



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/ ⁵⁹⁸⁵ -2023
December 27, 2023

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

Subject: **DECISION IN THE MATTER OF COMPLAINT FILED BY MR. TAIMOOR JANG KHAN, UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST PESCO REGARDING EXCESSIVE BILLING (A/C# 10 26472 0062165).**
PESCO-NHQ-29570-10-23

Please find enclosed herewith the decision of NEPRA Complaints Tribunal dated December 27, 2023, regarding the subject matter for necessary action and compliance within twenty (20) days, positively.

Encl: As above


(Muhammad Abid)
Assistant Director (CAD)

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. Taimoor Jang Khan,
Banglow Changla Gali, Nathiagali, Abbottabad.
0306-5238876



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

Complaint No. PESCO-NHQ-29570-10-23

Mr. Taimoor Jang Khan,
Banglow Changla Gali, Nathiagali, Abbottabad.
0306-5238876

.... Complainant

Versus

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

.... Respondent

Hearing(s): November 13, 2023

On behalf of Complainant: Mr. Taimur Jang Khan

On behalf of PESCO: Mian Ziaullah, XEN, PESCO

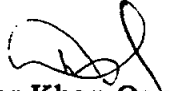
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Reference is made to the hearing held on November 13, 2023 at NEPRA Head Office, Islamabad, regarding the subject matter.


2. The record reveals that PESCO never carried out proper billing of the Complainant as per actual meter reading at site. In the month of April 2023, June 2023, August 2023 and September 2023 excessive bills were charged to the Complainant due to less charging in previous months. The present meter reading for off-peak is 8452 dial whereas peak reading dial is 3245. During the hearing PESCO officials informed that the Complainant was charged less units during off peak hours and excessive billing during peak hours.

3. Foregoing in view, PESCO is directed to overhaul the account of the Complainant for last three years w.e.f October 2020 to September 2023 as per the present meter reading keeping in view the applicable tariff rates in respective months.

4. Compliance report be submitted to this office within twenty (20) days.


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


(Muhammad Irfan-ul-Haq)
Member Consumer Complaints Tribunal/
Assistant Legal Advisor


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

Islamabad, December 27, 2023

