



Registrar

**National Electric Power Regulatory Authority**  
**Islamic Republic of Pakistan**

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No. NEPRA/ADG(CAD)TCD 01/41317-19


November 16, 2020

Chief Executive Officer  
Peshawar Electric Supply Company (PESCO)  
WAPDA House,  
Sakhi Chasma, Shami Road,  
Peshawar.

**Subject: DECISION IN THE MATTER OF COMPLAINT FILED BY MR. ALMAS KHAN**  
**UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION**  
**AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST PESCO**  
**REGARDING CORRECTION OF BILL (AC # 15 26143 0084230)**  
Complaint # PESCO-351/12/2018

Please find enclosed herewith the decision (02 pages) of the Member (Consumer Affairs) dated 13-11-2020 regarding the subject matter for further necessary action and compliance within thirty (30) days.

**Encl: As above**

  
( Iftikhar Ali Khan )  
Director  
Registrar Office

**Copy to:**

1. C.E/ Customer Services Director  
Peshawar Electric Supply Company (PESCO)  
WAPDA House,  
Sakhi Chasma, Shami Road,  
Peshawar.
2. Mr. Almas Khan  
Mouza Turangzai,  
Tehsil & District Charsadda.



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

**Complaint No. PESCO-351/12/2018**

**Mr. Almas Khan**  
Mouza Turangzai,  
Tehsil & District Charsadda.

..... **Complainant**

**Versus**

**Peshawar Electric Supply Company Limited (PESCO)**  
WAPDA House, Sakhi Chasma,  
Shami Road, Peshawar.

..... **Respondent**

**Date of Hearings:** 19<sup>th</sup> August 2019  
22<sup>nd</sup> July 2020  
21<sup>st</sup> August 2020

**On behalf of:**

**Complainant:** Mr. Almas Khan

**Respondent:** 1) Mr. Younas Khan, DCM  
2) Mr. Abdul Razzaq, SDO  
3) Mr. Ziarat Khan, LM-II

**Subject:** **DECISION IN THE MATTER OF COMPLAINT FILED BY MR. ALMAS KHAN  
UNDER SECTION 39 OF THE REGULATION OF GENERATION,  
TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997  
AGAINST PESCO REGARDING CORRECTION OF BILL (AC # 15 26143  
0084230)**

**DECISION**

Through this decision, complaint filed by Mr. Almas Khan, R/o Turangzai, Tehsil & District Charsadda (hereinafter referred to as the "Complainant") against Peshawar Electric Supply Company Limited (hereinafter referred to as the "Respondent" or "PESCO"), 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. NEPRA received the subject complaint, wherein the dispute agitated by the Complainant was that his bill for the month of December 2017 showed meter reading as 60292, whereas, the actual meter reading at site was 40784, and as such, 19508 units have been charged by PESCO in excess. The Complainant requested for adjustment of 19508 excessive units charged by PESCO.

3. The matter was taken-up with PESCO for submission of parawise comments/report, however, PESCO failed to submit the report. A hearing was held on 19<sup>th</sup> August 2019 at NEPRA Regional Office, Peshawar, wherein both the parties (i.e. PESCO and the Complainant) participated and advanced their arguments. During the hearing, the Complainant stated that he has repeatedly approached PESCO for resolution of his grievances, however, PESCO has failed to redress the issue. In light of the discussion during the hearing, it was decided that the Deputy Commercial Manager (DCM), Peshawar Circle will personally investigate the matter and resolve the issue. In this regard, directions were issued to PESCO vide NEPRA's letter dated 2<sup>nd</sup> September 2019. In response, PESCO, vide its letter dated 9<sup>th</sup> January 2020, reported that the Complainant's meter was replaced with a new one, and the same gives consumption of 400 to 500 units per month, whereas previously, less consumption was charged to the Complainant. The report of PESCO was forwarded to the Complainant for information/comments. In response, the Complainant, vide his letter dated 11<sup>th</sup> June 2020 raised observations over the report of PESCO.

4. Another opportunity of hearing was provided to both the parties (i.e. PESCO and the Complainant) on 22<sup>nd</sup> July 2020. During the hearing, the Complainant reiterated that at the time of replacement of meter in July 2018, there was a difference of 19400 units between the actual meter reading and the reading printed on the bill. However, due to insufficient record provided by PESCO, another hearing was held on 21<sup>st</sup> August 2020 at NEPRA Regional Office, Peshawar, wherein both the parties participated and advanced their arguments. However, PESCO failed to submit any convincing arguments in this regard.

5. The case has been examined in detail in light of the record made so available by the parties, arguments advanced during the hearings and applicable law. The following has been observed:

- i. The Complainant is a consumer of PESCO under tariff category A-1(a) with a sanctioned load of 1 kW.
- ii. The old meter of the Complainant was replaced by PESCO in July 2018. The final meter reading recorded in the MCO was 041307 units, whereas the meter reading as per bill for June 2018 was 60292 units, meaning thereby that the Complainant was overcharged by 18985 units ( $60292 - 41307 = 18985$ ).
- iii. According to the record provided by PESCO, the Complainant was charged up to meter reading dial 42999 for the billing month of July, 2012. At present, the total arrears reflected in the Complainant's bill for the billing month of October, 2020 are Rs.150,763/-. This shows that PESCO is overcharging the Complainant since long.
- iv. According to Consumer Service Manual (CSM), bills are to be issued to the consumers as per their actual consumption recorded on the meter. Ample opportunities were provided to PESCO to justify the charging of excess 18985 units to the Complainant, however no convincing response was received from PESCO. Moreover, there is no allegation of electricity theft and meter tampering/reversing against the Complainant.

6. Foregoing in view, PESCO is hereby directed to work out the cost of 18985 units as per the prevailing rates at the time of charging of excessive billing. The amount so worked out be adjusted in the Complainant's future bills.

7. Compliance report be submitted within thirty (30) days.

  
(Rehmatullah Baloch)  
Member (Consumer Affairs)

Islamabad, November 13, 2020.