



**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**

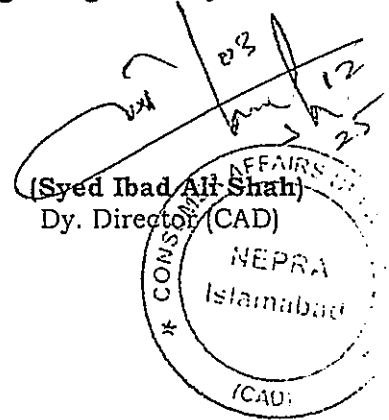
TCD.01/ 5337 -2025  
December 3, 2025

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

**Subject: DECISION IN THE MATTER OF COMPLAINT FILED BY MR. HASHIR MUZAMIL UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997, AGAINST PESCO REGARDING WRONG BILLING (A/C NO. 30262150070324).**  
**PESCO-PSH-60307-09-2025**

Please find enclosed herewith the decision of the NEPRA Complaints Resolution Committee (CRC) dated December 03, 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. Hashir Muzamil,  
Khyber Proton Motor, Peshawar.  
Cell No. 0307-8406954



BEFORE THE  
NATIONAL ELECTRIC POWER REGULATORY AUTHORITY  
(NEPRA)

Complaint No. PESCO-PSH-60307-09-2025

Mr. Hashir Muzamil,  
Khyber Proton Motor, Peshawar.  
Cell No. 0307-8406954

..... Complainant

VS.

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

..... Respondent

Hearing(s): October 22, 2025

On Behalf of the Complainant: Mr. Hashir Muzammil

On Behalf of Respondent/ PESCO: Mr. Muhammad Hamayoun, SDO

Subject: DECISION IN THE MATTER OF COMPLAINT FILED BY MR. HASHIR MUZAMIL UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997, AGAINST PESCO REGARDING WRONG BILLING (A/C NO. 30262150070324).

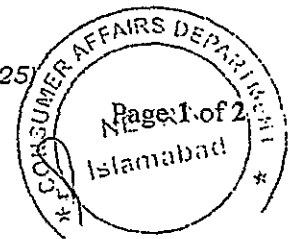
DECISION

This decision shall dispose of the complaint filed by Mr. Hashir Muzamil, Khyber This decision shall dispose of the complaint filed by Mr. Hashir Muzamil, Khyber Proton Motor, Peshawar (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 wherein the dispute agitated in the complaint was that PESCO issued an incorrect electricity bill to the Complainant with unjustified arrears amounting to Rs. 150,034,50/ in the month of August 2025. Subsequently, the Complainant approached NEPRA for correction of bill and redressal of his grievances. The subject matter was taken up with PESCO and a hearing was also conducted on October 22, 2025 which was attended by both the parties i.e. PESCO & the Complainant. During the hearing, PESCO officials submitted that consumer's load was extended from 16 kW to 75 kW in September 2022. The issue of billing originated due to application of wrong multiplying factor to Complainant's account as 01 instead of 20 from October 2022, which resulted in less charging to the consumer. Accordingly, a detection bill of Rs. 150,034,50/- was charged to the complainant to recover the loss sustained to PESCO.

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:

CRC Decision - Mr. Hashir Muzammil VS. PESCO (PESCO-PSH-60307-09-25)



- i. The Complainant is a consumer of PESCO and having a connection with a sanctioned load of 75 kW under A-2c(06)T tariff bearing reference No. 30 26215 0070324 U.
  - ii. The Complainant applied to PESCO for extension of load from 16 kW to 75 kW and PESCO accordingly, extended the load in September 2022. Upon extension of load; PESCO applied wrong Multiplying Factor i.e. 01 instead of 20 for the period from October 2022 to September 2024, which resulted in less charging to the consumer.
  - iii. PESCO pointed out the discrepancy of wrong applications of multiplying factor in the month of August 2024 and charged the differential amount of Rs. 150,034,50/ in the billing month of August, 2025 for the period from October 2022 to June 2024.
  - iv. The Consumer Service Manual (CSM) read with clarifications issued vide letter dated March 26, 2021 provides that "if due to any reason the charges i.e. MDI, fixes charges, multiplying factor, power factor penalty, tariff category etc, have been skipped by DISCO due to any reason; the difference of these charges can be raised within one year for maximum period of six months, retrospectively."
  - v. Moreover, Clause-6.1 of CSM provides mechanism of meter reading and Clause-6.2 envisages the procedure of percentage checking to ensure accuracy of meter reading. Therefore, recording of correct meter reading is the responsibility of PESCO. Furthermore, according to Clause-6.1.4 of Consumer Service Manual (CSM), meter readers are responsible to check irregularities, discrepancies in the metering system at the time of reading meters and report the same in the reading book/discrepancy book or through any other appropriate method as per the practice. The concerned officer/official failed to point out at any stage about the discrepancy. Moreover, the Metering & Testing Department of PESCO also failed to point out the discrepancy i.e. wrong application of Multiplying Factor.
  - vi. Keeping in view the above provisions of CSM, PESCO is only entitled to recover difference of multiplying factor maximum upto six (06) months prior to date of checking.
4. Foregoing in view, PESCO is directed to revise the detection bill and to charge multiplying factor of 20 for six (06) months prior to date of checking and enhance the subsequent multiplying factor for charging actual bills to the Complainant from the date of checking. Revised bill be issued within thirty (30) days. 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 Illahi Shaikh)  
Convener, Complaints Resolution Committee/  
Director General (CAD)

Islamabad, December 03, 2025

