



**National Electric Power Regulatory Authority**

**ISLAMIC REPUBLIC OF PAKISTAN**

Consumer Affairs Department, NEPRA TOWER  
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Ph:051-2013200, Fax: 051-2600021

**Consumer Affairs  
Department**

TCD 08/ <sup>826</sup> -2025  
February 26, 2025

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

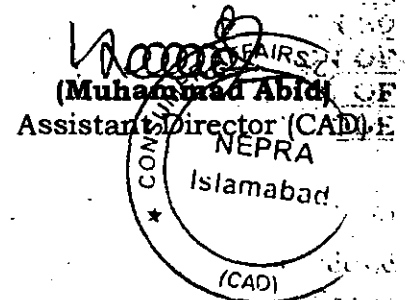
Subject: **DECISION IN THE MATTER OF COMPLAINT FILED BY SYED ABDUL NASIR,  
DIRECTOR HABIB SULTAN MODEL INDUSTRIES (PVT.) LTD UNDER SECTION 39  
OF THE REGULATION OF GENERATION TRANSMISSION AND DISTRIBUTION OF  
ELECTRIC POWER ACT, 1997 AGAINST QESCO REGARDING WITHDRAWL OF  
FIXED CHARGES AND ALLOCATION OF TEMPORARY DISCONNECTION CODE  
(REF# 24-48134-0362700)  
QESCO-QET-42890-08-24**

Please find enclosed herewith the decision of NEPRA Complaint Resolution Committee dated February 25, 2025, regarding the subject matter for necessary action and compliance within thirty (30) 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. Muhammad Rehan,  
Assistant Director (CAD),  
NEPRA Regional Office, Room#1, 2nd Floor,  
Model Town, Hali Road, Quetta.
- 4) \*Mr. Syed Abdul Nasir,  
Director Habib Sultan Model Industries (Pvt.) Ltd,  
Eastern ByPaas, Quetta.  
Contact# 0321-8188666, 081-2666111



Please follow up with QESCO



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

**Complaint No. QESCO-QET-42890-08-24**

**Syed Abdul Nasir,**

Director Habib Sultan Model Industries (Pvt.) Ltd,  
Eastern ByPaas, Quetta.

Contact# 0321-8188666, 081-2666111

.....Complainant

**Versus**

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

..... Respondent

**Date of Hearing(s):**

September 10, 2024

**On behalf of:  
Complainant:**

Syed Abdul Nasir

**Respondent:**

Mr. Attaullah, Revenue Officer QESCO

**Subject:**

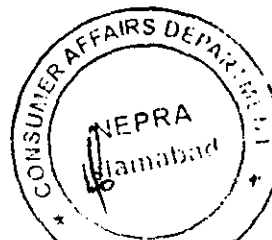
**DECISION IN THE MATTER OF COMPLAINT FILED BY SYED ABDUL NASIR, DIRECTOR HABIB SULTAN MODEL INDUSTRIES (PVT.) LTD UNDER SECTION 39 OF THE REGULATION OF GENERATION TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST QESCO REGARDING WITHDRAWAL OF FIXED CHARGES AND ALLOCATION OF TEMPORARY DISCONNECTION CODE (REF# 24-48134-0362700)**

**DECISION**

This decision shall dispose of the complaint filed by Syed Abdul Nasir, Director Habib Sultan Model Industries (Pvt.) Ltd (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 disconnected the electricity supply of their premises on June 26, 2024 but failed to allot disconnection code to the connection because of which fixed charges were being charged to them. The Complainant requested that orders may be issued to QESCO to withdraw the excessive fixed charges charged to the connection and to allot temporary disconnection to the connection.

3. The subject matter was taken up with QESCO. However, QESCO failed to submit report regarding the matter within the stipulated time. In order to discuss the matter, a hearing was held on September 10, 2024 at NEPRA Regional Office Quetta which was

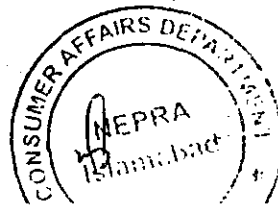


attended by both the parties i.e QESCO as well as the Complainant wherein the issue was discussed in detail. QESCO submitted that arrears amounting to Rs. 1,267,071/- had accumulated against the Complainant's connection, therefore, the connection was disconnected in the month of June 2024 due to non-payment of dues for the months from February 2024 to June 2024 and there is no current practice in place to allot disconnection code to the connections that have been disconnected due to non-payment. The Complainant argued that since the connection had been disconnected therefore the disconnection code should have been allotted and fixed charges should not have been charged to the connection.

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 535 kW under B-3(14) tariff running with reference No. 24-48134-0362700. The Complainant's connection was disconnected in June 2024 due to non-payment of dues and despite disconnection of electricity supply, disconnection code was not allotted to the connection and fixed charges accumulated against the account.
- (ii) According to Clause 8.2.4 of the Consumer Service Manual (CSM), *"In case of non-receipt of payment and upon expiry of the due date given on the second month bill, the supply of the defaulting premises shall be disconnected. In such a case, the disconnected supply shall not be reconnected or restored by DISCO until full payment along with late payment surcharge or payment in installments (allowed by the DISCO) has been made by the consumer."* The Complainant had paid their last bill in January 2024 and had defaulted on their bill for the month of February 2024 as well as March 2024. However, QESCO failed to disconnect the electricity supply of the premises in violation of the provisions of the CSM.
- (iii) According to Clause 8.2.5 of the Consumer Service Manual (CSM), *"If the consumer fails to pay the bills of third month along with arrears of previous two months within due date given on the third month bill, DISCO shall issue Equipment Removal Order and remove the metering installation/material and shall allot permanently disconnected code."* QESCO had subsequently disconnected the electricity supply of the Complainant in June 2024 due to non-payment. However, Permanent Disconnection code was not allotted to the connection in contradiction to the provisions of the CSM because of which fixed charges got accumulated against the Complainant's connection. QESCO has admitted that the connection was disconnected in June 2024, however after disconnection of power supply QESCO continued charging bills (fixed charges) to the Complainant. Whereas, QESCO should have stopped charging bills to the Complainant due to disconnection of power supply.
- (iv) The record reveals that the Complainant submitted application to QESCO for the allotment of temporary disconnection code on July 01, 2024 as the connection was already disconnected by QESCO. However, no guidance was provided to the Complainant by QESCO to first clear the outstanding dues to avail temporary disconnection as per Clause 8.3 of the Consumer Service Manual (CSM) which provides that temporary disconnection of supply may be allowed on consumer request for a maximum period of eleven months provided that the consumer has paid the final bill up to the day immediately preceding the intended date of request for temporary disconnection.

5. Foregoing in view, QESCO is directed to allot Permanent Disconnection code to the connection without further delay (update P-Disc code in record with effect from June 2024).



and withdraw the fixed charges levied against the Complainant with effect from June 2024. Subsequently, QESCO may reconnect the electricity supply as per provisions of the CSM as and when applied by the Complainant. Compliance report in the matter be submitted within thirty (30) days.



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



(Muhammad Irfan Ul Haq)  
Member Complaint Resolution Committee  
Assistant Legal Advisor (CAD)



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

Islamabad, February 25, 2025

