



National Electric Power Regulatory Authority

ISLAMIC REPUBLIC OF PAKISTAN

Consumer Affairs Department, NEPRA TOWER
Attaturk Avenue (East) Sector G-5/1, Islamabad.
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Consumer Affairs Department

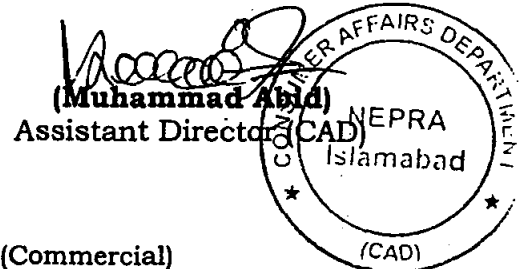
TCD 08/ ¹⁴⁹⁸ -2024
March 28, 2024

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

Subject: **COMPLAINT FILED BY MR. SALEH MUHAMMAD UNDER SECTION 39 OF
THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION
OF ELECTRIC POWER ACT, 1997 AGAINST QESCO REGARDING
EXCESSIVE BILLING (REF# 24 48134 0824401)**
QESCO-QET-10111-01-22

Please find enclosed herewith the decision of NEPRA Consumer Complaints Tribunal dated March 28, 2024 regarding the subject matter for necessary action and compliance with thirty (30) 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) SE (Operation), Central Circle Quetta
Quetta Electric Supply Company (QESCO),
Block 4, Satellite Town, Quetta.
- 4) Executive Engineer (Operation), Sariat Division
Quetta Electric Supply Company (QESCO),
Shahnawaz Kurd Street, Near Sada Bahar
Terminal, Sariat Road, Quetta.
- 5) Mr. Muhammad Rehman, (AD -CAD),
NEPRA Regional Office, Room#1, 2nd Floor,
Rehman Plaza 7A, Opp. Nadra Office,
Model Town, Hali Road, Quetta.
- 6) Mr. Saleh Muhammad,
Cold Storage Sabzi Mandi, Hazar Ganji, Quetta.
Contact# 0321-8165529



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

Complaint No. QESCO-QET-10111-01-22

Mr. Saleh Muhammad,
Cold Storage Sabzi Mandi,
Hazar Ganji, Quetta.
Contact# 0321-8165529

.....**Complainant**

Versus

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

..... **Respondent**

Date of Hearing: January 31, 2022
October 29, 2022
March 13, 2024

**On behalf of
Complainant:** Mr. Saleh Muhammad

Respondent(s): 1) Mr. Naeem Bangulzai, Executive Engineer (Opr.) Sariab
2) Mr. Qazi Amanullah, Executive Engineer (Opr.) Sariab
3) Mr. Ali Haider Magsi, SubDivisional Officer (Opr.) Spezant
4) Mr. Muhammad Asim, Acting Circle Manager M&T

**Subject: DECISION IN THE MATTER OF COMPLAINT FILED BY MR. SALEH MUHAMMAD
UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION
AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST QESCO
REGARDING EXCESSIVE BILLING (REF# 24 48134 0824401)**

DECISION

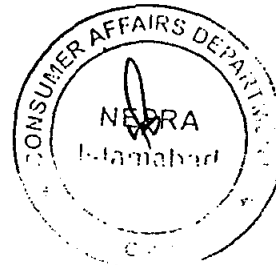
This decision shall dispose of the complaint filed by Mr. Saleh Muhammad (hereinafter referred to as the "Complainant") against Quetta Electric Supply Company (hereinafter referred to as the "Respondent" or "QESCO"), under Section 39 of the Regulation of Generation, Transmission and Distribution of Electric 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 has issued an excessive bill amounting to Rs. 613,822/- without providing any valid reason or justification. The Complainant requested to issue orders to QESCO to withdraw the excessive bill.

