National Electric Power Regulatory Authority
ISLAMIC REPUBLIC OF PAKISTAN
Consumer Affairs Department,
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Consumer Affairs Department

TCD 08/4089-2026
October 20, 2026

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

Subject: **DECISION IN THE MATTER OF COMPLAINTS FILED BY MR. SHARAFUDDIN KAKAR S/O HAJI SHAIR MUHAMMAD UNDER SECTION 39 OF THE REGULATION OF GENERATION TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST QESCO REGARDING CORRECTION OF BILL AND IMPOSITION OF LATE PAYMENT SURCHARGE DESPITE EXTENSION OF DUE DATE (REF# 24-48221-0600801)**
Complaint Nos. QESCO-QET-65168-11-25 & QESCO-QET-72568-04-26

Please find enclosed herewith the decision of NEPRA Complaints Resolution Committee dated October 20, 2026, regarding the subject matter for necessary action.

Encl: As above

(Syed Ibad Ali Shah)
Deputy Director (CAD)

CONSUMER AFFAIRS DEPARTMENT NEPRA Islamabad (CAD)

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,
Deputy Director (CAD),
NEPRA Regional Office, Room#1, 2nd Floor,
Model Town, Hali Road, Quetta.

4) Mr. Sharafuddin Kakar s/o Haji Shair Muhammad,
Sharafuddin Marble Factory,
Quetta Road, Loralai.
Contact# 0334-2807902

BEFORE THE
NATIONAL ELECTRIC POWER REGULATORY AUTHORITY
(NEPRA)

Complaint Nos. QESCO-QET-65168-11-25 & QESCO-QET-72568-04-26

Mr. Sharafuddin Kakar s/o Haji Shair Muhammad, ... **Complainant**
Sharafuddin Marble Factory,
Quetta Road, Loralai.
Contact# 0334-2807902

Versus

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

Date of Hearing(s): September 10, 2026

On behalf of:
Complainant:

Mr. Sharafuddin Kakar

Respondent:

1) Mr. Shabir Ahmed Tareen, Deputy Commercial Manager (Loralai Circle)
2) Mr. Muhammad Ajmal Panezai, Circle Manager (M&T), Loralai

Subject: **DECISION IN THE MATTER OF COMPLAINTS FILED BY MR. SHARAFUDDIN KAKAR S/O HAJI SHAIR MUHAMMAD UNDER SECTION 39 OF THE REGULATION OF GENERATION TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST QESCO REGARDING CORRECTION OF BILL AND IMPOSITION OF LATE PAYMENT SURCHARGE DESPITE EXTENSION OF DUE DATE (REF# 24-48221-0600801)**

DECISION

This decision shall dispose of the complaints filed by Mr. Sharafuddin Kakar s/o Haji Shair Muhammad (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"), bearing Nos. QESCO-QET-65168-11-25 regarding correction of bill, and QESCO-QET-72568-04-26 regarding imposition of Late Payment Surcharge despite extension of due date. Since both the complaints have been filed by the same Complainant in respect of the same connection, and were heard together, the same are being disposed of through this consolidated decision.

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2. Brief facts of the case are that the Complainant is a consumer of QESCO having industrial connection bearing reference No. 24-48221-0600801 with sanctioned load of 140 kW under tariff B-2b(12). The Complainant has submitted two separate complaints wherein in the first one the issue of bill adjustment amounting to Rs. 2,299,440/- charged by QESCO in the month of November 2025 has been raised, while in the second one the issue of Late Payment Surcharge (LPS) amounting to Rs. 119,294/- has been agitated. The Complainant approached NEPRA seeking correction of the bill charged in the month of November 2025 and withdrawal of the Late Payment Surcharge.

3. Both the complaints were registered and taken up with QESCO for submission of para wise comments. QESCO was also directed to issue a provisional bill of Rs. 500,000/- to the Complainant against the disputed amount and to defer the remaining amount. QESCO failed to submit reports regarding in either of the case within the stipulated time. In order to discuss the matter, a hearing was held on September 10, 2026 at NEPRA Regional Office, Quetta, which was attended by both the parties and the matter was discussed in detail.

