



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

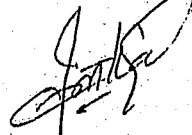
POP/1221/2024
January 17, 2024

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

Subject: COMPLAINT FILED BY MR. MUMTAZ ALI UNDER SECTION 39 OF THE REGULATION
OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC
POWER ACT, 1997 AGAINST PESCO REGARDING DETECTION BILLING (A/C
NO. 12 26232 0732700)
COMPLAINT # PESCO/PSH-30216/10/2023

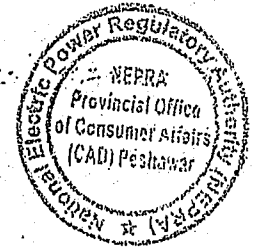
Please find enclosed herewith the decision of the NEPRA Complaint dated January 17, 2024, regarding the subject matter for necessary action and compliance within due course of time.

Encl: As Above


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. Mumtaz Ali
Armor Colony, Manki Road, Nowshera
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-30216-10-2023

Mr. Mumtaz Ali

Armour Colony, Manki Road, Nowshera, KPK

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. Mumtaz Ali

Respondent:

Mr. Zia Muhammad, LS-II, PESCO

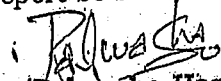
Subject: DECISION IN THE MATTER OF COMPLAINT FILED BY MR. MUMTAZ ALI UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST PESCO REGARDING DETECTION BILLING (A/C# 12 26232 0732700)

DECISION

This decision shall dispose of the complaint filed by Mr. Mumtaz Ali (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. 42,000/- against him in July 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 a detection bill was charged by PESCO against the complainant in July 2023 on the bases of 03 KW load for Three months w.e.f. April 2023 to June 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. April 2023 to June 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 with adjustment of already paid units, LPS and FPA accordingly and Compliance report be submitted within fifteen (15) days.


(Palwasha Hamid)
Deputy Director (CAD)


(Imtiaz Khan)
Deputy Director (CAD)

Peshawar January 17, 2024

