



**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**

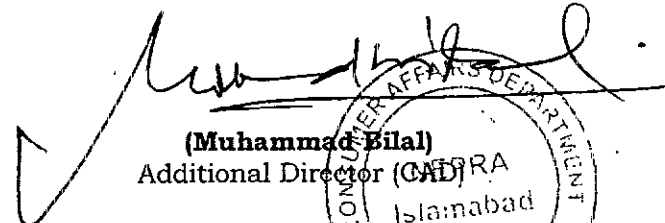
TCD.01/ 1298 -2025  
March 27, 2025

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

Subject: **DECISION IN THE MATTER OF COMPLAINT FILED BY MR. WAHID KHAN, UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION & DISTRIBUTION OF ELECTRIC POWER ACT, 1997, AGAINST PESCO, REGARDING ADJUSTMENT OF LOAD (DETECTION BILL) (A/C NO. 30 26112 0136959). PESCO-PSH-43618-09-24**

Please find enclosed herewith the decision of NEPRA Complaints Resolution Committee (CRC) dated March 27, 2025, regarding the subject matter for necessary action and compliance within fifteen (15) days.

**Encl: As above**

  
(Muhammad Bilal)  
Additional Director (CAD)  
NEPRA  
Islamabad  
(CAD)

Copy to:

- 1) Chief Commercial Officer, PESCO,  
WAPDA House, Sakhi Chashma Shami Road,  
Peshawar.
- 2) Mr. Imtiaz Khan (Deputy Director),  
NEPRA Regional Office, 6<sup>th</sup> Saddar Road,  
2<sup>nd</sup> Floor, Tasneem Plaza, Peshawar Cantt.
- 3) Incharge Complaint Cell, PESCO,  
WAPDA House, Sakhi Chashma Shami Road,  
Peshawar.
- 4) Mr. Wahid Khan,  
Slaughter House, Ring Road,  
Chughal Pura, Peshawar.  
0332-9302998

[ For follow-up, please ]



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

**Complaint No. PESCO-PSH-43618-09-24**

**Mr. Wahid Khan**  
Slaughter House, Ring Road,  
Chughal Pura, Peshawar.  
Cell: 0332-9302998

..... **Complainant**

**Versus**

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

..... **Respondent**

**Date of Hearing:** December 10, 2024

**On behalf of:**

**Complainant:**

**Respondent:** SDO, Chamkani, PESCO

**Subject:** **DECISION IN THE MATTER OF COMPLAINT FILED BY MR. WAHID KHAN UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997, AGAINST PESCO REGARDING ADJUSTMENT OF LOAD (DETECTION BILL) (A/C# AC 30-26112-0136959)**

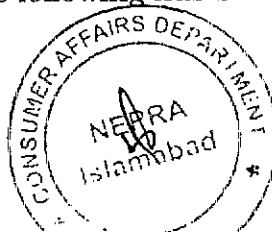
**DECISION**

This decision shall dispose of the complaint filed by Mr. Wahid 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. Brief facts of the case are that NEPRA received a complaint wherein the Complainant submitted that a 50kVA transformer was installed at the premises of Slaughter House, Ring Road, Peshawar. An application for extension of load from 29KW to 60kW was submitted to PESCO in May 2021. The same was approved and a 100KVA transformer was installed after payment of demand notes amounting to Rs. 261,810/- on June 14, 2021. The complainant received a bill of Rs. 4,591,352/- in the month of August, 2024. The complainant requested to withdraw the said amount of Rs. 4,591,352/- and also requested for the continuity of the power supply to the premises till the final decision of the disputed case.

3. The matter was taken up with PESCO for submission of parawise comments/report. In response, PESCO reported that the load extension was executed as per SOP on consumer's request, however, while processing the load extension (from 29kW to 60kW) the Multiplying Factor (MF) of 40 was not correctly applied, hence units were not counted for the period from 12/2021 to 02/2024, therefore, an amount of Rs. 4,591,352/- was debited to the consumer's account.

4. In order to probe further into the matter, a hearing was held at NEPRA Regional Office, Peshawar which was attended by both the parties (PESCO officials & the Complainant) who advanced their arguments. The case has been examined in detail in the light of the written/verbal arguments of both the parties and applicable law. The following has been concluded:



- (i) The Complainant is a Commercial consumer of PESCO and connection is installed under reference No. 30-26112-0136959. The Complainant applied to PESCO for extension of load from 29kW to 60kW in May, 2021. Accordingly, PESCO issued Demand notice(s) on June 14, 2021 which were paid by the Complainant.
- (ii) PESCO installed 200/5 Amp CT against the already installed 100/5 Amp CT upon extension of load, however, PESCO skipped change of Multiplying Factor from 20 to 40. Subsequently, PESCO charged supplementary bill amounting to Rs. 4,591,352/- for 126880 units from December, 2021 to February, 2024 (27 months).
- (iii) Moreover, Clause-6.1 of Consumer Service Manual (CSM) provides mechanism of meter reading and Clause-6.2 envisages the procedure of percentage checking to ensure accuracy of meter reading. Therefore, recording of correct meter reading is the responsibility of PESCO. Furthermore, according to Clause-6.1.4 of Consumer Service Manual (CSM), meter readers are responsible to check irregularities/ discrepancies in the metering system at the time of reading meters and report the same in the reading book/ discrepancy book or through any other appropriate method as per the practice. The concerned officer/official failed to point out at any stage about the discrepancy.
- (iv) The Consumer Service Manual read with clarifications issued vide letter dated March 26, 2023 provides that if due to any reason the charges i.e. MDI, fixed charges, multiplying factor, power factor penalty, tariff category etc. have been skipped by DISCO; the difference of these charges can be raised within one year for maximum period of six months, retrospectively.
- (v) In view of the said, charging of multiplying factor for Twenty-Seven (27) months is in violation of relevant provisions of Consumer Service Manual (CSM), therefore, PESCO should charge multiplying factor only for the period of Six months.

5. Foregoing in view, PESCO is directed to revise the supplementary bill from 27 months to 6 months. Compliance report be submitted within fifteen (15) days.



**(Lashkar Khan Qambrani)**

Member, Complaints Resolution Committee/  
Director (CAD)



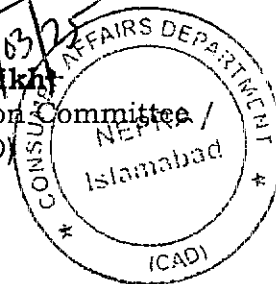
**(Muhammad Irfan ul Haq)**

Member, Complaints Resolution Committee/  
Legal Advisor (CAD)



**(Naweed Illahi Shaikh)**

Convener, Complaints Resolution Committee /  
Director General (CAD)



Islamabad, March 27, 2025.