



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/ 3372 -2024
August 2, 2024

Chief Executive Officer, PESCO,
WAPDA House, Sakhi Chashma Shami Road,
Peshawar.

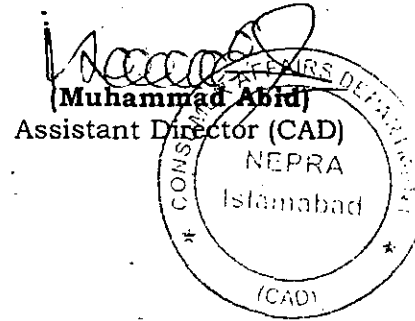
Subject: **DECISION IN THE MATTER OF COMPLAINT FILED BY DIRECTOR, M/S
AL-MADEENA MAT INDUSTRIES (PVT.) LTD. UNDER SECTION 39 OF
THE REGULATION OF GENERATION, TRANSMISSION AND
DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST PESCO
REGARDING CORRECTION OF BILL (A/C# 30 26842 0039402).**
PESCO-NHQ-36981-04-24

Please find enclosed herewith the decision of the NEPRA Complaints
Resolution Committee dated August 02, 2024, regarding the subject matter for
necessary action and compliance within fifteen (15) days.

Encl: **As above**

Copy to:

- 1) Chief Commercial Officer, PESCO,
WAPDA House, Sakhi Chashma Shami Road,
Peshawar.
- 2) Incharge Complaint Cell, PESCO,
WAPDA House, Sakhi Chashma Shami Road,
Peshawar.
- 3) Director,
M/s Al-Madeena Mat Industries (Pvt.) Ltd.,
Plot No. 22, L-2 Industrial Estate, Cadoon Amazai,
Swabi.
Email: nadeemazmatijadoon@gmail.com
Ph: 093-827066





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

Complaint No. PESCO-NHQ-36981-04-24

Mr. Niaz Ahmed Khan,

..... Complainant

Director , M/s Al-Madeena Mat Industries (Pvt.) Ltd.,
Plot No. 22, L-2 Industrial Estate, Gadoon Amazai,
Swabi.

Email: nadeemazmatijadoon@gmail.com

Ph: 093-827066

Versus

Peshawar Electric Supply Company (PESCO)

..... Respondent

WAPDA House, Sakhi Chashma Shami Road,
Peshawar

Date of Hearing: May 13, 2024

On behalf of:

Complainant: Mr. Niaz Ahmed Khan

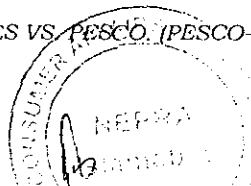
Respondent: Mr. Humayun Khan , SDO (Operations) PESCO

Subject: DECISION IN THE MATTER OF COMPLAINT FILED BY DIRECTOR, M/S AL-MADEENA MAT INDUSTRIES PVT. LTD. UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST PESCO REGARDING SUPPLEMENTARY BILL (A/C # 30 26842 0039402)

DECISION

This decision shall dispose of the complaint filed by Mr. Niaz Ahmed Khan (Director) , M/s Al-Madeena Mat Industries (Pvt.) Limited (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 PESCO charged a detection bill amounting to Rs. 4,584,028/- during the month of April, 2024 on the pretext of meter slowness. The Complainant requested NEPRA to intervene in the matter and instruct PESCO for withdrawal of the detection bill. The matter was taken up with PESCO whereby PESCO vide a letter dated March 10, 2024 submitted that detection bill has been charged to the Complainant on account of 33.3% slowness of the meter as per the M&T report during the month of August 2023 for 124014 units for the period from September 30, 2022 to August 16, 2023. In order to analyze the matter,



a hearing was held on May 13, 2024 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 one phase of the meter was not working w.e.f. September 30, 2022 to August 16, 2023 as evident from AMR data. In contrast, the Complainant submitted that issuance of correct bills is the responsibility of PESCO. If the meter was not recording the actual consumption, PESCO should have checked the metering installations and should have removed the discrepancy.

