



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

POP/ 119.5 /2024
January 09, 2024

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

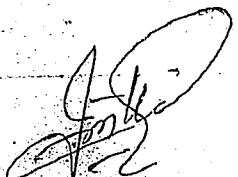
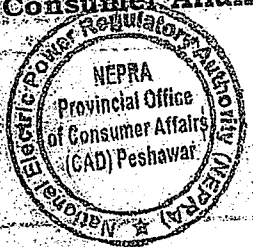
Subject: COMPLAINT FILED BY MR. MUDASSIR KHAN UNDER SECTION 39 OF THE
REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF
ELECTRIC POWER ACT, 1997 AGAINST PESCO REGARDING DETECTION
BILLING (A/C NO. 17 26321 1046105)
COMPLAINT # PESCO/PSH-31653/11/2023

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

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. Mudassir Khan
Garya, Mardan
Khyber Pakhtunkhwa
Phone No. -


Imtiaz Khan
Deputy Director
(Consumer Affairs)


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-31653-11-2023

..... Complainant

Mr. Mudassir Khan
Village Garyala, Mardan,
Khyber Pakhtunkhwa

Versus

..... Respondent

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

Date of Hearing: December 19, 2023

On behalf of:
Complainant: Mr. Mudassir Khan

Respondent: Mr. Fayaz Khaliq, XEN (Mardan-II Division), PESCO
Mr. Mohtashim, RO (Mardan-II Division), PESCO

Subject: DECISION IN THE MATTER OF COMPLAINT FILED BY MR. MUDASSIR KHAN
UNDER SECTION 39 OF THE REGULATION OF GENERATION,
TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997
AGAINST PESCO REGARDING DETECTION BILLING (A/C# 017 26321
106105)

DECISION

This decision shall dispose of the complaint filed by Mr. Mr. Mudassir Khan (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").

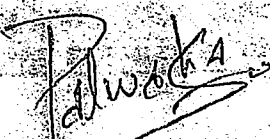
2. The complainant through the above referred complaint submitted that PESCO has charged Detection bill amounting to Rs. 56,000/- against him in September 2023. The complainant approached PESCO office but PESCO failed to redress grievances of the complainant. Subsequently, the complainant approached 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 December 19, 2023 at NEPRA Provincial Office, Peshawar which were attended by representatives of both the parties who advanced their arguments based on their earlier submissions. During the hearing it was revealed that the complainant's meter was found suspicious and sent to M&T for testing in August 2023. Based on M&T test result No. 14085 dated September 18, 2023,

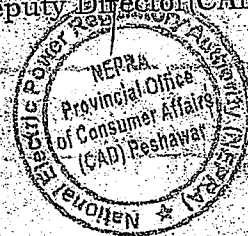
a detection bill was charged by PESCO against the complainant in September 2023 on the bases of 03 KW load for Three months w.e.f. June 2023 to August 2023 on account of illegal abstraction/theft of electricity.

4. The complainant is a domestic consumer of PESCO having a connection with sanction load 01KW installed under reference No. 17263211046105. PESCO charged detection bill to the complainant in September 2023 for 1314 Units on the bases of 03 KW load for Three months w.e.f. June 2023 to August 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. PESCO has failed to justify charging of high detection bill to the complainant. However, billing history of the complainant revealed that less consumption (220 Units) was recorded during the impugned period (i.e. June 2023 to August 2023).

5. Foregoing in view, PESCO is directed to revise the detection bill charged to the complainant on the bases of **02 KW load for Three (03) months with Adjustment of already paid (220) units by next billing cycle and adjust FPA and LPS accordingly.** Compliance report be submitted within fifteen (15) days.


(Palwasha Hamid)
Deputy Director (CAD)


(Imtiaz Khan)
Deputy Director (CAD)



Peshawar, January 08, 2024.