



National Electric Power Regulatory Authority
ISLAMIC REPUBLIC OF PAKISTAN
NEPRA Head Office
Ataturk Avenue (East) Sector G-5/1, Islamabad.
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Consumer Affairs
Department

TCD.01/ 1889 -2025
November 07, 2025

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

Subject: DECISION IN THE MATTER OF COMPLAINT FILED BY MR. MATIULLAH SHAH, UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST PESCO REGARDING DETECTION BILL (A/C# 11 26242 0102104, 11 26242 0102108).
PESCO-PSH-49323-01-25

Please find enclosed herewith the decision of NEPRA Complaints Resolution Committee (CRC) dated November 07, 2025 regarding the subject matter for necessary action.

Encl: As above

M. Abid
(Muhammad Abid)
Assistant 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. Imtiaz Khan (Deputy Director),
NEPRA Regional Office, 6th Saddar Road,
2nd Floor, Tasneem Plaza, Peshawar Cantt.
- 4) Mr. Matiullah Shah,
Madina Town, Pindi Road, Kohat.
0334-8286682



NEPRA

BEFORE THE
NATIONAL ELECTRIC POWER REGULATORY AUTHORITY
(NEPRA)
Complaint No. PESCO-NHQ-49323-01-25

Dr. Matiullah Shah
R/o Madina Town, Pindi Road, Kohat.
0334-8286682

..... Complainant

Versus

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

..... Respondent

Date of Hearing: April 22, 2025

On behalf of:

Complainant: Dr. Mattiullah Shah

Respondent: Mr. Ali Aurangzeb, SDO College Town, Kohat

Subject: DECISION IN THE MATTER OF COMPLAINT FILED BY DR. MATIULLAH SHAH UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST PESCO REGARDING DETECTION BILL(s) (A/C Nos. 11-26242-0102108 & 11-26242-0102104)

DECISION

This decision shall dispose of the complaint filed by Dr. Mattiullah Shah (hereinafter referred to as the "Complainant") against Peshawar Electric Supply Company (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. NEPRA received a complaint wherein the Complainant agitated the following issues:

• Reference No. 11-26242-0102108:

The Complainant submitted that the meter of the rented premises having the said connection was declared defective in February 2023 and replaced in April 2023, but no prior notice or discrepancy report was ever shared. The bills were paid and there was no issue until April, 2024 as evident from the bill that no dues are pending. However, an amount of Rs. 15,477/- is charged in the month of May 2024 and is reflected in the bill adjustment column without any justification. Furthermore, in August 2024 after lapse of 15 months, PESCO raised a detection bill of Rs. 108,272/- (1932 units) citing an M&T report dated October 13, 2023. The Complainant denied receiving any proper intimation or evidence in this regard.

• Reference No. 11-26242-0102104:

The Complainant submitted that the electricity meter at the rented premises malfunctioned and suddenly overshoot from 20800 reading dial to 1330226 dial index in a single month after the monthly reading of October 2024. Despite repeated approaches to PESCO to resolve the matter, the meter was replaced in December 2024 after recovery of Rs. 21,300/- from the Complainant. He

requested for reimbursement of the meter cost and refraining PESCO from charging unjustified bill in future.

3. The matter was taken up with PESCO and hearing was held on April 22, 2025 at NPERA Head Office, Islamabad. The hearing was attended by both the parties i.e. representative of PESCO and the Complainant. During the hearing, PESCO reported that 1932 units were charged on the basis of M&T report dated October 13, 2023 against connection bearing Reference No. 11-26242-0102108. Further, PESCO submitted that the disputed meter bearing Reference No: 11-26242-0102104 has been sent to M&T and billing would be adjusted accordingly after receipt of the results. In response, the Complainant argued that despite three years of pendency and repeated follow-ups, no M&T report has been shared, and as such charging of arrears and detection bills are illegal and requested for withdrawal of the same.

