



National Electric Power Regulatory Authority
ISLAMIC REPUBLIC OF PAKISTAN
Provincial Office of Consumer Affairs
6th Saddar Road, 2nd Floor, Room No. 3 & 4, Tasneem Plaza,
Peshawar Cantonment, Peshawar, Khyber Pakhtunkhwa
Ph: 091-5271238, Fax: 091-5271239

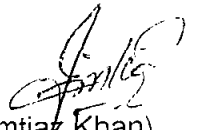
POP/ 1119 /2023
December /3, 2023

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

Subject: COMPLAINT FILED BY MR. JAVID KHAN UNDER SECTION 39 OF THE REGULATION
OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC
POWER ACT, 1997 AGAINST PESCO REGARDING EXCESSIVE BILLING
(A/C NO. 17 26164 0093560)
COMPLAINT # PESCO/PSH-29652/10/2023

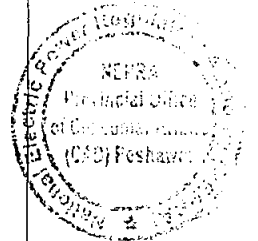
Please find enclosed herewith the decision of the NEPRA Complaint dated December 11, 2023, regarding the subject matter for necessary action and compliance within due course of time.

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. Javid Khan
Village Palosi, Athosai, Peshawar
Khyber Pakhtunkhwa
Cell No. 0333-9338584





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

Complaint No. PESCO-PSH-29652-10-23

Mr. Javed Khan

Village Palosai, 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. Zulfiqar

Respondent:

Mr. Abdul Hassanat, SDO Warsak-II, PESCO

Subject: **DECISION IN THE MATTER OF COMPLAINT FILED BY MR. JAVED KHAN
UNDER SECTION 39 OF THE REGULATION OF GENERATION,
TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997
AGAINST PESCO REGARDING EXCESSIVE BILLING (A/C# 17 26164
0093560)**

DECISION

This decision shall dispose of the complaint filed by Mr. Mr. Javed Khan, Village Palosai, 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 excessive billing to the complainant as compared to actual meter reading at site. 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 PESCO charged the complainant upto 3224 reading index in

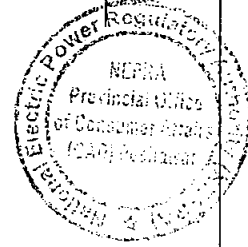
the billing month of October 2023 whereas actual reading in the meter was 2624 reading index as such 600 units were charged in excess.

4. The complainant's sanction load was 01KW. In this regard clause 6.1 of Consumer Service Manual (CSM) provides that the consumer be charged bills as per actual meter readings/snaps. Additionally, clause 6.1.2 and clause 6.2.1 of CSM provides that Meter Reader and Line Superintendent are responsible for meter reading of such consumers and percentage checking of meters as well. However, due to sheer negligence of concerned Meter reader and Line Superintendent, the complainant was charged with excessive billing.

5. Foregoing in view, PESCO is directed to revise the bill of the complainant as per actual meter reading snap 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 || , 2023.