



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/ ²⁷⁸² -2025
July 11, 2025

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

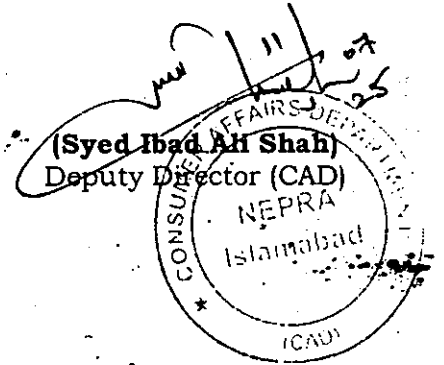
Subject: **DECISION IN THE MATTER OF COMPLAINT FILED BY MR. EHSAAN ULLAH
UNDER SECTION 39 OF THE REGULATION OF GENERATION TRANSMISSION
AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST QESCO
REGARDING CORRECTION OF BILL (REF# 11-48133-0708601)
QESCO-QET-42897-08-24**

Please find enclosed herewith the decision of NEPRA Complaints Resolution Committee dated July 11, 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. Ehsaan Ullah,
Qadzafi Traders, Marjaan Plaza,
Old Fruit Market Sirki Road, Quetta.
Contact# 0301-3233630



Please follow up with QESCO



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

Complaint No. QESCO-QET-42897-08-24

Mr. Ehsaan Ullah,
Qadzafi Traders, Marjaan Plaza,
Old Fruit Market Sirki Road, Quetta.
Contact# 0301-3233630

.....Complainant

* Versus

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

..... Respondent

Date of Hearing(s):

- 1) September 10, 2024
- 2) April 16, 2025

**On behalf of:
Complainant:**

Mr. Ehsan Ullah

Respondent:

- 1) Mr. Mir Jahangir, Executive Engineer (Operation)
- 2) Mr. Abrar Ahmed Sheerazi, Circle Manager (M&T)
- 3) Mr. Azhar Bugti, Sub-Divisional Officer (Operation)

Subject:

**DECISION IN THE MATTER OF COMPLAINT FILED BY MR. EHSAAN ULLAH
UNDER SECTION 39 OF THE REGULATION OF GENERATION
TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997
AGAINST QESCO REGARDING CORRECTION OF BILL (REF# 11-48133-
0708601)**

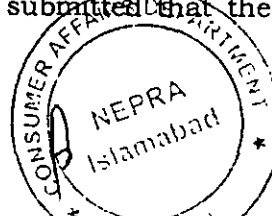
DECISION

This decision shall dispose of the complaint filed by Mr. Ehsaan Ullah (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 apprised that QESCO had charged excessive—988 units in December 2023, 2489 units in January 2024, 2410 units in February 2024, 3034 units in March 2024 and 4,815 units in April 2024—against residential connection with sanctioned load of 1kW due to faulty meter. QESCO subsequently replaced the faulty meter, however the disputed bills were not rectified, resulting in accumulation of significant outstanding dues against the Complainant's account. The Complainant requested that the excessive bills be adjusted in line with actual consumption after considering the meter accuracy of the faulty meter.

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 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. During the hearing, Sub-Divisional Officer QESCO submitted that the faulty meter was

QESCO-QET-42897-08-24 - Mr. Ehsaan Ullah

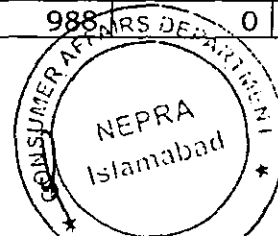


removed and sent to the Metering and Testing (M&T) department for data retrieval and to ascertain meter accuracy. The representatives of M&T, who were also present at the hearing, denied having received the said meter. Accordingly, QESCO was directed to produce the meter and provide data retrieval and meter accuracy report for informed decision in the matter. QESCO failed to provide the meter accuracy and data retrieval report after lapse of considerable time. In order to finalize the matter, another hearing was held on April 16, 2025 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 failed to provide the data retrieval and meter accuracy report and agreed to adjust the excessive units previously charged to the Complainant based on current consumption of the accurate meter installed at the premises.

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 1 kW under A-1a(01) tariff running with reference No. 11-48133-0708601. QESCO charged 520 units in November 2023, 988 units in December 2023, 2489 units in January 2024, 2410 units in February 2024, 3034 units in March 2024 and 4815 units in April 2024 to the Complainant due to faulty meter. The faulty meter was replaced May 14, 2024 but the disputed bills were not adjusted by QESCO.
- (ii) Clause 4.3.4 of the Consumer Service Manual (CSM) provides for the mechanism for checking and adjustment in case the consumer is not satisfied with the accuracy of the metering installation, which states that, *"DISCO will install a duly calibrated check metering installation in series with the impugned metering installation or in the absence of a check metering installation, through a Rotatory Sub Standard or digital power analyzer or meter testing equipment accompanied by an expert of DISCO's metering and testing department."* QESCO failed to check the meter accuracy on site as per the provisions of the Consumer Service Manual, replaced and misplaced the meter because of which the Complainant suffered heavy bills for six months. Furthermore, QESCO has failed to update the meter change order (MCO) of the Complainant in the billing system despite lapse of considerable time. Furthermore, QESCO failed to charge bills with effect from May 2024 to April 2025 as per actual meter reading at site without any justification.
- (iii) QESCO officials admitted that the meter was faulty and excessive units had been charged to the consumer for the disputed period and agreed to revise the bills for the period from November 2023 to April 2024 as per healthy meter consumption.
- (iv) The billing details of the Complainant's connection are depicted as follows:

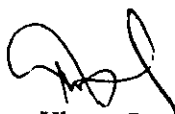
Month	2021	2022	2023	2024	2025
Jan	42	2	258	2489	0
Feb	83	1	112	2410	0
Mar	2	64	214	3034	0
Apr	8	0	240	4815	
May	105	1	54	0	
Jun	59	0	279	0	
Jul	6	2	131	0	
Aug	1	1	0	0	
Sep	2	0	262	0	
Oct	365	311	262	262	
Nov	2	293	520	0	
Dec	3	262	988	0	





The billing history of the connection shows that starting from November 2023, there is a dramatic spike in consumption. The average monthly units charged before this period ranged around 100-200 units. The sudden jump to thousands of units strongly indicates a faulty meter. The consumption kept increasing every month, reaching a peak of 4,815 units in April 2024, which is highly unusual for a residential connection with a sanctioned load of only 1kW. The consumption pattern of the connection supports the Complainant's claim that a faulty meter caused excessive billing during the period. The charges appear inconsistent with historical usage patterns and the sanctioned load capacity. The billing history of the connection also shows that excessive 262 units have been charged to the consumer in the billing month of October 2024 against the old meter although the old meter had been replaced in May 2024.

- (v) The faulty meter of the consumer was replaced on May 14, 2024 but MCO was not fed by QESCO. The meter reading snaps on record show that the consumer had consumed 589 units from the date of meter replacement till April 2025 with average monthly consumption of 54 units. Moreover, the average monthly consumption prior to excessive billing is 208 units per month.

5. Foregoing in view, QESCO is directed to revise the excessive units charged to the consumer due to faulty meter for the period from December 2023 to April 2024 as per consumption of the consumer's recorded units prior to excessive billing i.e. 208 units per month. QESCO is further directed to feed the Meter Change Order (MCO) of the connection without further delay and charge all the units recorded on the new meter by providing due slab benefit to the consumer. QESCO is also directed to withdraw the excessive 262 units charged to the consumer in October 2024. 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)


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

Islamabad, July 11, 2025

