



National Electric Power Regulatory Authority

ISLAMIC REPUBLIC OF PAKISTAN

NEPRA TOWER

Attaturk Avenue (East) Sector G-5/1, Islamabad.

Ph:051-2013200, Fax: 051-2600021

**Consumer Affairs
Department**

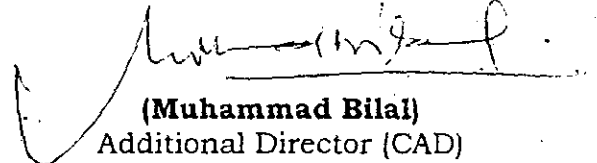
TCD 08/ ³⁹⁰⁷ -2024
September 02, 2024

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

Subject: **COMPLAINT FILED BY MR. ATTAULLAH UNDER SECTION 39 OF THE
REGULATION OF GENERATION TRANSMISSION AND DISTRIBUTION OF
ELECTRIC POWER ACT, 1997 AGAINST QESCO REGARDING ENERGIZATION OF
ELECTRICITY CONNECTION FOR INFORMATION TECHNOLOGY TRAINING
INSTITUTE DERA MURAD JAMALI
QESCO-QET-13120-06-22**

Please find enclosed herewith the decision of the NEPRA Complaint Resolution Committee dated September 02, 2024 regarding the subject matter for necessary action and compliance within thirty (30) days, positively.

Encl: As above


(Muhammad Bilal)
Additional Director (CAD)

Copy to:

- 1) C.E/ Customer Services Director,
Quetta Electric Supply Company (QESCO),
Zarghoon Road, Quetta.
- 2) Director (Commercial)
Quetta Electric Supply Company (QESCO),
Zarghoon Road, Quetta.
- 3) SE (Superintending Engineer (Operation)
Quetta Electric Supply Company (QESCO),
Sibi Circle, Sibi, Balochistan.
- 4) Mr. Muhammad Rehan,
Assistant Director (CAD),
NEPRA Regional Office, Room#1, 2nd Floor,
Model Town, Hali Road, Quetta.
- 5) Mr. Attaullah
Office of the District Information Technology Officer,
Nasirabad at Dera Murad Jamali, Balochistan.
Contact# 0300-9386113, 083-8710550

(Please follow up with QESCO)



**BEFORE THE
NATIONAL ELECTRIC POWER REGULATORY AUTHORITY
(NEPRA)**

Complaint No. QESCO-QET-13120-06-22

Mr. Attaullah,
Office of the District Information Technology Officer,
Nasirabad at Dera Murad Jamali, Balochistan.
Contact# 0300-9386113, 083-8710550

.....Complainant

Versus

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

..... Respondent

Date of Hearing(s):

- 1) October 29, 2022
- 2) July 05, 2024

On behalf of:

Complainant: Mr. Attaullah

Respondent:

- 1) Mr. Shahid Zehri, Executive Engineer (Operation)
- 2) Mr. Rehman Naseer, Executive Engineer (Construction) RED-III
- 3) Mr. Mashooq Ali, RESD-I (RED-III)

Subject:

**DECISION IN THE MATTER OF COMPLAINT FILED BY MR. ATTAULLAH
UNDER SECTION 39 OF THE REGULATION OF GENERATION TRANSMISSION
AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST QESCO
REGARDING ENERGIZATION OF ELECTRICITY CONNECTION FOR
INFORMATION TECHNOLOGY TRAINING INSTITUTE DERA MURAD JAMALI**

DECISION

This decision shall dispose of the complaint filed by Mr. Attaullah, District Information Technology Officer, Naseerabad (hereinafter referred to as the "Complainant") against Quetta Electric Supply Company (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").

2. The brief facts of the case are that the Complainant in the complaint apprised that an amount of Rs. 2,122,205/- was paid to QESCO for electrification of Information Technology Training Institute (ITTI) Dera Murad Jamali, credit advice for which had been sent by Executive Engineer (Operation) Naseerabad to Project Director Construction on November 9, 2021. Despite lapse of considerable time the electrification of ITTI Dera Murad Jamali remained pending therefore the Complainant requested to issue orders to QESCO to expedite the execution of work and complete electrification of ITTI Dera Murad Jamali without further delay.

