



National Electric Power Regulatory Authority

NEPRA Tower

Attaturk Avenue (East) Sector G-5/1, Islamabad.

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**Consumer
Affairs Department**

2457
TCD 01/ -2023
June 15, 2023

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

Subject: **DECISION IN THE MATTER OF COMPLAINT FILED BY MUHAMMAD WAQAR S/O MUHAMMAD HAFEEZ UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST PESCO REGARDING EXCESSIVE BILLING (A/C# 01 26243 0050447).**
PESCO-PSH-19920-02-23

Please find enclosed herewith the decision of NEPRA Consumer Complaints Tribunal dated June 15, 2023 (02 Pages) regarding the subject matter for necessary action and compliance within twenty (20) days.

Encl: As above

Copy to:

1. C.E/Customer Services Director
Peshawar Electric Supply Company (PESCO)
WAPDA House, Sakhi Chashma Shami Road,
Peshawar
2. Mr. Usman Gul
Usman Gul, DGM Accounts
M/s Gadoon Textile Mills Limited, 200-201
Gadoon Amazai Industrial Estate, District Swabi.

(Signature)
(Muhammad Abid)
Assistant Director (CAD)
NEPRA
Islamabad
08/06/2023
CONSUMER AFFAIRS DEPARTMENT
* * *
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BEFORE THE
NATIONAL ELECTRIC POWER REGULATORY AUTHORITY
(NEPRA)

Complaint No. PESCO-PSH-19920-02-23

Mr. Muhammad Waqar S/o Muhammad Hafeez,
P.O. Bilitang, Kohat

..... **Complainant**

VERSUS

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

..... **Respondent**

Date of Hearing: June 12, 2023

**On behalf of
Complainant:**

1) Mr. Muhammad Waqar (Complainant)

Respondent:

1) Mr. Aftab Alam (Commercial Superintendent), PESCO

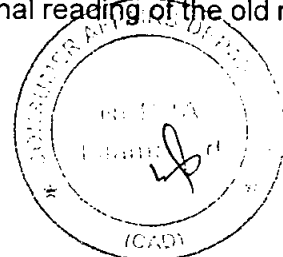
Subject: DECISION IN THE MATTER OF COMPLAINT FILED BY MUHAMMAD WAQAR S/O MUHAMMAD HAFEEZ UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST PESCO REGARDING EXCESSIVE BILLING (A/C# 01 26243 0050447).
PESCO-PSH-19920-02-23

DECISION

This decision shall dispose of the complaint filed by Mr. Muhammad Waqar S/o Muhammad Hafeez (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. Muhammad Waqar dated February 07, 2023 wherein the Complainant informed that the electricity supply was disconnected by PESCO due to non-payment of bills. The Complainant approached PESCO in November 2021 for reconnection and paid a provisional bill amounting to Rs.10000/-. Accordingly, PESCO installed a meter however the meter had already recorded 1397 units. Subsequently, PESCO issued bill for 10418 units amounting to Rs.3,42,231/-. The Complainant further submitted that he approached PESCO for redressal of his grievances, however, the issue was not resolved. The Complainant requested for correction of bill.

3. The matter was taken up with PESCO vide letter dated February 13, 2023 for submission of report, however, PESCO failed to submit report. Accordingly, a hearing was held on June 12, 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 a used meter was installed at the premises upon reconnection of supply. Moreover, due to mistake in feeding record, the final reading of the old meter was



again charged to the Complainant in the month November 2021 due to which the Complainant was wrongly charged 10418 units.

4. The Complainant is a domestic consumer of PESCO and the connection is installed under Ref. No. 01 26243 0050447. The connection of the Complainant was disconnected by PESCO in December 2019 due to non-payment of bills amounting to Rs. 26347/-. The Complainant paid an amount of Rs.10200/- in the month of June 2021 and requested PESCO for reconnection. PESCO reconnected the electricity supply in November 2021. PESCO installed a used meter which had already recorded 1397 units. The final reading of the old meter which was removed in December 2019 was 11815 reading index. Upon reconnection PESCO issued bill of the 10418 units by deducting 1397 units from the final reading of the old meter i.e. $11815 - 1397 = 10418$ units. In such a way, PESCO has charged 10418 units to the Complainant in duplication. PESCO should have charged bills to the Complainant with effect from November 2021 by taking initial reading as 1397 index. During the hearing, the concerned officials of PESCO informed that the case has been submitted to higher-ups for approval, however, the same is still pending.

5. Foregoing in view, PESCO is directed to withdraw 10418 units charged to the Complainant, being unjustified and submit compliance report within twenty (20) days, positively.


15/6/23

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

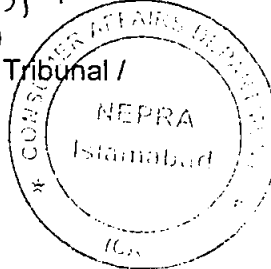


(Moqeen ul Hassan)
Member Consumer Complaints Tribunal /
Assistant Legal Advisor (CAD)



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

15/6/23



Islamabad June 15, 2023