3. The subject matter was taken up with QESCO. However, QESCO failed to submit the required report in the matter within stipulated time therefore a hearing was scheduled on January 31, 2022 to discuss the matter. Subsequently final hearing in the matter was held on March 13, 2024 at NEPRA Regional Office Quetta. During the hearings, QESCO submitted that the consumer's connection was sanctioned under B-1 tariff and a Time of Day (TOD) meter was installed at the premises in the month of May 2021 but the service connection order (SCO) was delayed because of which the consumer was not billed accordingly. The Complainant applied for extension of load upto 38kW in June 2021, therefore, TOD meter was replaced with a Time of Use (ToU) meter on August 04, 2021. The ToD meter bearing No. 24287 was sent to M&T Department for data retrieval whereby 11570kWh units with 61.72

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kW MDI were pending against the consumer for consumption for the period from May, 2021 to August, 2021 which had not been billed to the Complainant previously. QESCO was directed to provide meter reading snaps and data retrieval report of old meter. The meter reading snaps were not clear, therefore, pending units were verified from the data retrieval report submitted by QESCO. QESCO failed to provide any justification for delay in billing of consumed units and invisible meter reading snaps taken by the meter reader.

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 38 kW under B2b (12) tariff running against reference No. 24-48134-0824401. The connection was installed during the month of May, 2021. QESCO did not issue bills to the Complainant for consumption during the period from May, 2021 to August 2021 and first bill was issued during the month of September, 2021 with extended load of 38 kW (initial load at the time of connection was 18 kW). Data downloading/retrieval report of old meter reflected that 11570kWh units with 61.72 kW MDI were pending against the Complainant for consumption during the period from May, 2021 to August, 2021. Therefore, QESCO charged the same consumption in lump sum in the electricity bill issued for the month of September, 2021.
- (ii) According to Clause 10.3.1(h) of the Consumer Service Manual (CSM), "The 1st bill for a new connection shall be issued within two months of the date of connection. If delivered later, it should have appropriate slab corresponding to the number of months for which the accumulated reading bill is delivered". In contradiction to the said provisions of the CSM, QESCO failed to bill the Complainant within two months of the date of connection and first bill was issued during the month of September, 2021 in violation of above mentioned clause of CSM. .
- (iii) Moreover, according to Clause-6.1.3 of the CSM, "Taking snapshots of meter readings of all consumer categories is mandatory". QESCO officials failed to provide visible (clear) meter reading snaps for the period from October, 2021 to December, 2021 as well.
- (iv) In view of the said it is concluded that the Complainant is liable to pay for consumption for retrieved units i.e. 11570kWh units with 61.72 kW MDI and other regular bills. However, QESCO is required to charge the said retrieved consumption after providing due segregation of four months (May, 2021 to August, 2021) alongwith withdrawal of LPS and adjustment of FPA accordingly.

5- مندرجہ بالا حقائق کے پیش نظر، کیس کو کوہدایت کی جاتی ہے کہ شکایت کنندہ کو ماہ ستمبر 2021 میں چارج کیے گئے بل کی تصحیح کی جائے اور ریڈیاٹوں کو لوڈ سے اخذ (حاصل) شدہ یونٹس کو چار ماہ مئی 2021 تا اگست 2021، برابری کی بنیاد پر تقسیم کر کے بل جاری کیا جائے۔ شکایت کنندہ کی جانب سے جمع کروایا گیا جرمانہ (LPS) واپس کیا جائے اور فیول پرائس ایڈجسٹمنٹ کو بھی متعلقہ مہینوں کے حساب سے ایڈجسٹ کیا جائے۔ مزید برآں متعلقہ اہلکاروں کو پابند کیا جائے کہ میٹر ریڈنگ کی ٹھیک اور واضح تصاویر لی جائیں اور بل بھی اسی کے مطابق جاری کیے جائیں۔ فیصل کی رپورٹ تیس (30) دنوں کے اندر پیش کی جائے۔

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

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

(Naweed Niaz Shailah)
Convener Consumer Complaints Tribunal
Director General (CAD)

Islamabad, March 28, 2024

Complaint No. QESCO-QET-10111-01-22

