



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/ 12/2 /2024
January 16, 2024

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

Subject: **COMPLAINT FILED BY MR. MUKHTIAR ULLAH UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST PESCO REGARDING EXCESSIVE BILLING (A/C NO. 11 26142 0529104) COMPLAINT # PESCO/PSH-25989/06/2023**

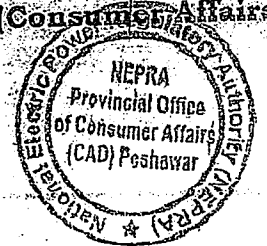
Please find enclosed herewith the decision of the NEPRA Complaint dated January 16, 2024, regarding the subject matter for necessary action and compliance within due course of time.

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. Mukhtiar Ullah
Village Gul Abad Mira, Charsadda
Khyber Pakhtunkhwa
Cell No.



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-25989-06-23

Mr. Mukhtiar Ullah **Complainant**
Village Gul Abad Mira, Charsadda,
Khyber Pakhtunkhwa

Versus

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

Date of Hearing: December 12, 2023

On behalf of:

Complainant: Mr. Mukhtiar Ullah

Respondent: Mr. Sajid Bahadur, SDO, PESCO

Subject: **DECISION IN THE MATTER OF COMPLAINT FILED BY MR. MUKHTIAR ULLAH UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST PESCO REGARDING EXCESSIVE BILLING (A/C# 11 26142 0529104)**

DECISION

This decision shall dispose of the complaint filed by Mr. Mukhtiar 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 in his complaint apprised that, his meter was disconnected by PESCO in May 2022 and at the time of disconnection, final reading in the impugned meter was 1264 reading index but PESCO didn't allot Permanent Disconnection (PD) code and charged the complainant excessively on removed meter since May 2022. An excessive amount of Rs. 257,000/- was charged against the complainant from May 2022 to November 2023.

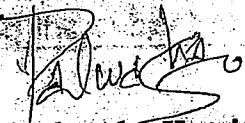
3. The matter was taken up with PESCO for submission of parawise comments/report. In order to probe further into the matter, various hearings were held at NEPRA Provincial Office, Peshawar which were attended by representatives of both the parties who advanced their arguments based on their earlier submissions. PESCO Officials admitted issuance of wrong billing on removed meter. The record made so available by PESCO revealed that the complainant's meter was removed in May 2022 but ERO was not processed in-time and the

same meter was charged excessively since May 2022. PTC data provided by PESCO further revealed that the impugned meter was billed upto 7620 reading index from May 2022 to November 2023 as such 6356 units were wrongly charged on removed meter. The complainant's sanction load was 02KW. In this regard clause 6.1 of Consumer Service Manual (CSM) provides that the consumer be charged bills as per actual meter readings/snaps. Additionally, clause 6.1.2 and clause 6.2.1 of CSM provides that Meter Reader and Line Superintendent are responsible for meter reading of such consumers and percentage checking of meters as well. However, due to sheer negligence of concerned Meter reader and Line Superintendent, the complainant was charged with excessive billing without any proper snaps.

4. Foregoing in view, PESCO is directed

- (i) To restore electric supply of the complainant's premises.
- (ii) To refund 6356 excessively charged units to the complainant in next billing cycle and adjust LPS and FPA accordingly.
- (iii) To recover the remaining amount in Six (06) equal installments.

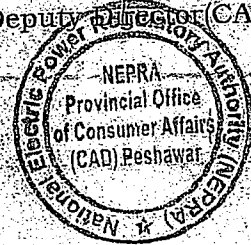
5. Compliance report be submitted within fifteen (15) days.



(Palwasha Hamid)
Deputy Director (CAD)



(Imtiaz Khan)
Deputy Director (CAD)



Peshawar, January 16, 2024.