



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

POP/ 12/11 /2024  
January 16, 2024

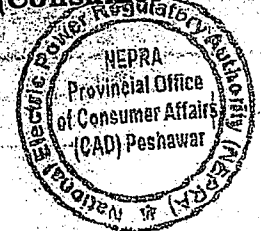
Chief Executive Officer  
Peshawar Electric Supply Company (PESCO)  
WAPDA House, Sakhi Chashma Shami Road  
Peshawar

Subject: COMPLAINT FILED BY MR. SHAFI ULLAH 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. 13 26221 0131411) COMPLAINT # PESCO/PSH-20755/03/2023

Please find enclosed herewith the decision of the NEPRA Complaint dated January 16, 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. Shafi Ullah  
Station Pabbi, Nowshera  
Khyber Pakhtunkhwa  
Cell No: 0321-9007335

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-20755-03-2023**

**Mr. Shafi Ullah**

Pabbi Station Market, Nwshera,  
Khyber Pakhtunkhwa

..... **Complainant**

**Versus**

**Peshawar Electric Supply Company (PESCO)**

WAPDA House, Sakhi Chashma Shami Road, Peshawar.

..... **Respondent**

**Date of Hearing:** December 12, 2023

**On behalf of:**

**Complainant:** Mr. Shafi Ullah

**Respondent:** Mr. Riaz Khan, MRS Pabbi-I, PESCO

**Subject:** DECISION IN THE MATTER OF COMPLAINT FILED BY MR. SHAFI ULLAH  
UNDER SECTION 39 OF THE REGULATION OF GENERATION,  
TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997  
AGAINST PESCO REGARDING DETECTION BILLING (A/C# 13-26221  
0131411)

**DECISION**

This decision shall dispose of the complaint filed by Mr. Shafi Ullah (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. 60,000/- against him in July 2022. 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 12, 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 a detection bill was charged by PESCO against the complainant in July 2022 on the bases of 03 KW load for Three months w.e.f. April 2022 to June 2022 on account of illegal abstraction of electricity.

4. The case has been examined in detail in the light of the written/verbal arguments of the parties and applicable law. Following has been observed:

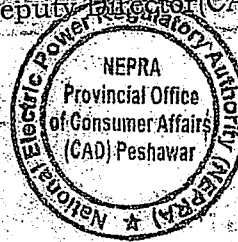
(i) The complainant is a Commercial consumer of PESCO having a connection with sanction load 01KW installed under reference No. 132622101111. PESCO charged detection bill to the complainant in July 2022 for 1314 Units on the bases of 03 KW load for last Three months (i.e. April, May and June 2022) on the bases of illegal abstraction/theft of electricity.

(ii) Clause 9.1 of CSM provides procedure of establishing illegal abstraction/theft of electricity and charging of detection bill thereafter. PESCO has failed to provide any evidence of illegal abstraction/theft and justify charging of high detection bill.

5. Foregoing in view, PESCO is directed to revise the detection bill charged to the complainant on the bases of **01 KW load for Three months** providing a relief of **02KW** 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 16, 2024.