



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**

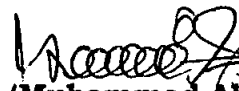
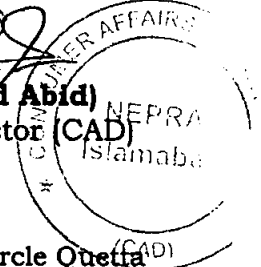
1370
TCD 08/ -2024
March 20, 2024

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

Subject: **COMPLAINT FILED BY MR. NAJEEB ULLAH ABID AND MULLANA
HIZBULLAH USMANI UNDER SECTION 39 OF THE REGULATION OF
GENERATION TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER
ACT, 1997 AGAINST QESCO REGARDING DETECTION BILL (A/C # 09
48133 0458400)**
QESCO-NHQ-31327-11-23

Please find enclosed herewith the decision of NEPRA Consumer Complaints Tribunal dated March 20, 2024 regarding the subject matter for necessary action and compliance with fifteen (15) 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) SE (Operation), Central Circle Quetta
Quetta Electric Supply Company (QESCO),
Block 4, Satellite Town, Quetta.
- 4) Executive Engineer (Operation), Sariab Division
Quetta Electric Supply Company (QESCO),
Shahnawaz Kurd Street, Near Sada Bahar
Terminal, Sariab Road, Quetta.
- 5) Mr. Najeeb Ullah Abid,
Jamia Salfia Dawat-l-Haq, Airport Road,
Quetta, Balochistan.
0334-2403233



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

Complaint No. QESCO-NHQ-31327-11-23

Mr. Najeebullah Abid,
Jamia Salfia Dawal-i-Haq,
Airport Road, Quetta,
Contact# 0334-2403233

.....Complainant

Versus

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

..... Respondent

Date of Hearing: March 13, 2024

**On behalf of
Complainant:** Mr. Najeebullah Abid

Respondent: Mr. Muhammad Hameed, Sub-Divisional Officer (Opr.) Sheikhmanda

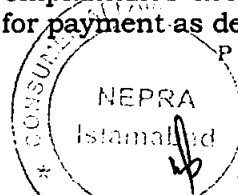
Subject: **DECISION IN THE MATTER OF COMPLAINT FILED BY MR. NAJEEB ULLAH ABID AND MULLANA HIZBULLAH USMANI UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST QESCO REGARDING DETECTION BILL (A/C# 09 48133 0458400)**

DECISION

This decision shall dispose of the complaint filed by Mr. Najeebullah Abid and Mullana Hizbullah Usmani (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 QESCO had served them a detection bill amounting to Rs. 467,565/- without providing any valid reason or justification and had disconnected the electricity supply of the water supply connection of the Madrassah. The Complainant requested to issue orders to QESCO to restore electricity supply of the premises and withdraw the detection bill charged to them.

3. The subject matter was taken up with QESCO wherein QESCO was directed to restore the electricity supply of the Complainant subject to payment of a provisional bill amounting to Rs. 50,000/-. QESCO failed to submit the required report in the matter within stipulated time therefore a hearing was scheduled on February 27, 2024 to discuss the matter but was adjourned on the request of the Executive Engineer (Operation) QESCO. In order to finalize the matter, another hearing was held on March 11, 2024 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. QESCO submitted that the Complainant's connection was checked by M&T on November 20, 2023, and the meter of the Complainant was reported 66.6% slow due to yellow and blue phase of the CTs were not working therefore 7665 units were charged to the Complainant for 66.6% slowness based on sanctioned load for a period of three months. The detection bill was not debited to the Complainant's account and a manual bill of Rs. 467,565/- was provided to the Complainant for payment as detection bill.

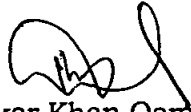


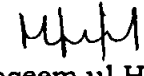
The electricity supply of the Complainant was disconnected on November 20, 2023, on the day of checking, and new meter installed on site on December 11 2023 after payment of provisional bill of Rs. 50,000/- by the Complainant.

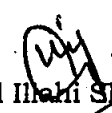
4. The case has been examined in detail in light of the record made so available by the parties, arguments advanced during the hearing and applicable law. Following has been observed:

- (i) The Complainant is a consumer of QESCO having a connection with a sanctioned load of 17.1 kW under A-1b(03) tariff running with reference No. 09-48133-0458400. QESCO officials visited the Complainant's premises on November 20, 2023 and found that the Complainant's meter was 66.6% slow therefore detection bill for 7665 units were charged for the previous three billing months amounting to Rs. 467,565/-. The defective meter was replaced on December 11, 2023.
- (ii) According to Clause 4.3.3 of the CSM, "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 previous billing cycles." In contradiction to the provisions of the CSM, the detection bill charged to the Complainant was calculated based on sanctioned load.

5. مندرجہ بالا حقائق کی روشنی میں، کیسکو کو ہدایت دی جاتی ہے کہ میٹر کے معائنے سے دو ماہ قبل کا سبلمیٹری بل 66.6% کی بنیاد پر جاری کرے اور میٹر کے معائنے سے لیکر میٹر کی تبدیلی تک جزو ضربی کو بڑھائے تاکہ سست روی کی وجہ سے ہونے والے نقصان کو پورا کیا جاسکے۔ اس مد میں صارف کی طرف سے جمع کی گئی پچاس ہزار (50,000/-) کی رقم بھی ایڈجسٹ کی جائے۔ تعمیل کی رپورٹ پندرہ (15) دنوں کے اندر پیش کی جائے۔


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


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


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

Islamabad, March 20, 2024

