



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

**Consumer Affairs
Department**

TCD 08/ ⁴²⁶⁶ -2024
September 24, 2024

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

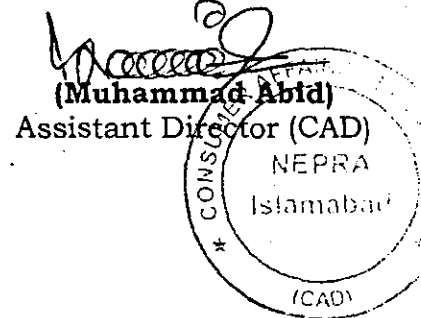
Subject: **DECISION IN THE MATTER OF COMPLAINT FILED BY MR. MUHAMMAD YOUSAF
S/O HAJI MUHAMMAD SIDDIQUE UNDER SECTION 39 OF THE REGULATION OF
GENERATION TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT,
1997 AGAINST QESCO REGARDING DETECTION BILL (REF# 24-48221-0600800
QESCO-QET-28864-09-23**

Please find enclosed herewith the decision of the NEPRA Complaint Resolution Committee dated September 24, 2024 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. Muhammad Rehan,
Assistant Director (CAD),
NEPRA Regional Office, Room#1, 2nd Floor,
Model Town, Hali Road, Quetta.
- 4) Mr. Muhammad Yousuf
Kashmir Cloth and Tailor Master,
Harkhal Plaza, Loralai, Balochistan.
Contact# 0334-2323651



Please follow up with QESCO



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

Complaint No. QESCO-QET-28864-09-23

Mr. Muhammad Yousaf,
Kashmir Cloth and Tailor Master,
Harkhal Plaza, Loralai, Balochistan.
Contact# 0334-2323651

.....Complainant

Versus

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

..... Respondent

Date of Hearing(s):

June 12, 2024

**On behalf of:
Complainant:**

Mr. Muhammad Yousaf

Respondent:

- 1) Mr. Muhammad Hanif, Executive Engineer (Operation) Loralai
- 2) Mr. Muhammad Imran Khan, Deputy Director (Technical) Loralai

Subject:

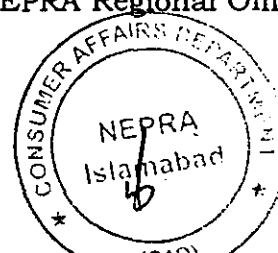
DECISION IN THE MATTER OF COMPLAINT FILED BY MR. MUHAMMAD YOUSAF S/O HAJI MUHAMMAD SIDDIQUE UNDER SECTION 39 OF THE REGULATION OF GENERATION TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST QESCO REGARDING DETECTION BILL (REF# 24-48221-0600800)

DECISION

This decision shall dispose of the complaint filed by Mr. Muhammad Yousaf s/o Haji Muhammad Siddique (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 in the complaint apprised that QESCO had charged a detection bill amounting to Rs. 270,560/- in December 2021 and subsequently charged another detection bill amounting to Rs. 398,368/- in March 2022 without any reasonable justification. The Complainant requested that orders may be issued to QESCO to withdraw the detection bills.

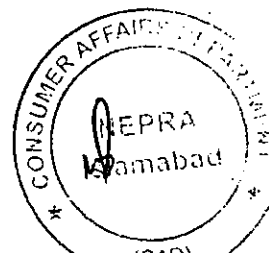
3. The subject matter was taken up with QESCO. In response, QESCO submitted via report dated December 22, 2023 that the marble factory of the Complainant was visited by M&T team on October 23, 2020 and it was found that the LT bushes of the transformer were open therefore detection bill of Rs. 270,560/- was charged to the consumer in December 2021 based on the recommendation of M&T and as per the subsequent audit note issued in the matter. During the site inspection the LT bushes were secured with security slips. Furthermore, the Complainant's marble factory was again visited by M&T team on September 24, 2021 and it was found that the LT bushes of the transformer were open therefore detection bill of Rs. 398,368/- was charged to the consumer in March 2022. A hearing was scheduled at NEPRA Regional Office Quetta to



discuss the matter, which was attended by both the parties i.e. QESCO as well as the complainant. During the hearing, QESCO submitted that the Complainant's connection was checked by the M&T team on two occasions and on both instances, it was found that the LT bushes of the transformer were open therefore detection bills amounting to Rs. 270,560/- and Rs. 398,368/- were charged to the Complainant in the billing months of December 2021 and March 2022 respectively. The Complainant informed that in both the instances, QESCO had checked the premises without intimation to the Complainant and the mentioned discrepancy of open LT bushes of transformer was never communicated to them. Even if the LT bushes were open due to regular wear and tear and heavy winds in the area, it does not substantiate any involvement in theft of electricity by the consumer. QESCO was directed to provide billing details of the consumer and to provide evidence for theft of electricity. QESCO submitted the billing details of the connection and further informed that there was no evidence of direct theft of electricity by the consumer and detection bills had been issued to discourage the practice of opening LT bushes of transformers.

