



**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**

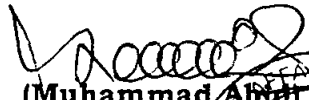
TCD 08/ <sup>2891</sup> -2022  
July 18, 2023

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

Subject: **COMPLAINT FILED BY MR. SHEERAZ SHEHZAD UNDER SECTION 39 OF  
THE REGULATION OF GENERATION TRANSMISSION AND DISTRIBUTION  
OF ELECTRIC POWER ACT, 1997 AGAINST QESCO REGARDING  
DETECTION BILL (REF# 27-48131-1303902)  
QESCO-QET-18193-11-22**

Please find enclosed herewith the decision of the NEPRA Consumer Complaints Tribunal dated July 14, 2023 regarding the subject matter for necessary action and compliance within Thirty (30) days, positively.

**Encl: As above**

  
(Muhammad Abid)  
Assistant Director (CAD)  
NEPRA  
Islamabad  
(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) Mr. Mr. Sheeraz Shehzad,  
QDS Store, Shehbaz Khan Chowk,  
Qambrani Road, Quetta.  
Contact# 0344-8374088



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

**Complaint No. QESCO-QET-18193-11-22**

**Mr. Sheeraz Shehzad,**  
QDS Store, Shehbaz Khan Chowk,  
Qambrani Road, Quetta.  
Contact# 0344-8374088

.....Complainant

**Versus**

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

..... Respondent

**Date of Hearing(s):**

January 23, 2023

**On behalf of:**

**Complainant:** Mr. Sheeraz Shehzad

**Respondent:**

Mr Mumtaz Ahmed, Revenue Officer Sariat Division

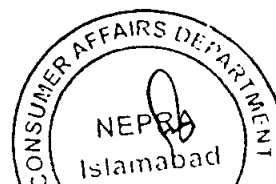
**Subject: DECISION IN THE MATTER OF COMPLAINT FILED BY MR. SHEERAZ SHEHZAD UNDER SECTION 39 OF THE REGULATION OF GENERATION TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST QESCO REGARDING DETECTION BILL (REF# 27-48131-1303902)**

**DECISION**

This decision shall dispose of the complaint filed by Mr. Sheeraz Shehzad (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 he pays his electricity bills within due date despite which QESCO officials have charged them with a Detection Bill amounting to Rs. 105,566/- without any reason and without serving any prior notice. The Complainant requested that orders be issued to QESCO to withdraw the unjustified detection bill and the disputed amount of Rs. 105,566/- be deferred until final decision has been made regarding the matter.

3. The subject matter was taken up with QESCO wherein QESCO was also instructed to defer the disputed amount till finalization of the case. QESCO officials failed to submit detailed report regarding the matter within the stipulated time. In this regard, a hearing was held on January 23, 2023 at NEPRA Regional Office Quetta which was attended by both the parties i.e. QESCO as well as the Complainant wherein QESCO officials submitted that the consumer's premises had been visited by the M&T department as routine checking on March 28, 2022. During the visit meter accuracy was checked and was found within limit but the LT bushes of the red and neutral phase of the transformer were found opened therefore 2452 detection units were charged to the Complainant amounting to Rs. 105,566/- as per report submitted by the M&T Department.



4. During the hearing, the Complainant submitted that the detection bill has been charged based on the claim that the LT bushes have been opened which is completely baseless and contrary to the facts on the ground. The security bonds pasted on the LT bushes had worn off due to old age and general wear and tear because of which it had been concluded that they were involved in theft of electricity. QESCO had not served them prior notice before charging of the detection bill which is against the Consumer Service Manual. Furthermore, so far no physical evidence has been submitted against the claim that they were involved in theft of electricity. The Complainant further informed that Late Payment Surcharge amounts have been accumulating in their account as QESCO had not deferred the disputed amount although clear directions had been issued by NEPRA. During the hearing, QESCO officials were instructed to provide physical evidence such as photos/videos recording to support their claim and to provide billing history of the Complainant for further inspection and analysis. In response, QESCO provided billing statement of the Complainant, however no evidence regarding involvement of the Complainant in theft of electricity has been provided by QESCO.

