



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.05/3056-2023
July 26, 2023

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

Subject:-**DECISION IN THE MATTER OF COMPLAINT FILED BY MR. SAHIBZADA JAMIULLAH KHAN THROUGH COUNSEL MR. SHAFIQ AITZAZ KHATTAK ADVOCATE HIGH COURT, UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST PESCO REGARDING DETECTION BILL (A/C# 30 26622 0050900).**
PESCO-NHQ-17862-11-22

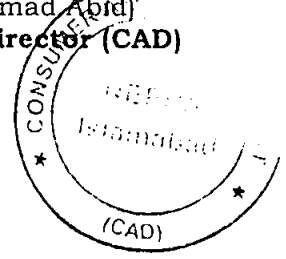
Please find enclosed herewith the decision of the NEPRA Consumer Complaints Tribunal dated July 26, 2023 regarding the subject matter for necessary action and compliance within fifteen (15) days, positively.

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. Sahibzada Jamiullah Khan,
R/o Kotka, Haji Fazal Hassan, P.O. Sara-e-Naurang,
Sahibzada House, Tehsil Sar-e-Naurang,
District Lakki Marwat.
0312-5978818





BEFORE THE
NATIONAL ELECTRIC POWER REGULATORY AUTHORITY
(NEPRA)

Complaint No. PESCO- NHQ-17862-11-2022

Sahibzada Jamiullah Khan

..... **Complainant**

R/O Kotka, HAJI Fazal Hassan, P.O. Sara-e-Naurang,
Sahibzada House, Tehsil Sara-e-Naurang.
District Lakki Marwat.
0312-5978818

VERSUS

Peshawar Electric Supply Company, (PESCO),

WAPDA House, Sakhi Chashma Shami Road, Peshawar.

..... **Respondent**

Date of Hearing: (i) January 04, 2023
(ii) March 14, 2023
(iii) July 10, 2023

**On behalf of
Complainant:**

- 1) Mr. Janiullah
- 2) Mr. Shafiq Aitzaz Khattak

Respondent:

- 1) Faheem Ahmed SDO, PESCO
- 2) Muhammad Zaheer RO, PESCO

Subject:- DECISION IN THE MATTER OF COMPLAINT FILED BY SAHIBZADA JAMIULLAH KHAN THROUGH COUNSEL MR. SHAFIQ AIZAZ KHATTAK ADVOCATE HIGH COURT, UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST PESCO REGARDING DETEDTION BILL (A/C NO. 30 26622 0050900)

DECISION

This decision shall dispose of the complaint filed by Mr. Shafiq Aizaz Khattak Advocate High Court on behalf of Sahibzada Jamiullah Khan (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. The Complainant submitted that PESCO charged detection bill amounting to Rs. 17,83,296/- in the month of October 2022. The Complainant approached PESCO but the issue of the Complainant was not redressed. Subsequently, the Complainant approached NEPRA for correction of the bill and redressal of his grievances.

3. The matter was taken-up with PESCO for submission of parawise comments/report. In response, PESCO reported that he Complainant's meter was checked by the M&T Department on July 22, 2022 and found "One Phase Dead Stop/33.33% Slow". As a result,



the Complainant was charged detection bill of 6304 Peak Units and 34536 Off-Peak Units amounting to Rs. 17,83,596/- for the period of Three months w.e.f. April 21, 2022 to July 22, 2022.

4. In order to probe further into the matter, various hearings were held at NEPRA Head Office, Islamabad, which were attended by the representatives of both the parties who advanced their arguments based on their earlier submissions.

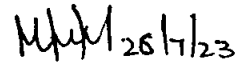
5. The case has been examined in detail in the light of the written/verbal arguments of the parties and applicable law. The following has been concluded:

- (i) The Complainant is an industrial consumer of PESCO. The connection is installed under reference No. 30266220050900. The sanction load of the premises is 112 KW. The Complainant's meter was checked on July 2022 by M&T department whereby discrepancy of the one phase dead was noticed i.e. 33.33% slow. The Complainant was charged detection bill of 6304 Peak Units and 34536 Off-Peak Units for the period of Three months w.e.f. April 21, 2022 to July 22, 2022 based on AMR meter readings.
- (ii) Clause 4.3.3 (c) (i) & (ii) of Consumer Service Manual (CSM) provides that "In case slowness is established; DISCO shall enhance multiplying factor for charging actual consumption till replacement of the defective metering installation. Further, charging of a bill for the quantum of energy lost if any, because of malfunctioning of metering installation shall not be more than two previous billing cycles". In the instant case, PESCO should have charged detection bill for Two (02) previous billing cycles on the basis of 33.3% slowness to recover its loss instead of charging detection bill for Three (03) previous billing cycles.


6. Foregoing in view, PESCO is directed to revise the detection bill from Three (03) months to Two (02) months on the basis of 33.3% slowness as per provisions of CSM. Compliance report be submitted within fifteen (15) days.

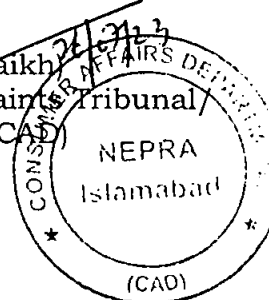


(Lashkar Khan Qambrani)
Member Consumer Complaints Tribunal
Director (CAD)



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


(Naveed Illahi Shaikh)
Convener Consumer Complaints Tribunal
Director General (CAD)



Islamabad, July 26, 2023