



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/ 1127 /2023  
December 13, 2023

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

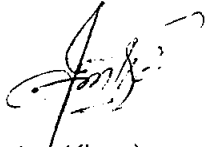
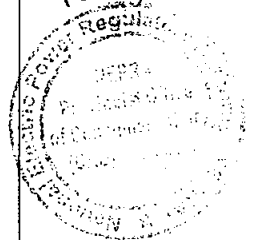
Subject: COMPLAINT FILED BY MR. HIBAT KHAN UNDER SECTION 39 OF THE  
REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF  
ELECTRIC POWER ACT, 1997 AGAINST PESCO REGARDING EXCESSIVE  
BILLING (A/C NO. 01 26226 0011451)  
COMPLAINT # PESCO/PSH-26969/08/2023

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. Hibat Khan  
Village Gulzada, Jaloza, Nowshera  
Khyber Pakhtunkhwa

  
(Imtiaz Khan)  
Deputy Director  
(CAD)  




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

**Complaint No. PESCO-PSH-26969-07-23**

**Mr. Hibat Khan**

Village Gulzada, Jalozei, 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. Hibat Khan

**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. HIBAT KHAN  
UNDER SECTION 39 OF THE REGULATION OF GENERATION,  
TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997  
AGAINST PESCO REGARDING WRONG BILLING (A/C# 01 26226 0011451)**

**DECISION**

This decision shall dispose of the complaint filed by Mr. Hibat Khan (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 by the complainant that his meter was replaced in February 2023 however, MCO was not processed on time and he was charged on removed meter excessively amounting to Rs. 75,000/-. 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.

4. The case has been examined in detail in the light of the written/verbal arguments of the parties and applicable law. Following has been observed:

(i) The complainant is a domestic consumer of PESCO having a connection with sanction load 01 KW installed under reference No. 01262260011451. The complainant's meter became defective and was replaced in February 2023 however, PESCO failed to feed MCO in-time and subsequently, the complainant was charged on removed meter from February 2023 to May 2023. The complainant was charged for 803 units during the disputed period on removed meter while the new replaced meter on site recorded 908 consumed units during this period which were outstanding against the consumer and the same units were charged in complainant's bill after feeding of MCO in June 2023. The complainant was charged twice/doubled during the impugned period which is not justified.


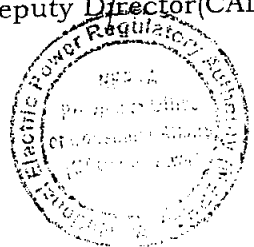
(ii) Moreover, clause 6.4.2 of CSM provides that in case where accumulated readings are recorded, segregated bills shall be prepared keeping in view the number of months for which the readings have accumulated to give slab benefit/relief to the consumers. In instant case, 908 units were charged in the complainant's bill in June 2023 after feeding the MCO, with high slab without any segregation/accumulation.

5. Foregoing in view, PESCO is directed

- (i) To refund excessively charged 803 units to the complainant in next billing cycle.
- (ii) To segregate 980 units charged in June 2023 on previous Five (05) months to give slab benefit/relief to the complainant.

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

  
(Palwasha Hamid)  
Deputy Director (CAD)

  
(Imtiaz Khan)  
Deputy Director (CAD)  


Peshawar, December || , 2023.