



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

**Consumer Affairs
Department**

TCD 08/9/3 -2025
February 27, 2025

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

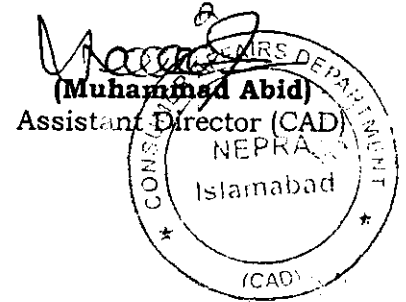
Subject: **DECISION IN THE MATTER OF COMPLAINT FILED BY MR. ZAHEER KHAN
UNDER SECTION 39 OF THE REGULATION OF GENERATION TRANSMISSION
AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST QESCO
REGARDING CORRECTION OF BILL (REF# 24-48134-0362901)**
QESCO-QET-35698-03-24

Please find enclosed herewith the decision of NEPRA Complaint Resolution Committee dated February 27, 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-35698-03-24

Mr. Zaheer Khan,
Plot No. B-88 Street No. 2,
Near Pepsi Cola Company, Eastern ByPass, Quetta.
Contact# 0312-8013757, 0302-6222741

.....¹**Complainant**

Versus

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

..... **Respondent**

Date of Hearing(s):

September 10, 2024

On behalf of:
Complainant:

Mr. Zaheer Khan

Respondent:

Mr. Attaullah, Revenue Officer QESCO

Subject: **DECISION IN THE MATTER OF COMPLAINT FILED BY MR. ZAHEER KHAN**
UNDER SECTION 39 OF THE REGULATION OF GENERATION
TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997
AGAINST QESCO REGARDING CORRECTION OF BILL (REF# 24-48134-
0362901)

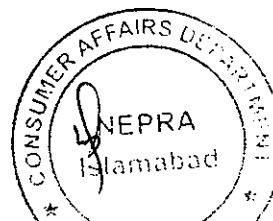
DECISION

This decision shall dispose of the complaint filed by Mr. Zaheer Khan (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 accumulated 136760 units in the month of January 2024 against units consumed for the period from September 2023 to January 2024. The accumulated units resulted in excessive charging of Fuel Price Adjustment (FPA) charges in the billing month of March 2024. The Complainant requested that orders may be issued to QESCO to adjust the FPA charges as per consumption for the five months from September 2023 to January 2024 as the accumulated units had been charged by QESCO with no fault at their end.

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 failed to provide any justifiable reason for delay in feeding of Service Connection Order resulting in accumulated units charged to the consumer and subsequent excessive charging of FPA.

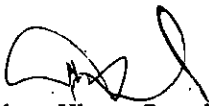
QESCO-QET-35698-03-24





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:

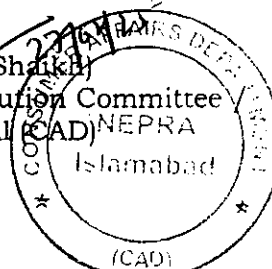
- (i) The Complainant is a consumer of QESCO having a connection with a sanctioned load of 70 kW under B2b(12) tariff running with reference No. 24-48134-0362901. The Complainant's connection was installed on August 10, 2023, but QESCO failed to process the Service Connection Order in a timely manner and failed to charge monthly unit consumption and MDI until January 2024 during which accumulated 136760 units and MDI of 286kW were charged to the consumer. As a result of accumulated units excessive Fuel Price Adjustment charges were levied against the consumer in the subsequent months besides charging of fixed charges on the basis of MDI.
- (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. Such complaints need to be redressed within fifteen days. If delivered later, it should have appropriate slab corresponding to the number of months for which the accumulated reading bill is delivered."* QESCO failed to issue the first bill within stipulated time period resulting in accumulation of units and MDI which caused excessive charging of Fuel Price Adjustment to the consumer.
- (iii) The definition of 'Billing Demand' as provided in tariff terms and conditions determined by the Authority and notified in the official gazette provide that *"for the purpose of fixed charges sanctioned load means maximum demand recorded during preceding 60 months"* The charging of accumulated MDI of 286kW in January 2024 has resulted in excessive charging of fixed charges since July 2024 to the Complainant.

5. Foregoing in view, QESCO is directed to segregate the accumulated units and MDI charged to the Complainant in January 2024 over the period from September 2023 to January 2024. Accordingly, QESCO is directed to overhaul the account of the Complainant by segregating the bill and due adjustment in Fuel Price Adjustment and fixed charges levied on account of accumulated MDI be given to the Complainant in future bills as the Complainant has already paid the bills. QESCO is further directed to correct the accumulatively charged MDI in the historical data / master file to avoid excessive fixed charges on MDI basis in future. 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)


(Naveed Iqbal Shaikh)
Convener Complaint Resolution Committee
Director General (CAD)



Islamabad, February 27, 2025