



National Electric Power Regulatory Authority  
ISLAMIC REPUBLIC OF PAKISTAN  
Provincial Office of Consumer Affairs  
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Peshawar Cantonment, Peshawar, Khyber Pakhtunkhwa  
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POP/ 1124 /2023  
December 13, 2023

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

Subject: **COMPLAINT FILED BY MR. SHAMSHAD HUSSAIN 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 0006883 )  
COMPLAINT # PESCO/PSH-30217/10/2023**

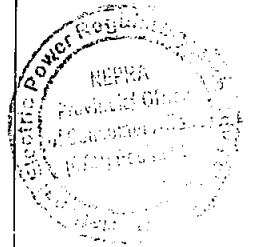
Please find enclosed herewith the decision of the NEPRA Complaint dated December 11, 2023, regarding the subject matter for necessary action and compliance within due course of time.

Encl: As Above

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. Shamshad Hussain  
Village Kandi Tazadin, Nowshera  
Khyber Pakhtunkhwa  
Cell No.

(Imtiaz Khan)  
Deputy Director  
(CAD)





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

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

**Mr. Shamshad Hussain**

Village Kandi Tazadin, 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. Shamshad Hussain

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

**Subject:** **DECISION IN THE MATTER OF COMPLAINT FILED BY MR. SHAMSHAD HUSSAIN 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 0006883)**

**DECISION**

This decision shall dispose of the complaint filed by Mr. Mr. Shamshad Hussain, Village Kandi Tazadin, 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. NEPRA received a complaint wherein it was submitted that the meter reading of complainant's meter was not recorded by PESCO in five consecutive months w.e.f. August 2020 to November 2020 wherein same-to-same reading with NIL consumption were charged in the bill in these respective months and later on accumulated reading with 4900 pending units were recorded in next billing cycle i.e. December 2020. Moreover, 05 Nos' of high detection bills were charged against him in various months, he further added. 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, 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 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's meter readings were not properly recorded. Moreover, clause 6.4.2 of CSM provides that in case where accumulated readings are recorded, segregated bills shall be prepared keeping in view the number of months for which the readings have accumulated to give slab benefit/relief to the consumers. In instant case, 4900 units were charged against the complainant with high slab without any segregation/accumulation.

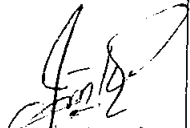
4. PESCO has also charged 05 Nos' of detection bills to the complainant in various months on account of illegal abstraction/theft of electricity. Clause 9.1 of CSM provides procedure of establishing illegal abstraction/theft of electricity and charging of detection bill thereafter. PESCO has failed to provide any evidence of illegal abstraction/theft and justify charging of detection bills.

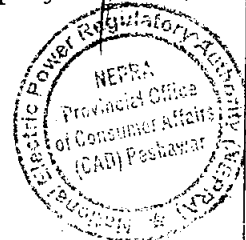
5. Foregoing in view, PESCO is directed

- (i) To segregate 4900 units charged in December 2020 on previous Six (06) months to give slab benefit/relief to the complainant.
- (ii) To withdraw 05 Nos' of detection bills charged to the complainant during various months being unjustified.

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

  
(Palwasha Hamid)  
Deputy Director (CAD)

  
(Imtiaz Khan)  
Deputy Director(CAD)



Islamabad, December 11, 2023.