



National Electric Power Regulatory Authority

ISLAMIC REPUBLIC OF PAKISTAN

Consumer Affairs Department, NEPRA TOWER
Attaturk Avenue (East) Sector G-5/1, Islamabad.

Ph:051-2013200, Fax: 051-2600021

**Consumer Affairs
Department**

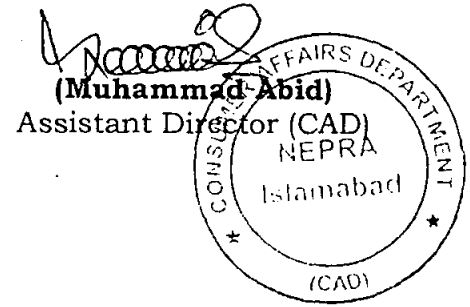
TCD 08/3136-2022
August 1, 2023

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

Subject: **COMPLAINT FILED BY MR. ADNAN AZIZ KURD UNDER SECTION 39 OF
THE REGULATION OF GENERATION TRANSMISSION AND DISTRIBUTION
OF ELECTRIC POWER ACT, 1997 AGAINST QESCO REGARDING
DETECTION BILLING (REF# 24-48114-1512401)
QESCO-QET-18999-12-22**

Please find enclosed herewith the decision of the NEPRA Consumer Complaints Tribunal dated July 31, 2023 regarding the subject matter for necessary action and compliance within Thirty (30) days, positively.

Encl: As above



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) Mr. Adnan Aziz Kurd
9/A Railway Housing Society,
Joint Road, Quetta
030-8381737.



BEFORE THE
NATIONAL ELECTRIC POWER REGULATORY AUTHORITY
(NEPRA)

Complaint No. QESCO-QET-18999-12-22

Mr. Adnan Aziz Kurd,
9/A Railway Housing Society,
Joint Road, Quetta.
Contact# 0300-8381737

.....Complainant

Versus

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

..... Respondent

Date of Hearing: January 17, 2023

On behalf of:

Complainant: Mr. Adnan Aziz Kurd

Respondent:

- 1) Mr Saif Ullah Badini, Deputy Manager (M&T)
- 2) Mr. Mehmood ul Hassan, Sub Divisional Officer (Operation)

Subject: **DECISION IN THE MATTER OF COMPLAINT FILED BY MR. ADNAN AZIZ KURD**
UNDER SECTION 39 OF THE REGULATION OF GENERATION TRANSMISSION AND
DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST QESCO REGARDING
DETECTION BILLING (REF# 24-48114-1512401)

DECISION

This decision shall dispose of the complaint filed by Mr. Adnan Aziz Kurd (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 filed a complaint before NEPRA wherein the Complainant apprised that, in the billing month of July-2022, QESCO officials had increased the multiplying factor from 20 to 30 without any proper justification or reason because of which the Complainant had been charged excessive bill amounting to Rs. 425,783/-. Therefore, the Complainant approached concerned officials of QESCO regarding the instant matter and meter of the Complainant was checked by QESCO officials who confirmed that there was nothing wrong with the meter. Despite confirmation by the QESCO officials that the meter was showing accurate reading in the billing month for August-2022, the Complainant was charged Rs. 432,710/- as detection charges. The Complainant further submitted that when the exaggerated bills were not paid within due date, the electricity connection was disconnected. The Complainant requested to issue orders to QESCO to restore the electricity supply and withdraw the excessive amounts charged due to increase in multiplying factor in the billing month of July-2022 and detection units charged in the billing month of August-2022.

3. The subject matter was taken up with QESCO. In response, QESCO submitted that multiplying factor of the Complainant's connection was increased from 20 to 30 in the billing month of July-2022 and detection units charged to the Complainant for 33% slowness in the billing month of August-2022 on the basis of M&T report dated May 23, 2022. In order to finalize the matter, a hearing was held on January 17, 2023 at NEPRA Regional Office Quetta which



was attended by both the parties i.e. QESCO as well as the Complainant wherein the issue was discussed in detail.

