



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/ 2195 -2025
June 03, 2025

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

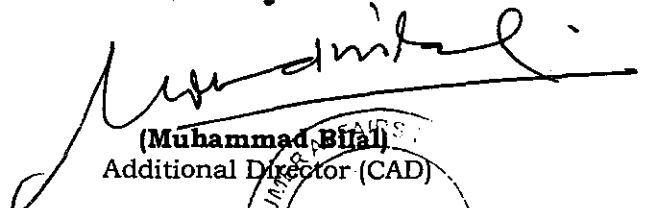
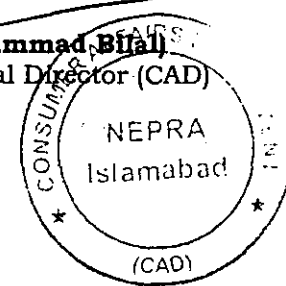
Subject: **DECISION IN THE MATTER OF COMPLAINT FILED BY MR. FAWAD
S/O HAJI ZAHOR, UNDER SECTION 39 OF THE REGULATION OF
GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER
ACT, 1997 AGAINST PESCO REGARDING DETECTION BILL
(A/C# 30 26154 0102751).
PESCO-NHQ-51631-03-25**

Please find enclosed herewith the decision of NEPRA Complaints Resolution
Committee (CRC) dated June 03, 2025, regarding the subject matter for necessary
action.

Encl: As above

Copy to:

1. Chief Commercial Officer, PESCO,
WAPDA House, Sakhi Chashma Shami Road,
Peshawar.
2. Mr. Imtiaz Khan (Deputy Director),
NEPRA Regional Office, 6th Saddar Road,
2nd Floor, Tasneem Plaza, Peshawar Cantt.
3. Incharge Complaint Cell, PESCO,
WAPDA House, Sakhi Chashma Shami Road,
Peshawar.
4. Mr. Fawad S/o Haji Zahoor,
Qaroon Dheri Tangi, District Charsadda.
0300-9394133


(Muhammad Bifal)
Additional Director (CAD)




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

Complaint No. PESCO-NHQ-51631-03-25

Mr. Fawad S/o Haji Zahoor

Qaroon Dheri Tangi, District Charsadda,
0300-9394133
Khyber Pakhtunkhwa

..... **Complainant**

Versus

Peshawar Electric Supply Company (PESCO)

WAPDA House, Sakhi Chashma Shami Road, Peshawar.

..... **Respondent**

Date of Hearing:

March 25, 2025
May 05, 2025

On behalf of:

Complainant:

Mr. Fawad S/O Haji Zahoor

Respondent:

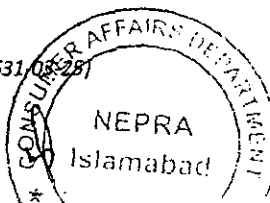
Mr. Rizwan Ullah, XEN (Operation), PESCO
Mr. Ihsanullah, SDO Tangi, PESCO

Subject: DECISION IN THE MATTER OF COMPLAINT FILED BY MR. FAWAD S/O HAJI ZAHOR, UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST PESCO REGARDING DETECTION BILLING [A/C# 30 26154 0102751]

DECISION

This decision shall dispose of the complaint filed by Mr. Fawad S/O Haji Zahoor (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").

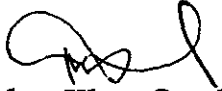
2. Brief facts of the case are that the Complainant in his complaint has submitted that he was charged a detection bill by PESCO amounting to Rs. 35,93234 /-. The Complainant requested NEPRA for withdrawal of the detection bill. The matter was taken up with PESCO and hearings were held on March 25, 2025 and May 05, 2025 at NEPRA Head Office, Islamabad which were attended by both the parties i.e. PESCO & the Complainant wherein the matter was discussed in detail. During the hearing, PESCO representatives submitted that on July 11, 2022 the complainant was caught red-handed by the checking team, using direct connection from the Transformer bushes. Therefore, FIR was lodged against the complainant for illegal abstraction of electricity and a detection bill was charged against the complainant on the basis of sanction load (155 KW) for two (02) months with 50% load factor equivalent to 56575 units. During the hearing, the allegations leveled by PESCO were contradicted by the complainant. Subsequently, PESCO was asked to put on record any affirmation in support of illegal abstraction of electricity by the complainant. In response, PESCO





provided snaps and video, recorded by the detection team as evidence to the illegal abstraction. Further, PESCO submitted that during the disconnection process, the complainant did not allow the staff for disconnection and used abusive language, threatened the staff for shooting them dead on spot, snatched the key of the government vehicle from the driver and stopped the official work by force and interfere in government duty, as a result, FIR requested to PS Tangi vide letter No-1883-86 dated, 23/08/2023.

4. The Consumer Service Manual (CSM) provides that the Distribution Company shall record videos, take pictures to establish theft of electricity. In the instant case, PESCO has provided evidences which show that the Complainant was involved in theft of electricity.

5. Foregoing in view, the detection bill charged by PESCO is payable by the complainant. Further proceedings in the matter are being closed by this office.


(Lashkar Khan Qambrani)
Member, Complaints Resolution Committee/
Director (CAD)


(Muhammad Irfan-ul-Haq)
Member, Complaints Resolution Committee/
Assistant Legal Advisor


(Naweed Illahi Shaikh)
Convener, Complaints Resolution Committee/
Director General (CAD)

Islamabad, June 03 , 2025

