



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**

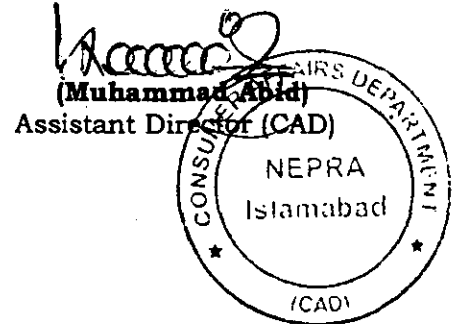
TCD.01/ 2642 -2025
July 03, 2025

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

Subject: **DECISION IN THE MATTER OF COMPLAINT FILED BY MR. NAZIR AHMAD
S/O WAZIR MUHAMMAD, M/S MEHRAN MARBLE PRIVATE LIMITED,
UNDER SECTION 39 OF THE REGULATION OF GENERATION,
TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997
AGAINST PESCO REGARDING NON-IMPLEMENTATION OF ELECTRIC
INSPECTOR'S DECISION & RESTORATION OF ELECTRICITY SUPPLY
(A/C# 30 26216 0158301).
PESCO-NHQ-44556-09-24**

Please find enclosed herewith the decision of NEPRA Complaints Resolution Committee (CRC) dated July 03, 2025, regarding the subject matter for necessary action and compliance within thirty (30) days.

Encl: As above



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. Nazir Ahmad S/o Wazir Muhammad,
M/s Mehran Marble Private Limited, Plot No. 119-B,
Industrial Estate Area, Hayatabad, Peshawar.
0344-9611100



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

Complaint No. PESCO-NHQ-44556-09-24

Mr. Nazir Ahmad S/O Wazir Muhammad

..... Complainant

Owner of Mehran Marble Factory,
Plot No. 119-B, Industrial Estate,
Hayatabad Peshawar,
0344-9611100 / 0333-9165982

Versus

Peshawar Electric Supply Company (PESCO)

..... Respondent

WAPDA House, Sakhi Chashma Shami Road,
Peshawar

Date of Hearing: April 24, 2025
November 18, 2024

On behalf of:
Complainant: Nazir Muhammad

Respondent: Mr. Naqeeb ullah, SDO (Operations), PESCO
Mr. Amjad, Superintendent, PESCO

Subject: **DECISION IN THE MATTER OF COMPLAINT FILED BY MR. NAZIR AHMAD S/O WAZIR MUHAMMAD, M/S MEHRAN MARBLE PRIVATE LIMITED UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST PESCO REGARDING NON-IMPLEMENTATION OF ELECTRIC INSPECTOR'S DECISION AND RESTORATION OF ELECTRICITY SUPPLY (A/C # 30 26216 0158301)**

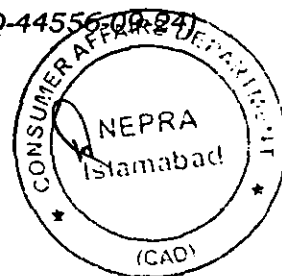
DECISION

This decision shall dispose of the complaint filed by Mr. Nazir Ahmad S/O Wazir Muhammad (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 was charged a detection bill of Rs. 8,07,069/- by PESCO during the month of February, 2018 for alleged meter slowness for a period of six (06) months. Being aggrieved, the Complainant filed a complaint before Electric Inspector (EI), whereby, PESCO vide order dated February 27, 2018 was directed to revise the bill as per NEPRA policy i.e. from six (06) months to two (02) months. PESCO didn't implement the said decision of Electric Inspector (EI). However, to avoid disconnection, the Complainant paid the disputed bill charged for six (06) months. Later on, PESCO further charged a bill adjustment amounting to Rs. 17,26,034/- during the month of September, 2024 on account of audit para, whereas all previous bills including the detection bill was cleared by the Complainant.

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CRC Decision: Mr. Nazir Ahmad vs PESCO (PESCO-NHQ-44556-09-24)

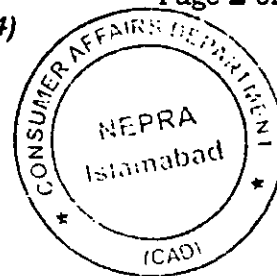


3. The case has been examined in detail in light of the record made so available by both the parties, arguments advanced during the hearing and applicable law. Following has been observed:

