



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/ 1218 /2024  
January 17, 2024

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


Subject: COMPLAINT FILED BY MR. ZIA UL HAQ UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST PESCO REGARDING DETECTION BILLING (A/C NO. 17 26224 0822207)  
COMPLAINT # PESCO/PSH-31132/11/2023

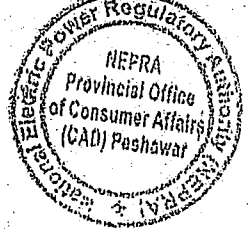
Please find enclosed herewith the decision of the NEPRA Complaint dated January 17, 2024, regarding the subject matter for necessary action and compliance within due course of time.

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. Zia Ul Haq  
Village Kachkolabad, Kabil River Nowshera  
Khyber Pakhtunkhwa  
Phone 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-31132-11-2023**

**Mr. Zia Ul Haq**  
Kachkolabad Kabil River, Nowshera, Khyber Pakhtunkhwa.  
**Versus**

..... Complainant

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

..... Respondent

**Date of Hearing:** January 02, 2024  
**On behalf of:**  
**Complainant:** Mr. Zia Ul Haq  
**Respondent:** Mr. Fakhr-e-Alam, RO, PESCO

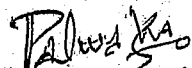
**Subject:** **DECISION IN THE MATTER OF COMPLAINT FILED BY MR. ZIA UL HAQ UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST PESCO REGARDING EXCESSIVE BILLING (A/C# 17 26224 0822207)**

**DECISION**

This decision shall dispose of the complaint filed by Mr. Zia Ul Haq (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. 75,000/- against him upto the billing month of November 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 January 02, 2024 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 **9557 reading index** in the billing month of October 2023 whereas actual reading in the meter was **8522 reading index** as such **1035 units** were charged in excess. 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.

3. Foregoing in view, PESCO is directed to revise the bill of the complainant and provide a credit of **1035 excessive units** 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 17, 2024**

