



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/ *hh98* -2025
October 20, 2025

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

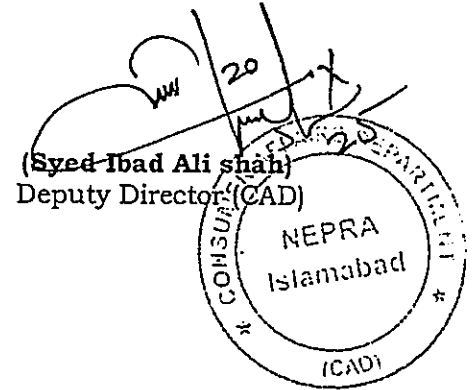
Subject: DECISION IN THE MATTER OF ORDER PASSED BY HONORABLE
PESHAWAR HIGH COURT, PESHAWAR IN FAO No. 162-P/2024 IN RESPECT
OF MUHAMMAD YOUNIS KHATTAK VS. PESCO & OTHERS.
PESCO-NHQ-44423-09-24

Please find enclosed herewith the decision of NEPRA Complaints Resolution
Committee (CRC) dated October 20, 2025, regarding the subject matter for necessary
action and compliance.

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. Muhammad Younis Khattak S/o Mir Sarwar Khan,
Fine Dal & General Mills Small Industries Estate,
Dhoda Road, Kohat.
- 4) Mr. Shahid Qayyum Khattak Advocate,
Peshawar High Court Building, Peshawar.
shahidshahlaw@yahoo.com
0333-9195776





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

Complaint No. PESCO-NHQ-44423-09-24

Mr. Muhammad Younis Khattak.
S/o Mir Sarwar Khan,
Fine Dal & General Mills Small Industries Estate,
Dhoda Road, Kohat.

..... Complainant

Versus

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

.Respondent

Date of Hearing: October 07, 2024
March 12, 2025

On behalf of:
Complainant: Mr. M. Younis Khattak

Respondent: Mr. Muhammad Asif, XEN,
Mr. Toseef Ahmad, SDO,
Mr. Farman-ud-Din, SDO
Mr. M. Anees Khan, TA, XEN (Kohat Rural)

Subject: **DECISION IN THE MATTER OF ORDER PASSED BY HONORABLE PESHAWAR
HIGH COURT, PESHAWAR IN FAO No. 162-P/2024 IN RESPECT OF
MUHAMMAD YOUNIS KHATTAK VS. PESCO & OTHERS.**

DECISION

In pursuance to the Orders of Honorable Peshawar High Court, Peshawar dated August 27, 2024 in FAO No. 162-P/2024, this decision shall dispose of the complaint filed by Mr. Muhammad Younis Khattak S/o Mir Sarwar Khan through Mr. Shahid Qayyum Khattak Advocate, Fine Dal & General Mills Small Industries, Estate Dhoda Road, Kohat (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").

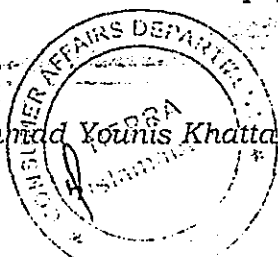
2. Brief facts of the case are that PESCO disconnected the electricity supply of the Complainant on January 27, 2023 due to non-payment of arrears amounting to Rs. 2,85,842/-. The Complainant approached Consumer Court, Kohat for restoration of his supply, however, the court dismissed the case. Subsequently, the Complainant filed appeal against the decision of the Consumer Court before Honorable Peshawar High Court, Peshawar. Subsequently, the Honorable Peshawar High Court, Peshawar vide order dated August 30, 2024 converted the appeal into a complaint and forwarded the same to NEPRA for decision in accordance with law.

3. Accordingly, the matter was taken up with PESCO and hearings were conducted at NEPRA Head Office, Islamabad, which were attended by both the parties. The case has been



analyzed in the light of arguments advanced by the parties, documents placed on record and applicable law. Following has been observed:

- (i) The Complainant is an industrial consumer of PESCO against reference No. 30-26261-0136026 with sanctioned load of 55 KW and date of connection is March 03, 2021. According to the details provided by PESCO, the Complainant didn't pay bill from November 2021 to May, 2023 except one partial payment made during the month of April, 2022, therefore, total outstanding amount accumulated upto Rs. 374,301/- till May, 2023. During the period electricity meter and transformer remained installed at site except disconnection of transformer links by PESCO on January 29, 2023.
- (ii) Subsequently, the Complainant got an installment plan approved by S.E. Khyber Circle for payment of bills and paid an installment of Rs. 50,000/- on June 09, 2023 but PESCO did not restore the electricity supply. Therefore, the Complainant approached Consumer Court whereby on orders of the court, the electricity was restored on July 04, 2023. Meanwhile, the Consumer Court dismissed the case on June 26, 2024 due to non-payment of dues i.e. installments. The Complainant paid Rs. 50,000/- in June-2023, Rs. 10,000/- in July-2023, Rs. 44,557/- in August-2023 and Rs. 44000/- in September-2023. After September, 2023 the Complainant again did not pay the bills/arrears, therefore, the electricity supply was again disconnected from transformer on July 29, 2024. In this way, total outstanding amount upto the month of February 2025 has been raised for amounting to Rs. 10,64,061/- against non-payment.
- (iii) During the hearings the Complainant apprised that despite the fact his factory was closed, however, bill kept increasing which is unjustified. In response, PESCO officials apprised that no excessive billing was made and bill was increased due to fixed/MDI charges. Scrutiny of documents/record reveals that PESCO officials have demonstrated a careless behavior by not adhering to the provisions of Consumer Service Manual (CSM) for disconnection whereby non-payment of bill for three months consecutively should lead to removal of equipment.
- (iv) According to Clause 8.2.4 of the Consumer Service Manual (CSM) "In case of non-receipt of payment and upon expiry of the due date given on the second month bill, the supply of the defaulting premises shall be disconnected. In such cases the disconnected supply shall not be reconnected or restored by DISCO until full payment along with late payment surcharge or payment in installments (allowed by the DISCO) has been made by the consumer."
- (v) According to Clause 8.2.5, "If the consumer fails to pay the bills of third month along with arrears of previous two months within due date given on the third month bill, DISCO shall issue Equipment Removal Order (ERO) and remove the metering installation/material and shall allot permanently disconnected code. The electric supply will only be restored upon payment of all outstanding dues (in full or installments) and completion of other codal formalities given in reconnection policy.
- (vi) Further, according to Clause 8.2.6 of the CSM, "Power supply of the consumers who are allowed by DISCO to make the payment in installments shall not be disconnected provided the consumer is making payment of the installments. However, if a consumer further defaults in making payment of installments, the power supply of such a consumer shall be disconnected without any further notice and shall only be restored after receipt of minimum 50% dues". Therefore, PESCO should have disconnected the electricity of the Complainant soon after non-payment of bill.

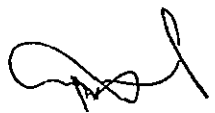


- (vii) Further, PESCO did not disconnect the supply even after lapse of almost 10-months of unpaid bills which shows negligent behavior of PESCO's officials which resulted in imposition of fixed charges. However, the billing history given below shows that electricity supply was intact at the premises from July, 2023 to July, 2024.

Billing History

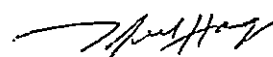
Month	Years		
	2022 (Units)	2023 (Units)	2024 (Units)
January	960	56	248
February	40	0	183
March	40	0	105
April	80	0	196
May	138	0	54
June	125	0	242
July	197	40	167
August	134	422	0
September	134	410	0
October	94	292	0
November	92	341	0
December	46	365	0

4. Keeping the above facts in view, it is evident that the Complainant paid last bill for the month of September, 2023 and electricity supply of the Complainant was disconnected on July 29, 2024 which proves that electricity was disconnected after lapse of almost 10-months of non-payment of electricity bill/dues, however, connection should have been disconnected in October, 2023 and meter/transformers should have been removed upto December, 2023 (3-months of non-payment) without any notice as the Complainant was not making payment of bills. However, electricity supply was in use at the premises till July, 2024, therefore, fixed charges after July, 2024 are not applicable. Due to delayed action of PESCO, fixed charges were imposed upon the Complainant, therefore, PESCO is directed to withdraw the imposed fixed charges w.e.f. August, 2024 and onwards. Further the account of the Complainant be overhauled accordingly. The complaint is disposed of in above terms.



(Lashkar Khan Qambrani)

Member, Complaints Resolution Committee/
Director (CAD)



(Muhammad Irfan-ul-Haq)

Member, Complaints Resolution Committee/
Assistant Legal Advisor

(Naweed Ilahi Shaikh)

Convener, Complaints Resolution Committee/
Director General (CAD)

Islamabad, October 20, 2025

