



National Electric Power Regulatory Authority

ISLAMIC REPUBLIC OF PAKISTAN
NEPRA Head Office Attaturk Avenue (East),
Sector G-5/1, Islamabad.
Ph:051-2013200, Fax: 051-2600021

**Consumer Affairs
Department**

TCD. 07/2569-2024
June 10, 2024

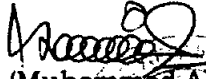
Chief Executive Officer,
Hyderabad Electric Supply Company (HESCO),
WAPDA Water Wing Complex, Hussainabad,
Hyderabad.

Subject: DECISION IN THE MATTER OF COMPLAINT FILED BY MR. OSAMA MASOOD,
DIRECTOR PAK RECLAIM INDUSTRIES (PRIVATE) LIMITED UNDER SECTION
39 OF THE REGULATION OF GENERATION, TRANSMISSION AND
DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST HESCO
REGARDING EXTENSION OF SANCTIONED LOAD FROM 499 KW TO 2400 KW
(AC # 24 37225 0069085)

Complaint # HESCO-NHQ-34623-02-24

Please find enclosed herewith the decision of the NEPRA Complaints Resolution Committee dated June 10, 2024 and submit compliance report within thirty (30) days.

Encl: As above


(Muhammad Abid)
Assistant Director (CAD)
NEPRA
Islamabad
(CAD)

Copy to:-

1. C.E/Customer Services Director,
Hyderabad Electric Supply Company (HESCO),
WAPDA Water Wing Complex, Hussainabad, Hyderabad.
2. Mr. Osama Masood,
Director, Pak Reclaim Industries (Pvt.) Limited,
Plot No. A/429-A, SITE Area, Nooriabad (Sindh)
0324-2414946



BEFORE THE
NATIONAL ELECTRIC POWER REGULATORY AUTHORITY
(NEPRA)
Complaint No. HESCO-NHQ-34623-02-24

Mr. Osama Masood, **Complainant**
Director, Pak Reclaim, Industries (Private), Limited.

VERSUS

Hyderabad Electric Supply Company (HESCO), **Respondent**
WAPDA Water Wing Complex, Hussainabad, Hyderabad

Date(s) of Hearing: May 07, 2024

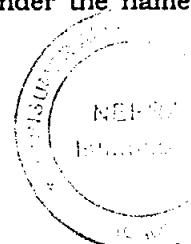
Complainant: Mr. Osama Masood,

Respondent: 1. Mr. Tajamul Hussain Manager (P&E), HESCO,
2. Mr. Muhammad Ali (DM), HESCO,

Subject: COMPLAINT FILED BY MR. OSAMA MASOOD, DIRECTOR PAK RECLAIM INDUSTRIES (PRIVATE) LIMITED UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST HESCO REGARDING EXTENSION OF SANCTIONED LOAD FROM 499 KW TO 2400 KW (AC # 24 37225 0069085)
Complaint # HESCO-NHQ-34623-02-24

This decision shall dispose of the complaint filed by Mr. Osama Masood, (hereinafter referred to as the "Complainant" or "Consumer") against Hyderabad Electric Supply Company (hereinafter referred to as "Respondent" or "HESCO"), 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 Mr. Osama Masood on February 16, 2024, whereby it was stated that he is running business under the name of Pak





Reclaim Industries (Private) Limited located in Nooriabad Industrial area within the jurisdiction of HESCO. The Complainant wanted to expand his business and requested HESCO to increase the existing load of his industry from 499 kW to 2400 kW. However, HESCO refused to consider his request at the existing distribution 11 kV feeder for expansion of said load and advised him to apply afresh for an independent/dedicated 11 kV feeder. Later, the complainant approached to NEPRA for intervention in the matter and resolution of the said issue on merit.

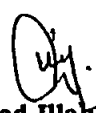
3. The matter was taken up with HESCO and a hearing was held on May 07, 2024. During the hearing, it was revealed that the Complainant approached HESCO for extension of load i.e. (from 499 kW to 2400 kW) for his industrial connection from the Common Distribution System (CDS) of HESCO. The representative of HESCO i.e. Deputy Manager (Planning) submitted that the desired load extension request cannot be considered from distribution (NG-1)11 kV feeder of HESCO, because many small industrial consumers are being fed supply from the same feeder and in case if extension is given to the Complainant, the capacity of this 11 kV feeder will exhaust and small consumers will be deprived. HESCO representative further submitted that it would be feasible to provide the required extension of load to the Complainant from dedicated/independent 11 kV feeder otherwise, the Consumer has to bear rehabilitation charges in case extension of load from the existing 11 kV distribution feeder allowed. HESCO representative further submitted that the said sharing charges will be required to upgrade the existing 11kV feeder to enhance its capacity for smooth provision of electricity to the consumers. The Complainant requested for provision of connection from the common feeder and agreed for payment of rehabilitation charges against the existing CDS 11 kV feeder. The Complainant also assured for submission of an undertaking to HESCO to the effect that in case of further extension beyond 2500 kW in future, he shall apply to HESCO for an independent / dedicated 11 kV feeder on cost deposit basis.

4. Foregoing in view, the Complainant be allowed for extension of load from 499 kW to 2400 kW from the existing 11kV Common Distribution System (CDS) after fulfillment of all the codal formalities and recovery of feeder rehabilitation charges as discussed above. After provision of connection to the Complainant, the feeder shall be upgraded accordingly.

5. Compliance report in this regard be submitted within thirty (30) days.


(Engr. Ubed Ullah Memon)
Member, Complaints Resolution Committee/
Director (CAD)


Moqees ul Hassan)
Member, Complaints Resolution Committee/
Assistant Legal Advisor (CAD)


(Naveed Illahi Shaikh)
Convener, Complaints Resolution Committee/
Director General (CAD)

Islamabad, June 10, 2024

