



National Electric Power Regulatory Authority
Islamic Republic of Pakistan

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OFFICE OF THE
REGISTRAR

No. NEPRA/CAD/TCD-06/15877-80

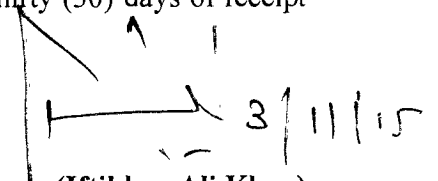
November 03, 2015

Chief Executive Officer
Multan Electric Power Company, (MEPCO)
Complex, WAPDA Colony, Khanewal Road,
Multan

Subject: **DECISION IN PURSUANCE TO THE ORDERS OF HONORABLE LAHORE HIGH COURT, BAHAWALPUR BENCH SEPTEMBER 08, 2015 IN WRIT PETITION NO. 6776-2015/BWP: MIAN EHSAN VS NEPRA ETC COMPLAINT # MEPCO-532/2015**

In pursuance to the orders of the Honorable Lahore High Court Bahawalpur Bench dated September 08, 2015 in Writ Petition No. 6776-2015/BWP, the subject case has been decided by NEPRA. The decision of NEPRA dated November 02, 2015 is enclosed herewith for necessary action and compliance please. Compliance report be submitted within thirty (30) days of receipt of this decision.

Encl: As above


(Iftikhar Ali Khan)
Deputy Registrar

Copy to:

Deputy Registrar
Lahore High Court
Bahawalpur Bench, Bahawalpur

{ w.r.t orders dated September 08, 2015 }
in W.P No. 6776-2015/BWP

Mian Ehsan, Advocate
S/o Mr. Bashir Ahmed,
Allah Abad Tehsil Liaquat Pur
District Rahim Yar Khan

C.E./Customer Service Director
Multan Electric Power Company, (MEPCO)
Complex, WAPDA Colony, Khanewal Road,
Multan



BEFORE THE
NATIONAL ELECTRIC POWER REGULATORY AUTHORITY
(NEPRA)

Complaint No: MEPCO-532/2015

Mian Ehsan, Advocate **Petitioner**
S/O Mr. Bashir Ahmed
Allah Abad, Tehsil Liaquat Pur
District Rahim Yar Khan.

Versus

Multan Electric Power Company (MEPCO) **Respondent**
MEPCO Complex, WAPDA Colony
Khanewal Road, Multan.

Date of Hearing: October 15, 2015

Date of Decision: November 02, 2015

On behalf of:

Respondent: Mr. Abdul Manan Mangi, Executive Engineer

Petitioner: Nemo

Subject: DECISION IN PURSUANCE TO THE ORDERS OF HONORABLE LAHORE HIGH COURT, BAHAWALPUR BENCH DATED SEPTEMBER 08, 2015 IN WRIT PETITION NO.6776-2015/BWP: MIAN EHSAN VS NEPRA ETC

DECISION

1. In pursuance to the Orders of Honorable Lahore High Court, Bahawalpur Bench dated September 08, 2015 in Writ Petition No.6776-2015/BWP, this decision shall dispose of the complaint filed by Mian Ehsan, Advocate (hereinafter referred to as the "Petitioner") under section 39 of the Regulation of Generation, Transmission and Distribution of Electric Power Act, 1997 against Multan Electric Power Company (hereinafter referred to as the "Respondent" or "MEPCO").
2. Brief facts of the case are that the Petitioner filed the above referred Writ Petition dated September 07, 2015 before the Honorable Lahore High Court, Bahawalpur Bench, wherein, he stated (inter alia) as under:
 - i. That the Petitioner is a permanent resident of Allah Abad, Tehsil Liaquat Pur, District Rahim Yar Khan and is a consumer of MEPCO since long. Earlier, Allah Abad was a part of Liaquat Pur Sub Division under the jurisdiction of Khan Pur Division. Subsequently, due to increase in population, Khan Pur Division was bifurcated. Accordingly, an office order bearing No. 435/G-CE/MEPCO/EA-1/EB-600 was issued on August 04, 2009 under which Liaquat Pur Division was established consisting

of Liaquat Pur, Khanbela, Feroza, Allah Abad Sub Divisions and AM (CS) Liaquat Pur and necessary staff for each sub division was sanctioned and separate offices were also set up for the respective sub divisions along with posting of staff except Allah Abad whose staff was made to work at Liaquat Pur in the name and style of sub divisional office Allah Abad.

