



National Electric Power Regulatory Authority

ISLAMIC REPUBLIC OF PAKISTAN

Consumer Affairs Department, NEPRA TOWER
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**Consumer Affairs
Department**

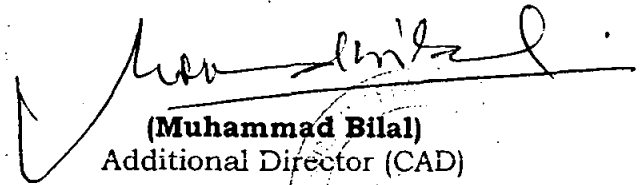
TCD 08/ ²³⁸⁵ -2024
May 29, 2024

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

Subject: **COMPLAINT REFERRED BY THE WAFaqI MOHTASIB (OMBUDSMAN)'S
SECRETARIAT - MR. KAMALUDDIN AHMED VS QESCO REGARDING
UNJUSTIFIED DETECTION BILL (REF# 24-48135-1182100)
QESCO-QET-18411-12-22**

Please find enclosed herewith the decision of the NEPRA Complaint Resolution Committee dated May 24, 2024 regarding the subject matter for necessary action and compliance within fifteen (15) days, positively.

Encl: As above


(Muhammad Bilal)
Additional 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) Mr. Muhammad Rehan,
Assistant Director (CAD),
NEPRA Regional Office, Room#1, 2nd Floor,
Model Town, Hali Road, Quetta.
- 5) Mr. Kamaluddin Ahmed
Chairman, Sika (Pvt) Ltd.,
New Spinny Road, Quetta.
Contact# 081-853697, 0333-7809663

{ Please follow up with QESCO }



BEFORE THE
NATIONAL ELECTRIC POWER REGULATORY AUTHORITY
(NEPRA)

Complaint No. QESCO-QET-18411-12-22

Mr. Kamaluddin Ahmed,
Chairman, Sika (Pvt) Ltd.,
New Spinny Road, Quetta.
Contact# 081-853697, 0333-7809663

.....Complainant

Versus

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

..... Respondent

Date of Hearing(s):

- 1) December 23, 2022
- 2) January 05, 2023
- 3) October 19, 2023

**On behalf of:
Complainant:**

- 1) Mr. Kamaluddin Ahmed, Chairman
- 2) Mr. Mushtaq Ahmed, Accountant

Respondent:

- 1) Mr. Amanullah Qazi, Executive Engineer (Operation)
- 2) Mr. Mumtaz Khan, Revenue Officer
- 3) Mr. Niaz Hussain Shah, Sub Division Officer

Subject: DECISION IN THE MATTER OF COMPLAINT REFERRED BY THE WAFAQI MOHTASIB (OMBUDSMAN)'S SECRETARIAT - MR. KAMALUDDIN AHMED VS QESCO REGARDING UNJUSTIFIED DETECTION BILL (REF# 24-48135-1182100)

DECISION

This decision shall dispose of the complaint filed by Mr. Kamaluddin Ahmed (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 the Wafaqi Mohtasib (Ombudsman)'s Secretariat which was forwarded to NEPRA wherein the Complainant apprised that, during July 2022 QESCO officials issued a detection bill amounting to Rs. 1,856,429/- for 64710 units without any reasonable justification. Prior to the detection bill, the monthly bills were being paid regularly. The Complainant requested to issue orders to QESCO to correct the bill.

3. The subject matter was taken up with QESCO. However, QESCO failed to submit report regarding the matter within the stipulated time period. In order to discuss the matter, several hearings were held at NEPRA Regional Office Quetta which were attended by both the parties

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i.e. QESCO as well as the Complainant. During the hearings, the Complainant informed that QESCO failed to take proper meter readings since 2012 which is evidenced by the meter reading snaps available on the bills. The inaccurate meter reading resulted in accumulation of 64710 units which were charged in a single month as per rates applicable at the time without considering the fact that these units had been consumed for the period from 2012 to 2022. QESCO was directed to provide meter reading snaps for the disputed period, data retrieval report of the impugned meter and justify reasons for delay in replacement of defective meter. QESCO submitted that upto April 2017 the Complainant was being charged as per actual meter reading while the consumer's premises was locked from May 2017 till July 2021 therefore meter readings could not be obtained, resulting in zero units being charged during the period. Prior to April 2017, the Complainant did not raise any objection or register any complaint regarding inaccurate meter readings taken by QESCO and continued to pay their bills regularly. During the month of August 2021, the meter display was found washed out due to which defective code was allotted. The Complainant's meter was replaced in June 2022 and upon data retrieval, 64710 units were found pending against the Complainant's connection, which were charged via detection bill amounting to Rs. 1,856,429/- in the July 2022. QESCO further submitted that the Complainant was operating a tube well through their connection which accounted for the heavy unit consumption from May 2017 till May 2022. In order to further investigate the matter, site visit was conducted to verify the ground situation. It was found that the Complainant's premises was closed and the metering equipment was installed inside the premises. QESCO officials did not have easy access to the metering equipment to take meter readings. The Complainant's factory was also not operational and a tube well was installed by the Complainant to provide irrigation water to a garden inside the premises.

