



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/ 1126 /2023
December 23, 2023

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

Subject: COMPLAINT FILED BY MR. MUSHTAQ AHMAD UNDER SECTION 39 OF THE
REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF
ELECTRIC POWER ACT, 1997 AGAINST PESCO REGARDING EXCESSIVE
BILLING (A/C NO. 02 26127 0089200)
COMPLAINT # PESCO/PSH-29192/10/2023

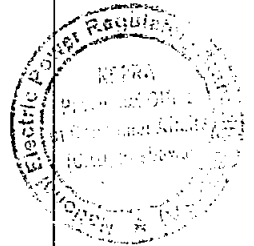
Please find enclosed herewith the decision of the NEPRA Complaint dated December 11, 2023, regarding the subject matter for necessary action and compliance within due course of time.

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. Mushtaq Ahmad
Sarki Gate, Peshawar
Khyber Pakhtunkhwa
Cell No.





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

Complaint No. PESCO-PSH-29192-10-2023

Mr. Mushtaq Ahmad
Sarki Gate, Peshawar,
Lakki Mrawat, 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. Mushtaq Ahmad

Respondent:

Mr. Usman Yousaf, SDO (Wazir Bagh), PESCO
Mr. Ghulam Akbar, RO (City Division), PESCO

Subject: DECISION IN THE MATTER OF COMPLAINT FILED BY MR. MUSHTAQ AHMAD UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST PESCO REGARDING DETECTION BILLING (A/C# 02 26127 0089200)

DECISION

This decision shall dispose of the complaint filed by Mr. Mushtaq Ahmad (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 Detection bill amounting to Rs. 68,000/- against him in February 2023. 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 a detection bill was charged by PESCO against the complainant

in February 2023 on the bases of 04 KW load for Three months w.e.f. October 2022 to December 2022 on account of illegal abstraction/theft of electricity.

4. The complainant is a domestic consumer of PESCO having a connection with sanction load 01KW installed under reference No. 02261270089200. PESCO charged detection bill to the complainant in February 2023 for 1752 Units on the bases of 04 KW load for Three months w.e.f. October 2022 to December 2022 on the bases 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 justify charging of high detection bill to the complainant. However, billing history of the complainant revealed that less consumption was recorded during the impugned period (i.e. October 2022 to December 2022).

5. Foregoing in view, PESCO is directed to revise the detection bill charged to the complainant on the bases of **01 KW load for Three (03) months** 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 11, 2023.