



National Electric Power Regulatory Authority
ISLAMIC REPUBLIC OF PAKISTAN
Provincial Office of Consumer Affairs
6th Saddar Road, 2nd Floor, Room No. 3 & 4, Tasneem Plaza,
Peshawar Cantonment, Peshawar, Khyber Pakhtunkhwa
Ph: 091-5271238, Fax: 091-5271239

POP/ 1375 /2024
April 16 , 2024

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


Subject: **COMPLAINT FILED BY MR. KHATEER AHMAD UNDER SECTION 39 OF THE
REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF
ELECTRIC POWER ACT, 1997 AGAINST PESCO REGARDING
WRONG BILLING (A/C NO. 01 26217 0300010)
COMPLAINT # PESCO/PSH-31139/11/2023**

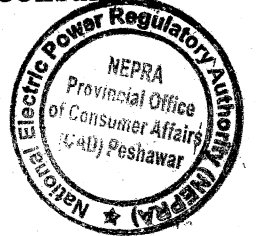
Please find enclosed herewith the decision of the NEPRA dated April 16, 2024, regarding the subject matter for necessary action and compliance within fifteen (15) days, positively.

Encl: As Above

Copy to:

1. Director General (CAD)
NEPRA Office Building, Attaturk Avenue (East),
Sector G-5/1, Islamabad
2. Chief Commercial Officer, PESCO,
WAPDA House, Sakhi Chashma Shami Road,
Peshawar
3. Incharge Complaint Cell, PESCO
WAPDA House, Sakhi Chashma Shami Road,
Peshawar
4. Mr. Khateer Ahmad
House No. 1 Sector B-1 Zone-III, RMT, Peshawar
Khyber Pakhtunkhwa
Phone No. 0333-2251122


(Imtiaz Khan)
Deputy Director
(Consumer Affairs)



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



BEFORE THE
NATIONAL ELECTRIC POWER REGULATORY AUTHORITY
(NEPRA)

Complaint No. PESCO-PSH-31139-11-23

Mr. Khateer Ahmad

House No : 1, Sector B-1, Zone-III
Regi Model Town, Peshawar.
Ph: 0333-2251122

..... Complainant

Versus

Peshawar Electric Supply Company (PESCO)

WAPDA House, Sakhi Chasma, Shami Road,
Peshawar , Khyber Pukhtunkhwa.

..... Respondent

Date of Hearings: December 12th, 2023
January 16th, 2024
February 21st, 2024

On behalf of:

Complainant:

Mr. Malik Auragzaib
Mr. Shariq Khattak

Respondent:

Mr. Shahbaz (SDO , Tajabad sub-division)
Mr. Zeeshan, (LS, Tajabad sub-division)

Subject: DECISION IN THE MATTER OF COMPLAINT FILED BY MR. KHATEER AHMED UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST PESCO REGARDING NON-DELIVERY OF ELECTRICITY BILL (Ref # 01-26217-0300010- U).

DECISION

This decision shall dispose of the complaint filed by Mr. Khateer Ahmad (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. NEPRA Regional Office, Peshawar received a complaint filed by Mr. Khateer Ahmed dated November 16, 2023 against PESCO wherein the Complainant submitted that 01 No. of an electricity connection (Reference no: 01-26217-0300010) was installed in his premises and he applied for a separate connection in second portion in September 2022 and the same was installed after payment of Demand Notice. Despite his repeated requests, PESCO failed to feed the Service Connection Order (SCO) timely and kept sending bills for the old meter only. The concerned meter reader neglected to record the new meter's

readings in each billing cycle. The new meter was disconnected by PESCO in October 2023 without any proper notice and asked the complainant to pay the amount of Rs. 360,171/- against the 8430 pending units in his meter. However, there was not such pendency in the impugned meter and the complainant refused to pay the same amount, he further added. In response, PESCO warned the complainant that if in case of non-payment of the said amount, the old meter installed at his premises would be disconnected. Subsequently, the complainant paid an amount of Rs. 360,171/- in October 2023 but the same amount was reflected in the old meter bill (Reference no: 01-26217-0300010). The matter was taken up with PESCO and in order to analyze the matter, a hearing was held on December 12, 2023 at NEPRA Regional Office, Peshawar which was attended by both the parties i.e. PESCO & the Complainant who advanced their argument based on there earlier submission.