3. The subject matter was taken up with QESCO. However, QESCO failed to submit report regarding the matter within the stipulated time. In order to discuss the matter, hearings were held at NEPRA Regional Office Quetta which were attended by both the parties i.e. QESCO as well as the Complainant. During the hearings, QESCO submitted that some codal formalities

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were to be completed and assured to resolve the pending issue at the earliest and complete the electrification work of ITTI on urgent basis. Subsequently, the Complainant informed that electrification work was completed by limiting the scope of the work. The Complainant had paid for sixteen (16) poles, a 50kVA transformer and allied material while the scope of work for electrification was reduced to only one pole, a 50kVA transformer and allied material. The Complainant requested to issue orders to QESCO to refund the extra amount paid by the District Information Technology Office Naseerabad. The matter was taken up with QESCO and a hearing was held on July 05, 2024 wherein QESCO submitted that a new 11 kV feeder was constructed in that area therefore, the scope of work was changed and QESCO issued revised estimate by changing the route to provide connection to ITTI from the nearest feeder. In this regard QESCO installed only one HT pole, whereas, earlier the estimate was paid by ITTI for 16 number of HT poles. No refund was provided to ITTI by QESCO for the remaining 15 number of HT poles alongwith allied material with the plea that the earlier paid amount was adjusted due to escalation in cost of material. Moreover QESCO failed to provide any reasonable justification for delay in installation of connection to the Complainant.

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:

- (i) The Complainant approached QESCO for provision of connection to Information Technology Training Institute (ITTI) Dera Murad Jamali on October 26, 2020. In response, capital cost demand notice amounting to Rs. 2,122,205/- was issued by QESCO on December 18, 2020 which was paid by the Complainant on June 28, 2021. The credit advice for execution of work was sent to the Project Director Construction QESCO by Executive Engineer Operation Naseerabad via credit advice No. ODN/45 dated November 9, 2021. Despite payment of demand notice by the Complainant, the execution of work was not initiated by QESCO in time.
- (ii) The sanctioned load of Information Technology Training Institute Dera Murad Jamali is 19kW. According to time frame for new connections given in NEPRA Performance Standards (Distribution) Rules-2005 (PSDR-2005) read with Consumer Service Manual (CSM), DISCOs are required to provide electricity connection for load above 15kW but not exceeding 70kW within thirty-four (34) days of payment of demand notice. Therefore, according to the said provisions of law; the connection should have been provided by August 01, 2021. However, the installation of line of ITTI Dera Murad Jamali was completed in June 2023 with limited scope of work. The demand notice paid by the Complainant was for sixteen (16) HT poles, a 50kVA transformer and allied material whereas the connection was energized by installing one HT pole, a 50kVA transformer and allied material. Initially, the connection was to be energized from 11kV city feeder. During pendency of the said work, a new 11kV feeder was constructed by QESCO in the vicinity. Accordingly QESCO changed the route and provided supply to ITTI from the new feeder whereby only one HT pole was installed, however no refund of cost paid by ITTI for remaining 15 HT poles and other allied material was made by QESCO. According to QESCO, no refund is admissible due to escalation in cost of material paid by ITTI.
- (iii) QESCO was obligated to complete the installation of line of ITTI Dera Murad Jamali by August 01, 2021 and in this regard Clause 2.4.6 of Consumer Service Manual (CSM) provides that if escalation in cost of material takes place within the time period required for installation of connection/electrification, as the case may be then in such a case additional cost due to escalation, shall be paid by the applicant. No escalation charges shall be applicable if enhancement in rates of material take place after the lapse of time period given for installation of connection. Moreover, no escalation cost shall be charged to residential consumers upto 20 kW load and commercial consumers upto 15 kW load.

(iv) Moreover, QESCO failed to justify the delay in energization of ITTI Dera Murad Jamali.

5. Foregoing in view, QESCO is directed to revise the estimate for one HT pole, 50kVA transformer and other material which were actually installed at site as per the rates applicable as on August 01, 2021 and refund any extra amount paid by the ITTI. Compliance report in the matter be submitted within thirty (30) days.

6. مندرجہ بالا حقائق کے پیش نظر کیسکو کو ہدایت کی جاتی ہے HT Pole ، 50kVA ٹرانسفارمر اور دوسرا صرف وہ سامان جو کہ احاطہ میں لگایا گیا اس کے تخمینہ پر یکم اگست 2021 کو قابل اطلاق نرخوں کے مطابق نظر ثانی کرتے ہوئے ذائد رقم (اگر کوئی ہو) صارف کو واپس کریں۔ اور درج بالا احکامات پر عمل درآمد کی رپورٹ تیس (30) دنوں کے اندر جمع کروائے۔

(Lashkar Khan Qambrani)
Member Complaint Resolution Committee/
Director (CAD)

(Moqem Ul Hassan)
Member Complaint Resolution Committee/
Assistant Legal Advisor (CAD)

(Naweed Ilahi Shaikh)
Convener Complaint Resolution Committee/
Director General (CAD)

Islamabad, September 02, 2024