



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

POPI 1215, /2024
January 16, 2024

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

Subject: **COMPLAINT FILED BY MR. HUSSAIN ULLAH UNDER SECTION 39 OF THE
REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF
ELECTRIC POWER ACT, 1997 AGAINST PESCO REGARDING DETECTION
BILLING (A/C NO. 06 26146 0103741)
COMPLAINT # PESCO/PSH-30983/11/2023**

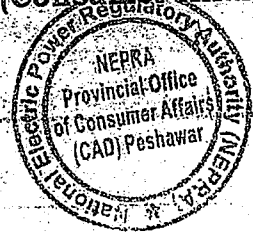
Please find enclosed herewith the decision of the NEPRA Complaint dated January 16, 2024, regarding the subject matter for necessary action and compliance within due course of time.

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. Hussain Ullah
Kulalan, Charsada
Khyber Pakhtunkhwa
Phone 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-30983-11-23

..... Complainant

Mr. Hussain Ullah
Village Kulalan, Charsadda,
Khyber Pakhtunkhwa

Versus

..... Respondent

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

Date of Hearing: December 12, 2023

On behalf of Complainant: Mr. Hussain Ullah

Respondent: Mr. Fida Muhammad, MRS, PESCO
Mr. Zeenat Khan, LM-I, PESCO

**Subject: DECISION IN THE MATTER OF COMPLAINT FILED BY MR. HUSSAIN ULLAH
UNDER SECTION 39 OF THE REGULATION OF GENERATION,
TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997
AGAINST PESCO DETECTION BILLING (A/C# 06 26146 0103741)**

DECISION

This decision shall dispose of the complaint filed by Mr. Hussain 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").

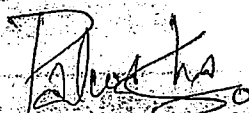
2. The complainant through the above referred complaint submitted that PESCO has charged detection bill amounting to Rs. 27,000/- against him in September 2023. The complainant approached PESCO office but PESCO failed to redress grievances of the complainant. Subsequently, the complainant approached 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 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 September 2023 on the bases of 02 KW load for Three months w.e.f. July 2023 to

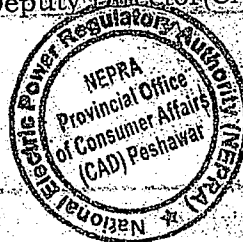
September 2023 on account of illegal abstraction/theft of electricity. However, PESCO failed to put forward any affirmation in favour of illegal abstraction by the complainant.

4. The complainant is a domestic consumer of PESCO having a connection with sanction load 02KW installed under reference No. 06261460103741. PESCO charged detection bill to the complainant in September 2023 for 876 Units on the bases of 02 KW load for Three months w.e.f. July 2023 to September 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.

5. Foregoing in view, PESCO is directed to **withdraw the detection bill of 876 units** charged to the complainant during the month of September 2023 being unjustified. Compliance report be submitted within fifteen (15) days.


(Palwasha Hamid)
Deputy Director (CAD)


(Imtiaz Khan)
Deputy Director (CAD)



Peshawar, January 16, 2024.