



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/ 2104 -2025
May 29, 2025

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

Subject: **DECISION IN THE MATTER OF COMPLAINT FILED BY MR. FAIZULLAH KHAN S/O ABDUL QADEER KHAN, UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST PESCO REGARDING WRONG BILLING (A/C# 09 26324 0885000).**
PESCO-PSH-12817-05-22

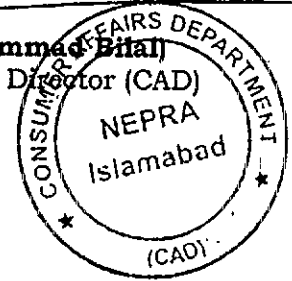
Please find enclosed herewith the decision of the NEPRA Complaints Resolution Committee (CRC) dated May 29, 2025, regarding the subject matter for necessary action and compliance within fifteen (15) days, positively.

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. Mr. Imtiaz Khan (Deputy Director),
NEPRA Regional Office, 6th Saddar Road,
2nd Floor, Tasneem Plaza, Peshawar Cantt.
4. Mr. Faizullah Khan,
Mohallah Abdul Malik Khan,
Village Garhi Kapura, Daulat Zai,
Mardan.
0333-9866631

(Muhammad Bilal)
Additional Director (CAD)



[For follow-up, please]



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

Complaint No. PESCO/PSH/12817-05-22

Mr. Faizullah Khan,
Village Garhi Daulat Zai , Garhi Kapura
District Mardan
0333-9866631

..... **Complainant**

Versus

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

..... **Respondent**

Date of Hearing: April 22, 2025 ,
September 12, 2023 ,
October 07, 2022
October 04, 2022
September 28, 2022

On behalf of:

Complainant: Mr. Faizullah Khan

Respondent: Mr. Tanveer Haider Addl. SE, PESCO
Mr. Muhammad Mohtasim, RO PESCO
Mr. Irshad Ahmad, SDO PESCO

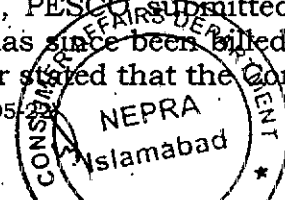
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S/O ABDUL QADEER KHAN UNDER SECTION 39 OF THE REGULATION OF
GENERATION TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER
ACT 1997 AGAINST PESCO REGARDING WRONG BILLING (A/C No Old. 09
26324 0885000) A/C No New. 05 26324 0885000**

DECISION

This decision shall dispose of the complaint filed by Mr. Faizullah 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 PESCO has carried out incorrect billing by charging excessive units far beyond the actual consumption recorded at the premises. The Complainant also highlighted that an 8 kW solar system had been installed at his premises and that the area was subject to load shedding of more than 18 hours per day. Despite repeated requests to the concerned Sub-Divisional Officer (SDO) and Executive Engineer (XEN) for the installation of a check meter, the request was allegedly ignored. The Complainant claimed that the newly installed meter was running approximately 45% faster than normal. Consequently, he requested NEPRA to intervene by directing PESCO to replace the meter and ensure billing based strictly on actual consumption in accordance with the load profile of the premises.

3. The matter was taken up with PESCO. In response, PESCO submitted that the Complainant's meter was replaced in September 2021 and has since been billed based on actual consumption as recorded by the meter. PESCO further stated that the Complainant



had failed to pay his monthly bills regularly, resulting in the accumulation of arrears amounting to Rs. 222,055 as of June 2023. PESCO maintained that billing was carried out in accordance with the actual meter readings and denied any incidence of overbilling or incorrect billing.

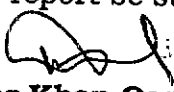
4. The case has been thoroughly examined in light of the available record, arguments presented during the hearings, and the applicable legal provisions. The following observations have been made:


- i. The complaint pertains to the charging of excessive bills to a domestic consumer with sanctioned load of 1 kW, bearing reference number 09263240885000. The complainant contends that 1,164 units and 1,419 units were excessively charged by PESCO during the months of September 2021 and February 2022, respectively.
- ii. PESCO maintains that the bills have been charged in accordance with actual consumption/meter readings. However, the record indicates that no units were charged to the complainant in August 2021, while 1,164 units were charged in September 2021. PESCO charged 1,419 units to the complainant in February 2022, whereas only 115 units were billed in January 2022. This disparity suggests that actual readings were not charged in prior months, leading to an accumulation of units and issuance of excessive bills. This raised concerns about billing inconsistency.
- iii. PESCO failed to provide meter reading snapshots to substantiate that the bills in question were based on actual meter readings.
- iv. The record further shows that consumption for the corresponding months in the previous year (i.e. August 2020 and September 2020) was (157) units and (78) units, respectively. The average consumption for August and September 2021, based on the previous 11 months, is as (135) units and (127) units, respectively. On a query about less consumption; the Complainant submitted that 8 kW solar system is installed at the premises.
- v. It is noted that the electricity meter was replaced in September 2021. However, no "defective" code was assigned to the meter.

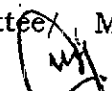
5. In light of the foregoing, PESCO is hereby directed as follows:

- i. To withdraw the bill of 1164 units charged in the month of September, 2021 and instead charge average bills for the months of August 2021 and September 2021, based on the consumer's previous 11 months consumption i.e. September 2020 to July 2021 or consumption recorded in corresponding months of previous year whichever is higher.
- ii. To provide slab benefit to the complainant for the excessive billing in February 2022.
- iii. To withdraw the Late Payment Surcharge (LPS) charged from August 2021 onwards, as the matter remained under dispute.
- iv. To overhaul the complainant's account in line with the above directions.
- v. To allow recovery of the revised bill in easy instalments along with current bills.

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


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


(Muhammad Irfan ul Haq)
Member, Complaints Resolution Committee/
Assistant Legal Advisor


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

Islamabad, May 29, 2025