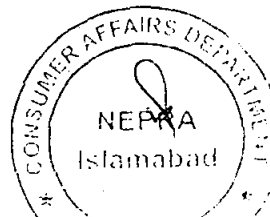
4. During the hearing, the Complainant informed that QESCO charged detection units although no fault was found in his electricity meter during the second visit of QESCO officials. The Complainant further informed that, Late Payment Surcharges have been levied against him since July 2022 because of being unable to pay the exaggerated bill within due date. The Complainant requested for withdrawal of the excessive units charged to him alongwith Late Payment Surcharge.

5. During the hearing, QESCO officials submitted that the Complainant's premises was visited by the M&T Department on April 26, 2022 and meter accuracy was checked which showed 33% slowness due to fault in blue phase CT. Therefore, the multiplying factor was increased for the billing month of July-2022 and detection units were charged for three previous billing cycles i.e. April 2022 to June 2022. The Complainant's premises was again visited by the standing committee of QESCO on July 22, 2022 in order to replace the defective CT. In the presence of the standing committee it was observed that the meter was showing accurate reading before replacement of the CT and the fault was due to temporary fluctuation in the meter display. Nevertheless, as a precautionary measure the CT was replaced and the multiplying factor was rectified to 20.

6. 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 is a consumer of QESCO having a connection with sanctioned load of 30 kW under A-3a(66) tariff running under reference No. 24-48114-1512401. QESCO officials visited the Complainant's premises and found that one of the CT was not working therefore the multiplying factor was increased from 20 to 30 and detection units were charged for previous three billing months i.e. April, May and June 2022 amounting to Rs. 432,710/-
- (ii) Clause 4.3.3 of the CSM states that, "In case slowness is established, DISCO shall enhance multiplying factor for charging actual consumption till replacement of the defective metering installation. Further, charging of a bill for the quantum of energy lost if any, because of malfunctioning of metering installation shall not be more than two billing cycles." Detection bill charged to the Complainant for the previous three months is a violation of CSM.
- (iii) The billing history of the Complainant provided by QESCO is as under:

Month	2019	2020	2021	2022
January	10780	8380	9380	6700
February	5480	5540		6140
March	3960	4600	7220	6120
April	6900	7500	10560	8500
May	12120	5500	6560	10320
June	6640	5120	8520	10380
July	8360	6800	10100	14460
August	11040	12400	12180	13120
September	11880	14860	9780	14200
October	15460	14180		15560
November	11800	8520	9580	0
December	9960	11080	8880	1700
Avg. Units	9532	8707	9276	8933

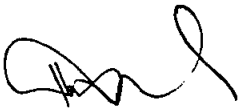


The billing history of the Complainant shows that there is no significant variation in the consumption of the Complainant during the period in which 33% slowness has been charged to the Complainant. The M&T report reveals that one of the CT was not working.

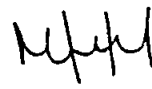
- (iv) QESCO officials admitted that during the visit of the standing committee dated July 22, 2022, the meter accuracy was found within permissible limit and previously noted caution display for CT bypass was for a short time only.
- (v) QESCO was directed to provide event wise downloaded data of the meter, however no such report was provided by QESCO. Moreover, there is no allegation of theft against the Complainant.

7. Foregoing in view, QESCO is directed to revise the detection bill from three (03) months to one (01) month and withdraw the Late Payment Surcharge, if any, levied to the Complainant since July 2022 accumulated due to non-payment of the disputed amount.

8. Compliance report be submitted within thirty (30) days.



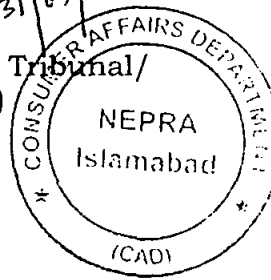
(Lashkar Khan Qambrani)
Member Consumer Complaints Tribunal
Director (CAD)



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



(Naweed Illahi Shaikh)
Convener Consumer Complaints Tribunal/
Director General (CAD)



Islamabad, July 31, 2023