



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/ 1220 /2024
January 17, 2024

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


Subject: COMPLAINT FILED BY MR. HAMID KHAN UNDER SECTION 39 OF THE
REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF
ELECTRIC POWER ACT, 1997 AGAINST PESCO REGARDING EXCESSIVE
BILLING (A/C NO. 01 26223 0006884)
COMPLAINT # PESCO/PSH-30429/10/2023

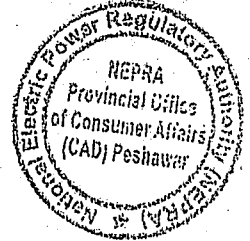
Please find enclosed herewith the decision of the NEPRA Complaint dated January 17, 2024, regarding the subject matter for necessary action and compliance within due course of time.

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. Hamid Khan
Kundi Taza Din, Nowshera
Khyber Pakhtunkhwa
Cell No. 0313-9411758


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-30429-10-2023

Mr. Hamid Khan
Village Kandi Taza Din, Nowshera,
Khyber Pakhtunkhwa

..... **Complainant**

Versus

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

..... **Respondent**

Date of Hearing: December 26, 2023

On behalf of:
Complainant: Mr. Hamid Khan

Respondent: Mr. Fakhr-e-Alam, RO, PESCO
Mr. Karim Khan, Technical Assistant,
Nowshera City Division, PESCO

Subject: **DECISION IN THE MATTER OF COMPLAINT FILED BY MR. HAMID KHAN
UNDER SECTION 39 OF THE REGULATION OF GENERATION,
TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997
AGAINST PESCO REGARDING EXCESSIVE BILLING (A/C# 01 26223
0006884)**

DECISION

This decision shall dispose of the complaint filed by Mr. Hamid 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. NEPRA received a complaint wherein it was submitted by the complainant that his meter was replaced in January 2023 however, MCO was not processed timely and the same was fed in April 2023 resulting in high bill amounting to Rs. 110,000/-. Moreover, the new meter was charged excessively every month since April 2023 without taking any proper snaps resulted in substantial amount of bill of Rs. 317,000/-, he further added. The complainant approached PESCO office but PESCO failed to redress grievances of the complainant. Subsequently, the complainant approached NEPRA for correction of his bill and redressal of his grievances.

3. The matter was taken up with PESCO for submission of parawise comments/report. Thereafter, in order to probe further into the matter, various hearings were held at NEPRA Provincial Office, Peshawar which were attended by representatives of both the parties who advanced their arguments based on their earlier submissions.

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

(i) The complainant is a domestic consumer of PESCO having a connection with sanction load 01 KW installed under reference No. 01262230006884. The complainant's meter was replaced in January 2023 however, PESCO failed to feed MCO in-time and the same was fed in April 2023. The impugned meter recorded **1672 Units** during this period but the same units were charged in the complainant's bill with high slab without any segregation/accumulation in April 2023 after feeding of late MCO which is in violation of clause 6.4.2 of CSM which provides that in case where accumulated readings are recorded, segregated bills shall be prepared keeping in view the number of months for which the readings have accumulated to give slab benefit/relief to the consumers.

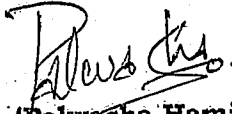
(ii) Moreover, it was also revealed that the complainant's meter was charged upto **4249 reading index** in the billing month of December 2023 whereas actual reading in the meter was **2814 reading index** as such **1435 units** were charged in excess. The complainant's sanction load was 01KW. In this regard clause 6.1 of Consumer Service Manual (CSM) provides that the consumer be charged bills as per actual meter readings/snaps. 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, the complainant was charged with excessive billing.

5. Foregoing in view, PESCO is directed

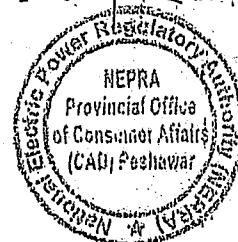
(i) To refund excessively charged **1435 units** to the complainant in next billing cycle.

(ii) To segregate **1672 units** charged in April 2023 on previous **Four (04) months** to give slab benefit/relief to the complainant.

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


(Palwasha Hamid)
Deputy Director (CAD)


(Imtiaz Khan)
Deputy Director (CAD)



Peshawar, January 17, 2024.