



National Electric Power Regulatory Authority
ISLAMIC REPUBLIC OF PAKISTAN
NEPRA TOWER
Attaturk Avenue (East) Sector G-5/1, Islamabad.

**Consumer Affairs
Department**

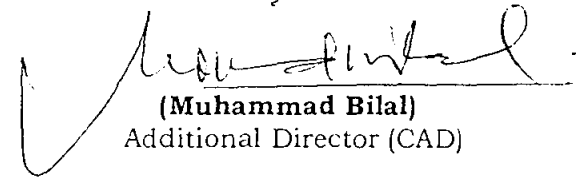
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TCD.04/ -2022
December 13, 2022

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

**Subject: COMPLAINT FILED BY MUHAMMAD RIZWAN AKRAM S/O KHAWAJA MUHAMMAD
AKRAM UNDER SECTION 39 OF THE REGULATION OF GENERATION,
TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST
IESCO REGARDING PROVISION OF ELECTRICITY CONNECTION.**
No. IESCO-NHQ-18228-11-22

Please find enclosed herewith the decision of the NEPRA Consumer Complaints Tribunal dated December 13, 2022 regarding the subject matter for necessary action and compliance within twenty (20) days, positively.

Encl: As above


(Muhammad Bilal)
Additional Director (CAD)

Copy to:

1. C.E/Customer Services Director, IESCO, Street No. 40, Sector G-7/4, Islamabad.
2. C.E (Planning) IESCO, Street No. 40, Sector G-7/4, Islamabad.
3. Mr. Muhammad Rizwan Akram, M/s Super Al-Fateh Flour & General Mills (Pvt.) Limited, Plot No. 36-A, Road S-1, Industrial Estate, RCCI Rawat, Rawalpindi.



BEFORE THE
NATIONAL ELECTRIC POWER REGULATORY AUTHORITY
(NEPRA)

Complaint No. IESCO-NHQ-18228-11-22

Mr. Muhammad Rizwan Akram

..... **Complainant**

M/s Super Al-Fateh Flour & General Mills (Pvt.) Limited.
Plot No. 36-A, Road S-1, Industrial Estate, RCCI Rawat.
Rawalpindi.

VERSUS

Islamabad Electric Supply Company (IESCO)

..... **Respondent**

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

Date of Hearing: December 01, 2022

**On behalf of
Complainant:**

1) Mr. Iftikhar Hussain

Respondent:

- 1) Mr. Arif Saddozai, Addl. CE (Operation), IESCO
- 2) Mr. Syed Muhammad Ghazanfar, DD (Planning), IESCO
- 3) Mr. Mazhar Muhammad Iqbal, AD (Planning), IESCO

SUBJECT: DECISION IN THE MATTER OF COMPLAINT FILED BY MR. MUHAMMAD RIZWAN AKRAM S/O KHAWAJA MUHAMMAD AKRAM UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST IESCO REGARDING PROVISION OF ELECTRICITY CONNECTION

DECISION

This decision shall dispose of the complaint filed by Mr. Muhammad Rizwan Akram (hereinafter referred to as the "Complainant") against Islamabad Electric Supply Company (hereinafter referred to as the "Respondent" or "IESCO"), under Section 39 of the Regulation of Generation, Transmission and Distribution of Electric Power Act, 1997 (hereinafter referred to as the "NEPRA Act").

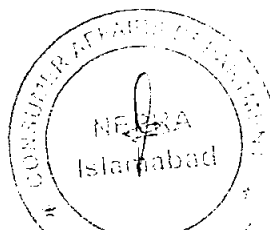
2. The Complainant in his Complaint dated November 19, 2022 stated that he filed an application in IESCO for provision of a new industrial connection, however, his request was declined by IESCO officials on the ground that two number of industrial electricity connections are already installed at the premises. Being aggrieved, the Complainant requested NEPRA to intervene and direct IESCO for provision of another industrial connection at the adjacent premises i.e. Plot No. 36A Street S-2, which is a separate premises.



3. The subject matter was taken up with IESCO and a hearing was held on December 01, 2022 at NEPRA Head Office, Islamabad wherein both the parties advanced their respective arguments and the matter was discussed in detail. IESCO officials submitted that the Complainant filed an application for an industrial connection i.e. Flour Mill for load of 490 kW under B2 tariff. Later, the prospective location was visited by the concerned IESCO officials and it was noticed that two industrial connections against Reference Nos. 27-14631-7519900 & 27-14631-7519930 were already installed at the same premises where a third connection was applied by the Complainant. IESCO officials further submitted that as per provisions of Consumer Service Manual (CSM) multiple connections can be provided at the same premises if nature of industry is different. However in the instant case the prospective connection will be used for same type of industry i.e. Flour Mill. IESCO officials further apprised that the accumulative load of all the three connections will become 2,330 kW. The Complainant again requested for provision of another connection relying on the argument that the same has been applied for a separate premises having separate entrance/amenities/allotment by the concerned agency.