4. During the hearing, QESCO submitted that as per the report of M&T, 47680 pending units and 498.4 kW MDI was charged to the Complainant. QESCO further submitted that meter No. 00707174, was installed on May 13, 2023, however, MCO was fed during August, 2023. The same meter was later replaced by the M&T team on August 4, 2023 with another meter bearing No. 00708107 on account of display washed/meter opened status of which MCO was fed in January, 2024. The charging of pending units was also raised by the Audit team of QESCO. The M&T checking reports, the downloading report, the Internal Audit note dated January 05, 2024 and billing record of the connection was placed on record for scrutiny, nevertheless, QESCO could not justify the delay in charging of pending units. Furthermore, QESCO could not provide any justification for charging LPS, as the extension in due date up to February 27, 2026 from original due date of February 24, 2026, was itself approved by QESCO.

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 has an industrial connection bearing reference No. 24-48221-0600801 under tariff B-2b (12). As per the M&T checking report of May 13, 2023, sanctioned load of connection was extended from 37 kW to 140 kW, transformer replaced from 50 kVA to 200 kVA to cater the extended load, and the existing meter No. 00701179 was replaced with meter No. 00707174 along with 400/5 Amp CTs (multiplying factor 80). The final reading of the removed meter No. 00701179 was recorded in the said report as 5300.

(ii) Meter No. 00707174 was later, replaced on August 4, 2023 with another meter No. 00708107, by the standing committee, QESCO vide M&T report dated September 01, 2023, which records that the accuracy of the removed meter bearing No. 00707174 could not be checked as the meter was found opened. Accordingly, the data of the replaced meter having No. 00707174 was retrieved on August 10, 2023 whereby 47680 units and 498.4 kW MDI were reportedly pending. The downloading report of meter No. 00707174 confirms these figures, i.e. index reading of 596 and cumulative MDI of 6.23 kW, at a multiplying factor of 80.

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(iii) As the retrieved units were not charged timely, QESCO's Internal Audit, vide audit note dated January 05, 2024, pointed out pendency of 47680 units and 498.4 kW MDI. The audit quantified the amount at Rs. 2,299,440/- (47,680 units × Rs. 43 = Rs. 2,050,240/- and 498.4 kW × Rs. 500 = Rs. 249,200/-). Even then, QESCO failed to debit the amounts against the Complainant's account in timely manner and later, QESCO posted the debit in the billing month of November 2025, i.e. about twenty-seven (27) months after the replacement of the meter and about twenty-two (22) months after the audit note. QESCO offered no explanation for this delay.

(iv) Clause 4.3.2 of Consumer Service Manual (CSM), provides that *"The consumer's account shall not be liable to debit of units if the data of the display washed meter is not retrieved within three months of meter replacement. However, if data retrieval is not possible within DISCO and the meter is sent to the manufacturer/ company for data retrieval, the consumer's account shall be liable to debit of units within six (6) months of meter replacement... In case, data is not retrieved within six (6) months of meter replacement; the consumer's account shall not be liable to any adjustment."*

(v) Clause 4.3.2 ties the consumer's liability for the units of a display washed meter to a fixed period reckoned from the date of meter replacement: three months where the data is retrieved within the DISCO, and, even in the exceptional case where the meter has to be sent to the manufacturer, a debit *"within six (6) months of meter replacement."* The clause does not contemplate the consumer's account remaining open to such a debit indefinitely. In the present case, the data was retrieved within six days of meter replacement, and the debit could and should have been made in the very next billing cycle, as advised by QESCO's own M&T department. Instead, it was posted during November, 2025 after a lapse of twenty-seven months after replacement. Further, no notice to the Complainant, as required under Clause 4.3.2(c) before charging the retrieved units, has been placed on record.

(vi) It is further observed that MDI of 498.4 kW charged by QESCO is the cumulative MDI of removed meter No. 00707174 i.e. (6.23 kW × 80), accumulated over the period of its installation and has been charged in full at Rs. 500 per kW. The billing record, however, shows that MDI of 76 kW, 58 kW and 40 kW, already billed to the Complainant in the billing months of June, 2023 to August, 2023, respectively. QESCO did not net-off the MDI already billed for the same period. The MDI component of the adjustment is thus unsustainable on QESCO's own record, independently of the bar of limitation.

