



**Consumer Affairs
Department**

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

TCD 08/ ³⁵⁴ -2025
January 27, 2025

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

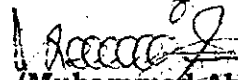
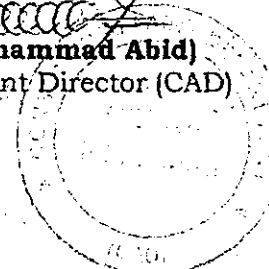
Subject: **DECISION IN THE MATTER OF COMPLAINT FILED BY MR. AAMIR HUSSAIN SHAIKH UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST QESCO REGARDING DETECTION BILL (A/C# 24 48422 0035321 U) QESCO-NHQ-34126-01-24**

Please find enclosed herewith the decision of NEPRA Complaint Resolution Committee dated January 27, 2025, regarding the subject matter for necessary action and compliance within twenty (20) days.

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. Aamir Hussain Shaikh
M/s Aamir Hussain Shaikh, Ice Factory
Near bypass Usta Muhammad,
Naseerabad, Balochistan.


(Muhammad Abid)
Assistant Director (CAD)




BEFORE THE
NATIONAL ELECTRIC POWER REGULATORY AUTHORITY
(NEPRA)

Complaint No. QESCO-NHQ-34126-01-24

Mr. Aamir Hussain Shaikh,
M/s Aamir Hussain Shaikh, Ice Factory,
Near bypass Usta Muhammad,
Naseerabad, Balochistan.
Contact# 0333-7506160

.....Complainant

Versus

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

..... Respondent

Date of Hearing(s):

1) April 3, 2024

On behalf of

Complainant: Mr. Aamir Hussain Shaikh,

Respondent:

- 1) Mr. Shahid Zehri, Executive Engineer (Operation)
- 2) Mr. Ivon Daas, Regional Manager, M&T

Subject:

DECISION IN THE MATTER OF COMPLAINT FILED BY MR. AAMIR HUSSAIN SHAIKH UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST QESCO REGARDING DETECTION BILL (A/C# 24 48422 0035321 U)

DECISION

This decision shall dispose of the complaint filed by Mr. Aamir Hussain Shaikh (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").

2.1. The brief facts of the case are that the Complainant filed a complaint before NEPRA wherein the Complainant apprised that QESCO had charged a detection bill in January 2024 amounting to Rs. 5,377,066/- without providing any valid reason or justification. The Complainant requested to issue orders to QESCO to withdraw the detection bill. The subject matter was taken up with QESCO wherein QESCO was directed to recover a provisional amount of Rs. 1,500,000/- from the Complainant and defer the remaining amount. QESCO was also directed to submit comments on the contents of the complaint. However, QESCO failed to submit the required report in the matter within stipulated time period. In order to proceed further into the matter, an online hearing was held on April 03, 2024, which was attended by both the parties i.e. QESCO as well as the Complainant. During the hearing, the Complainant submitted that the electricity meter was showing display error / display washed out and an

application for replacement of meter was submitted in the concerned Sub-Division Office on April 14, 2023. QESCO M&T team visited the premises after lapse of four (04) months, but did not replace the defective meter and the defective meter was replaced in August 2023. A detection bill amounting to Rs. 5,377,066/- was charged in the month of January 2024. QESCO submitted that the Complainant's meter was showing display open indication in March 2023, therefore a committee was constituted and the meter of the Complainant was replaced in September, 2023. On the basis of data retrieval report it was discovered that 111300 units were pending against the Complainant's connection, which were charged to the consumer in January 2024.

3. 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 158 kW under B-2b(12) tariff running with reference No. 24-48422-0035321. The Complainant's energy meter became defective (display wash) in March 2023 for which the Complainant submitted an application to QESCO on April 04, 2023.

