



National Electric Power Regulatory Authority

ISLAMIC REPUBLIC OF PAKISTAN

NEPRA Head Office

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

Ph:051-2013200, Fax: 051-2600021

**Consumer Affairs
Department**

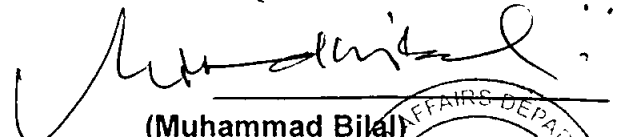
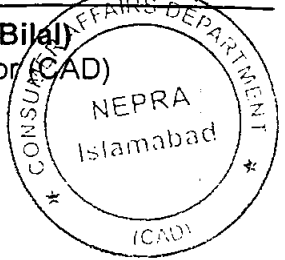
TCD 01/ ²⁴⁵⁶ -2023
June 19, 2023

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

Subject: **DECISION IN THE MATTER OF COMPLAINT FILED BY MR. JAN NISAR UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST PESCO REGARDING DETECTION BILLING (A/C NO. 30 26134 0005200) PESCO-PSH-13900-07-2022**

Please find enclosed herewith the decision of the NEPRA Consumer Complaints Tribunal dated June 16, 2023 regarding the subject matter for necessary action and compliance within fifteen (15) days.

Encl: As above


(Muhammad Bilal)
Additional Director (CAD)


Copy:-

- 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 Provincial Office, 6th Saddar Road,
2nd Floor, Tasneem Plaza, Peshawar Cantt.
- 4) Mr. Jan Nisar,
University Road, Near Gora Qabristan,
Peshawar.
0300-9271529



BEFORE THE
NATIONAL ELECTRIC POWER REGULATORY AUTHORITY
(NEPRA)

Complaint No. PESCO-NHQ-13900-07-2022

Mr. Jan Nisar
University Road, Near Gora Qabristan, Peshawar

..... **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. Jan Nisar

Respondent:

- 1) Mr. Waseem Ullah (SDO), PESCO
- 2) Mr. Muhammad Asif (RO), PESCO
- 3) Mr. Abid Jan (Line Superintendent), PESCO

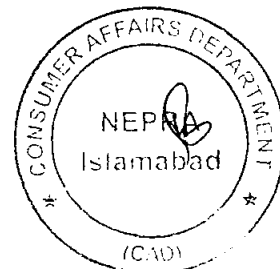
Subject: DECISION IN THE MATTER OF COMPLAINT FILED BY MR. JAN NISAR UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST PESCO REGARDING DETECTION BILLING (A/C NO. 30 26134 0005200)

DECISION

This decision shall dispose of the complaint filed by Mr. Jan Nisar (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. Jan Nisar regarding charging of detection bill. The complaint was processed. Subsequently, the detection bill was paid by the Complainant. During the hearing the Complainant requested for waiver of Late Payment Surcharge.

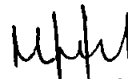
3. The case has been examined in detail. The record reveals that the Complainant paid detection bill along with regular current bills in the months of June 2022, July 2022 and August 2022, however, due to some programming error, the amount paid by the Complainant was not reflected in record of PESCO, therefore, LPS amounting to Rs.183571/- was accumulated. The bills paid by the Complainant reflected subsequently. During the hearing PESCO officials agreed to withdraw the LPS.



4. Foregoing in view, PESCO is directed to withdraw the LPS amounting to Rs. 183571/- charged to the Complainant due to non-posting of paid bills. Compliance report be submitted within fifteen (15) days.

 16/6/2023

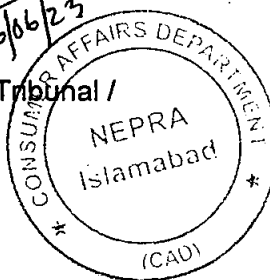
(Lashkar Khan Qambrani)
Member, Consumer Complaints Tribunal /
Director (CAD)



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



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



Islamabad June 16, 2023