



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/ 1128 /2023  
December 13, 2023

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

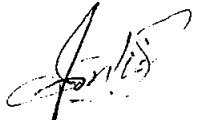
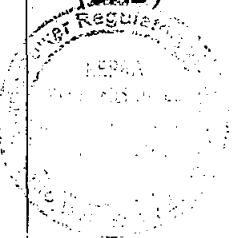
Subject: COMPLAINT FILED BY MR. FAWAD ALI UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST PESCO REGARDING EXCESSIVE BILLING (A/C NO. 16 26226 0101031)  
COMPLAINT # PESCO/PSH-26968/08/2023

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. Fawad Ali  
Village Azakhel Bala, Nowshera  
Khyber Pakhtunkwa

  
(Imtiaz Khan)  
Deputy Director  
(CAD)  


**Note:** In case of any complaint, the consumers are advised to approach their respective company in the first instance. In case of non-redressal of the grievances, the Consumers can file ONLINE complaint on NEPRA's website at <http://nepra.org.pk/CAD-DatabaseCMS-CAD/home.php>



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

**Complaint No. PESCO-PSH-26968-07-23**

**Mr. Fawad Ali**

Azakhel Bala, 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. Fawad Ali

**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. FAWAD ALI  
UNDER SECTION 39 OF THE REGULATION OF GENERATION,  
TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997  
AGAINST PESCO REGARDING EXCESSIVE BILLING (A/C# 16 26226  
0101031)

**DECISION**

This decision shall dispose of the complaint filed by Mr. Mr. Fawad Ali (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 PESCO has charged excessive billing to the complainant in the billing months of March, April and May 2023 as in the respective months, the meter installed at his premises was functioning unusual/abnormal i.e. the screen of the impugned meter sometimes displayed open and sometimes it displayed abnormal readings. 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.

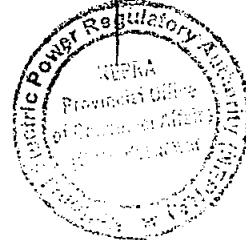
3. The matter was taken up with PESCO for submission of parawise comments/report. Thereafter, in order to probe further into the matter, a hearing was held on October 12, 2023 at NEPRA Provincial Office, Peshawar which were attended by representatives of both the parties who advanced their arguments based on their earlier submissions. The

complainant is a domestic consumer of PESCO having a connection with sanction load 01KW installed with a meter bearing meter No. 433944. The impugned meter showed unexpected/unusual/suspicious behavior during March, April and May 2023 and recorded total consumption of 2517 Units in these months which was much higher as compared to the units consumed in the respective months of previous years i.e. March, April and May 2022. As the record further revealed that 476 total units were recorded by the impugned meter in March, April and May 2022 which corroborate/support the suspicious behavior of the impugned meter.

5. Foregoing in view, PESCO is directed to charge the complainant in disputed period (i.e. March, April and May 2023) on the bases of consumptions in correspondence months of previous year (i.e. March, April and May 2022) and provide credit of remaining 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.