



**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**

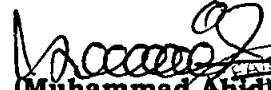
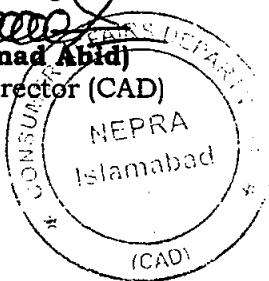
5822  
TCD 08/ -2023  
December 20, 2023

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

Subject: **DECISION IN THE MATTER OF COMPLAINT FILED BY MR. MUHAMMAD AYUB  
UNDER SECTION 39 OF THE REGULATION OF GENERATION TRANSMISSION  
AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST QESCO  
REGARDING UNJUSTIFIED DETECTION BILL (REF# 24-48113-1612318)  
QESCO-QET-11502-03-22**

Please find enclosed herewith decision of the NEPRA Consumer Complaints Tribunal dated December 18, 2023 regarding the subject matter for necessary action and compliance.

**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, (AD -CAD),  
NEPRA Regional Office, Room#1, 2<sup>nd</sup> Floor,  
Rehman Plaza 7A, Opp. Nadra Office,  
Model Town, Hali Road, Quetta.
- 4) Mr. Muhammad Ayub  
Marjan Water Tanker,  
Zarghoon Road, Quetta.  
Contact# 0333-3319799, 0300-3868907



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

**Complaint No. QESCO-QET-11502-03-22**

**Mr. Muhammad Ayub,**  
 Marjan Water Tanker,  
 Zarghoon Road, Quetta.  
 Contact# 0333-3319799, 0300-3868907

..... **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. Muhammad Ayub

**Respondent:**

- 1) Mr. Ivon Daas, Deputy Manager 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. MUHAMMAD AYUB UNDER SECTION 39 OF THE REGULATION OF GENERATION TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST QESCO REGARDING UNJUSTIFIED DETECTION BILL (REF# 24-48113-1612318)**

**DECISION**

This decision shall dispose of the complaint filed by Mr. Muhammad Ayub (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. 412,734/- without 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 14, 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 red phase of the PT had been disconnected, resulting in the meter being declared 33% slow. The data from the meter was also downloaded at the site, confirming the disconnection of the Red Phase event. Therefore, the Complainant was charged for slowness as detection units for the months of November 2021, December 2021, and January 2022. 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 to provide evidence if the consumer was involved in the 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 events in January 2022 and February 2022.

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 60 kW under B2b(12) tariff running with reference No. 24-48113-1612318. QESCO officials visited the Complainant's premises and found that the red phase PT wire had been disconnected, therefore, detection units were charged based on sanctioned load for the previous three billing months i.e. November 2021, December 2021 and January 2022 amounting to Rs. 412,734/-
- (ii) The event wise data downloading shows disconnection of phase which shows that actual consumption was not recorded by the metering equipment. However, the quantum of detection bill charged by QESCO is on higher side.
- (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 amounting to Rs. 412,734/- charged to the Complainant from three (3) months to two (2) months i.e. January 2022 and February 2022. Compliance report be submitted within twenty (20) days.



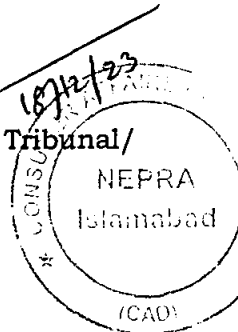
(Lashkar Khan Qambrani)  
Member Consumer Complaints Tribunal  
Director (CAD)



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



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



Islamabad, December 18, 2023