



Registrar

**National Electric Power Regulatory Authority**  
Islamic Republic of Pakistan

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No. NEPRA/ADG(CAD)/TCD 06/4026-28

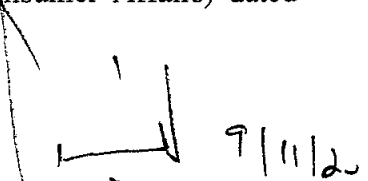
November 9, 2020

1. Chief Executive Officer  
Multan Electric Power Company (MEPCO)  
MEPCO Complex, WAPDA Colony,  
Khanewal Road, Multan.
2. Mr. Muhammad Adil  
Dy. GM (Electric)  
M/s Colony Textile Mills Limited,  
P.O Ismail Abad, Multan  
0336-4236666

**Subject:** COMPLAINT FILED BY M/S COLONY TEXTILE MILLS LIMITED, MULTAN UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST MEPCO REGARDING ISSUANCE OF DEMAND NOTICE FOR REPLACEMENT OF MATERIAL INSTALLED AT MEPCO'S GRID STATION  
Complaint # MEPCO-20/01/2020

Please find enclosed herewith the Order of the Member (Consumer Affairs) dated 05.11.2020 regarding the subject matter for necessary action.

Encl: As above

  
(Iftikhar Ali Khan)  
Director  
Registrar Office

**Copy to:** C.E/ Customer Services Director, Multan Electric Power Company (MEPCO)  
MEPCO Complex, WAPDA Colony, Khanewal Road, Multan.



BEFORE THE  
NATIONAL ELECTRIC POWER REGULATORY AUTHORITY  
(NEPRA)

Complaint No. MEPCO-20/01/2020

M/s Colony Textile Mills Limited,  
P.O. Ismail Abad,  
Multan.

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**Complainant**

**Versus**

Multan Electric Power Company (MEPCO),  
Sher Shah Road, Near Aziz Hotel Chowk,  
Multan.

.....

**Respondent**

**Date of Hearing:** October 08, 2020

**On behalf of:**

**Complainant:**

- |                      |                      |
|----------------------|----------------------|
| 1) Mr. Muhammad Adil | DGM (Electric)       |
| 2) Mr. Malik Ijaz    | Legal Advisor        |
| 3) Mr. Basit Akram   | Advisor (Electrical) |

**Respondent:**

- |                       |                 |
|-----------------------|-----------------|
| 1) Mr. Azhar Iqbal    | XEN (SS&T)      |
| 2) Mr. Khalid Hussain | XEN (Operation) |

Subject: DECISION IN THE MATTER OF COMPLAINT FILED BY M/S COLONY TEXTILE MILLS LIMITED, MULTAN UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST MEPCO REGARDING ISSUANCE OF DEMAND NOTICE FOR REPLACEMENT OF MATERIAL INSTALLED AT MEPCO'S GRID STATION

**DECISION**

This decision shall dispose of a complaint filed by M/s Colony Textile Mills Limited (hereinafter referred to as the "**Complainant**"), against MEPCO (hereinafter referred to as the "**Respondent**"), under section 39 of the Regulation of Generation, Transmission and Distribution of Electric Power Act, 1997 (hereinafter referred to as the "**NEPRA Act**").

2. NEPRA received a complaint on 20<sup>th</sup> January 2020 from the Complainant against the Respondent, wherein the Complainant submitted that they are a B-4 consumer of MEPCO with a sanctioned load of 22 MW and have their own 132 kV grid station which is being fed through a 132

kV transmission line from MEPCO's Industrial Estate Grid Station. A 132 kV circuit breaker, distance relay and over-current relay installed at MEPCO owned Industrial Estate grid station became faulty, however, MEPCO has repeatedly asked them to pay an amount of Rs. 3,666,787/-for replacement of the equipment despite the fact that all of the installed equipment is owned by MEPCO. It is the responsibility of MEPCO to ensure reliable, uninterrupted and quality power supply to its consumers. The Complainant has submitted that according to NEPRA Consumer Eligibility Criteria, 2003, maintenance of a dedicated system up to the metering installation is the responsibility of MEPCO. The Complainant requested to direct MEPCO to replace the circuit breaker and other equipment installed at MEPCO's grid station at its own.

3. The matter was taken up with the Respondent for submission of parawise comments/report. In response, MEPCO, vide its letter dated 21<sup>st</sup> July 2020, reported that MEPCO has made repeated requests to the Complainant for arrangement/provision of new 132 kV circuit breaker to replace existing problematic oil circuit breaker installed at 132 kV grid station Industrial Estate Multan, being an independent consumer, but all in vain. Pole of the said breaker has been damaged on different occasions which was replaced with healthy one to attend to emergency for restoration of power supply of the Complainant within minimum possible time. Demand notices have already been served to the Complainant for replacement of old equipment, but the same are yet to be paid by them.

4. An opportunity of hearing was provided to both the parties (i.e. MEPCO and the Complainant) on 8<sup>th</sup> October 2020, wherein both the parties participated and advanced their arguments. During the hearing, the representatives of the Complainant submitted that under the provisions of NEPRA Consumer Eligibility Criteria, 2003, the dedicated distribution system is to be maintained by the licensee (MEPCO) up to the metering installation of the consumer. Being a B-4 consumer, the Complainant's metering point is at their premises. The representatives of the Complainant argued that since the fault has occurred at MEPCO's 132 kV Industrial Estate Grid Station, therefore, maintenance/replacement of any equipment at the said grid station is the responsibility of MEPCO. The representatives of MEPCO averred that the circuit breaker and other allied equipment installed at MEPCO's 132 kV Industrial Estate Grid Station are for feeding supply to the Complainant, and the same falls under dedicated distribution system; as such, its replacement is the responsibility of the Complainant.

5. The case has been examined in detail in light of written/verbal arguments of the parties and applicable law. The following has been concluded:

- i. The Complainant is a consumer of MEPCO under tariff category B-4 with a sanctioned load of 22 MW and has its own 132 kV grid station which is being fed through a 132 kV transmission line from MEPCO's Industrial Estate Grid Station.



- ii. The 132 kV transmission line emanating from MEPCO's Industrial Estate Grid Station and allied equipment, i.e. circuit breaker, relays, etc, are exclusively dedicated for the Complainant.
- iii. According to Clause 11.4 of the Consumer Service Manual:


**11.4 CONSUMER OWNED GRID STATION:**

Consumers receiving supply at 66 kV and above shall at their own sole risk and expense, furnish, install and maintain in good and safe condition all electrical wires, lines, machinery and apparatus of any kind or character which may be required for:

- 11.4.1 Receiving electrical energy from DISCO/NTDC system; and utilizing such energy, by installing step down transformer and all other allied accessories and equipment including protection devices at the consumer premises.

- iv. The 132 kV transmission line emanating from MEPCO's Industrial Estate Grid Station and allied equipment, i.e. circuit breaker, relays, etc, are exclusively dedicated for the Complainant, therefore its maintenance/replacement is the responsibility of the Complainant and any cost thereof is to be borne by the Complainant.

6. In view of foregoing, it is held that the faulty allied equipment installed for the 132 kV line bay at MEPCO owned Industrial Estate Grid Station is feeding to the instant Complainant only, therefore any cost for replacement of said equipment is to be borne by the Complainant.

  
**Rehmatullah Baloch**  
**Member (Consumer Affairs)**

Islamabad: November 05, 2020

  
5/11/2020