



National Electric Power Regulatory Authority
Islamic Republic of Pakistan

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REGISTRAR

No. NEPRA/R/TCD- 66/1858-60

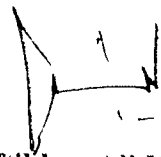
25-2-2014

Chief Executive Officer,
Multan Electric Power Co. Ltd. (MEPCO),
MEPCO Headquarter, Khanewal Road,
Multan

Subject: **Decision in the Matter of Complaint Filed By Shahnaz Javed Rafi, Rafi Gardens Housing Society, Shaiwal under Section 39 of The Regulation of Generation, Transmission and Distribution of Electric Power Act, 1997 Against MEPCO Regarding External Electrification of Rafi Gardens Housing Society**
Complaint # MEPCO-1074/2013

Please find enclosed herewith decision of Member (Consumer Affairs) dated February 24, 2014, regarding the subject matter for necessary action and compliance within 30 days of the receipt of this letter.

Encl : As Above

 25/2/14
(Iftikhar Ali Khan)
Deputy Registrar

Copy to:

1. C.E./Customer Service Director, Multan Electric Power Co. Ltd. (MEPCO), MEPCO Headquarter, Khanewal Road, Multan
2. Shahnaz Javed Rafi, C/o Rafi Gardens Housing Society, Chak No.87/A-6-R, Madhali Road, Shaiwal.



BEFORE THE
NATIONAL ELECTRIC POWER REGULATORY AUTHORITY
(NEPRA)

Complaint No: MEPCO -1074-2013

Shahnaz Javed Rafi, Complainant
C/o Rafi Garden, Chak No. 87 / A-6-R,
Madhali Road Sahiwal.

Versus

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

Date of Hearing: January 21, 2014

Date of Decision: February 24, 2014

On behalf of:

Complainant: 1) Mr. M. Bashir Bangash
2) Mr. Abid Nawaz Khan
3) Mr. M. Ali. Khalid

Respondent: 1) Ch. Muhammad Arshad, Chief Engineer. (MEPCO)
2) Mr. Emmamul Sardar, Additional Director P&R (MEPCO)

Subject: DECISION IN THE MATTER OF COMPLAINT FILED BY SHAHNAZ JAVED RAFI, RAFI GARDENS HOUSING SOCIETY, SAHIWAL UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST MEPCO REGARDING EXTERNAL ELECTRIFICATION OF RAFI GARDENS HOUSING SOCIETY

DECISION

1. This decision shall dispose of the complaint dated November 08, 2013 filed under Section 39 of the Regulation of Generation, Transmission and Distribution of Electric Power Act, 1997



by Ms Shahnaz Javed Rafi, M/s Rafi Gardens Housing Society Sahiwal (hereinafter referred to as the "Complainant") against Multan Electric Power Company (hereinafter referred to as the "Respondent" or "MEPCO").

2. The Complainant in her complaint stated that they supplied all the required documents to MEPCO for external electrification of M/s Rafi Gardens Sahiwal which is a medium sized housing scheme and is located in an already electrified area of MEPCO but the scheme has not yet been approved. There is no need for provision of an independent feeder for the ultimate load upto 2500 kW as per WAPDA standing policy dated October 06, 1998. The planning and design of the scheme was carried out by M/s PowerCom and the same was submitted to MEPCO on February 23, 2012 for approval of external electrification of the housing scheme as per WAPDA criteria. M/s PowerCom worked out the ultimate load demand of the scheme as 1780 kW on the big city criteria. The Board of Directors of MEPCO in a meeting dated February 28, 2012 accorded approval for supply of power for external electrification system of housing schemes and commercial plazas through independent feeder of 1001 kW load and above. They are being pressurized to revise the design by providing 11 kV independent feeder. Their new consultant i.e. Power Consulting Engineers visited the site and it was found that the scheme falls under rural area, therefore the load was recalculated on the basis of rural area criteria and worked out as 942 kW. The design book was submitted to MEPCO. Thereafter, MEPCO approached Tehsil Municipal Administration, Sahiwal for clarification whether the scheme falls in rural area or otherwise. The Tehsil Municipal Administration confirmed that the scheme falls under rural area. The Complainant has requested to issue instructions to MEPCO for approval of external electrification of M/s Rafi Gardens in light of WAPDA standing policy.
3. The matter was taken up with MEPCO for submission of para-wise comments. In response, MEPCO vide its letter dated December 16, 2013 reported that the said housing scheme is located at District Head Quarter Sahiwal. Therefore, load assessment is required to be assessed under Big City criteria as per policy in vogue. The ultimate load of the scheme has already been assessed as 1780 kW by the Complainant's previous consultant, i.e. M/s PowerCom, on the basis of Big City criteria for which energization of the housing scheme becomes mandatory through provision of 11kV independent feeder. The Complainant intends to be exempted from the cost of independent 11kV feeder mandatory for energization of the housing scheme. MEPCO has requested that the Complainant may be advised to fulfill all the necessary codal formalities, so that the external electrification approval of the scheme could be processed as per policy in vogue accordingly.
4. The report of MEPCO was sent to the Complainant for information/rejoinder. In response, the Complainant through her consultant vide letter dated December 23, 2013 raised