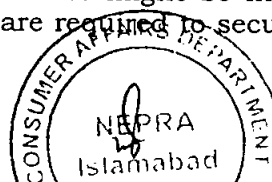
5. The case has been examined in detail in light of the record made so available by the parties, arguments advanced during the hearing and applicable law. Following has been observed:

- (i) The Complainant is a consumer of QESCO having a connection with a sanctioned load of 20 kW under B-I(b) tariff running with reference No. 27-48131-1303902. QESCO officials visited the Complainant's premises during routine checking and found that LT bushes of the transformer had been opened. The meter was checked by QESCO on March 28, 2022 and was found within permissible limits of accuracy. Based on the report of the M&T department, a detection bill amounting to Rs. 105,566/- was issued to the Complainant.
- (ii) The billing history of the Complainant submitted by QESCO is as under:

Month	2015	2016	2017	2018	2019	2020	2021	2022	2023
Jan	N/A	771	1426	823	777	1152	1229	1033	561
Feb	N/A	772	1136	1509	1374	1494	N/A	860	986
Mar	N/A	1812	1163	997	758	970	1000	1517	647
Apr	0	1426	1999	1042	1453	1266	1667	1420	897
May	1487	1157	2017	832	1060	1326	915	1198	810
Jun	875	1198	2083	908	1432	1102	1693	1240	1033
Jul	1190	1602	844	958	1416	1193	1314	0	
Aug	1164	1651	1471	1226	1467	951	892	1001	
Sep	1174	1555	1407	697	1000	2072	2170	1046	
Oct	1205	1351	1180	1210	1668	1120	N/A	1213	
Nov	998	1588	859	613	1106	1088	1371	1170	
Dec	1241	1289	1318	1352	782	1790	1075	372	
Avg. Units	1037	1348	1409	1014	1191	1294	1333	1006	822

The billing history shows that there is no significant variation in monthly average consumption of the Complainant prior to and after checking of the meter. During the months of March 2022 and April 2022, the monthly consumption of the Complainant was 1517 units and 1420 units respectively, while in previous year the consumption was 1000 units and 1667 units respectively. After checking, if the Complainant was involved in illegal abstraction of electricity, the consumption of the Complainant should have exceeded the average monthly consumption but on the contrary the average consumption for the billing months from April 2022 to December 2022 is 970 units and average consumption from April 2021 to December 2021 is 1387 units. The slight variation in consumption is due to business conditions.

- (iii) Clause 9.2.2 of the Consumer Service Manual (CSM) states that upon knowledge of any indication that the consumer might be involved in illegal abstraction of electricity, QESCO officials are required to secure the metering




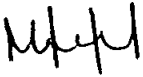
installation, install a check meter and take photos / record video as proof of theft of electricity. Furthermore, as per Clause 9.2.2, detection bill may be issued once illegal abstraction of electricity has been confirmed and proper notice has been served to the consumer regarding the matter. The detection bill has been charged to the Complainant without properly investigating the matter as per Clause 9.2.2 of the CSM. QESCO has not provided any physical evidence such as photos/video recordings to ascertain theft of electricity by the Complainant. Furthermore, there is no allegation of theft of electricity against the Complainant and detection units have been charged based on the speculation that the Complainant might have been involved in the theft of electricity.


- (iv) The order of priority for assessment of detection units has been defined in clause 9.2.3(b) of the CSM, whereby detection units are assessed based on previous consumption / billing history, if billing history is not available then detection units may be assessed based on future undisputed consumption and as a last resort detection units may be assessed based on connected or sanctioned load. The Complainant has been charged detection units based on sanctioned load without taking into account the previous consumption / billing history. The billing history of the Complainant shows that there is no significant variation in the unit consumption for the month in which detection units have been charged i.e. May-2022, rather the slight variation is due to business conditions. QESCO has completely disregarded the order of priority for basis of assessment laid down in the CSM.
- (v) Directions had been issued to QESCO to defer the detection bill charged to the Complainant which was not complied with and Late Payment Surcharge amounts have been accumulating in the account of the Complainant since December 2022.

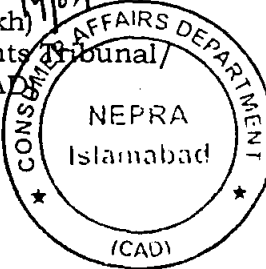
6. Foregoing in view, QESCO is directed to withdraw the detection bill amounting to Rs. 105,566/- and adjust the Late Payment Surcharge accumulated since December 2022 against the Complainant's account.

7. 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 14, 2023