



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/ 38 92 -2024
September 2, 2024

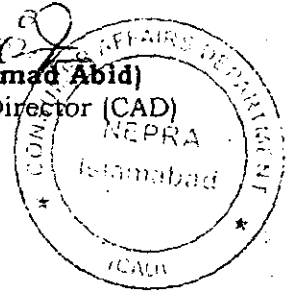
Mr. Haider Ali S/o Ali Khan,
M/s Galaxy International Estate,
Marble Factory Industrial Estate, Risalpur,
Tehsil & District Nowshera.
0346-7070979

Subject: **DECISION IN THE MATTER OF COMPLAINT FILED BY MR. HAIDER ALI S/O ALI KHAN, M/S GALAXY INTERNATIONAL ESTATE, UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST PESCO REGARDING DETECTION BILL (A/C# 30 26225 0163901).**
PESCO-NHQ-20187-02-23

Please find enclosed herewith the decision of the NEPRA Complaints Resolution Committee dated September 02, 2024, regarding the subject matter for necessary action.

Encl: **As above**


(Muhammad Abid)
Assistant Director (CAD)
NEPRA
Islamabad



Copy to:

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



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

Complaint No. PESCO-NHQ-20187-02-23

Mr. Haider Ali

..... **Complainant**

M/S Galaxy International Estate Marble Factory
Industrial Estate, Risalpur, Nowshera,
Khyber Pakhtunkhwa

Versus

Peshawar Electric Supply Company (PESCO)

..... **Respondent**

WAPDA House, Sakhi Chashma Shami Road, Peshawar.

Date of Hearing: 1). March 13, 2023
2). October 09, 2023

On behalf of:

Complainant: Mr. Haider Ali

Respondent:

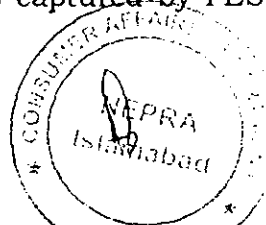
Mr. Muhammad Saleem, SDO (Operation), PESCO
Mr. Fakhar-e-Alam, Revenue Officer, PESCO

Subject: **DECISION IN THE MATTER OF COMPLAINT FILED BY MR. HAIDER ALI, UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST PESCO REGARDING DETECTION BILLING (A/C# 30 26225 0163901)**

DECISION

This decision shall dispose of the complaint filed by Mr. Haider 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. Brief facts of the case are that NEPRA received a complaint wherein the dispute agitated by the Complainant was that he was charged a detection bill amounting to Rs. 4,490,525/- during the month of February, 2023. The Complainant requested NEPRA for withdrawal of the detection bill. The matter was taken up with PESCO and a hearing in the matter was held at NEPRA Head Office, Islamabad which was attended by both the parties i.e. PESCO & the Complainant wherein the matter was discussed in detail. During the hearing, PESCO representatives submitted that on January 16, 2023 the Complainant was caught red-handed by the checking team of sub-division office by using direct connection from transformer bushes. Thereupon, FIR was lodged against the Complainant for illegal abstraction of electricity. Resultantly, a detection bill was charged against the Complainant on the basis of sanction load (159 KW) for two (02) months with 50% load factor for 116070 units on account of illegal abstraction/theft of electricity. In response, the allegation made by PESCO during the hearing was contradicted by the complainant. Accordingly, PESCO was directed to provide evidence in support of their claim regarding involvement of the complainant in illegal abstraction of electricity. In response, pictures captured by PESCO team were provided as

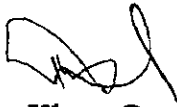
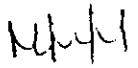



evidence for illegal abstraction by the complainant. PESCO also submitted that subsequently all the panels and other PESCO's equipment installed at the complainant's premises were painted by the complainant to prove the prosecution evidences (Snaps and Videos) false.

3. The case has been examined in detail in light of the record made so available by both the parties, arguments advanced during the hearing and applicable law. Following has been observed:

- (i) The Complainant's industrial premises having electricity connection installed against reference number (30-26225-0163901) with 159 kW sanctioned load was inspected by PESCO on January 16, 2023. According to PESCO, the Complainant was involved in theft of electricity by using direct supply from transformer bushes. Subsequently, a detection bill of 116070 units (Peak 19345 and Off peak 96725 units and MDI of 144 kW) amounting to Rs. 4,490,525/- was charged against the Complainant for the month of December, 2022 and January, 2023.
- (ii) The Complainant is of the view that charging of detection bill to the tune of 116070 units in the month of February 2023 is not justified. The Complainant did not deny the pictorial evidences provided by PESCO.
- (iii) Clause 9.1 of Consumer Service Manual (CSM) provides procedure of establishing illegal abstraction/theft of electricity. The said clause provides that DISCO shall take photos and/or record videos for exhibition before the competent forum as evidence of theft. In this regard PESCO has provided photos which clearly indicate that the Complainant was involved in theft of electricity.

4. Foregoing in view, it is concluded that PESCO has charged the detection bill on the basis of sufficient evidence as such the detection bill is justified and payable by the Complainant. Further proceeding the matter are being closed by this office.

 (Lashkar Khan Qambrani) Member, Complaint Resolution Committee / Director (CAD)	 (Moqeem-ul-Hassan) Member, Complaint Resolution Committee / Assistant Legal Advisor (CAD)
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(Naweed Illahi Shaikh)
Convener, Complaint Resolution Committee /
Director General (CAD)



Islamabad, September 02, 2024.