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/ 1222 /2024
January 17 , 2024

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

Subject: **COMPLAINT FILED BY MR. MAJEED ULLAH UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST PESCO REGARDING EXCESSIVE BILLING (A/C NO. 08 26224 0395801)**
COMPLAINT # PESCO/PSH-29263/10/2023

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

Imtiaz Khan
Deputy Director
(Consumer Affairs)

NEPRA Provincial Office of Consumer Affairs (CAD) Peshawar

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. Majjed Ullah
   Malak Abad, Nowshera
   Khyber Pakhtunkwa
   Cell No.

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-29263-10-2023

Mr. Majeed Ullah ..... **Complainant**
Village Malak Abad, Nowshera,
Khyber Pakhtunkkhwa

Versus

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

Date of Hearing: January 02, 2024
On behalf on Complainant: Mr. Majeed Ullah

Respondent: Mr. Fakhr-e-Alam, RO, PESCO

Subject: **DECISION IN THE MATTER OF COMPLAINT FILED BY MR. MAJEED ULLAH UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST PESCO REGARDING WRONG BILLING (A/C# 08 26224 035801)**

DECISION

This decision shall dispose of the complaint filed by Mr. Majeed Ullah (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 September 2019 however, MCO was not processed on time and he was charged on removed meter excessively amounting to Rs. 240,000/-. 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. 08262240395801. The complainant's meter became defective and was replaced in September 2019 however, PESCO failed to feed

MCO in-time and subsequently, the complainant was charged on removed meter from September 2019 to October 2022. The complainant was charged for **5297 units** during the disputed period on removed meter while the new replaced meter on site recorded **5188 consumed units** during this period which were outstanding against the consumer and the same units were charged in complainant's bill after feeding of MCO in October 2022. The complainant was charged twice/doubled during the impugned period which is not justified.

(ii) Moreover, clause 6.4.2 of CSM 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. In instant case, **5188 units** were charged in the complainant's bill in October 2022 after feeding the MCO, with high slab without any segregation/accumulation.

5. Foregoing in view, PESCO is directed

(i) To refund excessively charged **5297 units** to the complainant in next billing cycle.

(ii) To segregate **5188 units** charged in October 2022 on previous **Thirty-Seven (37) 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)

NEPRA Provincial Office of Consumer Affairs (CAD) Peshawar
National Electric Power Regulatory Authority

Peshawar, January 17, 2024.