4. The case has been examined in detail in light of the written submissions of both parties, arguments advanced during the hearing and the applicable law. The findings are as follows:

- i. The Complainant is a consumer of PESCO having two domestic connections at separate premises bearing reference No. 11-26242-0102108 and 11-26242-0102104.
- ii. The meter at the premises having connection bearing reference No. 11-26242-0102108 was declared defective in February 2023 and replaced in April 2023, however no prior notice or discrepancy report was ever shared with the Complainant. The bills were paid and there was no issue until April, 2024. However, an amount of Rs. 15,477/- was charged in the month of May 2024 as adjustment without any details. In August 2024, after lapse of 15 months (from replacement of meter i.e. April 2023), PESCO raised a detection bill of Rs. 108,272/- (1932 units).
- iii. PESCO is of the view that the Complainant's meter became defective and 1932 units were charged on the basis of M&T report dated October 13, 2023.
- iv. To verify PESCO's contention regarding charging the impugned detection bill, the consumption data of the Complainant's premises is tabulated below:

Billing History: (Reference No. 11-26242-0102108)				
Month	Years			
	2022 (Units)	2023 (Units)	2024 (Units)	2025 (Units)
January	143	156	50	24
February	0	156 (DF)	43	51
March	56	166 (DF)	67	57
April	154	30 (RP)	107	103
May	178	172	103	177
June	204	196	143	176
July	147	134	155	142
August	58	290	172	
September	115	180	131	
October	311	173	149	
November	178	93	97	
December	0	78	56	
Average/Month	128	152	106	104

The electricity consumption of the Complainant's connection shows that there is no variation in consumption of the Complainant prior and after replacement of meter. Moreover, after replacement of meter there is no increase in consumption prior to defectiveness of the meter; bills were charged as per normal reading. However, PESCO has charged 1932 units without timely M&T

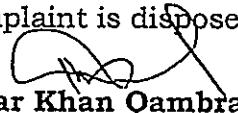
verification and not notifying to the consumer in contrary to the provisions of the Consumer Service Manual (CSM) and is therefore unjustified.

- v. Clause 4.3.2(d) of the CSM provides that where a meter is declared defective, data retrieval and billing adjustment must be made within three (3) months, extendable to six (6) months if meter is sent to the manufacturer. If data is not retrieved within that period, no adjustment is permissible. In the instant case, the meter against reference No. 11-26242-0102108 was replaced in April 2023, and an amount of Rs. 15,477/- was charged in the month of May 2024 which is reflected in the bill adjustment column without any justification. Furthermore, a detection bill of 1932 units was also charged after lapse of 15 months i.e. in August 2024.
- vi. The dial index of the meter bearing reference No. 11-26242-0102104 was recording 20625 index as per snap on October 2024 bill which then suddenly overshoot to 133022 dial index as per meter reading snap on the bill of November 2024. PESCO is of the view that the disputed meter has been sent to M&T and billing would be adjusted accordingly after receipt of the results. However, PESCO failed to produce any record.
- vii. Clause 4.4 of the CSM envisages that the meter cost will be borne by the consumer if Meter defective/ damaged/ burnt/ display wash is due to Consumer's fault including overloading, internal wiring defect etc. otherwise the meter will be changed on cost of DISCO. However, PESCO replaced the meter of reference No. 11-26242-0102104 in December 2024, after recovery of meter cost from the Complainant in violation of provisions of CSM.
- viii. PESCO failed to justify charging of the impugned detection bill before this forum. PESCO also did not comply with the procedure laid down in CSM regarding data retrieval. PESCO was required to retrieve the data within three months however, the same was not done in timely manner. Moreover, PESCO has illegally recovered the cost of meter from the Complainant.

5. Foregoing in view, the adjustment amount of Rs. 15,477/- and detection bill of 1932 units amounting to Rs. 108,272/- charged by PESCO in the months of May 2024 & October 2024 respectively, against connection bearing reference No. 11-26242-0102108 and recovery of cost of meter against reference No. 11-26242-0102104 are unjustified. Accordingly, PESCO is directed to:

- i. Withdraw the adjustment amount of Rs. 15,477/- raised in the month of May 2024 against connection bearing reference No. 11-26242-0102108.
- ii. Withdraw the detection bill of Rs. 108,272/- along with any late payment surcharge (LPS) against connection bearing reference No. 11-26242-0102108.
- iii. Reimburse/credit the meter cost paid by the Complainant against connection bearing reference No. 11-26242-0102104.
- iv. Overhaul the Complainant's accounts in light of above.

6. The complaint is disposed of in the above terms.


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


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


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

Islamabad, November 17, 2025

