



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**

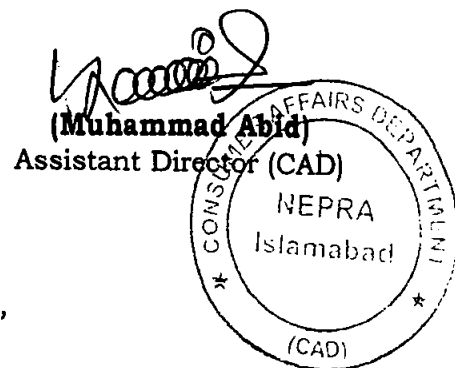
TCD.01/ *5317*-2023
November 20, 2023

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

Subject: **DECISION IN THE MATTER OF COMPLAINT FILED BY MR. GHULAM AFTAB S/O MUHAMMAD GULL, UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST PESCO REGARDING CORRECTION OF BILL (A/C# 02 26621 0179000).**
PESCO-NHQ-9665-12-21

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

Encl: **As above**



Copy to:

- 1) Chief Commercial Officer,
Peshawar Electric Supply Company Limited (PESCO),
WAPDA House, Sakhi Chashma Shami Road,
Peshawar.
- 2) Mr. Imtiaz Khan (Deputy Director),
NEPRA Regional Office, 6th Saddar Road,
2nd Floor, Tasneem Plaza, Peshawar Cantt.
- 3) Incharge Complaint Cell,
Peshawar Electric Supply Company Limited (PESCO),
WAPDA House, Sakhi Chashma Shami Road,
Peshawar.
- 4) Mr. Ghulam Aftab S/o Muhammad Gull,
Mohallah Mina Khel, Tehsil & District Lakki Marwat.
0345-9857341/ 0313-6811641

(Please follow-up with PESCO)



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

Complaint No. PESCO-NHQ-9665-12-21

Mr. Ghulam Aftab S/o Muhammad Gull,
Mohallah Mina Khel, Tehsil & District Lakki Marwat.
0345-9857341/ 0313-6811641

..... Complainant

VERSUS

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

..... Respondent

Date of Hearing: November 07, 2023

**On behalf of
Complainant:** 1) Mr. Sadiq Muhammad.

PESCO: 1) Mr. Muhammad Abdul Sattar, Director S&I,
2) Mr. Muhammad Shakeel, R.M (M&T),
3) Mr. Hizbullah, XEN (Operation),
2) Mr. Muhammad Arshad Rasheed, SDO, S&I.

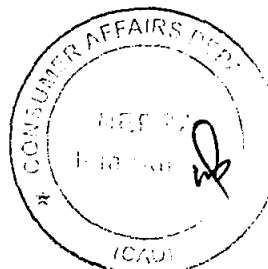
Subject: **DECISION IN THE MATTER OF COMPLAINT FILED BY MR. GHULAM AFTAB S/O MUHAMMAD GULL, UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT 1997 AGAINST PESCO REGARDING CORRECTION OF BILL (A/C# 02 26621 0179000).**

DECISION

This decision shall dispose of the complaint filed by Mr. Ghulam Aftab S/o Muhammad Gull (hereinafter referred to as the "Complainant") against Peshawar Electric Supply Company (PESCO) (hereinafter referred to as the "Respondent") 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. Ghulam Aftab S/o Muhammad Gull wherein the Complainant submitted that he received bill to the tune of 123960 units amounting to Rs. 3818917/- for the month of May 2020 which was later on corrected as it was a computer mistake. Subsequently, the meter was burnt and bill was issued to him on average basis i.e. 17782/- units in September 2020 which is on much higher side keeping in view his consumption. The Complainant has requested for correction of bill issued by PESCO.

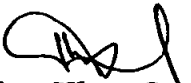
3. The subject matter was taken up with PESCO and in order to arrive at an informed decision hearings were held at NEPRA Head Office, Islamabad which were attended by both the parties (i.e. PESCO & the Complainant) wherein the matter was discussed in detail.





4. The case has been examined in detail in light of written/verbal argument of the parties, documents placed on record and applicable law. The following has been concluded:-

- i. The Complainant is consumer of PESCO under domestic tariff with sanction load of 01 kW. A bill of 123960 units was issued to the Complainant in the month of May 2020 amounting to Rs. 3818917/- due to some mistake, against meter No. 07963186 installed at the premises of the Complainant. The meter was replaced in June 2020. In this regard, the Complainant approached PESCO for correction of bill which was corrected by PESCO in the month of January 2021 and amount of Rs. 3,613,329/- was credited to the Complainant. Later, the remaining amount of Rs. 283403/- was also adjusted in May 2021.
- ii. The meter became defective in September 2020 and was replaced in October 2020. The Complainant was charged 17782 units in September 2020 on average basis due to earlier wrong bill of 123960 units. This average bill was on much higher side because correction of earlier wrong bill which was charged in May 2020 was under process.
- iii. According to record provided by PESCO, the consumption during June 2020 to September 2020 was on lower side i.e. 634 units as compared to consumption in previous year i.e. June 2019 to September 2019 in which the consumption was 5604 units with monthly average of 1401 units.
- iv. During the hearing, the Complainant agreed for revision of bills from June 2020 to September 2020 on the basis of consumption recorded in previous year i.e. June 2019 to September 2019.

5. Foregoing in view, PESCO is directed to revise the bill of the Complainant for June 2020 to September 2020 on the basis of consumption recorded in previous year i.e. June 2019 to September 2019, as per which a credit of 12887 units shall be provided to the Complainant. Moreover, the amount of surcharge imposed due to wrong billing be withdrawn. A report in this regard be submitted to this office within fifteen (15) days, positively.


(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)

20/11/23

CONSUMER AFFAIRS DEPT.
NEPRA
Islamabad
(CAD)

Islamabad, November 20, 2022