



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

**Consumer Affairs
Department**

TCD.04/639-2023
February 15, 2023

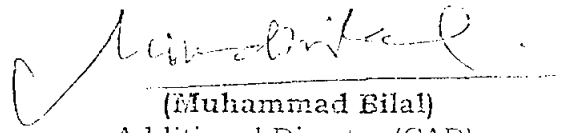
Chief Executive Officer,
Islamabad Electric Supply Company (IESCO),
Street No. 40, Sector G-7/4, Islamabad.

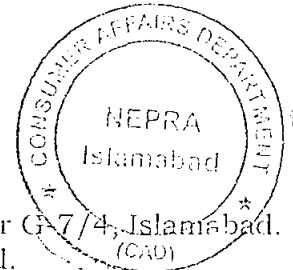
Subject: DECISION IN THE MATTER OF COMPLAINT FILED BY MR. MAQBOOL HUSSAIN CHAIRMAN J7 EMPORIUM PRIVATE LIMITED UNDER SECTION 39 OF REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST IESCO REGARDING PROVISION OF CONNECTION.

No. IESCO-NHQ-12890-05-22

Please find enclosed herewith the decision of the NEPRA Consumer Complaints Tribunal dated February 15, 2023 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. Maqbool Hussain, Chairman, J7 Emporium (Pvt) Limited.
Plot No.01, Block C, Multi Gardens, B-17 Islamabad.



**BEFORE THE
NATIONAL ELECTRIC POWER REGULATORY AUTHORITY.
(NEPRA)
Complaint No. IESCO-NHQ-12890-05-22**

Mr. Maqbool Hussain
Chairman, J7 Emporium (Pvt) Limited.
Plot No.01, Block C, Multi Gardens, B-17 Islamabad.

..... Complainant

VERSUS

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

..... Respondent

Date of Hearings: January 18, 2023
December 20, 2022
December 12, 2022
November 28, 2022
August 11, 2022

On behalf of Complainant:

Raja Arif Aslam, Managing Director.
Mr. Azhar Mumtaz, Electrical Group Head.
Mr. Said Alam, Head Electrical.
Mr. Arif, Consultant.

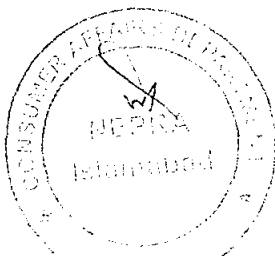
On behalf of Respondent:

Mr. Mazhar Muhammad Iqbal, AD Planning, IESCO.
Mr. Babar Mehmood, XEN Taxila, IESCO.
Mr. M. Naeem Jan CE (P&E), IESCO.
Syed Ghazanfar, DD Planning, IESCO.
Mr. Kamran Aftab SE (Opr), Attock, IESCO.

SUBJECT: DECISION IN THE MATTER OF COMPLAINT FILED BY MR. MAQBOOL HUSSAIN CHAIRMAN J7 EMPORIUM PRIVATE LIMITED UNDER SECTION 39 OF REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST IESCO REGARDING PROVISION OF CONNECTION.

DECISION

This decision shall dispose of the complaint filed by Mr. Maqbool Hussain Chairman J7 Emporium Private Limited Rawalpindi (hereinafter referred to as the "Complainant") against Islamabad Electric Supply Company (IESCO) (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").



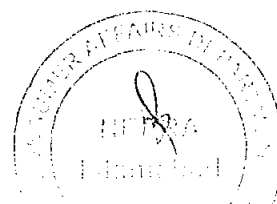
2. The Complainant in the Complaint dated May 19, 2022 submitted that a one point supply application for a tentative load of 4881 kW was submitted to IESCO for provision of electricity connection at J7 Emporium located at MPCHS, Tehsil Taxila, District Rawalpindi. The same was denied by IESCO on pretext of abrogation of one point supply regime by NEPRA and was advised to proceed with individual metering. Moreover, IESCO is technically constrained to allow installation of transformer over and above power rating of 630 kVA in its system which advertently ensues the requirement of more space for multiple nos. of 630 kVA transformers in lieu of a higher rating transformer. As per the Complainant one point supply connections have been provided by IESCO and precedent are available where such connections are provided all over Pakistan until finalization of such regime by NEPRA. Resorting to availability of higher rating transformer in the market, the Complainant requested for clarification regarding installation of such transformers.

3. The subject matter was taken up with IESCO for submission of report. In response, IESCO vide letter dated July 27, 2022 submitted that the Complainant's application cannot be entertained due to abolishment of one point supply regime by NEPRA. IESCO added that due to non-availability of prototype approval issued by National Transmission and Dispatch Company (NTDC) for transformers rated above 630 kVA, higher capacity transformers cannot be used in the distribution system of IESCO. IESCO further submitted that usage of single higher rated transformer can be problematic in the event of malfunction affecting a larger area without any provision of backup transformer.

4. In order to proceed further in the matter, various hearing were conducted wherein, both parties participated and re-iterated their earlier versions. During the hearing the representatives of Complainant requested IESCO to take over their Distribution System.

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

- i. The Complainant applied for one point supply connection to IESCO for 4881 kW load through two nos. of independent 11 kV feeders each for commercial premises having load of 2960 kW and residential building having load of 1921 kW to be catered by 2x2000 kVA and 2x1600 kVA transformers respectively.
- ii. Approval was not granted by IESCO due to abolishment of one point supply regime i.e. Tariff 'J' and absence of design /prototype of 1600 & 2000 KVA transformers with IESCO.
- iii. IESCO has already approached NTDC regarding prototype/design of transformers having rating higher than 630 kVA for grant of such approval which will pave the way forward for installation of higher rating transformers. Keeping in view, the trend of high rise buildings, the existing maximum capacity of 630kVA transformers in the distribution network does not suffice and DISCOs are required to bring in place higher rating transformers in their distribution network.
- iv. Regarding conversion of Sponsored Dedicated Distribution System Clause 6 (1&2) of Consumer Eligibility Criteria (Distribution Licensees) Regulations, 2022 stipulates that if the Sponsored Dedicated Distribution System is taken over by the concerned DISCO and it is converted into Common Distribution System on the request of the sponsor the distribution licensee shall not be obliged to reimburse the cost of the Sponsored Dedicated Distribution System to the sponsor. In this case, the sponsor/ complainant has no objection to handover their system to IESCO.
- v. In K-Electric, transformers having capacity above 630kVA are also being installed for provision of individual connections in high rise buildings.



6. Foregoing in view, IESCO is directed to opt any of the following options:

Option 1:

IESCO may take over the Complainant's distribution system for individual metering/billing whereby the Complainant will supplement its distribution system beforehand through installation of a standby transformer of 2000kVA capacity to meet an emergent situation.

Option 2:

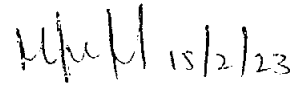
The Complainant may apply for grant of Distribution License; however, IESCO will serve as Supplier of Last Resort. By doing this, issue of higher capacity transformer will be resolved and the distribution system will remain with the sponsor for maintenance purposes and billing will be carried out by IESCO.

7. IESCO is directed to proceed by opting any of the above options and provide individual connections at J7 Emporium (Pvt.) Limited. A report in this regard be submitted within twenty (20) days.

8. The above directions are applicable in the instant case only, and the same shall not be taken as precedent in other likewise cases. However, if any such complaint is received; the same shall be decided in view of the ground realities/ facts of the case.


15/2/23

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


15/2/23

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


15/2/23

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

Islamabad, February 15, 2023

