



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**

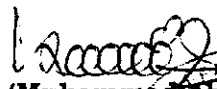
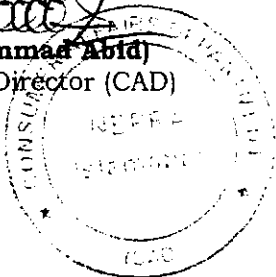
TCD.01/ 2138 -2025
June 23, 2025

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

Subject: **DECISION IN THE MATTER OF COMPLAINT FILED BY MR. JALAL KHAN,
UNDER SECTION 39 OF THE REGULATION OF GENERATION,
TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997
AGAINST PESCO REGARDING DETECTION BILL (A/C# 06 26241 0042890).
PESCO-NHQ-50085-02-25**

Please find enclosed herewith the decision of NEPRA Complaints Resolution Committee (CRC) dated June 23, 2025, regarding the subject matter for necessary action and compliance within thirty (30) days.

Encl: As above


(Muhammad Abid)
Assistant 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. Mr. Jalal Khan,
Garden Colony, Kohat.
0333-9614841



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

Complaint No. PESCO-NHQ-50085-02-25

Mr. Jalal Khan,
Garden Colony, Kohat.
0333-9614841

..... Complainant

Versus

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

..... Respondent

Date of Hearing: May 16, 2025

On behalf of:
Complainant: Mr. Jalal Khan

Respondent: Mr. Ihsanullah, SDO (Kohat), PESCO

Subject: DECISION IN THE MATTER OF COMPLAINT FILED BY MR. JALAL KHAN,
UNDER SECTION 39 OF THE REGULATION OF GENERATION,
TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997
AGAINST PESCO REGARDING DETECTION BILL (A/C# 06 26241 0042890).

DECISION

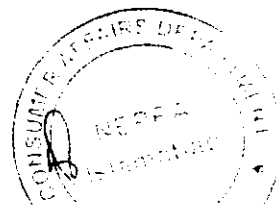
This decision shall dispose of the complaint filed by Mr. Jalal Khan (hereinafter referred to as the "Complainant") against Peshawar Electric Supply Company Limited (hereinafter referred to as the "Respondent" or "PESCO"), under Section 39 of the Regulation of Generation, Transmission and Distribution of Electric Power Act, 1997 (hereinafter referred to as the "NEPRA Act").

2. Brief facts of the case are that the Complainant approached PESCO for rectification of his electricity bill for the month of October 2024, wherein he had been charged for 771 excess units. However, instead of correcting the bill, PESCO proceeded to replace the electricity meter and subsequently issued a detection bill amounting to Rs. 70080/-. The Complainant requested for withdrawal of the same.

3. The matter was taken up with PESCO, however, PESCO failed to submit report. In order to proceed further, hearing was also conducted on May 16, 2025 which was attended by the representatives of PESCO in person and the Complainant online.

4. The case has been examined in detail in light of record made so available by both parties, arguments advanced during the hearing and applicable law. The following has been observed:

- i. The instant matter pertains to correction of excess bill and charging of detection bill amounting to Rs. 70080/- against connection bearing reference No. 06 26241 0042890 R having domestic tariff.



- ii. PESCO is of the view that during a routine checking of the Complainant's premises, the meter was checked and found tampered. Accordingly, detection bill was charged on connected load of 3 kW against a sanctioned load of 1 kW.
- iii. The record reveals that prior to the meter replacement and issuance of supplementary bill, the Complainant was overcharged by 771 units which is evident from the bill of October 2024. The meter reading snap shows the actual meter reading at 68474 units whereas the Complainant was billed up to 69245 units. Further, the meter test results are showing final actual reading as 68775 which suffice that the Complainant was charged 470 units in excess prior to meter replacement. Subsequently, instead of correcting bill; PESCO replaced the meter in January 2025.
- iv. 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. 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.
- vi. 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 meter PESCO neither installed check meter nor provided any pictorial/video evidence of meter tampering.
- vii. Further, PESCO charged detection bill of 1314 on connected load of 3 kW against a sanctioned load of 1 kW. However, representative of PESCO could not provide any proof of connected load of 3 kW.

5. Foregoing in view, PESCO is directed to withdraw the detection bill i.e. 1314 units charged to the Complainant against reference No. 06-26241-0042890 R. Moreover, the Complainant's account be overhauled against the overcharged units prior to meter replacement in January 2025. Compliance report in this regard be submitted to this office within thirty (30) days.

(Lashkar Khan Qambrani)

Member, Complaints Resolution Committee/
Director (CAD)

(Muhammad Irfan-ul-Haq)

Member, Complaints Resolution Committee/
Assistant Legal Advisor

(Naweed Hlali Shaikh)

Convener, Complaints Resolution Committee/
Director General (CAD)

Islamabad, June 23, 2025

1. To be sent to: Jaleel Khan VS. PESCO (PESCO-NHQ-30085-02-25)

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