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 36 kW under B2b(12) tariff running with reference No. 24-48135-1182100. QESCO failed to take proper meter reading of the Complainant's connection because of which pending units accumulated against the connection. Due to display washout, defective code was allotted to the Complainant's connection in August 2021 and meter was replaced in June 2022. The defective meter bearing No. 003715 was sent to M&T for data retrieval and on the basis of the data retrieval report supplementary bill amounting to Rs. 1,856,429/- was charged to the Complainant for pending 64,710 units.
- (ii) According to Clause 6.1.3 of the CSM, *"Taking snapshots of meter readings of all consumer categories is mandatory."* Moreover, Clause 6.2 of the CSM envisages the procedure for percentage checking to ensure accuracy of meter reading. QESCO failed to take proper meter readings during the period from May 2017 to July 2021 which resulted in accumulation of pending units. QESCO was of the view that they were unable to record meter readings because they did not have access to the metering equipment. The metering equipment was installed inside the premises and each time they visited the premises to take meter readings they found the gate to be locked. QESCO did not make any effort to ensure meter readings and failed to provide any documentary evidence / notices to ensure access to the metering equipment to take proper meter reading.
- (iii) According to Clause 4.3.2(a) of the NEPRA Consumer Service Manual (CSM), *"If the defectiveness of the meter is due to display wash then DISCO shall replace the metering installation immediately or within two billing cycles if meters are not available."* QESCO failed to replace the defective meter within stipulated time. QESCO replaced the defective meter of the Complainant after lapse of 10 months and defective code remained allotted to the Complainant's account from August 2021 to May 2022.

The site inspection of the Complainant's premises revealed that the factory was closed and was not operational. The metering equipment was installed inside the premises and QESCO officials did not have easy access to the metering equipment to take meter readings. The Complainant had installed a tube well to irrigate their garden which accounted for the heavy unit consumption during the period in which their premises was not accessible and when defective code remained allotted to their connection. The site inspection further revealed that the metering equipment was installed inside the Complainant's premises due to the HT network passing through the premises therefore shifting of meter outside the premises was not feasible.

- (v) During the period from May 2017 till May 2022, zero units were charged to the Complainant although units were being consumed at the premise resulting in the accumulation of pending 64,710 units. During the hearings, the Complainant did not deny the consumption of the pending units and requested to adjust the supplementary bill according to rates applicable at the time of consumption.

5. مندرجہ بالا حقائق کے پیش نظر یہ ثابت ہوتا ہے کہ:

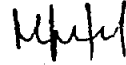
(الف) صارف کو 64710 یونٹ اور 995 کی MDI درست چارج کیے گئے ہیں کیونکہ یہ وہ یونٹ ہیں جو کہ صارف نے استعمال کیے ہیں لیکن چونکہ صارف کی فیکٹری بند تھی اور کیسکو حکام ماہانہ ریڈنگ لینے سے قاصر تھے لہذا صرف شدہ یونٹ صارف کو بدیر چارج ہوئے ہیں اور کیسکو نے جولائی 2022 کے نرخ کے مطابق صارف کو بل بھیجا ہے۔ لہذا کیسکو کو ہدایت کی جاتی ہے کہ صرف شدہ 64710 یونٹس کو مئی 2017 سے لیکر مئی 2022 کے مہینوں پر برابر تقسیم کر کے متعلقہ مہینوں کے نرخ کے مطابق چارج کرے اور قابل اطلاق LPS کی مد میں بھی صارف کا بل ایڈجسٹ کرے۔

(ب) مزید برآں، شکایت کنندہ کو ہدایت کی جاتی ہے کہ وہ ٹیرف میں تبدیلی کی درخواست کیسکو کو دے کیونکہ انکی فیکٹری بند ہے اور صرف ٹیوب ویل چلانے کے لیے بجلی کا استعمال کیا جا رہا ہے۔

(ج) درج بالا احکامات پر عمل درآمد کی رپورٹ پندرہ (15) دنوں کے اندر جمع کروائی جائے۔



(Lashkar Khan Qambrani)
Member Complaint Resolution Committee/
Director (CAD)



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



(Naweed Illahi Shaikh) 24/05/24
Convener Complaint Resolution Committee/
Director General (CAD)

Islamabad, May 24, 2024