



National Electric Power Regulatory Authority

ISLAMIC REPUBLIC OF PAKISTAN

NEPRA Head Office

Ataturk Avenue (East) Sector G-5/1, Islamabad.

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**Consumer Affairs
Department**

TCD 01/ 5316 -2025
December 3, 2025

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

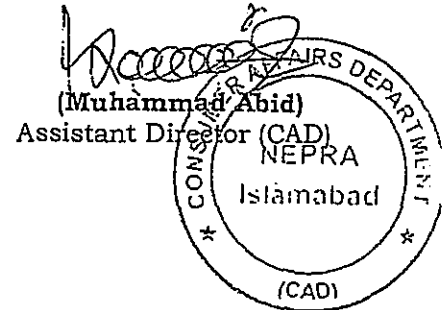
Subject: **DECISION IN THE MATTER OF COMPLAINT FILED BY MR. RAMZAN KHAN
S/O MUSALI KHAN UNDER SECTION 39 OF THE REGULATION OF
GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER
ACT, 1997 AGAINST PESCO REGARDING ARREARS IN THE BILL (A/C# 03
26242 0168613).**
PESCO-NHQ-29121-10-23

Please find enclosed herewith the decision of NEPRA Complaints Resolution
Committee (CRC) dated December 3, 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. Ramzan Khan S/o Musali Khan,
Near Bangash Ground, Togh, Kohat.
0333-9625511





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

Complaint No. PESCO-NHQ-29121-10-23

Mr. Ramzan Khan S/O Musali Khan,
Near Bangash Ground, Togh, Kohat,
Khyber Pukhtunkhwa

..... Complainant

Versus

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

..... Respondent

Date of Hearing: January 12, 2024
February 14, 2024
September 16, 2025

On behalf of:
Complainant: Mr. Ramzan Khan
Respondent: Absent

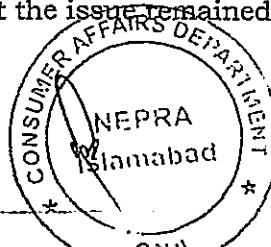
Subject: **DECISION IN THE MATTER OF COMPLAINT FILED BY MR. RAMZAN KHAN S/O MUSALI KHAN UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST PESCO REGARDING ARREARS IN THE BILL (A/C# 02-26242-0010640 R).**

DECISION

This decision shall dispose of the complaint filed by Mr. Ramzan 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. NEPRA received a complaint wherein the dispute agitated by the Complainant was that PESCO has charged an exorbitant bill amounting to Rs. 62,359/- during the month of August 2023 without any justification. The Complainant added that the premises was vacant from November 2022 onwards for next 3-4 months for domestic issues. The Complainant added that the impugned meter is still in use without any discrepancy, if there was a discrepancy, meter should have been replaced. The Complainant approached PESCO office but grievances of the Complainant were not redressed. Subsequently, the Complainant approached NEPRA for correction of the bill and redressal of grievances.

3. The matter was referred to PESCO for submission of parawise comments/report; however, PESCO failed to submit the report. Accordingly, a hearing was scheduled for January 12, 2024. Upon PESCO's request, the hearing was adjourned to February 14, 2024. Despite the rescheduling, PESCO failed to attend the hearing. The report received from PESCO was shared with the Complainant wherein PESCO submitted that the Complainant's grievances had been resolved through a credit of 300 units. However, the Complainant again approached NEPRA in September 2025, asserting that the issue remained unresolved.



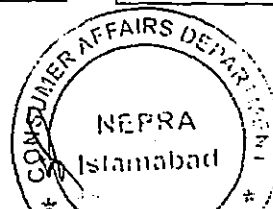
4. In order to probe further into the matter, a hearing was scheduled for September 16, 2025, to conclude the matter. However, only the Complainant attended the hearing and PESCO officials failed to attend the same as required under NEPRA Complaints Handling & Dispute Resolution (Procedure) Rules, 2015.

