



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 08/3977-2025
September 18, 2025

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

Subject: **DECISION IN THE MATTER OF COMPLAINT FILED BY MR. ASIF ALI
REGIONAL MANAGER (SOUTH) PRIME TELE POWER SOLUTION (PVT.)
LTD. UNDER SECTION 39 OF THE REGULATION OF GENERATION
TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997
AGAINST QESCO REGARDING CORRECTION OF BILL (REF# 27-48134-
0364601)**

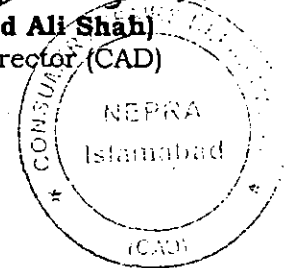
Please find enclosed herewith the decision of NEPRA Complaints Resolution Committee dated September 17, 2025, regarding the subject matter for necessary action.

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. Asif Ali,
Regional Manager (South),
Prime Tele Power Solutions (Pvt.) Limited,
Office#14, 4th Floor, Malik Complex,
Jinnah Avenue, Blue Area, Islamabad.
Contact# 051-8312296, 0317-1016369

(Syed Ibad Ali Shah)
Deputy Director (CAD)



Please follow up with QESCO



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

Complaint No. QESCO-QET-33939-01-24

Mr. Asif Ali,
Regional Manager (South),
Prime Tele Power Solutions (Pvt.) Limited,
Office#14, 4th Floor, Malik Complex,
Jinnah Avenue, Blue Area, Islamabad.
Contact# 051-8312296, 0317-1016369

.....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. Uzair Arshad

Respondent:

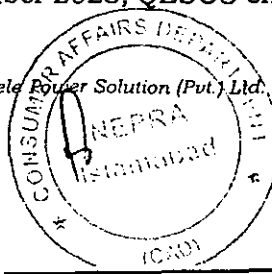
- 1) Mr. Mir Jahangir, Executive Engineer (Operation)
- 2) Mr. Abrar Ahmed Sheerazi, Circle Manager (M&T)
- 3) Mr. Bilawal Rind, Sub-Divisional Officer (Operation)
- 4) Mr. Ali Haider Magsi, Sub-Divisional Officer (Operation)

Subject: **DECISION IN THE MATTER OF COMPLAINT FILED BY MR. ASIF ALI REGIONAL MANAGER (SOUTH) PRIME TELE POWER SOLUTION (PVT.) LTD. UNDER SECTION 39 OF THE REGULATION OF GENERATION TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST QESCO REGARDING CORRECTION OF BILL (REF# 27-48134-0364601)**

DECISION

This decision shall dispose of the complaint filed by Mr. Asif Ali Regional Manager (South) of Prime Tele Power Solution (Pvt.) Limited (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 submitted that the meter for the connection bearing reference no. 27-48134-0364601 became defective. In response, QESCO issued a demand note which was paid by the Complainant and the defective meter was replaced on August 31, 2023. However, QESCO failed to feed the Meter Change Order (MCO) in the billing system in a timely manner. The MCO was eventually fed in the billing system in December 2023. During the intervening period, QESCO had allotted defective code to the connection and charged estimated / average units for the period from August 2023 to November 2023. Subsequently, in December 2023, QESCO charged 12898 units as per meter

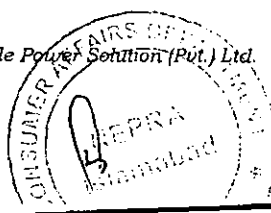


reading dial of the replaced meter which included actual consumed units for the period from September 2023 to December 2023. The Complainant contended that QESCO had charged them twice for the period from September 2023 to November 2023, once through estimated units and again during charging of actual consumption in December 2023 upon feeding of MCO and requested adjustment of the excessive units based on data retrieval report.

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 assured that the defective meter will be sent to the Metering and Testing (M&T) department for data retrieval and report will be submitted accordingly. QESCO failed to provide the data retrieval report even after considerable lapse of 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, the representatives from QESCO M&T Department submitted that a burnt meter was received from the Subdivision Office for data retrieval. As the data could not be downloaded in the M&T lab, the meter was sent to the manufacturer for retrieval. The data downloading report revealed that 26230 units and 201 kW MDI were pending against meter No. 369735. Upon further scrutiny, it was found that as per billing record of the connection the meter number of the defective meter was 0030004198 rather than 369735. QESCO failed to justify the reason for delay in feeding of the MCO and the difference in meter number of the connection as per billing record and the data retrieval report.

