



National Electric Power Regulatory Authority

ISLAMIC REPUBLIC OF PAKISTAN

NEPRA Head Office

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

Ph: 051-2013200, Fax: 051-2600021

**Consumer Affairs
Department**

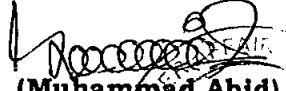
TCD.01/ 1465-2024
March 25, 2024

Mr. Imran Khan S/o Muhammad Aslam Khan,
R/o Aslamabad, Tehsil Paharpur Seigra,
District Dera Ismail Khan.
0335-3535235

Subject: **DECISION IN THE MATTER OF COMPLAINT FILED BY MR. IMRAN KHAN
S/O MUHAMMAD ASLAM KHAN UNDER SECTION 39 OF THE REGULATION
OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC
POWER ACT, 1997 AGAINST PESCO REGARDING EXCESSIVE BILLING
(A/C# 30 26932 0199401).**
PESCO-NHQ-25170-06-23

Please find enclosed herewith the decision of NEPRA Consumer Complaints Tribunal dated March 25, 2024 regarding the subject matter, for your information, please.

Encl: **As above**


(Muhammad Abid)
Assistant Director (CAD)
NEPRA
Islamabad
* COM *
10/03/24

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)**

Case No. PESCO-NHQ-25170-06-23

Mr. Imran Khan S/o Muhammad Aslam Khan,
R/o Aslamabad, Tehsil Paharpur Seigra,
District Dera Ismail Khan.
0335-3535235

..... Complainant

Versus

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

..... Respondent

Hearing(s):

August 22, 2023
October 19, 2023
February 02, 2024 &
March 08, 2024

**On Behalf of
the Complainant:**

Mr. Imran Khan

**On Behalf of Respondent/
PESCO:**

Mr. Asad Jan, XEN (Op.), D.I.Khan
Mr. Usman Buzdar, SDO, D.I.Khan
Mr. Shakir Hussain, SDO,

**Subject: COMPLAINT FILED BY MR. IMRAN KHAN S/O MUHAMMAD ASLAM KHAN
UNDER SECTION 39 OF THE REGULATION OF GENERATION,
TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997
AGAINST PESCO REGARDING EXCESSIVE BILLING (A/C# 30 26932
0199401).**
PESCO-NHQ-25170-06-23

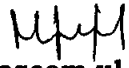
This decision shall dispose of the complaint filed by Mr. Imran Khan S/o Muhammad Aslam Khan, R/o Aslamabad, Tehsil Paharpur Seigra, District Dera Ismail Khan (hereinafter referred to as the "Complainant") against Peshawar Electric Supply Company Limited (hereinafter referred to as the "Respondent" or "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 hearings held on October 19, 2023, February 02, 2024 and March 08, 2024 were attended by the representative of PESCO only whereas the Complainant failed to attend the same. During the hearing, it revealed from the record that the Complainant had applied for regular connection and not for a seasonal connection. Therefore, fixed charges have been levied as per notified tariff.

3. Foregoing in view, further proceedings in the matter are being closed by this office.


(Lashkar Khan Qambrani)

Member Consumer Complaints Tribunal/
Director (CAD)


(Moqem-ul-Hassan)

Member Consumer Complaints Tribunal/
Assistant Legal Advisor (CAD)


(Naveed Hani Shaikh)

Convener Consumer Complaints Tribunal/
Director General (CAD)

Islamabad, March 25, 2024