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

- (a) The Complainant approached IESCO for a new industrial connection at his premises located at Plot No. 36A, Street No. S-2, Rawalpindi Chamber of Commerce & Industry (RCCI) Rawat for tentative load of 490 kW. Later, upon verification of the site, the application for new connection was rejected by IESCO on the basis that two industrial connections were already installed at the same premises having similar nature of industry i.e. Flour Mill bearing reference No. 27-14631-7519900 in the name of Mr. Muhammad Rizwan Akram with sanctioned load of 850kW and another connection bearing reference No. 27-14631-7519930 in the name Mrs. Sana Mustaneer Ahmad with 990kW sanctioned load.
- (b) IESCO has rejected the application of the Complainant under Clause 2.8.1 of the CSM that more than one connection cannot be provided at the same premises for same nature of industry. The Clause 2.8.1 of CSM provides that DISCOs shall allow more than one industrial connection at the same premises subject to the following:
 - (i) Having different nature of industries
 - (ii) Having same tariff category. However, different tariff category connections may be allowed subject to satisfaction of DISCO that no misuse of tariff will take place.
 - (iii) In case the consolidated load of the premises approaches the threshold required for an independent 11 kV feeder, then connection will be provided through an independent feeder on cost deposit basis. The existing connection will also be supplied from the independent feeder
- (c) The Complainant is the owner of Plot Number 15, Street No. S-1 and Plot No. 36A Street No.S-2, RCCI Rawat. IESCO has already sanctioned a connection bearing reference No. 27-14631-7519900 in the name of Mr. Muhammad Rizwan Akram for Al-Fatch Flour Mills, Plot No. 15, Street No. S-1 vide approval dated January 11, 2021 and another connection bearing reference No. 27-14631-7519930 in the name of Mrs. Sana Mustaneer Ahmad for New Al-Fatch Flour Mills, Plot No. 15, Street No. S-2, vide approval dated March 03, 2022.




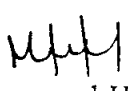
- (d) The Complainant has applied for a new connection at the adjacent premises i.e. Plot No. 36A Street S-2, RCCI Rawat. The Clause 2.8.1 of CSM is not applicable in this scenario because the new connection has been applied for a separate premises which has a different Plot number.
- (e) CSM provides that for load up to 1000kW an industrial connection will be provided from 11 kV common distribution feeder and rehabilitation charges in such case are recoverable from the applicant. The CSM further provides that if the load of an industrial connection exceeds 2.5MW then the connection shall be provided through a dedicated 11kV feeder. In this case, the ownership of both plots rests within the family and the accumulated load of existing two connections including prospective new connection becomes 2330 KW, therefore IESCO may provide the new connection at Plot No. 36A, Street S-2 from its existing feeder subject to availability of load/ capacity in the feeder upon payment of rehabilitation charges. If the consolidated load of all the three connection exceed 2.5MW then a dedicated 11kV feeder may be installed on cost deposit basis.


5. Foregoing in view, IESCO is directed to:

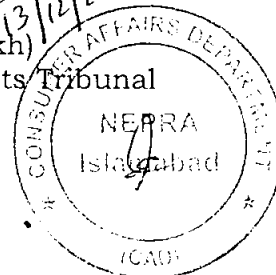
- (i) Process the case and provide new industrial connection to the Complainant at Plot No. 36A, Street S-2 situated in RCCI Industrial State Rawat, after completion of all codal formalities and subject to availability of load/ capacity in the 11kV feeder upon payment of rehabilitation charges. In case of non-availability of load in the feeder, independent feeder be installed on cost deposit basis
- (ii) IESCO shall ensure that the premises i.e. 36A, Street No. S-2 is physically separate from the premises where connections are already installed i.e. Plot No. 15.
- (iii) If in future, the consolidated load of all the three connections exceeds 2500kW then an independent feeder be installed on cost deposit basis.

6. Compliance report be submitted in twenty (20) days.


(Lashkar Khan Qambrani)
Member Consumer Complaints Tribunal
Director (CAD)


(Moqem ul Hassan)
Member Consumer Complaints Tribunal
Assistant Legal Advisor


(Naweed Illahi Shaikh)
Convener Consumer Complaints Tribunal
DG (CAD)



Islamabad, December 13, 2022