



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/ 1214 /2024
January 16, 2024

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

Subject: **COMPLAINT FILED BY MR. MUHAMMAD QASIM UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST PESCO REGARDING DETECTION BILLING (A/C NO. 03.26221/0214900) COMPLAINT # PESCO/NHQ-27101/08/2024**

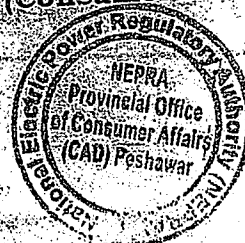
Please find enclosed herewith the decision of the NEPRA Complaint dated January 16, 2024, regarding the subject matter for necessary action and compliance within due course of time.

Encl: As Above

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 Qasim
Near Tabligi Markaz, Mohallah Muslim Abad
Lakki Marwat
Khyber Pakhtunkhwa
Phone No. -

Imtiaz Khan
Deputy Director
(Consumer Affairs)





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

Complaint No. PESCO-NHQ-27101-08-2023

Mr. Muhammad Qasim
Near Tableghi Markaz, Muhallah Muslim Abad,
Lakki Marwat, Khyber Pakhtunkhwa

..... Complainant

Versus

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

..... Respondent

Date of Hearing: November 28, 2023

On behalf of:

Complainant: Mr. Muhammad Qasim

Respondent: SDO Lakki Sub-Division, PESCO

Subject: **DECISION IN THE MATTER OF COMPLAINT FILED BY MR. MUHAMMAD QASIM
UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION
AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST PESCO
REGARDING DETECTION BILLING (A/C# 03 26621 0214900)**

DECISION

This decision shall dispose of the complaint filed by Mr. Muhammad Qasim (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 against him in June 2023. 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 November 28, 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 June 2023 on the bases of 03 KW load for Three months w.e.f. March 2023 to May 2023 on account of illegal abstraction 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 provide any evidence of illegal abstraction/theft and justify charging of high detection bill. However, billing history of the complainant revealed that less consumption was recorded during the impugned period (i.e. March 2023 to May 2023).

3. Foregoing in view, PESCO is directed to revise the detection bill charged to the complainant on the bases of **01 KW load for Three (03) months** providing a relief of **02KW** by next billing cycle and Compliance report be submitted within fifteen (15) days.


(Palwasha Hamid)
Deputy Director (CAD)


(Imtiaz Khan)
Deputy Director (CAD)

Peshawar January 16, 2024

