



Registrar

# National Electric Power Regulatory Authority

## Islamic Republic of Pakistan

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No. NEPRA/DG(CAD)/TCD-08/774-77

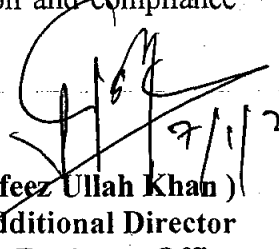
January 7, 2021

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

Subject: **DECISION IN THE MATTER OF COMPLAINT FILED BY MR. JAHANGIR HAKEEM UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST QESCO REGARDING EXCESSIVE BILLING AC # 10 48612 0778500**  
**QESCO-04/02/2019**

Please find enclosed herewith the Decision of Member (Consumer Affairs) dated 07.01.2021 (03 Pages) regarding the subject matter for necessary action and compliance within thirty (30) days, please.

Encl: As above

  
(Hafeez Ullah Khan)  
Additional Director  
Registrar Office

Copy to:

- i. C.E/Customer Services Director,  
Quetta Electric Supply Company (QESCO)  
Zarghoon Road, Quetta Cantt.
- ii. Director (Commercial),  
Quetta Electric Supply Company (QESCO)  
Zarghoon Road, Quetta Cantt.
- iii. Mr. Jahangir Hakeem,  
Garmakan, Tehsil & District Pankoor,  
Balochistan.



**BEFORE THE  
NATIONAL ELECTRIC POWER REGULATORY AUTHORITY  
Complaint No. QESCO-04/02/2019**

Mr. Jahanger Hakeem  
Garmakan, Tehsil & District Panjgoor,  
Balochistan

..... **Petitioner**

**VERSUS**

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

..... **Respondent**

**Date of Hearing:** 22<sup>nd</sup> April, 2019  
25<sup>th</sup> November, 2019  
17<sup>th</sup> September, 2020

**On behalf of**

**Complainant:** Waleed Hakim, Advocate

**Respondent:** Mr. Hassan Ali Magsi (Executive Engineer (Operation))  
Mr. Abdul Hameed Khoso (Revenue officer)  
Mr. Ali Murad Khan (Revenue officer)

**Subject:** DECISION IN THE MATTER OF COMPLAINT FILED BY MR. JAHANGER HAKEEM UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST QESCO REGARDING EXCESSIVE BILLING (A/C# 10 48612 0778500)

**DECISION**

Through this decision, complaint filed by Mr. Jahanger Hakeem (hereinafter referred to as the "Complainant") against Quetta Electric Supply Company Limited (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"), is being disposed of.

2. Brief facts of the case are that NEPRA received the subject complaint wherein the dispute agitated by the Complainant was that QESCO has been issuing wrong bills against his electricity connection bearing reference # 10486120778500 R, for which he approached QESCO time and again for redressal of grievances however his issue was not resolved. The Complainant added that in December 2018, he received an excessive bill amounting to Rs. 199,362/- which is beyond the consumption of the Complainant. The Complainant requested that instructions be issued to QESCO for correction of the said bill for payment and QESCO may be restricted from disconnecting his power supply.

3. The matter was taken-up with QESCO for submission of parawise comments/report. Despite lapse of considerable time period and issuance of reminders QESCO failed to submit report. Opportunities of hearings were provided to both the parties at NEPRA Regional Office, Quetta. Both the parties participated in the hearing and advanced their arguments. The Complainant submitted that QESCO has charged him excessive bills whereas the actual consumption of the premises is low. The Complainant further added that QESCO has issued bills without checking meter readings and snapshots are also not printed on the bills. QESCO submitted that the impugned meter is installed at the Complainant's premises and bills are issued to the Complainant as per actual meter reading, however, no documentary evidence was placed by QESCO to establish that the bills were being issued as per actual meter reading at site.

4. 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. The following has been observed:

- i. The Complainant is a residential consumer of QESCO with a sanctioned load of 2.50 kW.
- ii. As per Consumer Service Manual (CSM); Meter reading of all the consumers is required to be carried out on a routine basis each month to record the actual consumption of energy consumed by each consumer during a given period (billing cycle/billing month) however QESCO has failed to produce any proof to establish that the bills were issued to the Complainant as per actual consumption recorded on the meter.
- iii. As per the billing history provided by QESCO, the total dues against the Complainant were Rs. 3,409/- in the month of July 2012. Due to non-payment of bills, the arrears started to accumulate against the Complainant. The Complainant has submitted that QESCO issued excessive bills, therefore the bills were not paid.
- iv. The Consumer Service Manual (CSM) envisages that "A premises is liable to be disconnected if the consumer is a defaulter in making payments of the energy consumption charges". However in this case neither any notice was served upon the complainant nor the supply was disconnected if the consumer was defaulter. Had QESCO disconnected the supply, the arrears




would have not been piled up. The Complainant has challenged the bills raised by QESCO and is of the view that the bills were not as per meter reading.

- v. The Authority in tariff determination for FY 2014-2015 directed QESCO to print bills with meter reading snapshot. The record reveals that QESCO has failed to comply with the directions of the Authority and the meter reading snapshots were not printed on bills of the Complainant to establish that the bills were issued as per actual consumption.
- vi. In May 2019, the meter of the Complainant was changed. The bills issued after MCO are payable by the Complainant however the bills issued up to April 2019 were excessively charged without any justification and proof of actual consumption. The total outstanding dues up to the month of April, 2019 were Rs. 218,014/-
- vii. Outstanding dues against reference No. 10486120778500 R upto April 2019 were Rs. 218,014/-. From the record, it has been observed that these bills were issued on excess side therefore, the complainant will pay 50% of Rs. 218,014/- in installments.
- viii. New meter was installed in May 2019, as such, there is no dispute w.e.f May 2019 and the bills from May 2019 are payable in full.

5. Foregoing in view, QESCO is directed to:

- i. Revise the arrears/outstanding bill of Rs. 218,014/- till April 2019 by 50%.
- ii. W.e.f. May 02, 2019 i.e. the date of MCO and onwards, the Complainant will pay bills in full as per his meter dial.
- iii. The Complainant be allowed to pay bills in easy installments.

6. Compliance report in the matter be submitted within thirty (30) days.

  
(Rehmatullah Baloch)  
7/1/2021  
Member (Consumer Affairs)

Islamabad, January 07, 2021