



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/ 2469 -2024
May 31, 2024

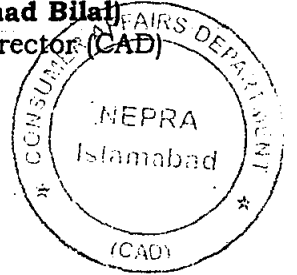
Chief Executive Officer, PESCO,
WAPDA House, Sakhi Chashma Shami Road,
Peshawar.

Subject: **DECISION IN THE MATTER OF COMPLAINT FILED BY MR. DALAQ SHAIR,
MANAGER, POWER PLANNING, PTML UFONE, UNDER SECTION 39 OF THE
REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF
ELECTRIC POWER ACT, 1997 AGAINST PESCO REGARDING OVER BILLING
[A/C# 42 26624 0922401].
PESCO-NHQ-34849-02-24**

Please find enclosed herewith the decision of NEPRA Complaints Resolution Committee dated May 31, 2024, regarding the subject matter for necessary action and compliance within fifteen (15) days.

Encl: As above

(Muhammad Bilal)
Additional Director (CAD)



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) Mr. Dalaq Shair, Manager, Power Planning,
PTML Ufone,
Postal Address:
Ufone Tower, Blue Area, Islamabad.
0333-5110230



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

Complaint No. PESCO-NHQ-34849-02-24

Mr. Dalaq Shair, Manager, Power Planning,
PTML Ufone,
Postal Address:
Ufone Tower, Blue Area, Islamabad.
0333-5110230

..... Complainant

Versus

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

..... Respondent

Date of Hearing: May 02, 2024

On behalf of:

Complainant: 1) Mr. Mudassar,
2) Mr. Asad

Respondent: Mr. Hizbullah, XEN, Lakki Marwat Division

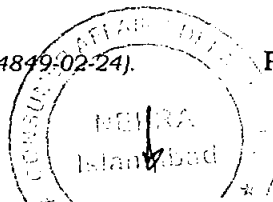
Subject: DECISION IN THE MATTER OF COMPLAINT FILED BY MR. DALAQ SHAIR, MANAGER, POWER PLANNING, PTML UFONE, UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST PESCO REGARDING OVER BILLING (A/C# 42 26624 0922401).

DECISION

This decision shall dispose of the complaint filed by Mr. Dalaq Shair, Manager, Power Planning, PTML Ufone, Ufone Tower, T.S Landiwah, Gambila, Lakki Marwat (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 Complainant in his complaint submitted that the meter was installed at Ufone Tower under reference No. 42-26624-0922401 in the month of March 2019. In the billing month of November 2021 final reading for (T1) was 1168 and for (T2) was 6802 reading dial. The Meter was replaced by M&T staff in the presence of XEN (Operation) and SDO (Operation) and found the reading of T1 as 423 and T2 as 1690, totally 2114 reading dial. The Complainant has requested for correction of bill according to M&T report.

3. The matter was taken up with PESCO and a hearing was conducted on May 02, 2024 at NEPRA Head Office, Islamabad which was attended by both the parties i.e. PESCO & the Complainant. During the hearing, PESCO informed that the Complainant has been charged in excess and disciplinary proceedings have been initiated against the delinquent officials.



4. The case has been analyzed in detail. The record showing that the Complainant was billed upto reading T1 = 1186 and T2 = 6802 in the month of October 2021, whereas as per M&T test results dated October 20, 2021, final readings were T1 = 423 & T2 = 1690 and after applying multiplying factor of 20; the excess units for T1 are $(1186-423) \times 20 = 15260$ units and for T2 $(6802-1690) \times 20 = 102240$ units, hence, the Complainant was collectively charged 117500 units. Please note, according to clause 6.1 of the Consumer Service Manual (CSM), PESCO is under an obligation to record correct meter reading, whereas in this case, PESCO has charged excessive bills to the Complainant in violation of the said clause of the CSM, however, it is noted that PESCO has initiated disciplinary proceedings against the delinquent officials.

5. In view of the said, PESCO is directed to revise bill of the Complainant as per M&T report.

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



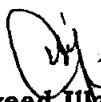
(Lashkar Khan Qambrani)

Member, Complaints Resolution Committee/
Director (CAD)



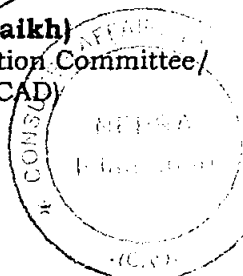
(Moqeem ul Hassan)

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



(Naweed Illahi Shaikh)

Convener, Complaints Resolution Committee/
Director General (CAD)



Islamabad, May 31, 2024.