



National Electric Power Regulatory Authority
ISLAMIC REPUBLIC OF PAKISTAN
NEPRA Head Office
Ataturk Avenue (East) Sector G-5/1, Islamabad.
Ph:051-2013200, Fax: 051-2600021

**Consumer Affairs
Department**

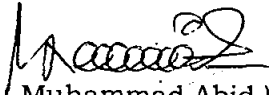
TCD 08/ 3747 -2023
December 14, 2023

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

Subject: **DECISION IN THE MATTER OF COMPLAINT FILED BY MR. ABDUL AZIZ
UNDER SECTION 39 OF THE REGULATION OF GENERATION,
TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997
AGAINST QESCO REGARDING UNJUSTIFIED DETECTION BILL
(REF# 24-48114-0707001).
QESCO-QET-11501-03-22**

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

Encl: As above


(Muhammad Abid)
Assistant 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) Mr. Muhammad Rehan,
Assistant Director (CAD),
NEPRA Regional Office, Room#1, 2nd Floor,
Model Town, Hali Road, Quetta.
- 4) Mr. Abdul Aziz,
Marjan Water Tanker,
Zarghoon Road, Quetta.
Contact# 0333-3319799, 0333-9921999



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

Complaint No. QESCO-QET-11501-03-22

Mr. Abdul Aziz,

Marjan Water Tanker,

Zarghoon Road, Quetta.

Contact# 0333-3319799, 0333-9921999

.....Complainant

Versus

Quetta Electric Supply Company (QESCO)

Zarghoon Road, Quetta.

..... Respondent

Date of Hearing(s):

1) October 29, 2022

2) October 23, 2023

On behalf of:

Complainant:

Mr. Abdul Aziz

Respondent:

1) Mr. Ivon Daas, M&T

2) Mr. Zulfiqar Bugti, the then Deputy Manager M&T

3) Mr. Fahad Abbas, Revenue Officer

Subject:

**DECISION IN THE MATTER OF COMPLAINT FILED BY MR. ABDUL AZIZ
UNDER SECTION 39 OF THE REGULATION OF GENERATION
TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997
AGAINST QESCO REGARDING UNJUSTIFIED DETECTION BILL (REF# 24-
48114-0707001)**

DECISION

This decision shall dispose of the complaint filed by Mr. Abdul Aziz (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, during February 2022 QESCO officials visited their premises to check their meter and later on issued a detection bill amounting to Rs. 3,664,328/- without any reasonable justification. The Complainant requested to issue orders to QESCO to provide downloaded data of their meter to confirm its accuracy and to withdraw the detection bill charged to them in the billing month of March 2022.

3. The subject matter was taken up with QESCO. In response, QESCO submitted that the Complainant's premises was visited by the M&T department on February 15, 2022 and it was found that the meter security bonds had been tampered with and security slips had been torn off. The meter security bonds were opened in the presence of the standing committee, revealing that the yellow and blue phases of the PT wires had been disconnected, resulting in the meter being declared 66.6% slow. The data from the meter was also downloaded at the site, confirming the disconnection of the Yellow and Blue Phase event,

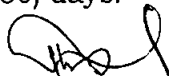
therefore, detection bill based on the sanctioned load was charged to the Complainant for three months based on the recommendation of the standing committee. In order to finalize the matter, a hearing was held on October 29, 2022 at NEPRA Regional Office Quetta which was attended by both the parties i.e. QESCO as well as the Complainant wherein the issue was discussed in detail.


4. During the hearing, the Complainant submitted that during the visit of the QESCO officials, no such discrepancy was communicated to them furthermore there was no significant variation in their consumption therefore the assertion that the meter was slow is baseless. During the hearing, QESCO was directed to provide event-wise downloaded data of the impugned meter and provide evidence if the consumer was involved in theft of electricity. In order to finalize the matter, another hearing was held on October 23, 2023 at NEPRA Regional Office Quetta which was attended by both the parties. During the hearing, QESCO officials submitted the event-wise downloaded data of the impugned meter which showed disconnection of phase event from December 31, 2021 to February 15, 2022. The representative of the M&T who had checked the Complainant's premises on February 15, 2022 also participated in the hearing and acknowledged that the Complainant was not involved in theft of electricity. QESCO was directed during the hearing to carry out site inspection afresh and point out discrepancy if any. Accordingly QESCO conducted site inspection on the next day of hearing, however no discrepancy was found.


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 170 kW under B2b(12) tariff running with reference No. 24-48114-0707001. QESCO officials visited the Complainant's premises and found that the yellow and blue phase PT wires had been disconnected therefore detection units were charged based on sanctioned load for the preceding three billing months i.e. December 2021, January 2022 and February 2022, totaling 149600 units amounting to Rs. 3,664,328/-.
- (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 issued to the Complainant has been charged based on sanctioned load instead of 66.6% slowness which is in contradiction to the provisions of the CSM.
- (iii) Moreover, the relevant officer who was present during the site inspection confirmed that the Complainant was not involved in illegal obstruction of electricity.

6. Foregoing in view, QESCO is directed to revise the detection bill on the basis of 66.6% slowness for two month i.e. January 2022 to February 2022. Compliance report be submitted within thirty (30) days.


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


(Muhammad Irfan Ul Haq)
Member Consumer Complaints Tribunal
Assistant Legal Advisor


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

Islamabad, December 14, 2023