



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/ 1123 /2023
December 13, 2023

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

Subject: COMPLAINT FILED BY MR. SUHAIL SHAH 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. 09 26226 0052570)
COMPLAINT # PESCO/PSH-26970/07/2023

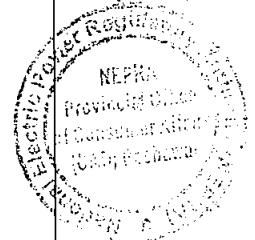
Please find enclosed herewith the decision of the NEPRA Complaint dated December 11, 2023, regarding the subject matter for necessary action and compliance within due course of time.

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. Suhail Shah
Labour Colony, Nowshera
Khyber Pakhtunkhwa

(Imtiaz Khan)
Deputy Director
(CAD)





BEFORE THE
NATIONAL ELECTRIC POWER REGULATORY AUTHORITY
(NEPRA)

Complaint No. PESCO-PSH-26970-07-23

Mr. Suhail Shah

Labour Colony, Nowshera,
Khyber Pakhtunkhwa

..... **Complainant**

Versus

Peshawar Electric Supply Company (PESCO)

WAPDA House, Sakhi Chashma Shami Road, Peshawar.

..... **Respondent**

Date of Hearing: October 12, 2023

On behalf of:

Complainant: Mr. Suhail Shah

Respondent: Mr. Tahir Islam, SDO Pir Pai, PESCO
Mr. Wajid Ali, LM-I, Pir Pai, PESCO

Subject: **DECISION IN THE MATTER OF COMPLAINT FILED BY MR. SUHAIL SHAH UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST PESCO REGARDING EXCESSIVE BILLING (A/C# 09 26226 0052570)**

DECISION

This decision shall dispose of the complaint filed by Mr. Mr. Suhail Shah (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 October 12, 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 the complainant's old meter was replaced by PESCO in April 2023. PESCO charged the impugned meter upto 3128 reading index in the billing month of

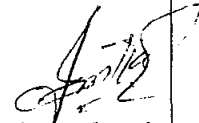
April 2023 whereas actual reading in the meter was 1630 reading index as such 1498 units were charged in excess.

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 and provide credit of 1498 excessive Units besides adjusting FPA and withdrawing LPS accordingly. Compliance report be submitted within fifteen (15) days.



(Palwasha Hamid)
Deputy Director (CAD)



(Imtiaz Khan)
Deputy Director(CAD)



Peshawar, December 11, 2023.