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 26842 0039402) with 159 kW sanctioned load was checked on August 16, 2023 whereby the metering installation was found 33.3% slow (Blue phase CT not working). Accordingly, PESCO charged a detection bill of 124014 units (Peak 20184 and Off peak 103830 units) and MDI of 555kW, amounting to Rs. 4,584,028/- on account of 33.3% slowness of the metering installation for the period from September 30, 2022 to August 16, 2023. The discrepancy was removed and set right on August 16, 2023.
- (ii) An AMR meter i.e. the impugned meter was installed against the Complainant's premises which provides the greater extent of facility to the concerned PESCO officials in order to ascertain the accuracy of the meter in a prompt manner. However, the same was not checked by PESCO for a considerable time period which suggest the mala fide intent of the concerned PESCO officials whereby the Complainant's defective meter was neither replaced nor the multiplying factor was enhanced for slowness while the wrong/less electricity consumption was allowed to accumulate over several months and suddenly an exorbitant number of units were levied against the Complainant in an unjustified manner after eight (08) months of checking during the month of April, 2024.
- (iii) The Complainant was charged supplementary bill on account of the slowness of metering installation for the extended time period i.e. (11) eleven months while the same is inconsistent with the clause 4.3.3 of Consumer Service Manual (CSM) which provides that in case slowness is established, DISCO is required to replace the defective meter immediately and to enhance multiplying factor for charging of actual consumption till replacement of the defective meter. Further, charging of a bill for the quantum of energy lost if any, because of malfunctioning of metering installation shall not be more than two billing cycles.
- (iv) Hence, penalizing the Complainant on the basis of the metering installation 33.3% slowness for the extended period of eleven (11) months due to the advertent delay on the part of concerned PESCO officials and despite the installation of AMR meter against the Complainant's premises is unwarranted and a clear violation of CSM. Moreover there are no allegations against the complainant for making the metering installation deliberately slow. Thus in view of the said, the supplementary bill is required to be revised only for two billing months as per clause 4.3.3 (c)(ii) of the CSM.

4. Foregoing in view, PESCO is directed to revise the supplementary bill from four (04) months to two (02) months prior to the date of checking on the basis of



33.3% slowness of the metering installation along with all the adjustments i.e. FPA, LPS etc. PESCO is further directed to enhance the multiplying factor till removal of the discrepancy to acute for the slowness. PESCO is further directed to remain vigilant in ascertaining any discrepancy of metering installation especially AMR meters installed in its distribution jurisdiction for undisputed and judicious billing of its consumers. Compliance report be submitted within fifteen (15) days

مندرجہ بالا حقائق کے پیش پیش کو ہدایت کی جاتی ہے شکایت کنندہ کا سپلیمنٹری بل ختم کر کے نیپرا قوانین کی روشنی میں چیکنگ کی تاریخ سے دو ماہ پر 33.3 فیصد سست روی (slowness) کی بنیاد چارج کیا جائے اور میٹر تبدیل ہونے تک اسی کے مطابق جزوی ضربی کو بڑھایا جائے۔ اور اس کے مطابق FPA اور LPS کو بھی ایڈجسٹ کیا جائے۔ پیشہ کو مزید ہدایت کی جاتی ہے کہ وہ میٹرنگ انسٹالیشن کی کسی بھی خرابی کو معلوم کرنے میں چوکنا رہے۔ خاص طور پر اپنے دائرہ اختیار میں نصب اے ایم آر میٹرز کی بروقت جانچ پڑتال کرے۔ تاکہ صارفین کو غیر متنازعہ اور منصفانہ بلنگ جاری کی جاسکے۔ عمل درآمد کی رپورٹ پندرہ (15) دنوں کے اندر پیش کی جائے۔

(Lashkar Khan Qambrani)

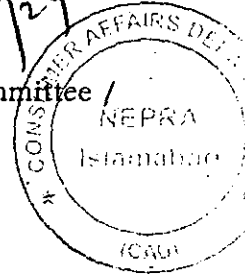
Member, Complaints Resolution Committee/
Director (CAD)

(Moqeeem-ul-Hassan)

Member, Complaints Resolution Committee/
Assistant Legal Advisor (CAD)

(Naweed Mahi Shaikh)

Convener, Complaints Resolution Committee /
Director General (CAD)



Islamabad, August 02, 2024