



**National Electric Power Regulatory Authority**  
**ISLAMIC REPUBLIC OF PAKISTAN**  
**Provincial Office of Consumer Affairs**  
6<sup>th</sup> Saddar Road, 2<sup>nd</sup> Floor, Room No. 3 & 4, Tasneem Plaza,  
Peshawar Cantonment, Peshawar, Khyber Pakhtunkhwa  
Ph: 091-5271238, Fax: 091-5271239

POPI 1194 /2024  
January 08, 2024

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

Subject: **COMPLAINT FILED BY MR. MUHAMMAD NADEEM UNDER SECTION 39 OF THE  
REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF  
ELECTRIC POWER ACT, 1997 AGAINST PESCO REGARDING DETECTION  
BILLING (A/C NO. 18 26247 0200221)  
COMPLAINT # PESCO/PSH-27305/08/2023**

Please find enclosed herewith the decision of the NEPRA Complaint dated January 08, 2024, regarding the subject matter for necessary action and compliance within due course of time.

Encl: As Above

**Imtiaz Khan**  
Deputy Director  
(Consumer Affairs)



Copy to:

1. Director General (CAD)  
NEPRA Office Building, Attaturk Avenue (East),  
Sector G-5/1, Islamabad
2. Chief Commercial Officer, PESCO,  
WAPDA House, Sakhi Chashma Shami Road,  
Peshawar
3. Incharge Complaint Cell, PESCO  
WAPDA House, Sakhi Chashma Shami Road,  
Peshawar
4. Mr. Muhammad Nadeem  
Sector C-1, Plat No-59, PH 2 KDA, Kohat  
Khyber Pakhtunkhwa  
Cell No. 0312-9628860

**Note:** In case of any complaint, the consumers are advised to approach their respective company in the first instance. In case of non-redressal of their grievances, the Consumers can file ONLINE complaint on NEPRA's website at <http://nepra.org.pk/CAD-DatabaseCMS-CAD/home.php>



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

**Complaint No. PESCO-PSH-27305-08-23**

**Mr. Muhammad Nadeem**

Sector C-1, Flat No. 59, Phase 2 KDA, Kohat  
Khyber Pakhtunkhwa

..... **Complainant**

**Versus**

**Peshawar Electric Supply Company (PESCO)**

WAPDA House, Sakhi Chashma Shami Road, Peshawar.

..... **Respondent**

**Date of Hearing:** October 17, 2023  
December 19, 2023

**On behalf of:**  
**Complainant:** Mr. Muhammad Nadeem

**Respondent:** Mr. Hameed Malik, MRS, PESCO

**Subject:** **DECISION IN THE MATTER OF COMPLAINT FILED BY MR. MUHAMMAD NADEEM UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST PESCO REGARDING DETECTION BILLING (A/C# 15 26247 0200221)**

**DECISION**

This decision shall dispose of the complaint filed by Mr. Muhammad Nadeem (hereinafter referred to as "the Complainant") against Peshawar Electric Supply Company Limited (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 through the above referred complaint submitted that PESCO has charged Detection bill amounting to Rs. 85,000/- against him in June 2023. The complainant approached PESCO office but PESCO failed to redress grievances of the complainant. Subsequently, the complainant approached NEPRA for correction of his bill and redressal of his grievances.

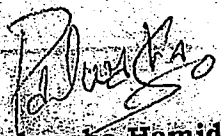
3. The matter was taken up with PESCO for submission of parawise comments/report. Thereafter, in order to probe further into the matter, a hearing was held on October 17, 2023 at NEPRA Provincial Office, Peshawar. The hearing was attended by the complainant, whereas concerned XEN and RO of PESCO failed to attend the same rather the hearing was attended by a junior employee i.e. MRS whereas, XEN and RO were directed to attend the same otherwise the case will be decided EX-Parte on the basis of available record. However, in order to arrive at an informed decision, a second and third hearings were held in NEPRA

Provincial Office Peshawar on November 07 and December 19, 2023 respectively which were attended by the complainant only whereas, PESCO again failed to attend the same hearings. However, for prudent conclusion, the case was examined on the basis of record provided during the first hearing by the MRS concerned.

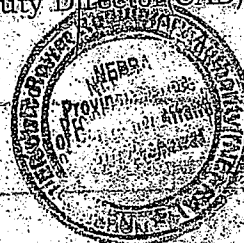
4. During the hearing it was revealed that the complainant's meter was found suspicious i.e. Meter Body Tempered by detection team during its routine monthly checking and on the basis of their recommendation, a detection bill was charged by PESCO against the complainant in June 2023 for 1752 Units on the bases of 04 KW load for Three months w.e.f. March 2023 to May 2023 on account of illegal abstraction/theft of electricity.

5. The complainant is a domestic consumer of PESCO having a connection with sanction load 02KW installed under reference No. 18262470200221. PESCO charged detection bill to the complainant in June 2023 for 1752 Units on the bases of 04 KW load for Three months w.e.f. March 2023 to May 2023 on the bases of illegal abstraction/theft of electricity. Clause 9.1 of CSM provides procedure of establishing illegal abstraction/theft of electricity and charging of detection bill thereafter. However, the record reveals that the said procedure has not been followed by PESCO.

6. Foregoing in view, PESCO is directed to **withdraw the detection bill of 1752 units** charged to the complainant during the month of June 2023 being unjustified. Compliance report be submitted within fifteen (15) days.

  
(Palwasha Hamid)  
Deputy Director (CAD)

  
(Imtiaz Khan)  
Deputy Director (CAD)



Islamabad, January 08, 2024.