5. The case has been examined in detail in light of the record made so available by the parties, submissions of the Complainant during the hearing and applicable law. The following has been observed:

- i. The instant matter pertains to charging of an excessive bill amounting to Rs. 62,359/- for 439 units during the month of August 2023 against residential connection bearing reference No. 02-26242-0010640-R.
- ii. The Complainant's premises was vacant from November 2022 onwards for next 3-4 months due to domestic issues and he shifted to another premises having connection bearing reference No. 03-26242-0168613-R installed in the name of the Complainant. The electricity consumption dropped at the previous premises during the period from December 2022 to February 2023. Later, the Complainant returned back to the previous premises and healthy consumption resumed. The impugned meter is still installed at the premises and recording consumption; had there be any discrepancy, meter should have been removed/replaced by PESCO.
- iii. PESCO charged an excessive bill amounting to Rs. 62,359/- for only 439 units during the month of August 2023, which is assumed that a detection bill may have been charged by PESCO, without proper basis.
- iv. Later, PESCO submitted a report dated February 13, 2024 stating that the Complainant's grievances have been resolved through a credit of 300 units to be adjusted in the next billing cycle. However, no adjustment was made and the excess amount has not been withdrawn.
- v. The Complainant has been facing these issues since 2023, and PESCO failed to provide timely redressal. This reflects negligence and non-compliance of provision of Consumer Service Manual (CSM) and NEPRA rules and regulations. PESCO charged the impugned bill without any supporting evidence or substantiation.
- vi. The electricity consumption of the Complainant's accounts is mentioned below:

1 st Premises (Shifted from) : 02-26242-0010640 R.		
Month	2022	2023
January	159	1
February	132	9
March	170	144
April	240	18
May	415	232
June	460	250
July	321	342
August	438	439
September	271	444
October	244	339
November	170	269
December	10	159

2 nd Premises (Shifted to) : 03-26242-0168613 R		
Month	2022	2023
January		66
February		49
March		31
April		0
May		0
June		0
July		
August		
September		
October		
November	0 NC	
December	377	



The electricity consumption record of both connections indicates that the variation in consumption was due to the Complainant's shifting between the two premises rather than any unauthorized abstraction of energy. It is noted that the meter at the premises bearing Reference No. 02-26242-0010640 remains installed and intact till now, with no evidence of tampering or shunt. The drop in consumption during December 2022 onwards coincides with the period when the Complainant had temporarily relocated to another premises having connection bearing Reference No. 03-26242-0168613, where a new connection (NC) was energized in November 2023 and corresponding consumption was recorded thereafter. Upon returning to the original premises, the consumption resumed in a normal pattern. Therefore, the fluctuation in consumption does not substantiate any indication of electricity theft or malpractice, but rather reflects a change of occupancy during the relevant period.

vii. Clause 9.1.4 of the Consumer Service Manual (CSM) envisages that for the availability of the evidence of theft, photos and/or videos shall be recorded for establishment of theft of electricity. PESCO has failed to provide any evidence of theft of electricity at the Complainant's premises.

viii. It is pertinent to note that had there been any evidence of meter discrepancy or electricity theft, PESCO would neither have offered a credit adjustment nor remained absent from the hearing but would have presented evidence/reasons for charging excess amount of bill. This conduct clearly supports the Complainant's version that no irregularity or malpractice occurred.

ix. As per the provisions of the NEPRA Complaint Handling (Procedure) Rules, 2015, ample opportunities were provided to both the Complainant and PESCO to present their case. While the Complainant attended the hearing, PESCO repeatedly failed to appear despite due notices and adjournments. Accordingly, the Complaints Resolution Committee proceeds to issue this ex-parte decision based on the available record and evidence.

6. Therefore, PESCO is directed to withdraw the impugned bill amounting to Rs. 62,359/- charged to the Complainant during the month of August 2023. PESCO shall charge an amount of bill for the actual 439 units consumed by the Complainant at the rates applicable at that time, excluding any detection/ adjustment/ late payment charges. The Complainant's account shall be overhauled against already paid amounts by the Complainant. The case 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)

(Naweed Hlaji Shaikh)

Convener, Complaints Resolution Committee /
Director General (CAD)

Islamabad, December 07, 2025.

