



National Electric Power Regulatory Authority

ISLAMIC REPUBLIC OF PAKISTAN

Consumer Affairs Department, NEPRA TOWER
Attaturk Avenue (East) Sector G-5/1, Islamabad.
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Consumer Affairs Department

TCD 08/2754/2025
July 10, 2025

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

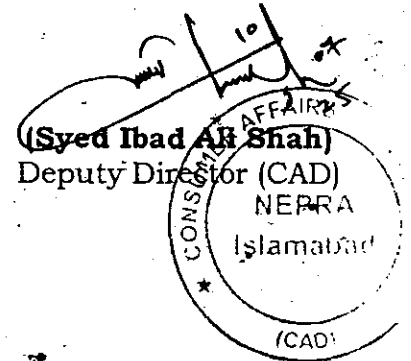
Subject: **DECISION IN THE MATTER OF COMPLAINT REFERRED BY THE WAFAQI MOHTASIB (OMBUDSMAN)'S SECRETARIAT - MR. MUHAMMAD SHAKIR SUMALANI S/O ABDUL HAQ VS QESCO REGARDING DETECTION BILL (REF# 24-48414-0252100)**
QESCO-QET-28021-08-23

Please find enclosed herewith the decision of NEPRA Complaints Resolution Committee dated July 10, 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. Muhammad Shakir,
National Depot,
Near Railway Station, Mach, Balochistan.
Contact# 0346-2897522



Please follow up with QESCO



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

Complaint No. QESCO-QET-28021-08-23

Mr. Muhammad Shakir,
National Depot,
Near Railway Station, Mach, Balochistan.
Contact# 0346-2897522

..... **Complainant**

Versus

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

..... **Respondent**

Date of Hearing(s):

- 1) October 03, 2023
- 2) November 28, 2023
- 3) June 04, 2024

On behalf of:

Complainant:

Mr. Muhammad Shakir

Respondent:

- 1) Mr. Ivon Daas, Regional Manager (M&T)
- 2) Mr. Abid Shah, Deputy Commercial Manager (Sibi)

Subject:

**DECISION IN THE MATTER OF COMPLAINT REFERRED BY THE WAFAOI
MOHTASIB (OMBUDSMAN)'S SECRETARIAT - MR. MUHAMMAD SHAKIR
SUMALANI S/O ABDUL HAQ VS QESCO REGARDING DETECTION BILL (REF#
24-48414-0252100)**

DECISION

This decision shall dispose of the complaint filed by Mr. Muhammad Shakir (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 identified that the CT of their meter was faulty because of which the meter was declared 33% slow and the multiplying factor was increased from 20 to 30 in February 2022 accordingly. Despite rectification of the CT on site, the billing record was not updated and QESCO had been charging 33% extra units since then. Furthermore, a detection bill amounting to Rs. 242,557/- was charged in the billing month of March 2023 without any justification. The Complainant requested that orders may be issued to QESCO to adjust the excessive units charged since rectification of the CT and withdraw the detection bill charged in the billing month of March 2023.

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, hearings were



held at NEPRA Regional Office Quetta which were attended by both the parties i.e. QESCO as well as the Complainant. During the hearings, QESCO submitted that the connection of the Complainant was checked by QESCO M&T team on November 22, 2021 and the meter of the connection was declared 33.3% slow therefore multiplying factor was increased from 20 to 30 in the billing month of February 2022. Subsequently, the connection was checked by the M&T on December 02, 2022 and it was found that the meter accuracy was within limit. It was observed that although the meter accuracy was found within limit during the visit in December 2022 but the multiplying factor of the connection was not reversed. QESCO was directed to conduct site visit of the Complainant, submit event wise downloaded data and provide justification and reasoning for detection bill amounting to Rs. 242,557/- charged to the Complainant. QESCO submitted the event wise downloaded data of the Complainant's meter, which revealed that on multiple occasions the phases were shown to be disconnected in the period from February 2022 to March 2023 for a temporary duration of one to two days. Upon inquiry, QESCO submitted that the Complainant's premises was visited on December 4, 2023 to investigate the matter, and it was found that the red phase CT gets heated as indicated by carbonized wires because of which the CT was getting powered on and off. Therefore, QESCO had replaced the damaged CTs with new 200/5 Amp CTs on December 04, 2023. QESCO further submitted that detection bill amounting to Rs. 242,557/- was charged erroneously to the consumer as slowness although the multiplying factor of the connection had already been increased. QESCO failed to justify any reason for detection bill amounting to Rs. 242,557/- charged to the Complainant and failed to provide any justification for non-reversal of the multiplying factor of the connection after the meter accuracy was found within limit during site visit in December 2022.

