

99



National Electric Power Regulatory Authority

ISLAMIC REPUBLIC OF PAKISTAN
Second Floor, OPF Building, G-5, Islamabad
Ph:9207171, 9205225, 9207200 Fax: 9210215
E-mail: CAD@nepra.org.pk

Consumer Affairs
Division

No.TCD.02/698-2008
June 17, 2008

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

Subject: **COMPLAINT FILED BY MAJ (R) ABDUL WAHAB (GENERAL SECRETARY) CITIZEN COMMUNITY BOARD, RAWALPINDI AGAINST IESCO REGARDING EXTENSION OF ELECTRICITY FACILITY TO THE DEPRIVED RESIDENTS OF PIR MEHAR ALI SHAH COLONY RAWALPINDI.**

Reference is made to the complaint filed by Maj (R) Abdul Wahab (General Secretary) Citizen Community Bard, Rawalpindi against IESCO regarding extension of electricity facility to the deprived residents of Pir Mehar Ali Shah Colony, Rawalpindi.

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

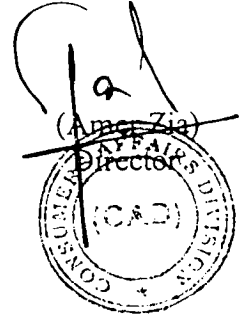
"The Authority has considered the information, analysis and recommendations of the Consumer Affairs Section and all relevant aspects of the case and is convinced that the reinforcement/extension of the existing system forms part of the common distribution system of the DISCO (IESCO in the instant case) as per Consumer Eligibility Criteria 2003. IESCO is already providing distribution service through five (5) distribution transformers which have already been taken over by IESCO. The consumers fall within the exclusive territory of IESCO and therefore IESCO is obliged to provide distribution service and make sales of electricity power within this area on a non-discriminatory basis to all consumers to meet the Eligibility Criteria. IESCO should therefore immediately provide service to these residents of the area as provided to the residents who are already availing this service. IESCO is required to provide the common distribution service at its own cost and obtain the cost from the prospective consumer only to the extent of the cost involved with respect to their dedicated distribution system. However as per Eligibility Criteria Section 4(3), in case the applicant(s) offer to deposit cost to be incurred on the required extension/reinforcement of the common distribution system, IESCO shall provide the required extension/reinforcement service upon deposit of cost by the applicant subject to reimbursement of such costs by IESCO to the applicant. The reimbursement should be made through adjustments in the monthly bills.



of the concerned consumers commencing from the first monthly bill served after provision of connection/service.”

98

3. Please direct the concerned officials to take necessary action in the light of the decision of the Authority.



Copy to:

1. C.E./Customer Services Director
Islamabad Electric Supply Company (IESCO)
Street No.40, Sector G-7/4, Islamabad.
2. Maj (R) Abdul Wahab (General Secretary)
Citizen Community Board Pir Mahar Ali Shah Colony,
(New Abadi) Union Council Rinal Pothohar Town
Chakri Road, Rawalpindi.