(ii) According to Clause 4.3.2(a) of the Consumer Service Manual (CSM), "If a 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." In contradiction to the provisions of the CSM, QESCO failed to replace the defective meter within stipulated time period of two months, the meter became defective in March 2023 and was replaced in September 2023. QESCO failed to provide any justification for delay in replacement of the defective meter.

(iii) The PITC billing data and electricity bills provided by the Complainant show billing as under:-

Year, 2023	Off peak reading	Peak reading
June	3729	736
July	3913	778
August	5456	903
September	5456	903
September (Revised)	4987	872

The above data shows that in the billing month of August, 2023, the Complainant was charged bill upto 5456 (off peak dial) and 903 (peak dial) and the previous reading was taken as 3913 for off peak hours and 778 for peak hours and after applying multiplying factor of 80, the Complainant was charged consumption of 133440 units. In the month of September 2023 again the present reading was taken as 5456 off peak dial and 903 for peak dial. QESCO issued another bill for the month of September 2023 wherein the previous reading was taken as 4987 off peak dial and 872 for peak dial and the Complainant was charged bill of 47165 units. In the said bill the reading was reversed to 4987 off peak dial and 872 for peak dial. Moreover, the accumulative MDI was charged as 23.580. Thereafter, the meter was replaced and a new meter bearing No. 3799007374 was installed with effect from October 2023 at site and the bills were being issued by QESCO as per actual consumption and paid by the Complainant accordingly. Furthermore, there is no allegation of theft of electricity against the Complainant and QESCO has illegally raised detection bill for 111796 units against the Complainant.

(iv) The billing history of the Complainant is as under

Months	Units			
	2021	2022	2023	2024
March		0.00	0.00	1139.00
April		6960.00	0.00	889.00
May		39600.00	9840.00	29405.00
June	18880.00	50320.00	12080.00	42452.00
July	20400.00	42160.00	18080.00	49900.00
August	29520.00	43600.00	93400.00	50574.00
September	30160.00	19600.00	0.00	33893.00
October	25680.00	0.00	41885.00	1288.00
November	7520.00	0.00	1310.00	64.00
December	80.00	0.00	1133.00	100.00
Average	18891	33707	22233	34519

As per Clause 4.3.2(b) of the Consumer Service Manual (CSM), "DISCO may charge bills on average basis i.e. 100% of the consumption recorded in the same months of previous year or average of the last eleven months whichever is higher for maximum period of two months." QESCO failed to allot defective code to the Complainant's connection and did not charge bills to the consumer on average basis as per provisions of the CSM. The billing analysis reveal that the average consumption of the complainant during the months of April 2022 to September 2022 was 33707 units per month while during the same period of 2023 when the issue was under dispute, the average monthly consumption was 22233 units per month. Moreover, in few months, prior to defectiveness of the meter, there was no consumption of electricity being a seasonal consumer, therefore, revision of bills on the basis of average consumption of previous eleven months in not fruitful. The display of the energy meter of the Complainant became wash in the month March 2023 and the meter was replaced in October 2023. A detection bill was charged to the Complainant in the month of January 2024. Clause 4.3.2(d) of the Consumer Service Manual (CSM) provides that the consumer's account shall not be liable to any adjustment if data is not retrieved within three (03) months of display wash; as such charging of detection bill by QESCO is unjustified.

4. Foregoing in view, QESCO is directed to withdraw the detection bill and charge bills to the Complainant for the months from April 2023 to September 2023 as per reading recorded on the healthy meter during the corresponding months of last year i.e. April 2022 to September 2022. The tariff rates shall be charged as applicable in the relevant months. Payments already made by the Complainant for the consumption of the disputed months be adjusted accordingly. Compliance report in the matter be submitted within twenty (20) days.

(Lashkar Khan Qambrani)

Member Complaint Resolution Committee/
Director (CAD)

(Muhammad Irfan Ul Haq)

Member Complaint Resolution Committee/
Assistant Legal Advisor

(Naweed Illahi Shaikh)

Convener Complaint Resolution Committee/
Director General (CAD)

Islamabad, January 27, 2025