



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**

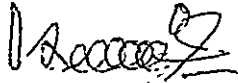
TCD.01/ *5002* -2025
November 13, 2025

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

Subject: **COMPLAINT FILED BY MR. QAISAR MEHMOOD, UNDER SECTION 39 OF
THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION
OF ELECTRIC POWER ACT, 1997 AGAINST PESCO REGARDING
RESTORATION OF ELECTRICITY SUPPLY (A/C# 13 26143 0123781).
PESCO-NHQ-61780-09-25**

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 within seven (07) days.

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. Qaisar Mehmood,
Kali Sar Piran, Utmanzai, Charsadda.
0336-1917280



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

Complaint No. PESCO-NHQ-61780-09-24

Mr. Qaisar Mehmood
Kali Sar Piran, Utmanzai, Charsadda
0336-1917280

.....Complainant

Versus

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

.....Respondent

Date of Hearing: 1) October 03, 2025
2) November 11, 2025

On behalf of:

Complainant: Mr. Qaisar Mehmood - Complainant

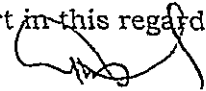
Respondent: Mr. Muhammad Javed, SDO

Subject: COMPLAINT FILED BY MR. QAISAR MEHMOOD, UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST PESCO REGARDING RESTORATION OF ELECTRICITY SUPPLY (A/C# 13 26143 0123781).
PESCO-NHQ-61780-09-25

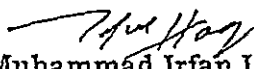
Reference is made to hearing held on November 11, 2025 at NEPRA Head Office, Lahore regarding the subject matter.

2. PESCO was directed to depute XEN (Operations) Charsadda Division to attend the hearing, however, the concerned official failed to attend the same and therefore the hearing was attended by SDO who lacked knowledge of the matter, therefore, the case was not finalized. Previously the same XEN (Operations) also did not attend the hearing scheduled for October 03, 2025 despite the fact that notices of hearing were sent to the parties. This behavior of the XEN (Operations) Charsadda Division PESCO is demonstrating a non-serious attitude towards the directions issued by NEPRA which has caused delay in addressing the genuine grievances of the Complainant. In view of the said, PESCO is directed to issue strict instructions to all field formations to ensure their presence (concerned officer) at the scheduled hearings at NEPRA. Moreover, disciplinary action be initiated against XEN (Operations) Charsadda Division under PESCO Service Rules immediately under intimation to this office within seven (07) days.

3. A report in this regard be submitted within fifteen (15) days.


(Lashkar Khan Qambrani)

Member Complaints Resolution Committee,
Director (Consumer Affairs)


(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

