



# National Electric Power Regulatory Authority

## Islamic Republic of Pakistan

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Registrar

No. NEPRA/ADG(CAD)/TCD 08 / 7432-36

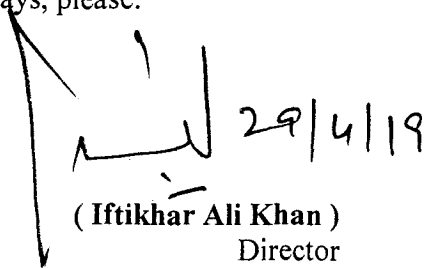
April 29, 2019

Chief Executive Officer  
Quetta Electric Supply Company (QESCO)  
Zarghoon Road, Quetta

Subject:- **Order of Member (Consumer Affairs) in the matter of Complaint filed by Mr. Jamal Mustafa, Registrar Balochistan University of Information Technology, Engineering and Management Sciences Quetta under Section 39 of the Regulation of Generation, Transmission and Distribution of Electric Power Act, 1997 against Quetta Electric Supply Company Limited (QESCO) regarding delay in approval of Electricity Connection**  
QESCO-103/01/2019

Please find enclosed herewith Order of the Member (Consumer Affairs) regarding the subject matter for necessary action and compliance within thirty (30) days, please.

Encl: As above

  
( Iftikhar Ali Khan )  
Director  
Registrar Office

Copy to:-

C.E/Customer Services Director Quetta Electric Supply Company (QESCO) Zarghoon Road, Quetta	Chief Engineer Planning Quetta Electric Supply Company (QESCO) Zarghoon Road, Quetta
Superintending Engineer (Operation) Quetta Electric Supply Company (QESCO) Quetta Circle, Block-4, Satellite Town, Quetta	Mr. Jamal Mustafa, Registrar Balochistan University of Information Technology, Engineering and Management Sciences Quetta



**BEFORE THE**  
**NATIONAL ELECTRIC POWER REGULATORY AUTHORITY**  
**(NEPRA)**

**Complaint No. QESCO-103/01/2019**

Mr. Jamal Mustafa  
Registrar  
Balochistan University of Information Technology  
Engineering and Management Sciences  
Quetta

..... **Complainant**

**Versus**

Quetta Electric Supply Company (QESCO)  
Zarghoon Road  
Quetta

..... **Respondent**

**Date of Hearing:** 11<sup>th</sup> March 2019

**On behalf of  
Complainant:**

1) Abdul Qadeem Kakar, Additional Registrar

**Respondent:**

1) Mr. Naaem Ullah, Director (Planning) QESCO  
2) Engr. Naveed Ahmed , AD (P&E) QESCO  
3) Mr. Shoukat Jomezai, XEN, QESCO

Subject: **ORDER IN THE MATTER OF COMPLAINT FILED BY MR. JAMAL MUSTAFA, REGISTRAR BALOCHISTAN UNIVERSITY OF INFORMATION TECHNOLOGY, ENGINEERING AND MANAGEMENT SCIENCES QUETTA UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST QESCO REGARDING DELAY IN APPROVAL OF ELECTRICITY CONNECTION**

**ORDER**

1. This Order will dispose of the complaint filed by Mr. Jamal Mustafa, Registrar Baluchistan University of Information Technology, Engineering and Management Sciences, Quetta (hereinafter referred to as the "Complainant") against Quetta Electric Supply Company Limited, QESCO (hereinafter referred to as the "Respondent" or "QESCO"), filed under Section 39 of the Regulation of Generation, Transmission and Distribution of Electric Power Act, 1997 (hereinafter referred to as the "NEPRA Act").

2. Brief facts of the case are that NEPRA received a complaint from the Complainant, dated April 01, 2019, wherein the complainant submitted that they have applied for a new connection with 594 kW load to QESCO, which may increase in future as new Campus blocks are under construction. He further added that a 1500 kVA transformer is already installed at the premises and the same is in perfect condition as per the tests conducted privately, however, QESCO is reluctant to provide connection from the existing transformer. The Complainant has requested NEPRA for resolution of the issue.


3. The matter was taken up with QESCO and a report on the subject matter was solicited. In response, QESCO failed to submit the report within the stipulated time. However, in order to proceed further; a hearing was held on March 11, 2019 at NEPRA Regional Office Quetta. During the hearing, the QESCO officials submitted that the transformer is obsolete and a new transformer of appropriate capacity is required to be installed to cater the required load (i.e. 594 kW) of the complainant. QESCO officials added that if the complainant applies for load upto 80% capacity of the existing transformer, only then they will be able to provide connection to the complainant (subject to conducting of tests of the transformer) otherwise QESCO will suffer line losses. However, the cost of the said tests will have to be borne by the complainant.

4. The case has been analyzed in detail in light of the documentary evidences made so available by the parties, arguments advanced during the hearing and applicable law. Following has been observed:

- i. During the hearing QESCO officials were unable to produce any SOP/Circular etc. in support of their argument for using 80% load of the transformer's capacity by the complainant. Moreover, there is no bar of drawing lower load from the transformer; therefore, QESCO's stance to apply for 80% load of the transformer has no force and is illogical.
- ii. The plea of QESCO for not providing connection on the basis of line losses is invalid as the losses are built in the Tariff, and the metering of the prospective consumer (594 kW load) will be carried out on the HT side, therefore transformer losses will be borne by the consumer and not by the Distribution Company (QESCO). Moreover, in the instant case, a dedicated transformer is already available at the site and dismantling the same and installation of a new one may cause unnecessary financial burden to the Government exchequer being a public sector organization.

5. Foregoing in view, QESCO is directed to provide connection to the complainant from the existing 1500 kVA transformer as per load requested by the complainant, subject to the testing of the transformer and completion of all codal formalities. The expense to be incurred on the testing of the transformer shall be borne by the complainant.

6. Compliance report to be submitted within thirty (30) days.

  
(Rehmatullah Baloch)  
Member (Consumer Affairs)

Islamabad, April 26, 2019