- (i) The Complainant is a Commercial consumer of PESCO under reference No. 30262160158301 U with 64 kW sanctioned load. PESCO officials checked the meter on July 12, 2016 whereby the meter was found 66.6% slow. Therefore, on October 13, 2017 PESCO charged a detection bill amounting to Rs. 18,59,449/- for 75328 (off-peak) and 2516 (peak) units with MDI of 820 kW on account of 66.6% slowness for a period from May, 2015 to July, 2016 which was later revised by PESCO for six (06) months from January, 2016 to June 2016 for 38756 units for amounting to Rs. 8,07,069/- which was debited to the Complainant's account in the bill of February, 2018.
- (ii) Previously, the Complainant filed a complaint before Electric Inspector (EI), whereby EI decided the matter in Complaint's favour and directed PESCO vide letter dated February 27, 2018 & March 09, 2018 for revision of the supplementary bill as per NEPRA policy i.e. from six (06) months to two (02) months, however, PESCO didn't implement the said decision of EI. The Complainant approached Civil Court, Peshawar as well as District & Session Court, Peshawar. After due proceedings, both the courts disposed-of the case and the Complainant paid all the impugned amount i.e. Rs. 8,07,069/- in installment upto the month of May, 2023. Meanwhile, PESCO Audit Party vide audit note No. 12 dated January, 2020 recommended for charging of Rs. 17,26,034/- in continuity of checking made on July 12, 2016. PESCO charged the said amount during the month of September, 2024 in addition to already charged supplementary bill amounting to Rs. 8,07,069/-.
- (iii) An AMR meter i.e. the impugned meter is installed at the Complainant's premises which provides the greater extent of facility to the concerned PESCO officials to ascertain the accuracy of the meter in a prompt manner. However, the same was not checked by PESCO for a considerable time period which shows mala fide intent and negligence of the concerned PESCO officials whereby the Complainant's defective meter was neither replaced nor the multiplying factor was enhanced for slowness while the wrong/less electricity consumption was allowed to accumulate over several months and suddenly an exorbitant number of units were levied against the Complainant in an unjustified manner after nineteen (19) months during the month of February, 2018.
- (iv) The Complainant was charged supplementary bill on account of the slowness of metering installation for the extended time period of nineteen (19) months while the same is inconsistent with the clause 4.3.3 of Consumer Service Manual (CSM) which provides that in case slowness is established, DISCO is required to replace the defective meter immediately and to enhance multiplying factor for charging of actual consumption till replacement of the defective meter. Further, charging of a bill for the quantum of energy lost if any, because of malfunctioning of metering installation shall not be more than two billing cycles.
- (v) Hence, penalizing the Complainant on the basis of the metering installation firstly as 66.6% slowness for the extended period of fifteen (15) months due to the advertent delay in pointing out the discrepancy on the part of concerned PESCO officials despite the installation of AMR meter against the Complainant's premises is a clear violation of Clause 4.3.3 (c)(ii) of CSM. Hence in view of the said, the supplementary bill is required to be revised for two billing months as per clause 4.3.3 (c)(ii) of the CSM prior to the date of

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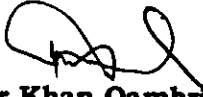
CRC Decision: Mr. Nazir Ahmad vs PESCO (PESCO-NHQ-44556-09-24)



checking. Moreover the consumer is of legitimate expectancy that what is being billed to them is actual cost of electricity. Moreover, there is no allegation against the Complainant for involvement in theft of electricity.

4. Foregoing in view, PESCO is directed to revise the supplementary bill issued to the Complainant from fifteen (15) months to two (02) months prior to the date of checking of the impugned meter along with all the adjustments i.e. FPA, LPS etc. accordingly. PESCO is further directed to enhance Multiplying factor till replacement/setting right of the discrepancy of the impugned metering installation. PESCO is also directed to remain vigilant in ascertaining any discrepancy of metering installation especially AMR meters installed in its distribution jurisdiction for undisputed and judicious billing of its consumer.

5. Further, PESCO is directed to implement the decision and make all adjustments/refunds to the Complainant within thirty (30) days.


(Lashkar Khan Qambrani)

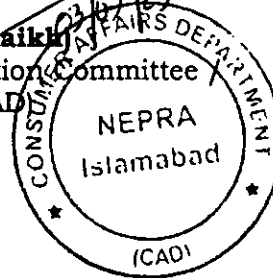
Member, Complaints Resolution Committee/
Director (CAD)


(Muhammad Irfan ul Haq)

Member, Complaints Resolution Committee/
Legal Advisor (CAD)


(Naveed Illahi Shaikh)

Convener, Complaints Resolution Committee/
Director General (CAD)



Islamabad, July 03, 2025.