



**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.01/1881-2025  
November 10, 2025

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

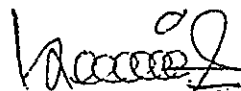
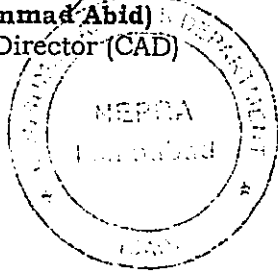
**Subject: DECISION IN THE MATTER OF COMPLAINT FILED BY MR. YAR MUHAMMAD UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT. 1997 AGAINST PESCO REGARDING DETECTION BILL (A/C # 30 26252 0110843). PESCO-PSH-30727-11-23**

Please find enclosed herewith the decision of NEPRA Complaints Resolution Committee (CRC) dated November 10, 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. Yar Muhammad,  
Afghan Muhajireen Camp,  
Lakhtai Banda, Hangu.  
0333-9663372

  
(Muhammad Abid)  
Assistant Director (CAD)  




**BEFORE THE  
NATIONAL ELECTRIC POWER REGULATORY AUTHORITY  
Complaint No. PESCO-NHQ-30727-11-23**

**Mr. Yar Muhammad,**  
Afghan Muhajireen Camp, Lukhti Banda ,  
Hangu.

..... Complainant

**Versus**

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

..... Respondent

**Dates of Hearing:** August 7, 2025  
September 16, 2025

**On behalf of:** Mr. Tahir  
**Complainant:**

**Respondent:** Mr. Abbas Ali Shah, XEN Hangu, PESCO

**Subject:** DECISION IN THE MATTER OF COMPLAINT FILED BY MR. YAR MUHAMMAD UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST PESCO REGARDING DETECTION BILL (A/C # 30 26252 0110843).

This decision shall dispose of the complaint filed by Mr. Yar 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 NEPRA received a complaint from the Complainant disputing a detection bill of Rs. 2,000,000/- charged by PESCO in September 2023 for alleged 33.3% meter slowness. In response, PESCO stated that during a monthly inspection conducted by the relevant SDO and his team, it was observed that the Anti-Theft Box (ATB) had sustained damage to its glass, and all Current Transformers (CTs) were found to be shunted at the site. Subsequently, a detection bill was charged, covering the period from June 2023 to August 2023, based on a connected load of 38 kW for 11,792 units. The matter was taken up with PESCO and, in order to assess the case, a hearing was held on September 16, 2025 at NEPRA Head Office, Islamabad, which was attended by both parties, i.e., PESCO and the Complainant.

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

- i. The Complainant is a consumer of PESCO under A-1a (01) tariff category. The connection is running under reference No. 30-26252-0110843 with 38 kW sanctioned load. PESCO officials checked the meter on September 26, 2023, whereby it was found 33.3% slow. PESCO assessed consumption of 16,644 units for the period from June 2023 to August 2023 and after deducting already charged 4,852 units. PESCO raised detection bill of 11,792 units for amounting to Rs. 622,054/-
- ii. The Complainant was charged a supplementary bill on account of the slowness of the metering installation on load basis for three (03) months, while the same is inconsistent with clause 4.3.3 of the Consumer Service Manual (CSM), which



inconsistent with clause 4.3.3 of the Consumer Service Manual (CSM), which provides that in case slowness is established, DISCO is required to enhance the multiplying factor for charging the actual consumption till replacement of the defective meter. Further, charging a bill for the quantum of energy lost, if any, because of malfunctioning of the metering installation, shall not exceed two billing cycles.

iii. Hence, penalizing the Complainant on the basis of 33.3% slowness for the extended period of three (03) months is unwarranted and a clear violation of the CSM. In view of the foregoing, the supplementary bill is required to be revised only for two billing months as per clause 4.3.3 (c)(ii) of the CSM.

4. In view of the foregoing, PESCO is directed to

- i. Withdraw the impugned bill amounting to Rs. 622,054/- and charge the supplementary bill for two (02) months on 33.3% slowness basis prior to the date of checking of the impugned meter, along with all the adjustments i.e., FPA, LPS etc.
- ii. Enhance the Multiplying Factor till replacement/rectification of the discrepancy of the impugned metering installation.

5. The complaint is disposed of on 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, November 10, 2025