4. The case has been examined in detail considering 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 55.75 kW under B-2b(12) tariff running with reference No. 24-48221-0600800. The Complainant's connection was checked by the M&T team on October 23, 2020 and it was found that the LT bushes of the transformer were open therefore a detection bill for 13528 units, covering the months of October and November 2020, amounting to Rs. 270,560/- was charged to the Complainant based on sanctioned load of 55.75kW in the billing month of December 2021. Subsequently, the Complainant's premises was again visited by the M&T team on September 24, 2021 and it was found that the LT bushes of the transformer were open therefore a detection bill for 13860 units, covering the month of September 2021 amounting to Rs. 398,368/- was charged to the Complainant based on sanctioned load of 55.75kW in the billing month of March 2022. The first detection bill was charged after lapse of more than one year of checking and the second detection bill was charged after lapse of more than six months of checking. The bills should have been charged soon after inspection of the premises if the Complainant was involved in theft of electricity.
- (ii) QESCO can charge detection bills to consumers for theft of electricity as per Clause 9.1 of the Consumer Service Manual (CSM) if the consumer is found to have directly hooked the electricity connection by bypassing the metering installation. There was no allegation of theft of electricity or direct hooking of electricity connection on the Complainant by QESCO in the instant case. Furthermore, detection bills can be issued to consumers for illegal abstraction of electricity by registered consumers as per Clause 9.2 of the CSM after it has been confirmed that illegal abstraction has been done and relevant photos/ record of video need to be taken as proof of evidence for illegal abstraction of electricity. In both instances, QESCO failed to establish that the Complainant was involved in illegal abstraction of electricity and no evidence was presented to justify the charging of detection bills to the Complainant. There is no provision for charging of detection bills to the consumers in the CSM merely for open LT bushes of transformer, QESCO had to establish illegal abstraction of electricity before charging of detection bills.
- (iii) According to Clause 9.2.2(e), "Once confirmed that illegal abstraction is being done, the consumer shall be served a notice by the SDO/AM(O) informing him/her of the allegations and giving him/her seven days for furnishing a reply". Detection bills were charged to the Complainant without serving any notice to the Complainant, in violation of the provisions of the CSM.



The billing details of the Complainant's connection is depicted as follows:

Month	2018	2019	2020	2021	2022	2023
Jan	2500	3280	4360	1240	760	3380
Feb	1740	5840	5940		1880	2860
Mar	4420	5260	5400	1460	4340	4380
Apr	5400	4040	6820	3380	3240	2560
May	3940	4320	2260	640	0	1480
Jun	4220	4540	3800	3000	6540	3340
Jul	1260	3140	2760	4360	3540	760
Aug	3820	7340	5260	3060	1480	1320
Sep	2060	2040	3340	4640	2520	4380
Oct	3640	2380	3040	3900	3560	3340
Nov	4460	5400	3780	3500	2820	3340
Dec	6740	4860	4160	1880	340	3440
Average	3683	4370	4243	2824	2585	2882

The Complainant's billing history indicates no significant variation in consumption during the disputed periods compared to the corresponding months in previous years and subsequent months. QESCO assessed consumption of the Complainant for the months of October and November 2020 as 20348 units and after deducting already charged 6820 units, QESCO charged 13528 units as detection bill amounting to Rs. 270,560/-. There was no significant change in consumption during October and November 2020 as compared to the corresponding months of the previous year or even after the site checking. For September 2021, QESCO assessed the consumption as 18500 units and after deducting already charged 4640 units, QESCO charged 13860 units as detection bill amounting to Rs. 398,368/-. Similarly, there was no significant variation in consumption for September 2021 when compared to the months before and after the site inspection.

- (v) According to Clause 9.2.3(b) of the Consumer Service Manual (CSM), the detection bill should be assessed based on previous consumption / billing history or future undisputed consumption. The detection based on load may only be assessed in case of non-availability of previous consumption or future undisputed consumption but in both the cases QESCO has assessed detection units based on sanctioned load which is in contradiction to the provisions of the CSM.
- (vi) Clause 9.1.4 of CSM provides for taking photos / recording of videos as evidence of theft of electricity. QESCO has failed to establish involvement of the Complainant in illegal abstraction / theft of electricity.

5. Foregoing in view, QESCO is directed to withdraw the detection bills charged to the Complainant in the billing month of December 2021 and March 2022, amounting to Rs. 398,368/- and 270,560/- respectively. Compliance report in the matter be submitted within thirty (30) days.

6. مندرجہ بالا حقائق کے پیش نظر کیس کو ہدایت کی جاتی ہے کہ وہ صارف کو دسمبر 2021 اور مارچ 2022 میں لگائے گئے ٹیکشن بل، جن کی رقم بلترتیب 398,368/- اور 270,560/- بنتی ہے کو ختم کرے۔ درج بالا احکامات پر عمل درآمد کی رپورٹ تیس (30) دنوں کے اندر جمع کروائی جائے۔

(Lashkar Khan Qambrani)
Member Complaints Resolution Committee
Director (CAD)

(Moqem Ul Hassan)
Member Complaint Resolution Committee
Assistant Legal Advisor (CAD)

(Naweed Illahi Shaikh)
Convener Complaint Resolution Committee /
Director General (CAD)

Islamabad, September 24, 2024