- ii. That Allah Abad Sub Division is supplied with electricity through five feeders located at Allah Abad, Metla, Kachi Muhammad Khan, Jan Pur and Rais Pathan consisting of seven union councils namely Allah Abad, Ghoka, Amin Abad, Jan Pur, Dashti, Kachi Muhammad Khan and Rais Muhammad Daha and the number of consumer being not less than twenty five thousands. The failure on part of MEPCO to set up sub divisional office at Allah Abad and on the other hand to compel its consumers to travel a distance of 12 KM ahead to Liaquat Pur for day to day dealings is beyond comprehension.
 - iii. That MEPCO has its own buildings at Allah Abad previously owned by SCARP WAPDA. Creating separate offices for each sub division were primarily meant for the convenience of general public and while such facility having been extended to every other sub division of Liaquat Pur Division, there exists no justification to deprive the consumers of Allah Abad sub division of such facility and such discrimination, being malafide and also being violative of Article 25 of the Constitution of Islamic Republic of Pakistan, needs to be rectified.
 - iv. That the Petitioner has repeatedly approached the Respondent to draw their attention towards an anomaly and unjustified discrimination and even made written complaints, however the Respondent has paid no heed to his grievances.
 - v. The Petitioner has requested for implementation of the office order of MEPCO dated August 04, 2009.
3. The Honorable Lahore High Court vide its Order dated September 08, 2015 (the Order) directed NEPRA to decide the application of the Petitioner, if pending, after hearing the Petitioner in accordance with law within a period of two months positively from the date of production of attested copy of the Order by the Petitioner. Accordingly, the Petitioner was informed vide letter dated September 23, 2015 that no complaint/case in his name is pending at this office, however to comply with the directions of the Honorable Court, the Petitioner was advised to provide a copy of the petition along with an attested copy of the Order of the Honorable Court by October 05, 2015 for further necessary action by this office. In response, the Petitioner provided the same on October 05, 2015.
4. In pursuance to the Orders of the Honorable Lahore High Court dated September 08, 2015, a hearing in the matter was held on October 20, 2015 at NEPRA Head Office, Islamabad. The hearing was attended by representatives of the Respondent, however, the Petitioner failed to attend the hearing. During the hearing and in subsequent correspondence, the Respondent reported as under:-
- i. Before bifurcation of MEPCO Division Khan Pur, the area of Allah Abad Town was under MEPCO Sub Division Liaquat Pur. On account of increase in electricity consumers, WAPDA authority decided to create new Division and Sub Divisions on administrative grounds, therefore Khan Pur Division was bifurcated and following new offices were created:
 - a. Liaquat Pur Division
 - b. Liaquat Pur Sub Division
 - c. Khan Bella Sub Division

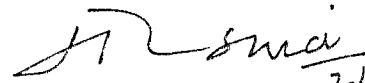
- d. Feroza Sub Division
 - e. Allah Abad Sub Division
 - f. Revenue office Liaquat Pur
- ii. The newly created offices started functioning with effect from October 01, 2009. MEPCO Sub Division Allah Abad was established in Katchi Mandi Liaquat Pur in a rented building with approved yardstick.
 - iii. To provide better facilities to consumers under one roof, MEPCO authority has constructed a complex at MEPCO Colony Liaquat Pur and following offices were shifted at MEPCO Complex Liaquat Pur with effect from January 2014 for providing better services to consumers under single roof:
 - a. Liaquat Pur Division
 - b. Liaquat Pur Sub Division
 - c. Allah Abad Sub Division
 - d. Revenue office Liaquat Pur
 - iv. All the area of Allah Abad Sub Division is scattered and Allah Abad Town is situated at a distance of only 07 KMs from Liaquat Pur. Whereas all facilities are available for consumers at MEPCO Complex Liaquat Pur under one roof/one window and a lineman/ALM is also deputed for Allah Abad to rectify complaints regarding failure of electricity. Four 11-kV feeders of MEPCO Sub Division Allah Abad emanate from 132 kV Grid Station situated at Liaquat Pur. In order to ensure continuity of electricity supply, attend the break downs and to meet with the emergencies, 132 kV grid station Liaquat Pur is to be visited frequently by the staff which is an easy way to attend the break downs at 132 kV grid station from Liaquat Pur. Further, in order to ensure continuity of electricity supply, grid station must be near to the Sub Divisional office.
 - v. Keeping in view the importance of Grid Station, MEPCO Sub Division Khan Bela and Feroza are established at Grid Stations situated at Khan Bela and Feroza. Whereas, there is no Grid Station at Allah Abad; 11 kV Allah Abad feeder is supplying electricity to Allah Abad Town and this line is also providing electricity to Ghousia Colony Liaquat Pur, Rashid Abad Liaquat Pur, Hakim Abad Liaquat Pur and number of villages existing around the Liaquat Pur. Detail of 11 KV line with consumers of Allah Abad Sub Division is as under

