



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/ 5181 -2025
November 25, 2025

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

Subject: **DECISION IN THE MATTER OF COMPLAINT FILED BY MR. NIAZ WALI KHAN, UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION & DISTRIBUTION OF ELECTRIC POWER ACT, 1997, AGAINST PESCO, REGARDING EXCESSIVE READING BILL (A/C# 06 26833 1088700).**
PESCO-NHQ-44039-09-24

Please find enclosed herewith the decision of NEPRA Complaints Resolution Committee (CRC) dated November 25, 2025, regarding the subject matter for necessary action and compliance.

Encl: As above

(Signature) 25/11/25
(Syed Ibad Ali Shah)
Deputy 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. Niaz Wali Khan,
Postal Address:
Qtr. No. 601-B, Street No. 59, Sector G-6/1-2,
Islamabad.
0333-5109163



BEFORE THE
NATIONAL ELECTRIC POWER REGULATORY AUTHORITY
(NEPRA)

Complaint No. PESCO-NHQ-44039-09-2024

Mr. Niaz Wali Khan,

.....

Complainant

Postal Address:

Qtr. No. 601-B, Street No. 59, Sector G-6/1-2,
Islamabad.

VS

Peshawar Electric Supply Company (PESCO),

.....

Respondent

WAPDA House, Sakhi Chashma Shami Road,
Peshawar.

Hearing(s):

November 13, 2025

On Behalf of the Complainant:

Mr. Niaz Wali Khan

On Behalf of Respondent/ PESCO:

Mr. Muhammad Yaseen, SDO Tordher

Subject: DECISION IN THE MATTER OF COMPLAINT FILED BY MR. NIAZ WALI KHAN, UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION & DISTRIBUTION OF ELECTRIC POWER ACT, 1997, AGAINST PESCO, REGARDING EXCESSIVE READING BILL (A/C# 06 26833 1088700).

DECISION

This decision shall dispose of the complaint filed by Mr. Niaz Wali Khan, (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 by the Complainant was that PESCO charged excessive bill against Reference No. 06 26833 1088700, as compared to actual meter reading at site. Subsequently, the Complainant approached NEPRA for correction of bill and redressal of his grievances.

3. The subject matter was taken up with PESCO and a hearing was conducted on November 13, 2025 which was attended by both the parties i.e. PESCO & the Complainant. During the hearing, the representative of PESCO submitted that the old meter of the consumer was replaced on September 28, 2025. At the time of replacement, the final reading recorded in the meter was 13,170 whereas the consumer had already been billed up to the reading of 16,051. Consequently, 2,881 units were charged to the consumer in excess. Upon inquiry, the representative of PESCO submitted that due to acute shortage of meter reading staff the meter reading has not been taken on actual / regular basis. After detailed deliberation, the PESCO officials assured that the excess units shall be adjusted in the forthcoming billing cycle.

4. Foregoing in view, PESCO is directed to adjust the 2,881 excessive units charged to the complainant in the upcoming billing cycle. Accordingly, 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 Irfan Shah)

Convener, Complaints Resolution Committee/
Director General (CAD)

Islamabad, November 25, 2025