



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 08/3659/2025
August 29, 2025

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

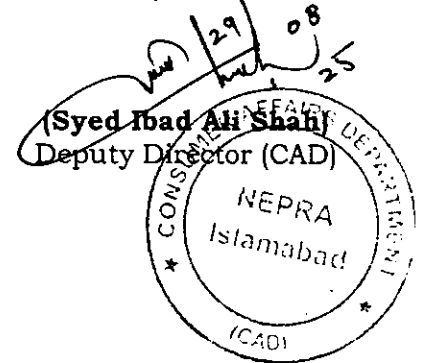
Subject: **DECISION IN THE MATTER OF COMPLAINT FILED BY MR. ASIF ALI
REGIONAL MANAGER (SOUTH) PRIME TELE POWER SOLUTION (PVT.)
LTD. UNDER SECTION 39 OF THE REGULATION OF GENERATION
TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997
AGAINST QESCO REGARDING CORRECTION OF BILL (REF# 27-48134-
0785010)**

Please find enclosed herewith the decision of NEPRA Complaints Resolution Committee dated August 29, 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



Please follow up with QESCO



BEFORE THE
NATIONAL ELECTRIC POWER REGULATORY AUTHORITY
(NEPRA)

Complaint No. QESCO-QET-35098-02-24

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)

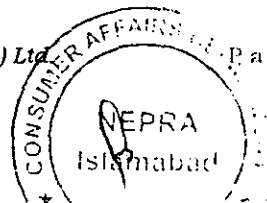
Subject:

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# 27-48134-0785010)

DECISION

This decision shall dispose of the complaint filed by Mr. Asif Ali Regional Manager (South) 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 energy meter for the connection bearing reference No. 27-48134-0785010 became defective and MDI of 285kW was charged in June 2023 against sanctioned load of 15kW. As a result, QESCO issued a demand note which was paid by the Complainant on August 23, 2023. However, QESCO failed to replace the defective meter within a reasonable time. The defective meter



was eventually replaced on November 09, 2023. During the intervening period QESCO allotted defective code to the connection and kept on charging excessive MDI of 285kW for the period from July 2023 to November 2023. The Complainant contended that QESCO had charged them excessive bills due to fixed charges based on inflated MDI of 285kW from June to November 2023 and requested to issue orders to QESCO to adjust the excessive units and MDI charges applied during the defective period.

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, QESCO officials assured that the faulty 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, QESCO informed that the meter is neither available at Sub Division office nor at the M&T department and has been misplaced. QESCO failed to justify the delay in replacing the defective meter, delay in provision of data retrieval report and the misplacement of impugned meter.

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. 27-48134-0785010. In June 2023, QESCO charged an MDI of 285 kW against a sanctioned load of 15kW. Subsequently, the meter became defective and defective code was allotted to the connection from July to November 2023. A demand note for replacement of defective meter was issued which was paid by the Complainant on August 23, 2023. However, QESCO failed to replace the defective meter within a reasonable time and continued to charge the inflated MDI of 285kW along with estimated units. As a result, excessive fixed charges were levied against the connection during the period. The meter was eventually replaced in November 2023.
- (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 failed to replace the defective meter within the stipulated period, despite having received the replacement cost from the consumer, and replaced it after a delay of five months, in clear violation of the provisions of the CSM.
- (iii) QESCO failed to retrieve the data from the defective meter to determine the actual consumption as well as actual recorded MDI to adjust the bills issued based on average basis. The misplacement of the defective meter by QESCO highlights a serious lapse in internal controls and reflects irresponsible behavior by QESCO. Despite assurances to retrieve data from the Metering and Testing (M&T) Department, QESCO failed to produce the meter or account for its location. This indicates poor record-keeping, lack of accountability, and

negligence in handling critical equipment, especially in a disputed case, raising serious concerns about QESCO's core operational functions.

(iv) The billing details of the Complainant's connection are depicted as follows:

	2021		2022		2023		2024	
	kWh	MDI	kWh	MDI	kWh	MDI	kWh	MDI
Jan	1867	5	1573	6	63	8	1479	8
Feb			1595	6	2937	68	1494	8
Mar	1229	10	1762	0	1562	15	1591	9
Apr	1520	6	1786	6	1742	36	1223	8
May	1566	5	2086	6	1610	31	1917	12
Jun	1639	1	1844	3	1560	285	2186	11
Jul	1561	5	1751	6	1751	285	2050	71
Aug	1890	6	1956	6	1956	285	2314	71
Sep	1694	3	1264	8	1646	285	2359	71
Oct	1529	8	1571	17	1656	285	2285	71
Nov	2012	24	1800	8	1800	285	2282	71
Dec	2035	1	1559	11	1674	8	2117	71

The billing history of the Complainant shows that the average units charged to the consumer during the disputed period is within reasonable limit. However, the MDI charged during the disputed period is very high as compared to the historical record.

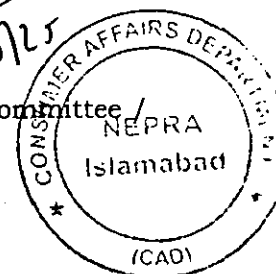
(v) Due to excessive charging of MDI in the months from June 2023 to November 2023, the Complainant was charged excessive fixed charges in the months from July 2024 onwards which was based on MDI of 71kW i.e. 25% of the inflated MDI of 285kW.

5. Foregoing in view, QESCO is directed to withdraw the fixed charges levied against the consumer based on inflated MDI of 285kW for the period from June 2023 to November 2023 as well as the fixed charges levied in following months charged based on 25% of the inflated MDI i.e. for the period from July 2024 onwards and revise the consumer's bill accordingly. Furthermore, QESCO is directed to correct the wrongly charged MDI in historical data / master file to avoid excessive fixed charges on MDI basis in future. QESCO is further directed to conduct an inquiry regarding the misplacement of the meter and take appropriate action against officials 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, August 29, 2025