



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/ 3888 -2025
September 12, 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. ISMATULLAH S/O MEHMOOD, UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST PESCO REGARDING DETECTION BILL (A/C# 14 26533 0164510).**
PESCO-NHQ-58566-07-25

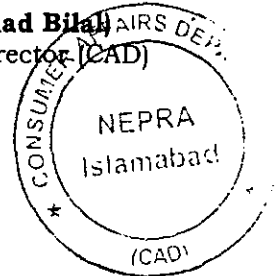
Please find enclosed herewith the decision of NEPRA Complaints Resolution Committee (CRC) dated September 12, 2025, regarding the subject matter for necessary action and compliance.

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. Ismatullah S/o Mehmood,
Darbar, Chekrara, Timargara,
Lower Dir.
0313-5060331

(Muhammad Bilal) AIRS DEPT.
Additional Director (CAD)



Note: In case of any complaint, the consumers are advised to approach their respective distribution company in the first instance. In case of non-redressal of their grievances, the consumers can file ONLINE complaint on NEPRA's website at <https://nepra.org.pk/CAD-Database/CMS-CAD/home.php>



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

Complaint No. PESCO-NHQ-58566-07-25

Mr. Ismatullah S/O Mehmood
Derbar, Chakdara, Timergara.
0313-5060331

..... Complainant

Versus

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

..... Respondent

Date of Hearing: August 07, 2025

On behalf of: Mr. Ismatullah

Complainant:

Respondent: Mr. Muhammad Nauman, SDO Chakdara

Subject: **DECISION IN THE MATTER OF COMPLAINT FILED BY MR. ISMATULLAH S/O MEHMOOD UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST PESCO REGARDING DETECTION BILL [A/C# 14 26533 0164510]**

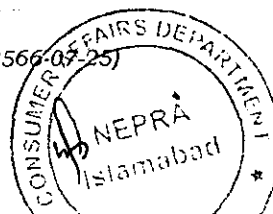
This decision shall dispose of the complaint filed by Mr. Ismatullah (hereinafter referred to as the "Complainant") against Peshawar Electric Supply Company Limited (hereinafter referred to as the "Respondent" or "PESCO"), under Section 39 of the Regulation of Generation, Transmission and Distribution 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 agitated that PESCO charged an illegal detection bill amounting to Rs. 56,183/- in June 2025 against his residential connection. The Complainant approached NEPRA seeking correction of the said bill and redressal of his grievances.

3. The matter was taken up with PESCO and hearing in this regard was held on August 07, 2025, which was attended by both the parties i.e. PESCO & the Complainant. During the hearing, PESCO submitted that the complainant was issued a detection bill for Rs. 56,183/- on the basis of M&T report dated December 05, 2024 with remarks "Non PC meter seals tampered shunt exists for stealing". The Complainant, however, denied the allegations of theft and challenged the validity of the M&T report, pointing out that it was conducted after 18 months of meter replacement, and the detection bill was issued after 24 months, in June 2025.

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

- i. The Complainant is a consumer of PESCO having domestic connection bearing reference No. 14 26533 0164510. He submitted that his electricity meter became defective in May 2023 due to rain, after which he approached PESCO, and the meter was replaced in the June 2023.

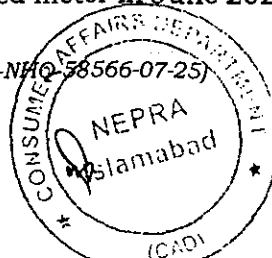


- ii. PESCO charged detection bill of 1314 units on connected load (3 kW) based on the M&T report dated December 05, 2024, which contained the remarks: "Non PC meter seals tampered shunt exists for stealing".
- iii. PESCO replaced the defective meter in June 2023. The Complainant continued to pay his regular bills thereafter. However, in June 2025, PESCO issued a detection bill of Rs. 56,183/- on account of M&T report dated December 05, 2024.
- iv. The Respondent failed to justify charging of the impugned detection bill before this forum. PESCO also did not comply with the procedure laid down in Chapter 4 of the CSM regarding defective meter. Clauses 4.3.3 of Consumer Service Manual (CSM) provides that if at any time DISCO doubts the accuracy of any metering installation, DISCO may after informing the consumer, fix another duly calibrated and tested metering installation (check meter) in series with the impugned metering installation to determine the difference in consumption or maximum demand recorded by the check meter and that recorded by the impugned metering installation during a fixed period.
- v. Moreover, PESCO did not follow the procedure laid down in chapter 9 for establishing illegal abstraction of electricity. Clause 9.2.2 of the CSM provides that for investigation by DISCO for establishing illegal abstraction of electricity, DISCO will secure metering installation without removing it in the presence of the consumer or his representative, install check meter at the premises and declare it as a billing meter. However, in the instant case PESCO neither installed check meter nor provided any pictorial/video evidence of meter tampering.
- vi. To further verify PESCO's contention regarding charging the impugned detection bill, the consumption data of the Complainant's premises is tabulated below:

Billing History

Month	Years			
	2022 (Units)	2023 (Units)	2024 (Units)	2025 (Units)
January	175	95	103	156
February	212	180	104	165
March	101	79	102	117
April	133	82	107	131
May	252	151	97	94
June	172	89	180	403
July	243	410	256	
August	254	142	209	
September	236	219	207	
October	358	138	163	
November	79	85	94	
December	133	126	120	
Average	195	149	145	177

The electricity consumption of the Complainant's connection shows no abnormal variation in consumption of the Complainant as compared with the consumption observed before and after replacement of impugned meter in June 2023. In view thereof, the



allegation of theft lacks merit when viewed against the historical consumption data.

vii. Furthermore, clause 9.1.4 of the CSM provides that for evidence of theft, photos and/or videos shall be recorded for exhibition before the competent forum. However, PESCO failed to provide any evidence to substantiate the involvement of the Complainant in theft of electricity/tampering of meter.

viii. Further, CSM envisages that if due to any reason the charges i.e. MDI, fixes charges, multiplying factor, power factor penalty, tariff category etc, have been skipped by DISCO due to any reason; the difference of these charges can be raised within one year for maximum period of six months, retrospectively. However, in this case the impugned meter was replaced in June 2023 and the detection bill was charged in June, 2025 after lapse of two years which is unjustified and has no legal effect.

5. In view of the foregoing, the detection bill charged by PESCO is unjustified. Accordingly, PESCO is directed to withdraw the detection bill of 1314 units amounting to Rs. 56,183/- along with any Late Payment Surcharge (LPS) charged to the Complainant and overhaul the Complainant's account. The Complaint is disposed of in the above terms.



(Lashkar Khan Qambrani)

Member, Complaints Resolution Committee/
Director (CAD)



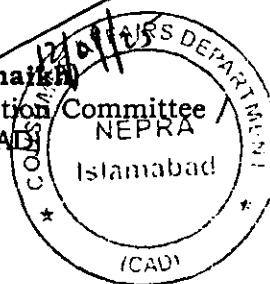
(Muhammad Irfan ul Haq)

Member, Complaints Resolution Committee/
Legal Advisor (CAD)



(Naweed Illahi Shaikh)

Convener, Complaints Resolution Committee /
Director General (CAD)



Islamabad, September 12, 2025.