



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/ 1248 /2024
January 16, 2024

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

Subject: **COMPLAINT FILED BY MR. GHULAM SAEED UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST PESCO REGARDING EXCESSIVE BILLING (A/C NO. 01 26221 0019462) COMPLAINT # PESCO/PSH-29264/10/2023**

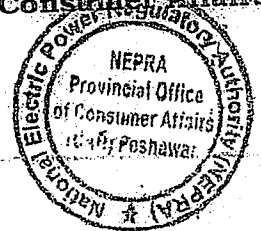
Please find enclosed herewith the decision of the NEPRA Complaint dated January 16, 2024, regarding the subject matter for necessary action and compliance within due course of time.

Encl: As Above

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. Ghulam Saeed
Village Dagbehsud, Nowshera
Khyber Pakhtunkhwa
Cell 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-29264-10-2023

Mr. Ghulam Saeed

Village Dagbehsud, Nwshera, Khyber Pakhtunkhwa.

Versus

..... Complainant

Peshawar Electric Supply Company (PESCO)

WAPDA House, Sakhi Chashma Shami Road, Peshawar.

..... Respondent

Date of Hearing:

December 12, 2023

On behalf of:

Mr. Raees Khan

Complainant:

Riaz Khan, MRS Pabbi-I Sub-Division, PESCO

Respondent:

**Subject: DECISION IN THE MATTER OF COMPLAINT FILED BY MR. GHULAM SAEED
UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION
AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST PESCO
REGARDING WRONG BILLING (A/C# 01 26221 0019462)**

DECISION

This decision shall dispose of the complaint filed by Mr. Ghulam Saeed (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 excessive billing amounting to Rs. 90,000/- against him in the billing month of August 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 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 PESCO charged the complainant upto 12328 reading index in the billing month of November 2023 whereas actual reading in the meter was 11449 reading index as such 879 units were charged in excess. The complainant's sanction load was 01KW. 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.

3. Foregoing in view, PESCO is directed to revise the bill of the complainant as per actual meter reading snap 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

