



**National Electric Power Regulatory Authority**  
ISLAMIC REPUBLIC OF PAKISTAN  
Ataturk Avenue (East) Sector G-5/1, Islamabad.  
Ph: 051-2013200, Fax: 051-2600021

**Consumer Affairs  
Department**

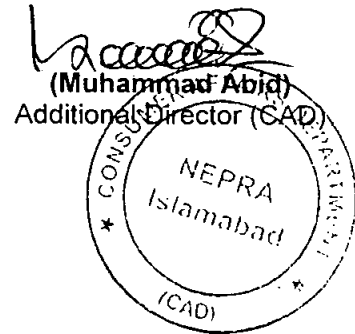
TCD.01/ <sup>3060</sup> -2023  
July 26, 2023

Chief Executive Officer, PESCO,  
WAPDA House, Sakhi Chashma Shami Road,  
Peshawar.

Subject: **DECISION IN THE MATTER OF COMPLAINT FILED BY MR. SAEED NAWAZ, UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST PESCO REGARDING LOW VOLTAGE AND FIXATION OF POLE/ WIRES.**  
**PESCO-NHQ-19435-01-23**

Please find enclosed herewith the decision of the NEPRA Consumer Complaints Tribunal dated July 26, 2023 regarding the subject matter for necessary action and compliance within twenty (20) days.

Encl: **As above**



Copy to:

- 1) Chief Commercial Officer, PESCO,  
WAPDA House, Sakhi Chashma Shami Road,  
Peshawar.
- 2) Incharge Complaint Cell, PESCO,  
WAPDA House, Sakhi Chashma Shami Road,  
Peshawar.
- 3) Mr. Imtiaz Khan (Deputy Director),  
NEPRA Regional Office, 6<sup>th</sup> Saddar Road,  
2<sup>nd</sup> Floor, Tasneem Plaza, Peshawar Cantt.
- 4) Mr. Saeed Nawaz,  
Kundi, Tehsil Ghazi, District Haripur.  
0301-3396138

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



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

**Complaint No. PESCO-NHQ-19435-01- 23**

Mr. Saeed Nawaz  
Khundi, Tehsil Ghazi, District Haripur.

..... Complainant

**VERSUS**

Peshawar Electric Supply Company (PESCO)  
WAPDA House, Sakhi Chashma Shami Road,  
Peshawar.

..... Respondent

**Date of Hearing:** June 14, 2023

**On behalf of  
Complainant:**

1) Mr. Imtiaz Khan (Representative of Complainant)

**Respondent:**

1) Hafiz Muhammad Tayyab Zakir (SDO), PESCO

**Subject:** DECISION IN THE MATTER OF COMPLAINT FILED BY MR. SAEED NAWAZ, UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST PESCO REGARDING LOW VOLTAGE AND FIXATION OF POLE/ WIRES.

**DECISION**

This decision shall dispose of the complaint filed by Mr. Saeed Nawaz (hereinafter referred to as the "Complainant") against Peshawar Electric Supply Company (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 from Mr. Saeed Nawaz wherein the Complainant has informed that an electricity pole at a close distance to his house is bended over, which may cause a fatal incident. The Complainant further submitted that they are facing the issue of low voltage.

3. The matter was taken up with PESCO for submission of report, however, PESCO failed to submit report. Accordingly, a hearing was held on June 14, 2023 at NEPRA Head Office, Islamabad. The hearing was attended by both the parties, wherein the issue was discussed in detail. PESCO representative admitted the fact that the land around the pole was cut for agriculture purpose due to which foundation of the pole is weak and it is inclined to the Complainant's house. Moreover, an LT/ELR proposal for augmentation of transformer is under process to improve low voltage.

4. Foregoing in view, PESCO is directed to make necessary arrangement for re-erection of the pole to avoid any accident and take necessary action for improvement of voltage by expediting the LT proposal. Report in the matter be submitted within twenty (20) days, positively.

(Lashkar Khan Qambrani)  
Member, Consumer Complaints Tribunal /  
Director (CAD)

(Moqem ul Hassan)  
Member Consumer Complaints Tribunal /  
Assistant Legal Advisor (CAD)

(Naweed Hani Shaikh)  
Convener Consumer Complaints Tribunal /  
Director General (CAD)

Islamabad July 26, 2023

