



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**

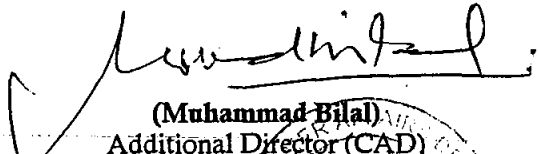
TCD.01/ 2500 -2024
May 31, 2024

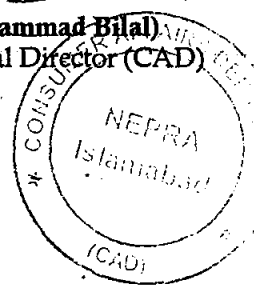
Chief Executive Officer, PESCO,
WAPDA House, Sakhi Chashma Shami Road,
Peshawar.

Subject:- **DECISION IN THE MATTER OF COMPLAINT FILED BY MR. MUHAMMAD
AYAZ S/O ASLAM KHAN UNDER SECTION 39 OF THE REGULATION OF
GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER
ACT, 1997 AGAINST PESCO REGARDING CORRECTION OF BILL (A/C# 17
26424 0056606, 17 26424 0056879).**
PESCO-NHQ-35600-03-24

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 twenty (20) 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. Muhammad Ayaz S/o Aslam Khan,
Kayala Payan, Abbottabad.
0313-3979799



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

Complaint No. PESCO-NHQ-35600-03-24

Mr. Muhammad Ayaz S/o Aslam Khan,
Kayala Payan, Abbottabad,
0313-3979709

..... Complainant

VS.

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

..... Respondent

Hearing(s): May 13, 2024

On Behalf of
the Complainant: Nill

On Behalf of
Respondent/PESCO: Mr. Atta-ur-Rehman, XEN

Subject:- **DECISION IN THE MATTER OF COMPLAINT FILED BY MR. MUHAMMAD AYAZ S/O ASLAM KHAN UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST PESCO REGARDING CORRECTION OF BILL (A/C# 17 26424 0056606, 17 26424 0056879).**

DECISION

This decision shall dispose of the complaint filed by Mr. Muhammad Ayaz S/o Aslam Khan, Kayala Payan, Abbottabad (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 PESCO has wrongly charged him 3792 units in December 2023. Accordingly, the matter was taken up with PESCO and a hearing was conducted on May 13, 2024 which was attended by the representative of PESCO only wherein the Complainant failed to attend the same. The connection was installed on November 19, 2022 but electricity bills were not issued as per actual consumption at site. The Complainant was charged accumulative 3792 units in December 2023. Foregoing in view, PESCO is directed to provide slab benefit to the Complainant w.e.f date of connection, withdraw LPS and charge FPA accordingly.

3. Compliance report in this regard be submitted to this office within twenty (20) days.

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

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

(Naweed Illahi Shahid)
Convener, Complaints Resolution Committee/
Director General (CAD)

Islamabad, May 31, 2024

