S/o Mehar Din
R/o Badia Rusmat Khan, Sector G-12
Post Office, Golrah Shareef
Islamabad.



BEFORE THE
NATIONAL ELECTRIC POWER REGULATORY AUTHORITY
(NEPRA)

Complaint No. IESCO-21/02/2020

Mr. Qurban Ali S/o Mehar Din
R/o Badia Rusmat Khan, Sector G-12
Post Office, Golrah Shareef
Islamabad.

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Complainant

Versus

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

Respondent

Date of Hearing: 07th July, 2020
10th March, 2020

On behalf of:

Complainant: Mr. Qurban Ali

Respondent: Mr. Fazal Sattar (SDO)

Subject: **DECISION IN THE MATTER OF COMPLAINT FILED BY MR. QURBAN ALI S/O MEHAR DIN UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST IESCO REGARDING ARREARS IN BILL (CONSUMER NO. 12-14126-2721200)**

DECISION

Through this Decision the complaint filed by Mr. Qurban Ali S/o Mehar Din (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 (hereinafter referred to as the "NEPRA Act") is being disposed of.

2. NEPRA received the subject complaint on February 11, 2020, wherein the dispute agitated by the Complainant was that he was paying his electricity bills regularly in accordance with his meter reading installed at his premises bearing meter No. 132671, however during the month of December 2019, IESCO charged him an excessive bill amounting to Rs. 6,75,487/- and disconnected his supply due to non-payment of arrears. The Complainant prayed for correction and waiver of the said disputed bill.

3. The matter was taken-up with IESCO and was also directed to defer the disputed amount till finalization of the case by this office. A hearing was held on March 10, 2020 at NEPRA Head Office, Islamabad which was attended by both the parties. During the hearing, the Complainant reiterated his earlier version and further informed that he belongs to a poor family and is living in a small house and usage of electricity is very low. The representative of IESCO submitted that the Complainant's meter was burnt and the same was replaced vide Meter Change Order (MCO), dated November 22, 2017. He informed further that as per the Data Retrieval Report dated March 12, 2018, 29046 units were pending and the same were charged to the Complainant in the month of December 2019.

4. Subsequently, IESCO was directed to reinvestigate the matter and submit a detailed report along with copy of MCO, data downloading report of the impugned meter, comparison of billing after and before meter replacement, connected load of the Complainant's premises etc. In response, IESCO vide its letter dated April 24, 2020 submitted incomplete documents. Consequently, another hearing was held on July 07, 2020 which was attended by both the parties. During the hearing, IESCO representatives submitted the requisite documents as desired by this office.

5. The case has been analyzed in detail in light of the documents/record made so available by the parties, arguments advanced during the hearings and applicable law. Following has been concluded:

- i. The Complainant is a residential electricity consumer having reference No. 12-14126-2721200 with sanctioned load of one (01) kW. Prior to replacement/MCO of the impugned meter bearing No. 132671, proper meter reading was being recorded and same was being charged to the Complainant every month. The Complainant was also paying bills regularly as per his meter readings i.e. up-to dial 3159 until the same was replaced by IESCO on November 22, 2017. The aforesaid record has also been verified from Power Information Technology Company (PITC) report.
- ii. In December 2019, after lapse of nearly two (02) years from the date of replacement/MCO of the impugned meter, IESCO charged 29048 units amounting to Rs. 674,485/- to the Complainant on the basis of M&T report and disconnected his electricity supply due to non-payment of the said (disputed) bill/arrears.
- iii. Final reading of the impugned meter on MCO No. 103/32 dated November 22, 2017 was not recorded due to the fact that the impugned meter was burnt, however, the said meter remained installed until it was replaced with a new meter (No. 03440411). Moreover, Executive Engineer (M&T) also conveyed in data retrieval

report that extra-ordinary 29048 units may be verified before charging/debiting the same to the Complainant. The concerned field formation failed to verify the authenticity of the abnormal units before charging.

- iv. IESCO did not provide any justification regarding the disputed bill despite the fact that several opportunities were provided in this regard. Further it is also important to mention that IESCO did not issue any prior notice or communicate any discrepancy to the Complainant.
- v. Billing record of the Complainant is as under:

| Months | 2019 | 2018 | 2017 | 2016 |
|----------|-----------|------|--------|------|
| Jan | 73 | 62 | 42 | 14 |
| Feb | 57 | 57 | 53 | 105 |
| Mar | 51 | 79 | 51 | 90 |
| Apr | 111 | 143 | 98 | 110 |
| May | 137 | 156 | 155 | 561 |
| June | 211 | 240 | 194 | 0 |
| July | 147 | 244 | 221 | 232 |
| August | 197 | 260 | 260 | 220 |
| Sep | 194 | 190 | 168 | 0 |
| Oct | 93 | 99 | 107 | 0 |
| Nov | 78 | 74 | MCO 22 | 171 |
| December | D-Bill 75 | 58 | 60 | 13 |
| Total | 1424 | 1662 | 1431 | 1516 |

The above billing record reveals that there is no significant variation in the recorded consumption of the Complainant before and after change of the impugned meter. The yearly consumption pattern of the Complainant's connection is as follows: i.e. (1516 units in 2016, 1431 units in 2017, 1662 units in 2018 and 1424 units) in 2019. The above data further reveals that the billing record of the Complainant does not support the disputed bill. It has been established that the excessive units (29048) charged by IESCO to the Complainant are unjustified.

7. Foregoing in view, IESCO is directed to withdraw the disputed bill raised for 29048 units and issue a correct bill to the Complainant accordingly for payment. Compliance report be submitted within thirty (30) days, positively.


(Rehmatullah Baloch)
Member (Consumer Affairs)

Islamabad, November 16, 2020