



Registrar

National Electric Power Regulatory Authority

Islamic Republic of Pakistan

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No. NEPRA/ADG(CAD)/TCD 02/13918-20

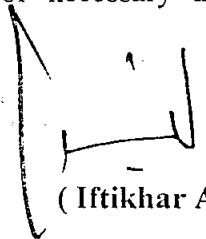
May 21, 2020

Chief Executive Officer
Islamabad Electric Supply Company (IESCO)
Street No 40, G-7/4
Islamabad.

Subject: **DECISION IN THE MATTER OF COMPLAINT FILED BY SECRETARY, CIVIL EMPLOYEES CO-OPERATIVE HOUSING SOCIETY UNDER 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST IESCO OFFICIALS REGARDING ARREARS IN BILL**

Please find enclosed herewith the Decision of the Member (Consumer Affairs) NEPRA dated May 21, 2020 (02 Pages), regarding the subject matter for necessary action and compliance within thirty (30) days.

Encl: As above


(Iftikhar Ali Khan)
Director
Registrar Office

Copy to:

1. C.E/Customer Services Director
Islamabad Electric Supply Company (IESCO)
Street No 40, G-7/4
Islamabad.
2. Secretary
Civil Employees Co-Operative Housing Society
1st Floor, Soan Complex, Main Soan Avenue (Zone V)
Islamabad



BEFORE THE
NATIONAL ELECTRIC POWER REGULATORY AUTHORITY
(NEPRA)

Complaint No. IESCO-125/07/2018

Secretary

Civil Employees Co-operative Housing Society
1st Floor, Soan Complex, Main Soan Avenue (Zone V)
Islamabad.

Complainant

Versus

Islamabad Electric Supply Company (IESCO)

Head Office IESCO, Street No. 40,
Sector G-7/4
Islamabad.

Respondent

Date of Hearing: 1). 19th November 2019
2). 06th February 2020

On behalf of Complainant:

Malik Hasnain

On behalf of Respondent:

- 1) Engr. Shehzad Ahmed Jalil (XEN)
- 2) Mr. Muhammad Ubaid (CSO Cantt)

Subject: DECISION IN THE MATTER OF COMPLAINT FILED BY SECRETARY, CIVIL EMPLOYEES CO-OPERATIVE HOUSING SOCIETY UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST IESCO REGARDING ARREARS IN BILLS

DECISION

1. Through the subject complaint, the action of Islamabad Electric Supply Company (hereinafter referred as "IESCO") for charging arrears in water supply schemes bearing reference Nos 28143355823800, 28143355824600, 28143355823900 and 24143356812802 have been challenged inter-alia on the grounds that said arrears are charged without notice.

2. On 5.9.2019, notice of the complaint was served upon IESCO and vide letter dated 23.10.2019, IESCO submitted that the water supply schemes at Civilians Employees

Cooperative Housing Society, Sowam Garden, Islamabad, were being charged under tariff B-1. Whereas, according to the notified tariff i.e. F-No P1-4 (15)/2015-16 dated March 28, 2018 by the Government of Pakistan; the applicable tariff upon the water supply schemes is A-3. The Audit party of IESCO pointed out the discrepancy, therefore, difference of tariff amounting to Rs. 82,842/- w.e.f April 2018 to May 2019 (14 months) has been debited against reference No. 24143356812802.

3. Hearing into the matter was held on November 19, 2019 at NEPRA Head office, Islamabad; which was attended by both the parties and after preliminary hearing, IESCO was directed to provide details of all the four connections in dispute. Accordingly another hearing was scheduled on February 06, 2020. Only representative of IESCO attended the hearing and submitted details regarding the matter and further informed that the impugned arrears have already been paid by the complainant.

4. The case has been analyzed in detail in light of written/verbal arguments of the parties. Following has been observed:

- i. The water supply schemes in Civilian Employees Cooperative Housing Society bearing Reference No(s). 28143355823800, 28143355824600, 28143355823900 and 24143356812802 were charged under B-2, B1 (TOD), B-2 and B-1 tariff respectively.
- ii. According to tariff notification dated March 22, 2018 water supply schemes need to be charged under tariff category A3 General Services Category. IESCO continued to charge previous tariff and did not change tariff timely. The Audit party of IESCO pointed out the wrong application of tariff category to these connections.
- iii. IESCO charged arrears amounting to Rs 6, 11,300/-, Rs 2, 58,841/-, Rs. 8,03,042/- and Rs. 82,842/- against Reference No(s). 28143355823800, 28143355824600, 28143355823900 and 28143356812802 respectively w.e.f April 2018 to May 2019 (14 months). After May 2019, IESCO applied the correct tariff as per the notification.
- iv. The claim of IESCO regarding the arrears due to difference of tariff from B to A-3 is genuine, and legitimate dues raised against the Water Supply Schemes at Civilian Cooperative Housing Society.

5. Foregoing in view, the complaint is rejected and it is held that the impugned arrears are justified and payable by the complainant. However, IESCO must take action against the delinquents who failed to change the tariff in time as per the terms and conditions of the tariff duly notified in the official gazette.


(Rehmatullah Baloch)
Member (Consumer Affairs)

Islamabad, May 21, 2020