



National Electric Power Regulatory Authority  
ISLAMIC REPUBLIC OF PAKISTAN  
Provincial Office of Consumer Affairs  
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POP/ 1120 /2023  
December 13 , 2023

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

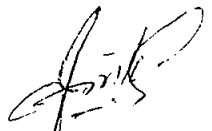
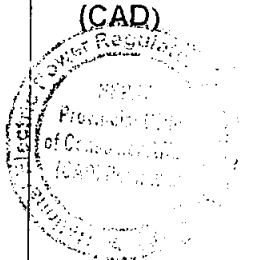
Subject: COMPLAINT FILED BY MR. TAJ MUHAMMAD UNDER SECTION 39 OF THE  
REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF  
ELECTRIC POWER ACT, 1997 AGAINST PESCO REGARDING EXCESSIVE  
BILLING (A/C NO. 01 26223 0010832)  
COMPLAINT # PESCO/PSH-28541/09/2023

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

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. Taj Muhammad  
Village Babi Qadeem, Nowshera  
Khyber Pakhtunkwa  
Cell No.

  
(Imtiaz Khan)  
Deputy Director  
(CAD)  




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

**Complaint No. PESCO-PSH-28541-09-23**

**Mr. Taj Muhammad**  
Village Babi Qadeem, Nowshera,  
Khyber Pakhtunkhwa

..... Complainant

**Versus**

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

..... Respondent

**Date of Hearing:** November 21, 2023

**On behalf of:**

**Complainant:** Mr. Taj Muhammad

**Respondent:**

Mr. Abdul Wadud , DCM Khyber Circle, PESCO  
Mr. Fakhar e Alam , RO , PESCO

**Subject: DECISION IN THE MATTER OF COMPLAINT FILED BY MR. TAJ MUHAMMAD  
UNDER SECTION 39 OF THE REGULATION OF GENERATION,  
TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997  
AGAINST PESCO REGARDING WRONG BILLING (A/C# 01 26223 0010832)**

**DECISION**

This decision shall dispose of the complaint filed by Mr. Mr. Taj Muhammad, Village Babi Qadeem, Nowshera (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 in his complaint apprised that, his meter was disconnected by PESCO in October 2020 and at the time of disconnection, final reading in the impugned meter was 15621 reading index. The complainant visited concerned Sub-divisional office of PESCO but he was informed that his meter was suspicious and new meter will be installed at his premises after payment of demand notice. The said demand notice was paid on 26 November 2020 but PESCO failed to install the new meter. Meanwhile, PESCO didn't allot Permanent Disconnection (PD) code and charged the complainant excessively on removed meter since October 2020. Permanent Disconnection code was allotted in June 2023 and PESCO Charged the bill upto 23999 reading index. The impugned meter was charged from October 2020 to June 2023 for 8378 excessive units. Moreover, 07 Nos' of detection bills were issued against him on account of illegal abstraction of electricity, he further added.


3. The matter was taken up with PESCO for submission of parawise comments/report. In order to probe further into the matter, various hearings were held at NEPRA Provincial Office, Peshawar which were attended by representatives of both the parties who advanced their arguments based on their earlier submissions. PESCO Officials admitted issuance of wrong billing on removed meter and charging of high detection bills against the complainant. The complainant's sanction load was 02KW. 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 without any proper snaps.

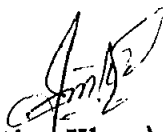
4. Further scrutiny of available record revealed that the complainant was charged 07 Nos' of high detection bills wherein detection periods were overlapped in most cases i.e. a detection bill was charged against the complainant in August 2020 on the bases of 03KW load for the last three months i.e. May, June and July 2020 and the complainant was again charged detection bill in next billing cycle (September 2020) on the bases of 03KW load for the last three months i.e. June, July and August 2020. In the instant case, the period of June and July was overlapped i.e. the complainant was charged two times in the respective months. Similarly, detection bills of 02KW for Three months in May 2021, 02KW for Three months in June 2021 and 04KW for Three months in August 2021 were charged against the complainant in which respective periods were overlapped. Moreover, clause 9.1 of CSM provides procedure for establishing illegal abstraction of electricity and charging the detection bill thereafter. PESCO has failed to provide any evidence of illegal abstraction and justify charging of high detection bills.

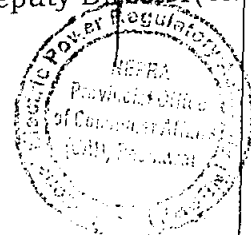
5. Foregoing in view, PESCO is directed

- (i) To refund 8378 excessively charged units to the complainant in next billing cycle and adjust LPS and FPA accordingly.
- (ii) To revise the Detection bills charged to the complainant in September 2020, June 2021 and August 2021 on the bases of 02KW load for one month to avoid overlapping in the respective months.
- (iii) **Considering above negligence on part of concerned Meter Reader and Line Superintendent; disciplinary action be initiated against responsible Officials under PESCO Service Rules/SOP.**

6. Compliance report be submitted within fifteen (15) days.

  
(Palwasha Hamid)  
Deputy Director (CAD)

  
(Imtiaz Khan)  
Deputy Director(CAD)



Islamabad, December 11, 2023.