



**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/ 2780 -2025  
July 11, 2025

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

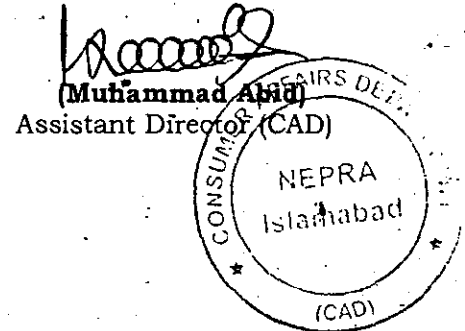
Subject: **DECISION IN THE MATTER OF COMPLAINT FILED BY MR. MUHAMMAD AWAIS, M/S QADRI FLOUR MILLS, UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST PESCO REGARDING CORRECTION OF BILL & RESTORATION OF ELECTRICITY SUPPLY (A/C# 30 26922 0000300).**  
**PESCO-NHQ-51981-03-25**

Please find enclosed herewith the decision of the NEPRA Complaints Resolution Committee (CRC) dated July 11, 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. Incharge Complaint Cell, PESCO,  
WAPDA House, Sakhi Chashma Shami Road,  
Peshawar.
3. Mr. Imtiaz Khan (Deputy Director),  
NEPRA Regional Office, 6<sup>th</sup> Saddar Road,  
2<sup>nd</sup> Floor, Tasneem Plaza, Peshawar Cantt.
4. Mr. Muhammad Awais,  
M/s Qadri Flour Mills,  
Dabbara, Tehsil & District Tank.





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

**Complaint No. PESCO-NHQ-51981-03-25**

**Mr. Muhammad Awais ,**  
M/S Qadri Flour Mills,  
Dabbara , Tehsil & District Tank.

..... **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:** Gulistan

**Respondent:** Mr. Imran Khan , XEN Tank , PESCO

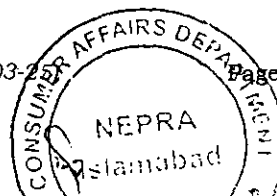
**Subject:** **DECISION IN THE MATTER OF COMPLAINT FILED BY MR. MUHAMMAD AWAIS, M/S QADRI FLOUR MILLS UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST PESCO REGARDING CORRECTION OF BILL AND RESTORATION OF ELECTRICITY SUPPLY (A/C # 30 26922 0000300)**

**DECISION**

This decision shall dispose of the complaint filed by Mr. Muhammad Awais , M/S Qadri Flour Mills (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 NEPRA received a complaint from a consumer wherein he challenged a detection bill of Rs. 41,74,802/- charged by PESCO in September 2024 for alleged meter slowness, despite a healthy consumption history. Upon inquiry by the complainant, it was revealed that a detection units for the year 2023 were imposed in his September, 2024 bill.

3. The matter was taken up with PESCO. In response, PESCO submitted that the complainant was charged bill based on M&T test result dated March 24, 2023 and dated April 28, 2023, which confirmed slowness in the energy meter. The detection bill of 37875 units was initially prepared on June 3<sup>rd</sup>, 2024. However, the final detection bill was duly approved on July 9, 2024 reflecting 90073 detection

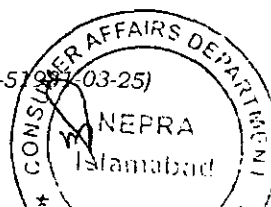


units with an amount of Rs. 41,74,802/- covering the periods from December 19, 2022 to March 22, 2023 and March 27, 2023 to April 27, 2023 (total 6-months).

4. Further, the complainant was also charged fixed charges from September 2023 to August, 2024 despite the facts that the connection was already disconnected and was not in use during that period. In order to analyze it further, a hearing was held on May 16, 2025 at NEPRA Head Office, Islamabad which was attended by both the parties i.e. PESCO & the Complainant.

5. 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. The connection is running under reference No. 30 26922 0000300 with 413 kW sanctioned load. PESCO officials checked the meter on March 22, 2023 whereby the meter was found 66.6 % slow due to 2xCTs terminals burnt. The CTs were set right on the same time and subsequently PESCO charged 53203 units (off-peak) and 18705 units (peak), MDI of 1139 kW on account of 33.3% slowness. The supplementary bill was charged in the month of September 2024.
- (ii) An AMR meter i.e. the impugned meter was installed against the Complainant's premises which essentially provides the greater extent of facility to the concerned PESCO officials in order 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 supplementary bill was levied against the Complainant in an unjustified manner after nineteen (19) months during the month of September, 2024.
- (iii) The Complainant was charged supplementary bill on account of the slowness of metering installation for the extended time period i.e. (17) seventeen 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 or within 2-months in case of non-availability 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.
- (iv) Hence, penalizing the Complainant on the basis of the metering installation firstly as 33.3% slowness for the extended period of seventeen (17) months due to the delay in pointing out the discrepancy on the part of concerned PESCO officials and despite the installation of AMR meter against the Complainant's premises is unwarranted and a clear violation of clause 4.3.3 of CSM. Hence in view of the said, the supplementary bill is required to be revised only for two billing months as per clause 4.3.3 of the CSM. Moreover the consumer have legitimate expectancy that what is being billed to them is actual cost of electricity imposition of supplementary bill after a lapse of several month of checking is unwarranted.



- (v) There are no allegation against the Complainant for involvement in theft of electricity.

6. In view of foregoing, PESCO is directed to revise the supplementary bill from seventeen (17) 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. 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 consumers.

7. The revised bill be issued to the Complainant within thirty (30) days. The complaint is disposed of in the above terms.



**(Lashkar Khan Qambrani)**

Member, Complaints Resolution Committee/  
Director (CAD)



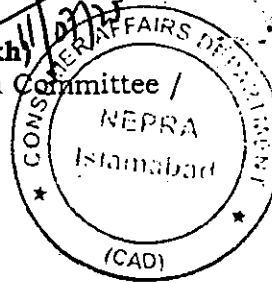
**(Muhammad Irfan ul Haq)**

Member, Complaints Resolution Committee/  
Legal Advisor (CAD)



**(Naveed Illah Shaikh)**

Convener, Complaints Resolution Committee /  
Director General (CAD)



Islamabad, July 11, 2025.