



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

POP/ 1125 /2023  
December 13, 2023

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


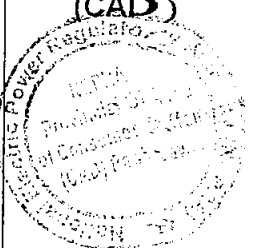
Subject: **COMPLAINT FILED BY MR. NASEEM KHAN UNDER SECTION 39 OF THE  
REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF  
ELECTRIC POWER ACT, 1997 AGAINST PESCO REGARDING EXCESSIVE  
BILLING (A/C NO. 17 26221 0156566)  
COMPLAINT # PESCO/PSH-29851/10/2023**

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. Naseem Khan  
Banda Sheikh Ismail Khel, Nowshera  
Khyber Pakhtunkhwa  
Cell No. 0316-9408659

  
(Imtiaz Khan)  
Deputy Director  
(CAD)  


Consumer Affairs Department  
24777  
15/12/23



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

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

**Mr. Naseem Khan**

Village Sheikh Ismail Khel, Nowshera,  
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. Naseem Khan

**Respondent:**

Mr. Atif Khan, SDO Pabbi-I, PESCO  
Mr. Riaz Khan, MRS Pabbi-I , PESCO

**Subject: DECISION IN THE MATTER OF COMPLAINT FILED BY MR. NASEEM KHAN UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST PESCO REGARDING EXCESSIVE/DETECTION BILLING (A/C# 17 262210156566)**

**DECISION**

This decision shall dispose of the complaint filed by Mr. Mr. Naseem Khan, Village Sheikh Ismail Khel, Pabbi, 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 through the above referred complaint submitted that PESCO has charged excessive billing to the complainant as compared to actual meter reading at site. Moreover, a detection bill amounting to Rs. 35,000/- was charged against him in May 2023, 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, 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 1090 reading index in

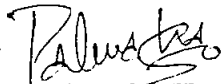
the billing month of November 2023 whereas actual reading in the meter was 750 reading index as such 340 units were charged in excess. The complainant's sanction load was 01KW. In this regard clause 6.1 of Consumer Service Manual (CSM) provides that the consumer be charged bills as per actual meter readings/snaps. 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.

4. PESCO has also charged a detection bill to the complainant amounting to Rs. 35,000/- on the bases of 02 KW load for Three 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 bill.

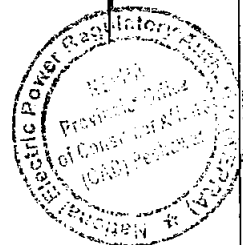
5. Foregoing in view, PESCO is directed

- (i) To revise the bill of the complainant as per actual meter reading snap by next billing cycle and adjust FPA and LPS accordingly.
- (ii) To withdraw detection bill charged to the complainant during the month of May 2023 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.