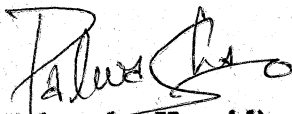
3. During the hearing, PESCO submitted that the complainant's new connection was installed in September 2022 however, the SCO (Service Connection Order) was not fed in-time and 8430 units were pending since September 2022 which were pointed out by the S&I Directorate PESCO during its routine raid in October 2023 and subsequently a bill was charged to the complainant against the pending units amounting to Rs. 360,171/-. The complainant refused to pay the bill and removed the impugned meter from his premises. Resultantly, PESCO warned the complainant for disconnection of the old meter installed at his premises if in-case the same amount was not paid by the complainant. In response to frequent refusal from the complainant to pay the said amount, the new meter was disconnected. Consequently, the complainant paid the said amount upon disconnection of his old meter. However, despite of feeding proper SCO and charging the pending units in new reference number, PESCO charged the said amount against the old reference number (i.e. 01-26217-0300010). Furthermore, PESCO officials alleged that the new removed meter was kept by the complainant in his custody. In response the complainant contradicted the allegation. However, PESCO failed to provide the necessary documentary evidence to support this claim. Furthermore, a CCTV footage was provided by the complainant showing PESCO staff removing the impugned meter. In response, PESCO officials acknowledged that the meter removed in CCTV footage was the old meter installed in January 2018, not the new impugned meter. The impugned meter, was still in the consumer's possession, PESCO further claimed. The complainant strongly denied these accusations. In order to arrive at an informed conclusion, another hearing was held at NEPRA Head Office in Islamabad on February 21st, 2024 which was attended by both the parties i.e. PESCO & the complainant.

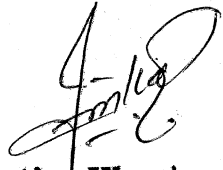
4. The case has been examined in detail in the light of the written/verbal arguments of both the parties and applicable law. The following has been concluded:

- (i) The Complainant is a domestic consumer of PESCO having a connection with sanction load 09 KW installed under reference No 01-26217-0320160. The Complainant applied for a separate connection for second portion in September 2022 and paid the demand notice accordingly but PESCO failed to feed SCO timely. Subsequently, a total of 8430 units were pending against the complainant which was pointed out by S&I department PESCO during its routine raids. The pending units were billed against his old reference number amounting to Rs. 360,171/- in October 2023.
- (ii) The record made so available during the hearing revealed that the amount (i.e. Rs. 360,171/-) duly paid by the complainant was reflected in his old reference number i.e. 01-2621- 0320160 as the service connection order (SCO) for new connection was not fed timely. However, SCO for new connection with reference number 01-26217-0300007 was fed in January 2024 and the total pending units i.e. 8430 units were billed against the new reference number on existent tariff instead of the revised stipulated tariff since September 2022. This led to a total bill amounting to Rs. 555,148/-.

- (iii) Clause 6.1 of Consumer Service Manual (CSM) provides that the consumer be charged bills as per actual meter readings/snaps after feeding of service connection order (SCO). Additionally, clause 6.1.2 and clause 6.2.1 of CSM provides that Meter Reader and Line Superintendent are responsible for meter reading of such consumers and percentage checking of meters as well. However, due to sheer negligence of concerned Meter reader and Line Superintendent, SCO was not fed in-time despite frequent request by the complainant. Resultantly, 8430 units were remained un-billed against the complainant which was later charged on existent tariff after feeding of SCO in January 2024 instead of stipulated tariff since September 2022 resulted an exorbitant amount of Rs. 555,148/-.

5. Foregoing in view, PESCO is directed to shift the amount (i.e. Rs. 360,171/-) duly paid by the complainant from old reference number (01-26217-0320160) to new reference number (01-26217-0300007) and adjust the same amount as per stipulated tariff since September 2022. Moreover, if the complainant intends to install the meter against the new reference number, PESCO will cover the associated costs. Compliance report be submitted within fifteen (15) days.


(Palwasha Hamid)
Deputy Director (CAD)


(Imtiaz Khan)
Deputy Director (CAD)

Peshawar, April 16 , 2024.

