



**National Electric Power Regulatory Authority**

ISLAMIC REPUBLIC OF PAKISTAN

NEPRA Head Office

Ataturk Avenue (East) Sector G-5/1, Islamabad.

Ph:051-2013200, Fax: 051-2600021

**Consumer Affairs  
Department**

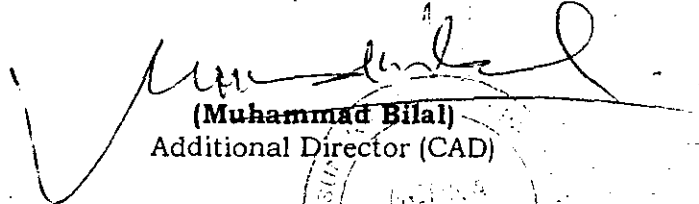
TCD.01/ 4374 -2024  
October 02, 2024

Mr. Ahsanullah S/o Gul Rehman,  
H. No. 89-A, Meraj-ul-Allum, Bannu.  
0331-5763596

Subject: **DECISION IN THE MATTER OF COMPLAINT FILED BY MR. AHSANULLAH,  
UNDER SECTION 39 OF THE REGULATION OF GENERATION,  
TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997  
AGAINST PESCO REGARDING FIXED CHARGES (A/C# 30 26216 0053200).  
PESCO-NHQ-31233-11-23**

Please find enclosed herewith the decision of NEPRA Complaints Resolution Committee dated October 02, 2024, regarding the subject matter for your information, please.

Encl: **As above**

  
(Muhammad Bilal)  
Additional Director (CAD)

Copy to:

- 1) Chief Executive Officer, PESCO,  
WAPDA House, Sakhi Chashma Shami Road,  
Peshawar.
- 2) Chief Commercial Officer, PESCO,  
WAPDA House, Sakhi Chashma Shami Road,  
Peshawar.
- 3) Incharge Complaint Cell, PESCO,  
WAPDA House, Sakhi Chashma Shami Road,  
Peshawar.





**BEFORE THE  
NATIONAL ELECTRIC POWER REGULATORY AUTHORITY  
(NEPRA)**

**Complaint No. PESCO-NHQ-31233-11-23**

**Mr. Ahsanullah S/O Gul Rehman**  
H. No. 89-A, Meraj-ul-Allum Bannu.  
0331-5763596

..... Complainant

**Versus**

**Peshawar Electric Supply Company (PESCO)**  
WAPDA House, Shaml Road, Peshawar

..... Respondent

**Date of Hearing:** May 03, 2024

**On behalf of:**

**Complainant:** Mr. Zubair Anjum, Owner Stefenie Pharmaceutical

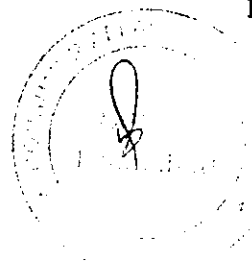
**Respondent:** Mr. Abdul Rauf Khan, Executive Engineer (PESCO)

**Subject:** **DECISION IN THE MATTER OF COMPLAINT FILED BY MR. IHSAN ULLAH  
S/O GUL REHMAN UNDER SECTION 39 OF THE REGULATION OF  
GENERATION. TRANSMISSION AND DISTRIBUTION OF ELECTRIC  
POWER ACT-1997 AGAINST PESCO REGARDING FIXED CHARGES  
(A/C # 30-26216-0053200.U)  
PESCO-NHQ-31233-11-23**

**DECISION**

This decision shall dispose of the complaint filed by Mr. Ihsan Ullah , CEO, Stefenie Pharmaceutical (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 has received a complaint wherein the Complainant has challenged the legitimacy of fixed charges imposed in electricity bills. Specifically, the complainant has petitioned for relief, seeking a declaration that the fixed charges levied by PESCO are excessive, unwarranted, and unjustifiable since the industrial unit is under construction and yet to be operationalized. The complainant requested that these charges be waived from the electricity bills, ensuring fairness and transparency in billing practices. In this regard, a hearing was held at NEPRA Head Office, Islamabad, which was attended by both the parties, wherein the issue was discussed in detail.

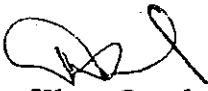


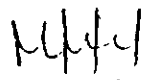
3. As per the existing notified Terms & Conditions of tariff; "Fixed Charge" means the part of sale rate in a two-part tariff to be recovered on the basis of 'Billing Demand' in kilowatt on monthly basis. Billing Demand means the 50% of the sanction load or actual maximum demand recorded in a month, whichever is higher, except in the case of agriculture tariff D2 where "Billing Demand" shall mean the sanctioned load. In light of the notified tariff terms & conditions, fixed charges are to be charged based on 50% of sanctioned load or actual MDI in the month, whichever is higher.


4 It is also pertinent to mention that in case of non-utilization of the sanctioned load by the consumers, distribution companies (DISCOs) still have to maintain the distribution network and preserve the power for any emergent or planned demand of the consumers. In view of the said, fixed charges have legitimately been imposed by PESCO in line with notified tariff terms and conditions.

5. The complaint is disposed of in the above terms.

6. اس سلسلے میں، موجودہ نوٹیفائیڈ ٹیرف کی شرائط و ضوابط کے مطابق "فکسڈ چارج" سے مراد فروخت کی شرح کا وہ حصہ ہے جو دو حصوں پر مشتمل ٹیرف میں 'بلنگ ڈیمانڈ' کے تحت کلو واٹ کی بنیاد پر ماہانہ وصول کیا جاتا ہے۔ 'بلنگ ڈیمانڈ' سے مراد منظور شدہ لوڈ (sanctioned load) کا 50% یا ماہانہ ریکارڈ شدہ حقیقی زیادہ سے زیادہ ڈیمانڈ (MDI) ہے، سوائے زرعی ٹیرف D2 کے جہاں 'بلنگ ڈیمانڈ' سے مراد صرف منظور شدہ لوڈ ہوگا۔ نوٹیفائیڈ ٹیرف کی شرائط و ضوابط کے مطابق، فکسڈ چارجز 50% منظور شدہ لوڈ یا ماہانہ حقیقی MDI کی بنیاد پر، جو بھی زیادہ ہو، چارج کیے جاتے ہیں۔ مزید برآں اگر صارفین منظور شدہ لوڈ کا استعمال نہیں کرتے تو بھی تقسیم کار کمپنیوں (DISCOs) کو صارفین کی کسی بھی ہنگامی یا منصوبہ بند ضرورت کے لیے اور بجلی کی ترسیل، یقین دہانی کیلئے تقسیم کانیٹ ورک برقرار رکھنا پڑتا ہے۔ مذکورہ بالا کے پیش نظر، پیسکو کی جانب سے مقررہ چارجز نوٹیفائیڈ ٹیرف کی شرائط و ضوابط کے مطابق عائد کئے گئے ہیں، لہذا مذکورہ شکایت کو اس فیصلے کی بنیاد پر ختم کیا جاتا ہے۔

  
(Lashkar Khan Qambrani)  
Member, Complaints Redressal Committee/  
Director (CAD)

  
(Moqeen-ul-Hassan)  
Member, Complaints Redressal Committee/  
Assistant Legal Advisor (CAD)

  
(Naveed Illahi Shaikh)  
Convener, Complaints Redressal Committee /  
Director General (CAD)

Islamabad, October 02, 2024.