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 39 kW under B-2b(12) tariff running with reference No. 24-48414-0252100. The Complainant's connection was declared 33.3% slow during QESCO M&T team's visit on November 22, 2021 and the multiplying factor of the connection was increased from 20 to 30 in the billing month of February 2022 based on M&T report. During the M&T site visit dated December 02, 2022 the meter accuracy was declared within limit, the multiplying factor of the connection remained 30 until replacement of CTs on December 04, 2023. Furthermore, a detection bill amounting to Rs. 242,557/- was charged to the Complainant in the billing month of March 2023.
- (ii) As per Clause 4.3.3(c) of the Consumer Service Manual (CSM), *"If the impugned metering installation should prove to be incorrect during the checking, DISCO shall install a 'correct meter' immediately or within two billing cycles if meters are not available."* QESCO failed to rectify the metering installation within the stipulated time period as prescribed in the CSM.
- (iii) As per Clause 4.3.3(c)(i) of the Consumer Service Manual (CSM), *"In case slowness is established, DISCO shall enhance multiplying factor for charging actual consumption till replacement of the defective metering installation."* QESCO increased the multiplying factor of the connection after it was found that the meter was 33.3% slow but failed to reverse the same when it was identified that the meter accuracy was within limit during the visit dated December 02, 2022.
- (iv) The event-wise downloaded data of the Complainant's meter revealed that on multiple occasions the phases were shown to be disconnected in the period from February 2022 to March 2023 for a temporary duration of one to two days. Further investigation into the matter by QESCO M&T revealed that the red phase CT of the Complainant's connection was getting heated as indicated by carbonized wires

because of which the CT was powered on and off for short durations as evidenced by the event wise downloaded data. QESCO failed to rectify the CT within stipulated time period of two months.

- (v) QESCO failed to justify any reason for detection bill amounting to Rs. 242,557/- charged to the Complainant in March 2023 although the multiplying factor of the connection had already been increased from 20 to 30 from February 2022 to December 2023. The Consumer Service Manual provides procedure for charging of detection bill. QESCO has failed to follow the said procedure. Moreover, no evidence has been provided to establish theft of electricity by the Complainant, hence the detection bill is unjustified.
- (vi) QESCO team visited the premises on December 04, 2023 whereby the metering equipment was found 33.3% slow. Accordingly the existing 100/5 amp CTs were replaced with 200/5 amp CT and the MF was changed from 30 to 40.

5. Foregoing in view, QESCO is directed to:

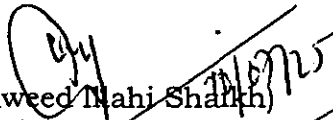
- i. Withdraw the detection bill amounting to Rs. 242,557/- charged to the Complainant.
- ii. The electricity bills charged with effect from February 2022 to March 2023 on multiplying factor of 30 are ok, since the data shows on and off events till March 2023. QESCO to revise the electricity bills of the Complainant from April 2023 onwards as per multiplying factor of 20 instead of 30.
- iii. QESCO to charge slowness for two months prior to date of checking carried out in December 2023 for 33.3% slowness and enhance MF till removal of the discrepancy.
- iv. Install new CTs if required.
- v. Revised bill to be issued to the Complainant within thirty (30) days.



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



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



(Naweed Mahi Shauk)
Convener Complaints Resolution Committee
Director General (CAD)

Islamabad, July /6 2025

