



National Electric Power Regulatory Authority
Islamic Republic of Pakistan

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OFFICE OF THE
REGISTRAR

No. NEPRA/R/TCD-01/13282-91

2-12-2013

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

Subject: - Decision in the Matter of Complaint Filed By Mr. Faraz Hassan, M/s Gul Marble Factory under Regulation of Generation, Transmission and Distribution of Electric Power Act, 1997 Against QESCO Regarding Detection Bill
Complaint # QESCO-16/2012

Please find enclosed herewith decision of Member (Consumer Affairs) in the subject matter for necessary action and compliance within 30 days of the receipt of this decision.

Encl: As Above

- 521 -

(Iftikhar Ali Khan)
Deputy Registrar

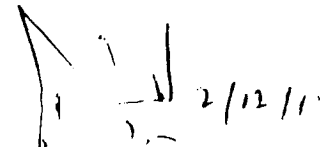
Copy to:-

1. C.E./Customer Service Director, Quetta Electric Supply Company (QESCO), Zarghoon Road, Quetta
2. Mr. Dost Muhammad Jaffar, Assistant Director, Consumer Affairs Division, NEPRA Regional Office, Deputy Commissioner Complex Adalat Road, Quetta
3. Mr. Faraz Hassan Gul, M/s Gul Marble Factory, Double Road, Quetta.

o. NEPRA/R/TCD-01/13292

2013

Forwarded for information and necessary action, please.


Deputy Registrar

1. Director (CAD)
2. ALA (CAD)
3. Master File [w.r.t. M (CA) D#2897 dated 27.11.2013]

CC:

1. Vice Chairman / Member (Tariff)
2. Member (M&E) / Member (Lic)
3. Member (CA)



BEFORE THE
NATIONAL ELECTRIC POWER REGULATORY AUTHORITY
NEPRA

Complaint No. QESCO-16-2012

Mr. Faraz Hasan Gul **Complainant**
M/s Gul Marble Factory
Double Road, Quetta.

Versus

Quetta Electric Supply Company Ltd. **Respondent**
Zarghoon Road, Quetta Cantt.

Date of Decision: November 28, 2013

Date of Hearing: March 21, 2013

On behalf of:

Complainant:

1. Mr. Asher Hasan
2. Mr. Faraz Hasan

Respondent:

1. Mr. David Das, Revenue Officer, City Division, Quetta.
2. Mr. Nadeem Ahmed, Sub Divisional Officer, Liaquat Bazar Sub Division Quetta

Subject: **DECISION IN THE MATTER OF COMPLAINT FILED BY MR. FARAZ HASSA, M/S GUL MARBLE FACTORY UNDER REGULATIION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT 1997 AGAINST QESCO REGARDING DETECTION BILL**

Decision

1. This decision shall dispose of the complaint dated December 28, 2012 filed by Mr. Faraz Hasan, M/s Gul Marble Factory (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.
2. The Complainant in his complaint stated that they received detection bill amounting to Rs. 81,900/- from QESCO. They approached the concerned SDO and requested to install the check meter but the SDO refused to do the same. The Complainant further


stated that no signature was taken by the concerned QESCO's officer/officials from the consumer on the so-called M&T test check performa / report regarding the slowness of the meter installed at their premises.

3. The matter was taken up with QESCO for submission of para-wise comments. In response, QESCO vide its letter dated January 24, 2013 stated that the meter was checked by M&T QESCO and declared 33% slow. The consumer was served a bill of Rs. 81,900/- for three months i.e. Oct-Dec, 2012 on account of 33% slowness which was paid by the consumer on December 28, 2012. The consumer is still reluctant to change his slow meter with new healthy meter. QESCO requested NIPRA to advise the consumer to allow the QESCO staff for replacement of slow meter with new healthy meter.
4. The report of QESCO was sent to the Complainant for information / rejoinder. In response, the Complainant vide his letter dated February 15, 2013 made observations on the report of QESCO and reiterated his earlier version. Further, the Complainant submitted that they have never refused to QESCO officials for replacement of meter, however, they have always requested to QESCO officials for installation of check meter for verification of slowness of the old meter. The QESCO officer / officials deliberately bypassed the required procedures as laid down in the Consumer Service Manual (CSM) regarding replacement of meter, issuance of detection bill and disconnection of electricity connection of the consumer.
5. To probe further into the matter, a hearing was held on March 21, 2013 at Quetta which was attended by both parties who advanced their respective version / arguments in the matter.
6. The case has been analyzed in detail in light of documents provided by both the parties and applicable rules. The following has been concluded:
 - i) The meter of the Complainant was checked by the Metering and Testing Department of QESCO on November 19, 2012. During the checking, the meter security box was found welded and the transformer LT bushes were found secured. The accuracy of the meter was found 33 % slow. QESCO assessed total consumption of the Complainant as 27415 units for the period from October 2012 to February 2013 (5 months) and after deducting already charged 18368 units, QESCO raised detection bill of 9047 units amounting to Rs. 85,288/-.

- ii) The impugned meter was replaced on March 25, 2013. QESCO has not leveled any charge against the Complainant regarding illegal abstraction of electricity. As per the provisions of CSM, if a DISCO at any time, doubts the accuracy of any metering equipment, the DISCO may after informing the consumer, install duly calibrated and tested metering equipment (check meter) in series with the impugned metering equipment to find the difference of units consumed. QESCO did not follow the procedure laid down in the CSM.
- iii) As per Commercial Procedure of WAPDA, meter reading of consumers (40 kW to 500 kW) is the responsibility of concerned Sub Divisional Officer. The discrepancy, if any, should have been pointed out in the beginning and penalizing the consumer for 5 months is unjustified. Moreover, the procedure laid down in CSM was not followed by QESCO.
- iv) The consumption of the Complainant has increased after checking/replacement of the meter. The consumption of the Complainant for 11 months after date of checking i.e. December 2012 to October 2013 is 49160 units, whereas, for the corresponding months of the previous year, the consumption was recorded as 40360 units. The consumption of the complainant for 6 months (April 2013 to September 2013) after replacement of meter is 28880 units, whereas, for the corresponding months of the previous year, the consumption was 27800 units. This shows that the meter of the Complainant was slow.

7. From above, it has been concluded that the meter was slow, however, the detection bill charged by QESCO is on the higher side and without following the procedure as laid down in CSM. Foregoing in view, QESCO is hereby directed to revise the detection bill charged to the Complainant from 5 months to 2 months as per the following formula and submit compliance report within 30 days:

$$\begin{aligned}
 \text{Detection bill (Units)} &= \frac{\text{Total Units charged as detection bill}}{\text{Number of months charged i.e 5}} \times 2 \text{ months} \\
 &= \frac{9047 \text{ units}}{5 \text{ months}} \times 2 \text{ months} \\
 &= 3619 \text{ units}
 \end{aligned}$$


 (Maj (R) Haroon Rashid)
 Member (Consumer Affairs)

Islamabad, November 28, 2013