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 15 kW under A-2c(06) tariff running with reference No. 27-48134-0364601. The meter installed at the premises became defective, for which QESCO issued a demand note for replacement. The Complainant paid the demand note, and the meter was physically replaced on August 31, 2023. However, QESCO failed to feed the Meter Change Order (MCO) in the billing system in a timely manner, and the MCO was eventually updated in December 2023. Meanwhile, QESCO applied a defective code to the connection and charged estimated units for the period from August 2023 to November 2023. In December 2023, QESCO charged 12,898 units based on the replaced meter's reading dial, which included actual consumption from September to December 2023. As a result, the Complainant was billed twice for the period from September to November 2023, first through estimated charges and again through actual consumption which were not adjusted by QESCO.
- (ii) Clause 4.3.2 of the Consumer Service Manual (CSM) provides for the mechanism for replacement of defective meters and charging of average consumption which states that, *"DISCO shall a) Replace the metering installation immediately or within two billing cycles if meters are not available. b) DISCO may charge bills on average basis i.e. 100% of the consumption recorded in the same months of previous year or average of the last eleven months whichever is higher for a maximum period of two months. c) Data of the impugned meter shall be retrieved and actual consumption as per retrieved data shall be charged to the consumer after issuing a notice to the consumer and already charged bills issued on average basis shall be adjusted."* QESCO replaced the defective meter within due time but failed to feed the MCO in the billing system resulting in charging of estimated units for four consecutive months, in violation of the provisions of the Consumer Service Manual.
- (iii) Meter reading snaps available on record confirmed that the meter was replaced in August 2023, as contended by the Complainant which establishes that QESCO had billed the consumer twice for the same period, and the duplicate units were not adjusted in the subsequent bills.



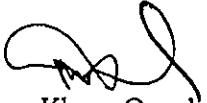
(iv) The billing history of the Complainant's connection is depicted as follows:


Month	2021	2022	2023	2024	2025
Jan	3457	3564	3689	4306	0
Feb		4069	4054	2380	DC
Mar	3322	4200	4035	4033	DC
Apr	4124	4116	4463	0	DC
May	4161	4533	3774	7437	DC
Jun	3775	3264	3323	225	
Jul	4272	4189	3441	17	
Aug	4691	4207	4207	28	
Sep	3959	3262	3903	62	
Oct	3984	3645	3926	23	
Nov	6560	3949	3980	0	
Dec	2329	4347	12898	0	


The billing history of the Complainant shows that the average monthly consumption of the connection is around 4,000 units. The 12898 units charged in December 2023 are nearly triple the average consumption which indicate double billing by QESCO.

- (v) QESCO was required to adjust the estimated units charged to the consumer based on data retrieval report. QESCO failed to ensure timely data retrieval of the impugned meter. The data retrieval report submitted by QESCO revealed that 26,230 units and 201 kW MDI were pending against the connection. However, it is not reasonable to assume that such a high number of units accumulated against the connection in just one month, particularly when the billing history indicates an average monthly consumption of 3,000-4,000 units. Furthermore, the data retrieval report submitted by QESCO belongs to meter number 369735, whereas the billing record shows that the meter number of the defective meter was 0030004198. The mentioned facts reveal that the data retrieval report submitted by QESCO does not belong to the defective meter removed from site. QESCO failed to provide the whereabouts of the actual defective meter removed from site which reflects a serious lapse in internal controls and negligence in handling of metering equipment.

5. Foregoing in view, QESCO is directed to withdraw the average units charged to the consumer during the disputed period i.e. 3903 units in September 2023, 3926 units in October 2023 and 3980 units in November 2023 as actual consumption for this period has already been billed to the consumer in accumulated units of 12,898 in December 2023 recorded on the new meter installed in August 2023. QESCO is also directed to disregard the pending units and MDI reported against the submitted data retrieval report, as the pending units do not belong to the instant connection. QESCO is further directed to conduct an inquiry into the whereabouts of the defective meter and take appropriate action against the officials found responsible as per its own service rules and regulations. The complaint is disposed of in above terms.


(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, September 17, 2025