Sr.#	Name of 11 kV Feeders	Domestic Consumers	Commercial Consumers	Industrial Consumers	Agricultural Consumers	Total
1	Allah Abad	7353	667	41	25	8086
2	K.M.Khan	4390	76	14	16	4496
3	Maitla	5887	125	22	60	6094
4	Rais Pathan	3078	39	10	14	3141
5	Jun Pur	6136	415	22	31	6604
	Total	26844	1322	109	146	28421

- v. MEPCO Sub Division Allah Abad consists of 28421 active consumers, out of which only 3600 electricity consumers belong to Allah Abad Town and other adjacent areas. Further, there is no application/request received from the Petitioner for shifting the office of Allah Abad Sub Division to Allah Abad Town. MEPCO spent millions of rupees on construction of complex at Liaquat Pur for establishment of offices which are redressing public grievances under one roof. Further, in case of shifting of Allah Abad sub division from Liaquat Pur to Allah Abad Town, maximum number of consumers will suffer.
- vi. The SCARP colony is under the control of Irrigation Department. Further, there is no boundary wall around the colony and the same is insecure.

5. The case has been examined in detail in light of documents provided by both the parties, arguments advanced during the hearing by the Respondent and applicable law. The following has been observed:
- i. MEPCO vide its office order No. 435/G-9813-62/CE/MEPCO/EA-1/EB-600 dated August 04, 2009 accorded approval for creation of a new division i.e. Liaquat Pur Division along with a Revenue Office and four Sub Divisions namely, Liaquat Pur Sub Division, Khan Bella Sub Division, Feroza Sub Division and Allah Abad Sub Division. The offices of Khan Bella Sub Division and Feroza Sub Divisions are located at the respective grid stations whereas, the offices of Liaquat Pur Sub Division and Allah Abad Sub Division are located at MEPCO Complex in Liaquat Pur where the concerned Divisional and Revenue offices are also situated.
 - ii. The Sub Divisional office Allah Abad is located at a distance of about 7 KMs from the Allah Abad Town and the Petitioner is pressing that the said Sub divisional office be shifted at Allah Abad. MEPCO is of the view that it has spent a huge amount in construction of a complex at Liaquat Pur and the consumers are being provided with facilities under one roof and there is no need of shifting/establishing a separate office at Allah Abad. MEPCO is also of the view that Allah Abad Sub Division has a total of 28421 active consumers, out of which only about 3600 consumers belong to Allah Abad Town and other adjacent areas. As such shifting of the Sub Divisional Office from Liaquat Pur to Allah Abad Town would not be feasible and will cause majority of consumers to suffer.
 - iii. The Petitioner has not produced any solid documentary evidence with respect to delay in redressal of any complaint filed at Allah Abad sub division located at Liaquat Pur.
 - vi. The Petitioner has requested for implementation of the office order of MEPCO dated August 04, 2009. The record shows that the said office order has been implemented by MEPCO and in consequence to which, these new offices have been created. Further, in the said office order, there is no description/directions regarding establishment of office of Allah Abad sub division at Allah Abad Town.
 - v. The issue in hand is an administrative matter of MEPCO, however, it is the responsibility of MEPCO to provide facilities to its consumers and timely redress their issues.
6. Foregoing in view, MEPCO is directed to open a sub office at Allah Abad, if deemed appropriate, for redressal of issues of the consumers at large. In case it is not feasible to open a sub office, then the existing office of Allah Abad Sub Division be well equipped i.e. provided with staff, vehicle etc so that issues of residents of Allah Abad Town are redressed in minimum possible time. A report in this regard be submitted within 30 days.

Islamabad, November 02, 2015


(Maj. (R) Haroon Rashid) 2/11/15
Member (Consumer Affairs)