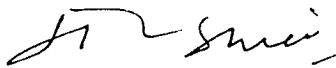
observations over the contents of the report. To probe further into the matter, a hearing was held on January 21, 2014 at Consumer Affairs Division, NEPRA, Islamabad. The hearing was attended by representatives of both the parties who advanced arguments on the basis of their earlier versions.

5. The case has been examined in detail in light of documents provided by both the parties and arguments advanced during the hearing. Details are as under :
- i) NEPRA rules with respect to electrification of housing societies are silent. At present, the policy of WAPDA in this regard is being followed by the DISCOs as SOP. As per the policy of WAPDA dated October 06, 1998, for ultimate load demand up to 2500kW of housing schemes and commercial buildings, the supply of power shall be proposed from existing nearest 11 kV feeder. The Board of Directors of MEPCO in its 79th meeting held on February 28, 2012 accorded approval for amendment in WAPDA policy dated October 06, 1998 and it was approved that an independent 11 kV feeder on cost deposit basis will be required for housing schemes and commercial buildings having ultimate load demand above 1000 kW.
 - ii) MEPCO neither consulted nor sought advice/comments from NEPRA with respect to amendment in WAPDA's above stated policy. Further, no such practice has been reported in other DISCOs therefore, this step of MEPCO appears to be against prudent utility practices.
 - iii) MEPCO is of the view that the area where electrification is required is an urban area and its load has been assessed on the basis of big city criteria as 1780 kW by the previous consultant engaged by the Complainant, i.e. M/s PowerCom. The new consultant, i.e. M/s Power Consulting Engineers, on the contrary, has assessed the ultimate load demand of the scheme as 942 kW on the basis of rural area. Moreover, the Complainant has produced a letter of Tehsil Officer, Tehsil Municipal Administration, Sahiwal dated September 12, 2013 wherein the Tehsil Municipal Administration has categorically mentioned that the said housing scheme falls in rural area.
 - iv) The Complainant applied for electrification of the housing scheme on February 23, 2012 to MEPCO prior to amendment in the said policy by the Board of Directors of MEPCO on February 28, 2012, therefore, this policy cannot be applied to the instant Complainant. Further, the Complainant has reduced its load which is in accordance with the new/revised policy of MEPCO, therefore, MEPCO is required to provide electricity without insisting for an independent feeder.



6. Foregoing in view, it is concluded that the Complainant applied to MEPCO for external electrification of the housing scheme prior to amendment in the WAPDA policy by the Board of Directors of MEPCO. Further, the load of the housing scheme has also been revised which is in accordance with the revised policy of MEPCO, therefore MEPCO is directed to entertain the request of the Complainant for external electrification of the housing scheme from the existing/common 11 kV feeder of MEPCO. However, MEPCO may monitor the load of the housing scheme and in case the load of the housing scheme exceeds the limit of 1000 kW, it may proceed as per the prevailing rules/regulations.
7. Compliance report shall be submitted within 30 days.

Islamabad, February 24, 2014


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