(vii) Further, since the MCO of Meter No. 00707174 was not fed until September, 2023, QESCO continued to bill the Complainant against meter No. 00701179 removed on May 13, 2023. As per the M&T report, the final reading of that meter at the time of its removal was 5300, whereas the billing record carries readings against the same meter up to 6762 until August, 2023. The difference of 1462 reading, at the multiplying factor of 20 applicable to that meter (CT ratio 100/5), amounts to 29240 units, which were charged to the Complainant on readings that the removed meter never recorded, and which were, to that extent, excessive units charged to the Complainant owing to the failure of QESCO to feed the MCO in time. However, the said units were billed for the same period, i.e. from May 13, 2023 to August 4,

2023, during which the actual consumption of the Complainant was recorded on meter No. 00707174, i.e. 47680 units; as per the downloading report. Through these units the Complainant has, in effect, been billed for that period for less energy than he actually consumed. Further, bills carrying these units were issued and paid in the year 2023, more than two years before the present complaint was filed.

(viii) Billing details of the Complainant's connection are depicted as follows:

	2022	2023	2024	2025	2026
	kWh	kWh	kWh	kWh	kWh
Jan		9,800	35,920	40,008	20,861
Feb		6,320	37,493	25,050	—
Mar	0	8,520	47,050	20,445	—
Apr	17,420	8,160	50,510	21,007	15,107
May	3,840	0	19,052	19,158	18,341
Jun	5,320	9,980	42,114	22,076	15,930
Jul	7,880	12,200	25,315	15,472	4,508
Aug	6,660	9,560	45,730	29,565	
Sep	6,620	30,687	38,350	24,439	
Oct	7,840	36,160	0	23,649	
Nov	7,380	16,960	20,984	26,623	
Dec	7,700	20,320	30,283	25,084	

The billing history shows that, in the billing months of June, 2023, July, 2023 and August 2023, the Complainant was billed 9980, 12200 and 9560 units respectively. These bills were raised against the removed meter No. 00701179 at a multiplying factor of 20, whereas the consumption of the Complainant during that period was recorded on meter No. 00707174. After MCO in September, 2023, billed consumption rose to 30687 and 36160 units in September, 2023 & October 2023, with MDI between 182 kW and 193 kW, respectively. Moreover, no units were charged during the month of May, 2023.

(ix) The pending units recorded on meter No. 00707174 represent energy actually consumed by the Complainant. The consumed units have to be withdrawn not because the consumption is in doubt, but because QESCO failed to charge them within the period permitted by clause 4.3.2 of the CSM, a bar which arose entirely out of the negligence of QESCO officials in feeding the MCO and in posting the debit despite the advice of its own M&T department and Internal Audit. In these circumstances, further withdrawal of 29240 units would leave the Complainant paying nothing at all for the energy consumed during the said period, which would not be equitable. The 29240 units already billed and paid have to be accordingly retained against account of the Complainant in lieu of the pending units actually consumed by him, and no credit is due to the Complainant on this account.

(x) As the adjustment of Rs. 2,299,440/- is itself unsustainable, the LPS levied upon the Complainant on account thereof cannot stand either. QESCO approved the Complainant's request for extension in the due date of his bill up to February 27,

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2026, and the Complainant paid the bill on February 27, 2026, i.e. on the extended due date. Neither fact was disputed by QESCO at the hearing. CSM defines Late Payment Surcharge as "the amount levied on account of non-payment of bill within due date." Where the due date has been extended by the DISCO, the extended date is the due date for the purpose of the bill, and a payment made on or before it is a payment within due date. Clause 6.8.1 of the CSM puts the matter beyond doubt, providing that "Late Payment Surcharge (LPS) will not be imposed where due date is extended."

(xi) Clause 6.8.3 of the CSM permits the DISCO to allow extension in due date. Having approved the extension, it was for QESCO to give effect to it in its billing system. Any failure to do so is QESCO's own and cannot be imposed upon the Complainant by way of LPS. The LPS of Rs. 119,294/- has therefore been levied in contravention of provisions of CSM and is liable to be withdrawn.

6. Foregoing in view, the complaint is disposed of with the following directions to QESCO:

(i) To withdraw the adjustment of Rs. 2,299,440/- charged in billing month of November, 2025 on account of 47680 units and 498.4 kW MDI against meter No. 00707174, being time-barred in terms of clause 4.3.2 of CSM.

(ii) Charge average bill for the billing month of May, 2023.

(iii) To withdraw the Late Payment Surcharge levied on account of the said adjustment.

(iv) To withdraw Late Payment Surcharge of Rs. 119,294/- levied upon the Complainant despite payment of the bill within the extended due date of February 27, 2026, in terms of clause 6.8.1 of CSM.

(v) To issue a revised bill within 30 days.

(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, October 20 2026