



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/ 1344-2025
April 08, 2025

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

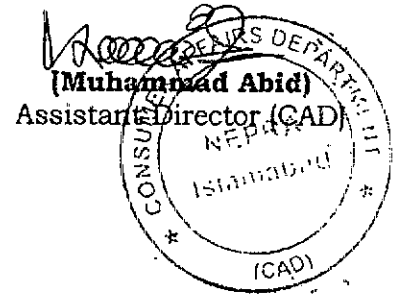
Subject: **DECISION IN THE MATTER OF COMPLAINT FILED BY MR. ABDUL JALIL,
PARTNER HOLIDAY HOTEL QUETTA UNDER SECTION 39 OF THE
REGULATION OF GENERATION TRANSMISSION AND DISTRIBUTION OF
ELECTRIC POWER ACT, 1997 AGAINST QESCO REGARDING DETECTION BILL
(REF# 05-48114-0593201)
QESCO-QET-29749-10-23**

Please find enclosed herewith the decision of NEPRA Complaint Resolution Committee dated April 08, 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. Abdul Jalil,
Holiday Hotel, near Liaquat Bazar,
Prince Road, Quetta.
Contact# 0311-3837883



Please follow up with QESCO



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

Complaint No. QESCO-QET-29749-10-23

Mr. Abdul Jalil,
Holiday Hotel, near Liaquat Bazar,
Prince Road, Quetta.
Contact# 0311-3837883

.....Complainant

Versus

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

..... Respondent

Date of Hearing(s): June 26, 2024
On behalf of:
Complainant: Mr. Abdul Jalil
Respondent: Mr. Fahad, Revenue Officer QESCO

Subject: DECISION IN THE MATTER OF COMPLAINT FILED BY MR. ABDUL JALIL, PARNTER HOLIDAY HOTEL QUETTA UNDER SECTION 39 OF THE REGULATION OF GENERATION TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST QESCO REGARDING DETECTION BILL (REF# 05-48114-0593201)

DECISION

1. This decision shall dispose of the complaint filed by Mr. Abdul Jalil (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. Brief facts of the case are that the Complainant in the complaint apprised that QESCO had charged a detection bill amounting to Rs. 985,500/- on allegation of direct theft of electricity. The Complainant requested that the detection bill be reduced as per applicable rules and regulations.

3. The subject matter was taken up with QESCO, however, QESCO failed to submit report within the stipulated time. In order to proceed further into the matter, a hearing was held 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. During the hearing, QESCO submitted that during site inspection in September 2023 it was observed that the consumer was involved in direct theft of electricity therefore the Complainant was charged 16425 units as detection amounting to Rs. 1,153,389 in the billing month of October 2023. Subsequently, it was identified that the detection units were calculated erroneously based on load factor of 30% instead of 25% as per provisions of the Consumer Service Manual (CSM) therefore a credit adjustment of Rs. 192,724/- was provided to the consumer in June 2024. The Complainant argued that they did not have any prior knowledge of the illegal PVCs as they had recently occupied the premises. The Complainant did not dispute the charging of the detection bill, instead requested that the units already charged during July 2023 to September 2023 should have been adjusted before charging of the detection bill, as per provisions of the Consumer Service Manual. QESCO was directed to provide detection

QESCO-QET-29749-10-24



Page 1 of 2

proforma and adjustment note along with supporting documents to reach at an informed decision in the matter.

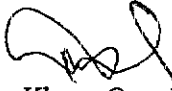
4. The case has been examined in detail considering the record made so available by the parties, arguments advanced during the hearing and applicable law. Following has been observed:

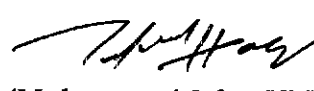
(i) The Complainant is a consumer of QESCO having a connection with a sanctioned load of 4 kW under A2a(04) tariff running with reference No. 05-48114-0593201. The Complainant's connection was visited by QESCO team in September 2023 and it was observed that the consumer was involved in direct theft of electricity therefore a detection bill amounting to Rs. 1,153,389/- was charged to the Complainant for 16425 units in October 2023. The detection bill was subsequently revised to Rs. 960,665/- for 13687 units after adjustment of wrong load factor used in calculation of the detection units.

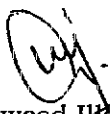
(ii) The Complainant did not dispute the allegation of direct theft of electricity and rather requested to reduce the detection bill as per provisions of the Consumer Service Manual (CSM). Clause 9.1.3 of the Consumer Service Manual (CSM) provides for the mechanism for calculation of detection bill for registered and unregistered consumers involved in direct theft of electricity which states that: "Provided that the units already charged in routine billing during the detection bill period will be adjusted." QESCO failed to adjust the units already charged to the consumer in routine billing during the detection period in contradiction to the provisions of the Consumer Service Manual. The consumer had consumed 1894 units during the period from July 2023 to September 2023 which remained unadjusted against the detection bill charged.

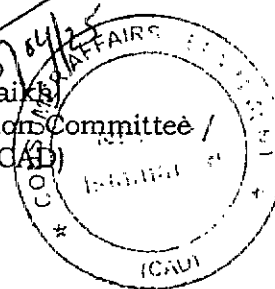
5. Foregoing in view, QESCO is directed to adjust the already charged 1894 units in the detection bill period. Compliance report in the matter be submitted within thirty (30) days.

6. مندرجہ بالا حقائق کے پیش نظر کیس کو نوہدایت کی جاتی ہے کہ detection bill کے عرصے کے دوران معمول کی بیلنگ میں صارف سے پہلے سے وصول شدہ 1894 یونٹس کے لیے شکایت کنندہ کے detection bill کو درست کرے۔ درج بالا احکامات پر عمل درآمد کی رپورٹ تین (30) دنوں کے اندر جمع کروائی جائے۔


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


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


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



Islamabad, April 08, 2025