



Registrar

National Electric Power Regulatory Authority Islamic Republic of Pakistan

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No. NEPRA/DG(CAD)/TCD 08/646-50

January 6, 2021

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

Subject: **DECISION IN THE MATTER OF COMPLAINT FILED BY HAJI SAHIB KHAN, ZS PLAZA UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST QESCO REGARDING NON-PROVISION OF CONNECTION QESCO-12/12/2020**

Please find enclosed herewith the Decision of Member (Consumer Affairs) dated January 5, 2021 (03 Pages) regarding the subject matter for necessary action and compliance within twenty (20) days, please.

Encl: As above

[Handwritten signature] 6/1/21
(Iftikhar Ali Khan)
Director
Registrar Office

Copy to:

- i. C.E/Customer Services Director,
Quetta Electric Supply Company (QESCO)
Zarghoon Road, Quetta Cantt.
- ii. Director (Commercial),
Quetta Electric Supply Company (QESCO)
Zarghoon Road, Quetta Cantt.
- iii. S.E. (Central Circle),
Quetta Electric Supply Company (QESCO)
Block-4, Satellite Town, Quetta.
- iv. Haji Sahib Khan,
ZS Plaza, Kawari Road,
Quetta.
Cell # 0300 – 388 0049



BEFORE THE
NATIONAL ELECTRIC POWER REGULATORY AUTHORITY
(NEPRA)

Complaint No. QESCO-12/12/2020

Haji Sahib Khan
ZS Plaza, Kawari Road, Quetta.

..... **Complainant**

Versus

Quetta Electric Supply Company Limited (QESCO)
Zarghoon Road, Quetta.

..... **Respondent**

Date of Hearing: 1st January 2021

On behalf of:

Complainant: 1) Haji Sahib Khan
2) Mr. Saadullah

Respondent: 1) Mr. Farooq Rashid, C.E. (P&E)
2) Mr. Abdul Nasir, S.E. (Central Circle)
3) Mr. Mushtaq Shah, Director (Legal)
4) Mr. Madan Kumar, Additional AD
5) Mr. Shahid Akbar, Commercial Superintendent
6) Mr. Mir Jehangir, DDT

Metropolitan Corporation: Mr. Javid Iqbal, Superintendent

Subject: **DECISION IN THE MATTER OF COMPLAINT FILED BY HAJI SAHIB KHAN, ZS PLAZA UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST QESCO REGARDING NON-PROVISION OF CONNECTION**

DECISION

Through this decision, the complaint filed by Haji Sahib Khan, ZS Plaza (hereinafter referred to as the "Complainant") against Quetta Electric Supply Company Limited Limited (hereinafter referred to as the "Respondent" or "QESCO"), under Section 39 of the Regulation of Generation, Transmission and Distribution of Electric Power Act, 1997 (hereinafter referred to as the "NEPRA Act"), is being disposed of.

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2. Brief facts of the case are that NEPRA received the subject complaint on 2nd December 2020, wherein the Complainant stated that he has constructed a plaza at Kawari Road, Quetta and required electricity connection for the same. Upon approaching QESCO, they were refused to be provided with electricity connection, whereas, more than 50 such plazas have been electrified by QESCO. Further, Sui Southern Gas Company (hereinafter referred to as the "SSGC") has also installed gas connection at the plaza. Due to non-availability of electricity connection, he is sustaining huge financial loss.

3. Upon further scrutiny of record made so available by the Complainant, it was revealed that the Metropolitan Corporation, Quetta (hereinafter referred to as the "MCQ"), as per law, has allowed the Complainant to construct the building upto 30 feet height, whereas, the Complainant has violated the law by exceeding the height of the plaza, due to which he has been denied electricity connection by QESCO.

4. The matter was taken-up with QESCO for submission of parawise comments/report. However, report from QESCO was not received despite lapse of considerable time period. Therefore, in order to probe further into the matter, hearing was held on 1st January 2021, wherein all the concerned parties (i.e. QESCO, MCQ and the Complainant) participated and advanced their arguments. During the hearing, the case was discussed in detail. Upon query, the representative of MCQ apprised that the Complainant has extended the height of the building/plaza above 30 feet which was the limit in the NOC, however, they have taken-up the issue with higher-ups for enhancement of height limit in Quetta for such buildings from 30 feet to 60 feet, and it is expected that the same shall be approved shortly. Upon another query, it was informed by the representatives of MCQ that there are several buildings in Quetta having height exceeding 30 feet; even the MCQ's own building, namely Baldia Plaza, is above 30 feet height. It is expected that the competent authority may extend the height limit of all buildings in Quetta shortly. Upon further query, it was apprised by QESCO representatives that there are many such buildings in Quetta having height above 30 feet which are electrified.

5. 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. The following has been observed:

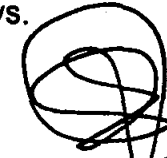
- i. The Complainant constructed a building/plaza at Kawari Road, Quetta having height exceeding 30 feet, whereas the layout plan was approved for 30 feet height.
- ii. The Complainant approached QESCO for provision of connection for the building/plaza, however, the same was refused by QESCO on the ground that the height of the plaza is more than 30 feet, i.e. limit as per law, whereas SSGC has allowed him gas connection.
- iii. During the hearing, the representatives of Metropolitan Corporation, Quetta informed that the matter of extension in height limit for buildings in Quetta from 30 feet to 60 feet has been taken-up with higher-ups, and the same is expected to be approved shortly. Further, there are several other buildings in Quetta having height more than 30 feet, including the building of the executing agency, i.e. Metropolitan Corporation, Quetta.
- iv. During the hearing, upon query, it was apprised by QESCO representatives that various other buildings in Quetta exceeding 30 feet height are already energized.
- v. During the hearing, it was amicably decided with QESCO that the Complainant may be provided with electricity connection for the building only for Ground Floor, as the issue of

extension in height limit will be resolved shortly as per the statement of the representatives of MCQ.

- vi. As per the provisions of NEPRA Consumer Eligibility Criteria, 2003, it is the right of every person to be provided with electricity connection subject to completion of all codal formalities.

6. Foregoing in view, QESCO is directed to provide electricity connection to the Complainant for Ground Floor of the building as per the load indicated in the test report. This decision is applicable to the instant case only, and the same shall not be taken as precedent in other likewise cases which shall be decided on case-to-case basis keeping in view the ground realities.

7. Compliance report be submitted within twenty (20) days.



(Rehmatullah Baloch)
Member (Consumer Affairs)

Islamabad, January 05, 2021