



**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.01/8001 -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. MUHAMMAD  
TAHIR UNDER SECTION 39 OF THE REGULATION OF GENERATION.  
TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT. 1997  
AGAINST PESCO REGARDING WRONG BILLING (A/C # 30 26251  
0210420)  
PESCO-PSH-21840-05-23**

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) Director (Commercial), PESCO,  
WAPDA House, Sakhi Chashma Shami Road, Peshawar.
- 3) Incharge Complaint Cell, PESCO,  
WAPDA House, Sakhi Chashma Shami Road,  
Peshawar.
- 4) Mr. Muhammad Tahir,  
Gankol, Camp 3, Gahmgol Sharif, Kohat  
Ph: 03119413823



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

**Complaint No. PESCO-PSH-21840-05-23**

**Mr. Muhammad Tahir,**  
Gankol, Camp 3, Gahmgol Sharif, Kohat,  
0311-9413823

..... Complainant

**Versus**

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

..... Respondent

**Date of Hearing:**                      October 9, 2025  
   September 16, 2025  
   August 7, 2025  
   July 30, 2025  
   July 15, 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. MUHAMMAD TAHIR UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST PESCO REGARDING WRONG BILLING (A/C # 30 26251 0210420).**


This decision shall dispose of the complaint filed by Mr. Muhammad Tahir (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").

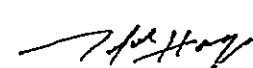
2. Brief facts of the case are that NEPRA received a complaint from a consumer disputing a 1<sup>st</sup> detection bill of Rs. 45,000,000/- and then 2<sup>nd</sup> detection bill of Rs. 430,000/- charged by PESCO for three months for alleged 66% meter slowness. According to the complainant, PESCO officials not only threatened to disconnect their power supply but also provided assurances that the detection bills would be withdrawn and the paid amount would be adjusted in future electricity bills however, subsequently the same was not honored, leading to the consumer's distress and subsequent approach to NEPRA for redressal. In response, PESCO countered that the consumer's account was assessed for 25,021 units, amounting to Rs. 580,904/- in August 2021 due to alleged meter slowness for the period spanning April 2025 to June 2025, which was corroborated by the Divisional Detection team's findings indicating a notable dip in consumption patterns based on billing data analysis. Furthermore, PESCO mentioned that the same reference number was assessed for 27,060 units in March 2023, for amounting to Rs. 1,241,728/- with a subsequent credit adjustment of Rs. 991,361 made in November 2023. The matter was taken up with PESCO and in order to analyze the matter, a hearing was held on October 9, 2025 at NEPRA Head Office, Islamabad which was attended by both the parties i.e. PESCO & the Complainant.

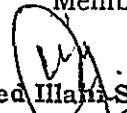
3. The case has been examined in detail in light of the record made so available by both the parties, arguments advanced during the hearing and applicable law. Following has been observed:

- (i) The Complainant is a consumer of PESCO under A-1a (01) tariff category. The connection is running under reference No. 30-26251-0210420 with 4 kW sanctioned load. PESCO officials checked the meter on December 18, 2022 whereby the meter was found 40% slow. PESCO charged a detection bill of 27060 units, for amounting to Rs. 1241728/- , in March, 2023 for the period of October 2022 to December 2022.
- (ii) The Complainant was charged supplementary bill on account of the slowness of metering installation for the extended time period i.e. (03) three month while the same is inconsistent with the clause 4.3.3 of Consumer Service Manual (CSM) which provides that in case slowness is established, DISCO is required to replace the defective meter immediately and to enhance multiplying factor for charging of actual consumption till replacement of the defective meter. Further, charging of a bill for the quantum of energy lost if any, because of malfunctioning of metering installation shall not be more than two billing cycles.
- (iii) Hence, penalizing the Complainant on the basis of slowness of metering installation for the extended period of three (03) months due to the advertent delay in pointing out the discrepancy on the part of concerned PESCO officials is unwarranted and a clear violation of clause 4.3.3 (c)(ii) of CSM. Hence in view of the said, the supplementary bill is required to be revised only for two billing months as per clause 4.3.3 (c)(ii) of the CSM.
- (iv) There are no allegations against the Complainant for being involved in theft of electricity.

4. Foregoing in view, PESCO is directed to revise the impugned bill from three (03) months to two (02) months prior to the date of checking of the impugned meter along with all the adjustments i.e. FPA, LPS etc. PESCO is further directed to enhance Multiplying factor till replacement/setting right of the discrepancy of the impugned metering installation. This 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 13, 2025.