



**Consumer Affairs  
Department**

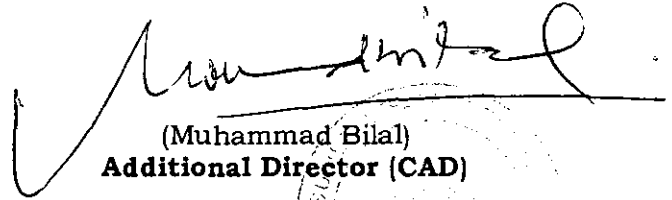
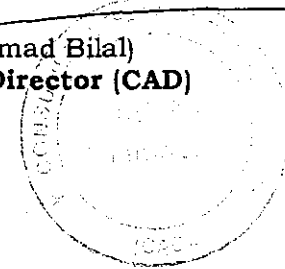
TCD.01/ 605 -2025  
February 11, 2025

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

Subject: **DECISION IN THE MATTER OF COMPLAINT FILED BY MR. IMRAN KHAN  
S/O ANWAR KHAN UNDER SECTION 39 OF THE REGULATION OF  
GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER  
ACT, 1997 AGAINST PESCO REGARDING DETECTION BILL (A/C# 30 26225  
0024383).**  
**PESCO-NHQ-34660-02-24**

Please find enclosed herewith the decision of NEPRA Complaints Resolution  
Committee dated February 11, 2025, regarding the subject matter for necessary  
action.

**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) Imran Khan S/O Anwar Khan,  
Nowshera Road, Sarkhandheri,  
Tehsil & District Mardan.  
Cell: 0317-8329889, 0331-4909062



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

**Complaint No. PESCO-NHQ-34660-02-24**

**Mr. Imran Khan s/o Anwar Khan,**  
Nowshera Road, Sarkhandheri, Tehsil & District Mardan  
0317-8329889, 0331-4909062

..... Complainant

**Versus**

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

..... Respondent

**Date of Hearing(s):** March 7, 2024, April 4, 2024 & June 12, 2024

**On behalf of  
Complainant:**

i) Mr. Muhammad Imran

**Respondent:**

- ii) Executive Engineer (Operation) PESCO
- iii) SDO (Operations) PESCO
- iv) Revenue Officer, PESCO

**Subject: DECISION IN THE MATTER OF COMPLAINT FILED BY MR. IMRAN KHAN S/O MR. ANWAR KHAN UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST PESCO REGARDING DETECTION BILL (A/C# 30 26225 0024383).**

**DECISION**

This decision shall dispose of the complaint filed by Mr. Imran Khan (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. The Complainant in the complaint submitted that during the month of December, 2019 PESCO charged the Complainant a detection bill amounting to Rs.13,12,018/- on the basis of 96% slowness of energy meter for a period of six months. Being aggrieved with the said bill, the Complainant approached Peshawar High Court, Peshawar whereby the hounourable court vide order dated January 22, 2024 decided the matter that the proper forum for adjudication of such disputes is NEPRA, therefore, the Complainant approached NEPRA for redressal of his grievances.

3. The matter was taken up with PESCO for submission of report, however, PESCO failed to submit the report. In order to proceed further hearings were held at NEPRA Head Office, Islamabad which were attended by both the parties (PESCO and the Complainant) wherein the parties advanced their arguments. The case has been analysed in the light of arguments advanced by the parties, documents placed on record and applicable law. Following has been concluded:

- (i) The Complainant is an industrial consumer of PESCO against account No. 2426225024383R with sanctioned load of 158 kW and applicable tariff category B2b(12)T. During the month of December, 2019, PESCO issued a detection bill of Rs. 1,312,018 to the Complainant, on the basis of 96% slowness of meter due to carbonization of all the CTs.
- (ii) The Complainant approached Consumer Protection Court, Nowshera whereby the court vide order dated September 26, 2020 decided the matter that consumer



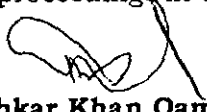
shall be charged for two (02) cycle-month in the light of letter No. REI/NSR/FM-02/dn\_148 dated August 08, 2019 of the Electric Inspector or an alternate for 2-months of the corresponding months of previous (2018) or subsequent year (2020) without LPS for the period 27.01.2020 to 27.09.2020.


- (iii) However, the Complainant filed an appeal before Peshawar High Court, Peshawar against the decision of Consumer Protection Court, Nowshera. The honourable Court in the matter of FAO No. 138-P/2020 with CM No. 806-P/2020 vide order dated January 22, 2024 decided that the proper forum for adjudication of such dispute is NEPRA. Accordingly the Complainant approached NEPRA and filed the instant complaint.
- (iv) Scrutiny of documents (PITC data) further revealed that PESCO also charged two detection bills amounting to Rs. 68,195/- each during the months of November, 2022 and December, 2022. PESCO was provided ample opportunity to justify the said detection bills, however, PESCO failed to provide any valid justification, evidences as required under the provision of Consumer Service Manual (CSM) or any document to validate these detection bills.
- (v) During the hearings PESCO officials showed their intention for revision of detection bill issued during the month of December, 2019; in the light of letter No. REI/NSR/FM-02/dn\_148 dated August 08, 2019 of the Electric Inspector (EI) subject to verification of a few missing payments against the monthly electricity bills for the period i.e. (August 2019 & onwards).
- (vi) According to Clause-4.4(e) of Consumer Service Manual (CSM) applicable during the year 2019; charging of consumers on the basis of defective code, where the meter is not recording the actual consumption (due to slowness) will not be more than TWO billing cycles, moreover, multiplying factor is required to be enhanced accordingly for recovery of loss sustained by DSICO due slowness of meter, however, PESCO charged the detection bill on load factor formula in violation of the above mentioned provision of CSM, therefore, the impugned detection bill is required to be revised on the basis of slowness for two months instead of load factor formula.


4. Foregoing in view, PESCO is directed for the following:

- (i) To withdraw all three detection bills charged to the Complainant during the months of December-2019, November-2022 and December-2022 respectively.
- (ii) The Complainant be charged a supplementary bill on the basis of 96% slowness for two (02) months prior to date of checking instead of six (06) months and to enhance multiplying factor accordingly till the replacement of meter.
- (iii) To overhaul the account of the Complainant by adjusting LPS and FPA charged during the period from December, 2019 to date due to the nonpayment of the bills owing to the issuance of excessive detection bills.

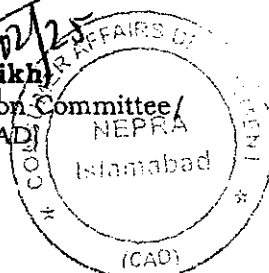
5. Further proceedings in the matter are being closed in above terms.

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

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

  
**(Naveed Hani Shaikh)**  
Convener, Complaints Resolution Committee/  
Director General (CAD)

Islamabad, February 11, 2025



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