



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'08/5324-2025
December 03, 2025

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

Subject: **DECISION IN THE MATTER OF COMPLAINT FILED BY MR. SHOAIB MANSOOR UNDER SECTION 39 OF THE REGULATION OF GENERATION TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST QESCO REGARDING CORRECTION OF BILL DUE TO WRONG CHARGING OF MDI (REF# 24-48132-1208119)**
QESCO-QET-55985-06-25

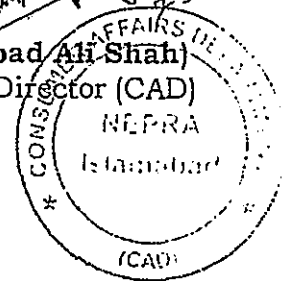
Please find enclosed herewith the decision of NEPRA Complaints Resolution Committee dated December 03, 2025, regarding the subject matter for necessary action.

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. Shoaib Mansoor,
House No. 21, Survey 131,
Near Askari Housing Scheme Airport Road,
Quetta.
Contact# 0300-3817097

(Syed Ibad Ali Shah)
Deputy Director (CAD)



Please follow up with QESCO



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

Complaint No. QESCO-QET-55985-06-25

Mr. Shoaib Mansoor,
House No. 21, Survey 131,
near Askari Housing Scheme Airport Road,
Quetta.
Contact# 0300-3817097

..... **Complainant**

Versus

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

..... **Respondent**

Date of Hearing(s): July 11, 2025

**On behalf of:
Complainant:**

Mr. Shoaib Mansoor

Respondent:

- 1) Mr. Mansoor, Director Commercial
- 2) Mr. Naveed Qazi, Executive Engineer (Operation)
- 3) Mr. Abrar Ahmed Sheerazi, Circle Manager (M&T)
- 4) Mr. Sardar Khan, Revenue Officer

Subject: **DECISION IN THE MATTER OF COMPLAINT MR. SHOAIB MANSOOR UNDER SECTION 39 OF THE REGULATION OF GENERATION TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST QESCO REGARDING CORRECTION OF BILL DUE TO WRONG CHARGING OF MDI (REF# 24-48132-1208119)**

DECISION

This decision shall dispose of the complaint filed by Mr. Shoaib Mansoor (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, asserted that QESCO charged excessive fixed charges on the basis of erroneous MDI of 883kW for the period commencing from July 2024, notwithstanding that the sanctioned load of the connection is 90kW and a transformer of 100kW is installed on site. The Complainant requested that QESCO may be directed to issue fixed charges based on accurate MDI and adjust previously charged excessive fixed charges on wrong MDI.

3. The subject matter was taken up with QESCO, however QESCO failed to submit report within the stipulated time. In order to discuss the matter, a hearing was held on July 11, 2025 at NEPRA Regional Office Quetta which was attended by both the parties i.e. QESCO and the



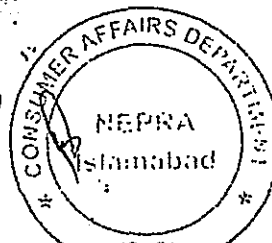
Complainant. During the hearing, QESCO acknowledged that the MDI of 883kW incorrectly recorded in the billing month of December 2021, due to which the consumer's account was charged excessive MDI. QESCO further assured that the billing history of the Complainant would be rectified to reflect accurate MDI and that the excessive fixed charges applied on the basis of the incorrect MDI of 883 kW would be adjusted for the period from July 2024 until the rectification of the MDI record. QESCO failed to justify the reason behind delay in rectification of billing record and adjustment of fixed charges, although directions had already been issued to DISCOs to rectify the billing record of such consumers that were being charged excessive fixed charges based on inaccurate MDI.

4. Subsequently, the Complainant approached this office again and submitted that although the billing history of the connection has been updated to reflect correct MDI but the excessive fixed charges based on inaccurate MDI have not been adjusted by QESCO yet. Despite acknowledging the fact that excessive fixed charges had been charged to the consumer, QESCO failed to adjust the excessive charges and used delaying tactics to avoid adjustment of wrongly charged fixed charges.

5. 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 90 kW under B-2b(12) tariff running with reference No. 24-48132-1208119. The transformer capacity installed at site is 100kW while MDI of 883 was erroneously charged to the consumer in December 2021. Based on the inaccurate MDI; fixed charges were levied to the consumer as 25% of the recorded MDI of 883kW i.e. 221kW for the months from July 2024 till rectification of MDI record.
- (ii) Fixed charges based on billing demand are levied to the consumer based on tariff determination of the Authority notified in the official Gazette which provides the definition of billing demand as follows: *"Billing demand means the 25% of the sanctioned load or actual maximum demand recorded in a month, whichever is higher, except in the case of agriculture tariff D2 where billing demand shall mean the sanctioned load. Provided that for the purpose of fixed charges sanctioned load means maximum demand recorded during preceding 60 months"*. The consumer was charged wrong MDI which was not corrected/revised in the historical data / master file, resulting in the excessive fixed charges based on wrong MDI as the computer software automatically fetches MDI of previous 60 months based on the definition of billing demand.
- (iii) QESCO failed to rectify the wrong MDI and adjust the excessive fixed charges levied based on the wrong MDI although directions had already been issued to DISCOs via letter No. NEPRA/DG(CAD/TCD-10/2080-2116 dated February 07, 2025 to scrutinize the record and correct the wrongly charged MDI in the historical data/master file to avoid excessive charging of fixed charges on MDI basis.
- (iv) The actual recorded MDI of the consumer during the disputed period i.e. July 2024 till rectification of MDI averaged 99kW per month. Due to the application of fixed charges based on wrong MDI, the consumer was charged higher fixed charges. Despite issuance of explicit directions to rectify historical data / master file for MDI record and acknowledgment by QESCO that the consumer had been charged wrong MDI, QESCO failed to rectify the billing record and adjust the resulting excessive fixed charges based on wrong MDI within reasonable time period.

6. Foregoing in view, QESCO is directed to:



- i. Adjust the excessive fixed charges charged to the consumer due to wrong MDI for the period from July 2024 till rectification of the historical data / master file.
 - ii. Identify and report the reasons for delay in rectification of the historical data as well as adjustment of excessive fixed charges based on wrong MDI despite issuance of explicit directions from this office and subsequent hearing held at NEPRA Regional Office Quetta during which QESCO assured that the excessive fixed charges will be adjusted accordingly after rectification of the historical data / master file.
 - iii. Scrutinize the record and correct the wrongly charged MDI in the 'historical data' / master file of all the other consumers as per earlier directions issued by this office. Furthermore, adjust excessive fixed charges levied based on the wrong MDI for the pending consumers without further delay.
7. The complaint is disposed of in above terms.

(Lashkar Khan Qambrani)

Member Complaints Resolution Committee
Director (CAD)

(Muhammad Irfan Ul Haq)

Member Complaints Resolution Committee
Assistant Legal Advisor

(Naweed Illahi Shaikh)

Convener Complaints Resolution Committee/
Director General (CAD)

Islamabad, December 03 2025

