



National Electric Power Regulatory Authority
ISLAMIC REPUBLIC OF PAKISTAN
Provincial Office of Consumer Affairs
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Peshawar Cantonment, Peshawar, Khyber Pakhtunkhwa
Ph: 091-5271238, Fax: 091-5271239

POP/ 1122 /2023
December 13, 2023


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

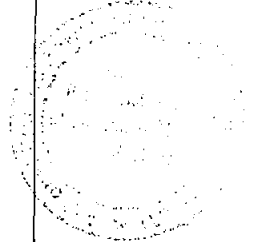
Subject: COMPLAINT FILED BY MR. SYED WAQAS ABDULLAH UNDER SECTION 39 OF THE
REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF
ELECTRIC POWER ACT, 1997 AGAINST PESCO REGARDING DETECTION
BILLING (A/C NO. 16 261340098420)

Complaint No. 30575/11/2023

Please find enclosed herewith the decision of the NEPRA Complaint dated December 11, 2023, regarding the subject matter for necessary action and compliance within due course of time.

Encl: As Above


(Imtiaz Khan)
Deputy Director
(CAD)



Copy to:

1. Director General (CAD)
NEPRA Office Building, Attaturk Avenue (East),
Sector G-5/1, Islamabad
2. Chief Commercial Officer, PESCO,
WAPDA House, Sakhi Chashma Shami Road,
Peshawar
3. Incharge Complaint Cell, PESCO
WAPDA House, Sakhi Chashma Shami Road,
Peshawar
4. Mr. Syed Waqas Abdullah S/o Syed Abdullah
House No. 1 Street No. 1 Rahatabad Palosi road, Peshawar
Khyber Pakhtunkhwa
Phone No. 0333-3243331

Consumer Affairs Department
26777
137223



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

Complaint No. PESCO-PSH-30575-11-2023

Mr. Syed Waqas Abdullah

House No. 01, Street No. 01, Rahatabad, Peshawar,
Khyber Pakhtunkhwa

..... Complainant

Versus

Peshawar Electric Supply Company (PESCO)

WAPDA House, Sakhi Chashma Shami Road, Peshawar.

..... Respondent

Date of Hearing: November 07, 2023

On behalf of:

Complainant: Mr. Syed Waqas Abdullah

Respondent:

Mr. Gharib Nawaz, SDO Town-II, PESCO
Mr. Umair, LS Town-II, PESCO

Subject: DECISION IN THE MATTER OF COMPLAINT FILED BY MR. SYED WAQAS ABDULLAH UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST PESCO REGARDING DETECTION BILLING [A/C# 16 26134 0098420]

DECISION

This decision shall dispose of the complaint filed by Mr. Mr. Syed Waqas Abdullah, Rahatabad, Palosai Road, Peshawar (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").

2. The complainant through the above referred complaint submitted that PESCO has charged Detection bill amounting to Rs. 105,000/- against him in October 2023. The complainant approached PESCO office but PESCO failed to redress grievances of the complainant. Subsequently, the complainant approached NEPRA for correction of his bill and redressal of his grievances.

3. The matter was taken up with PESCO for submission of parawise comments/report. Thereafter, in order to probe further into the matter, a hearing was held on November 07, 2023 at NEPRA Provincial Office, Peshawar which were attended by representatives of both the parties who advanced their arguments based on their earlier submissions. During the hearing it was revealed that a detection bill was charged by PESCO against the complainant


in October 2023 on the bases of 05 KW load for Three months w.e.f. July 2023 to September 2023 on account of illegal abstraction of electricity.

4. The case has been examined in detail in the light of the written/verbal arguments of the parties and applicable law. Following has been observed:

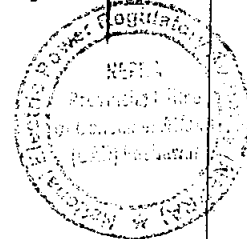
(i) The complainant is a domestic consumer of PESCO having a connection with sanction load 05KW installed under reference No. 16261340098420. PESCO charged detection bill to the complainant in October 2023 for 2190 Units on the bases of 05 KW load for last Three months (i.e. July, August and September 2023) on the bases of illegal abstraction/theft of electricity.

(ii) Clause 9.1 of CSM provides procedure of establishing illegal abstraction/theft of electricity and charging of detection bill thereafter. PESCO has failed to provide any evidence of illegal abstraction/theft and justify charging of high detection bill. Further scrutiny of the record revealed that the complainant was already charged for 2544 Units in July 2023 and 1951 units in August 2023 which further controverted charging of high detection bill (i.e. 05KW) in the respective months.

5. Foregoing in view, PESCO is directed to revise the detection bill charged to the complainant on the bases of **05 KW load for One (01) month** by next billing cycle and adjust FPA and LPS accordingly. Compliance report be submitted within fifteen (15) days.


(Palwasha Hamid)
Deputy Director (CAD)


(Imtiaz Khan)
Deputy Director(CAD)



Peshawar, December 11, 2023.