



National Electric Power Regulatory Authority  
ISLAMIC REPUBLIC OF PAKISTAN  
Provincial Office of Consumer Affairs  
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Peshawar Cantonment, Peshawar, Khyber Pakhtunkhwa  
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POP/1224 /2024  
January 17 , 2024

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

Subject: COMPLAINT FILED BY MR. FAZAL WAHID UNDER SECTION 39 OF THE  
REGULATION OF GENERATION TRANSMISSION AND DISTRIBUTION OF  
ELECTRIC POWER ACT, 1997 AGAINST PESCO REGARDING UNJUSTIFIED  
ARREARS (A/C NO. 01 2611 0063801)  
COMPLAINT # PESCO/PSH-25760/06/2023

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. Fazal Wahid  
City Town, Peshawar  
Khyber Pakhtunkhwa  
Cell No.0312-9597693



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-25760-06-2023**

**Mr. Fazal Wahid**  
City Town, Peshawar, Khyber Pakhtunkhwa

..... **Complainant**

**Versus**

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

..... **Respondent**

**Date of Hearing:** January 16, 2024

**On behalf of:**

**Complainant:** Mr. Fazal Wahid

**Respondent:**

Mr. Fazal Wahid, SDO Sethi Town, PESCO  
Mr. Faras Khan, LM-I, Sethi Town, PESCO

**Subject:** DECISION IN THE MATTER OF COMPLAINT FILED BY MR. FAZAL WAHID  
UNDER SECTION 39 OF THE REGULATION OF GENERATION,  
TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997  
AGAINST PESCO REGARDING EXCESSIVE BILLING (A/C# 01  
261170063801)

**DECISION**

This decision shall dispose of the complaint filed by Mr. Fazal Wahid (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. NEPRA received a complaint wherein it was submitted by the complainant that his meter was replaced in August 2020 and since then the reading had not been recorded accurately by the meter reader each and every month. A substantial amount of Rs. 475,000/- was charged against him long-since the replacement of impugned meter, he further added. 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, various hearings were held at NEPRA Provincial Office, Peshawar which were attended by representatives of both the parties who advanced their arguments based on their earlier submissions.

4. The case has been examined in detail in the light of the written/verbal arguments of the parties and applicable law. Following has been observed:

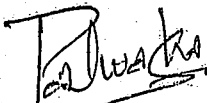
(i) The complainant is a domestic consumer of PESCO having a connection with sanction load 02 KW installed under reference No. 01261170063801. The PTC data provided by PESCO during the hearing revealed that the complainant's meter was replaced in August 2020, however, meter reading was not recorded by the concerned meter reader accurately each and every month and the same meter was charged for same-to-same reading for Twelve consecutive months w.e.f. August 2021 to July 2022 by the meter reader without visiting the complainant's premises and taking any proper snaps. Subsequently, 4111 pending units were charged in August 2022 resulted a substantial amount of bill amounting to Rs. 138,082/-. 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. Furthermore, Clause 6.4.2 of CSM provides that in case where accumulated readings are recorded, segregated bills shall be prepared keeping in view the number of months for which the readings have accumulated to give slab benefit/relief to the consumers. In instant case, the pending units were charged in the complainant's bill with high slab without any segregation/accumulation.


(ii) Moreover, it was also revealed that the complainant's meter became defective and charged for 2156 units for three consecutive months w.e.f. February 2023 to April 2023 resulted in substantial amount (i.e. Rs. 475,348/-). In this regard clause 4.3.1 of CSM provides that in case a metering installation becomes defective, the consumer may be charged bills on average basis i.e. 100% of the consumption recorded in the same months of previous year or average of the last eleven months whichever is higher for a maximum period of two months. While in instant case, the complainant's meter was charged in defective period for Three months i.e. 2156 units in February 2023, 2156 units in March 2023 and 2156 units in April 2023 on account of defective code which is in violation of CSM.

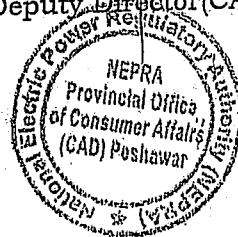
5. Foregoing in view, PESCO is directed

- (i) To segregate **6074 units** charged to the complainant from August 2020 to March 2023 i.e. on previous **Thirty-Two (32) months** to give slab benefit/relief to the complainant.
- (ii) To refund **2156 units** charged to the complainant in April 2023 on account of defective meter being unjustified.
- (iii)

6. Compliance report be submitted within fifteen (15) days.

  
(Palwasha Hamid)  
Deputy Director (CAD)

  
(Imtiaz Khan)  
Deputy Director (CAD)



Peshawar, January 17, 2024.