



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**

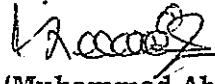
TCD.01/ ⁵⁰²⁶⁷ -2025
November 13, 2025

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

Subject:- DECISION IN THE MATTER OF COMPLAINT FILED BY MR. AJAB KHAN,
UNDER SECTION 39 OF THE REGULATION OF GENERATION,
TRANSMISSION & DISTRIBUTION OF ELECTRIC POWER ACT, 1997,
AGAINST PESCO REGARDING ARREARS IN THE BILL (A/C# 30 26262
0054510).
PESCO-NHQ-35379-03-24

Please find enclosed herewith the decision of NEPRA Complaints Resolution Committee (CRC) dated November 13, 2025 regarding the subject matter for necessary action and compliance.

Encl: As above


(Muhammad Abid)
Assistant Director (CAD)

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. Ajab Khan,
Oblan Camp (Afghan Mahajreen),
By-Pass Road, Kohat.
0331-9616103



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

Complaint No. PESCO-NHQ-35379-03-24

Mr. Ajab Khan,
Obian Camp (Afghan Mahajareen),
By-Pass, Kohat
0331-9616103

..... Complainant

VERSUS

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

..... Respondent

Date of Hearing: January 14, 2025
February 20, 2025
October 09, 2025

**On behalf of
Complainant:** Mr. Ajab Khan

Respondent: Mr. Asad ullah, SDO (Operation)

Subject: DECISION IN THE MATTER OF COMPLAINT FILED BY MR. AJAB KHAN,
UNDER SECTION 39 OF THE REGULATION OF GENERATION,
TRANSMISSION & DISTRIBUTION OF ELECTRIC POWER ACT, 1997,
AGAINST PESCO REGARDING ARREARS IN THE BILL (A/C# 30 26262
0054510).

This decision shall dispose of the complaint filed by Mr. Ajab Khan , Obian Camp (Afghan Mahajareen), By-Pass, Kohat (hereinafter referred to as the "Complainant") against Peshawar Electric Supply Company (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 the Complainant in his complaint agitated that PESCO has charged a detection bill amounting to Rs. 10,83,433/- in February 2024 without any justification. Accordingly, the matter was taken up with PESCO. In response, PESCO submitted that the meter was checked by M&T joint team and the consumer's MSB-MSS was found tampered and a detection bill of 18520 units for 204 kW load was charged to the Complainant.

3. In order to proceed further, hearings were held at NEPRA Head office, Islamabad wherein the case was discussed in detail. During the hearings, the Complainant denied his involvement in meter tampering. The case has been examined in detail in light of available record, arguments advanced during hearing and applicable law, following has been observed:

- i. The Complainant is a consumer of PESCO against connection bearing reference No. 30262620054510 under tariff category A-1a(01) with sanctioned load of 4 kW.
 - ii. PESCO has charged a detection bill of 18520 units for a period of six (06) months from February, 2024 to July, 2024 on the basis of 50% load factor and 204 kW load on a discrepancy of meter tampered. However, the Complainant denied the PESCO's allegations of theft of electricity.
 - iii. Furthermore, clause 9.1.4 of the CSM provides that for evidence of theft, photos and/or videos shall be recorded for exhibition before the competent forum. However, PESCO failed to provide any concrete evidence to substantiate the involvement of the Complainant in theft of electricity/tampering of meter.
 - iv. Moreover, PESCO did not follow the procedure laid down in chapter 9 for establishing illegal abstraction of electricity. Clause 9.2.2 of the CSM provides that for investigation by DISCO for establishing illegal abstraction of electricity, DISCO will secure metering installation without removing it in the presence of the consumer or his representative, install check meter at the premises and declare it as a billing meter. However, in the instant meter PESCO neither installed check meter nor provided any pictorial/video evidence of meter tampering.
 - v. Further, PESCO did not follow the procedure laid down in chapter 9 for charging a detection bill. According to Clause-9.1.3(b) of the CSM; a detection bill shall be issued as per the following methods in the order of priority:
 - (i) *Previous consumption/Billing History.*
 - (ii) *On the basis of future undisputed consumption if no previous credible consumption is available.*
 - (iii) *No of detection units = Load x Load Factor x 730 x Months.*
4. The billing history of the Complainant since January, 2021 is as under:

Months	Units				
	2021	2022	2023	2024	2025
January	9540	25856	19295	22736	17687
February		14102	20055	5701	19004
March	6880	10,382	15,447	41,808	
April	8,480	13,438	19,439	22,096	
May	11,840	15,769	21,660	23,461	
June	15,120	28,875	26,481	28,798	
July	18,960	13,810	44,397	27,069	
August	7,840	16,290	50,937	23,434	
September	14,640	20,966	25,854	30,283	
October	25,120	24,398	17,300	21,495	
November	21,200	13,855	23,747	12,677	
December	17,058	15,130	20,293	15,453	
Average	14,243	17,739	25,408	22,917	18,345

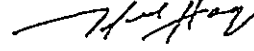
The above data shows that there is no major variation in the consumption of the Complainant during the disputed period as compared with the consumption of the previous year rather the average consumption of the Complainant decreased after checking which rules out the allegation of theft/tampering when viewed against the historical consumption data.

However, a dip/decrease in consumption has been noticed in the month of February 2024.

5. Foregoing in view, PESCO is directed to revise the detection bill(s) charged to the Complainant from six (06) months to one (01) month and overhaul the Complainant's account by adjusting the FPA and LPS charges (if any) by next billing cycle. 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/
Assistant Legal Advisor



(Naweed Illahi Shaikh) 13/11/25
Convener, Complaints Resolution Committee/
Director General (CAD)

Islamabad, November 13, 2025