



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/ 4806 -2025
October 31, 2025

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

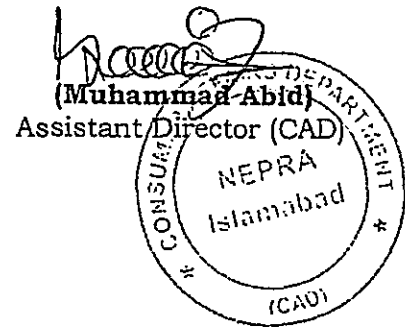
Subject: DECISION IN THE MATTER OF COMPLAINT FILED BY MR. ABDUL ASIF KHAN, UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION & DISTRIBUTION OF ELECTRIC POWER ACT, 1997, AGAINST PESCO, REGARDING BILLING AT DISCONNECTED PREMISES [A/C# 42 26624 0501260].
PESCO-NHQ-38062-05-24

Please find enclosed herewith the decision of the NEPRA Complaints Resolution Committee (CRC) dated October 31, 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. Muhammad Iqbal Khan S/o Ajmal Khan,
Kotla Amaned Kalai, Gambila, Lakki Marwat.
- 4) Mr. Abdul Asif Khan,
Kotla Amaned Kalai, Gambila.
0332-5300799





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

Complaint No. PESCO-NHQ-38062-05-24

Mr. Abdul Asif Khan,
Kotla, Amaned Kalai, Gambila.
0332-5300799

..... Complainant

Versus

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

..... Respondent

Date of Hearing(s):

- 1) December 12, 2024
- 2) January 16, 2025
- 3) June 25, 2025

**On behalf of
Complainant:**

Mr. Abdul Asif Khan

Respondent:

Mr. Hizbullah, Executive Engineer (Operation)

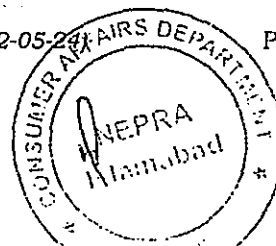
Subject: DECISION IN THE MATTER OF COMPLAINT FILED BY MR. ABDUL ASIF KHAN UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST PESCO REGARDING BILLING AT DISCONNECTED PREMISES (A/C# 42 26624 0501260)

DECISION

This decision shall dispose of the complaint filed by Mr. Abdul Asif Khan (hereinafter referred to as the "Complainant") against the Peshawar Electric Supply Company Limited (PESCO) (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. The brief facts of the case are that NEPRA received a complaint from the Complainant, wherein he submitted that his electricity connection, originally energized through an HT line, was disconnected in November 2021. Despite physical removal of the supply line, PESCO continued issuing electricity bills thereafter, which the Complainant contended to be unlawful and contrary to the provisions of the Consumer Service Manual (CSM). The Complainant, therefore, requested withdrawal of the charges levied after disconnection and further sought shifting of his connection to a new location.

3. The matter was accordingly taken up with PESCO for comments. A hearing was conducted on January 16, 2025, at the NEPRA Head Office, Islamabad, wherein both parties were present and were heard at length. During the proceedings, PESCO



explained that the transformer along with allied equipment was in the Complainant's custody and that the shifting process could only be initiated upon receipt of the said equipment. After due consideration, directions were issued on March 11, 2025, as reproduced below:

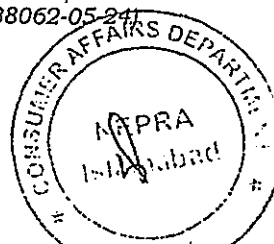
"The Complainant is advised to hand over the material to PESCO, and PESCO is directed to shift the connection of the Complainant as per provisions of the Consumer Service Manual (CSM). PESCO is further directed to withdraw the bills charged to the Complainant after removal of the HT line i.e., November 2021.

4. Subsequently, the Complainant, vide letter dated April 7, 2025, informed that PESCO had failed to comply with the above-mentioned decision, as neither the bills were withdrawn nor the connection was shifted. Consequently, the matter was reopened and another hearing was held on June 25, 2025, at NEPRA Head Office, Islamabad. During the hearing, PESCO asserted that the Complainant had not cleared the outstanding amount of Rs. 63,911/- for October 2021 and had not applied for connection shifting. The Complainant, however, categorically denied any arrears and produced the relevant billing record in support of his stance.

5. The case has been carefully examined in light of the available record, the arguments advanced by both parties during the hearings and the relevant provisions of the NEPRA Act, Consumer Service Manual, and other applicable documents. The following findings are recorded:


- i. The Complainant is a registered consumer of PESCO under Reference No. 42-26624-0501260 with a sanctioned load of 13 kW under the D-2b(51) tariff category. The connection was disconnected in November 2021 from the HT line; however, PESCO failed to assign a disconnection code in its system and continued issuing electricity bills, which is a clear procedural lapse.
- ii. In compliance with NEPRA's earlier directions, the Complainant handed over the transformer and allied material to PESCO, thereby fulfilling his obligation. PESCO, on the other hand, failed to act in accordance with the NEPRA's decision dated March 11, 2025, thereby demonstrating administrative inaction and disregard of a binding regulatory directive.
- iii. PESCO's contention regarding the outstanding amount of Rs. 63,911/- has been found factually incorrect, as the amount reflects Agency Balance, not recoverable from the consumer. The PITC billing record substantiates this position, and no lawful basis exists for recovery of this sum from the Complainant. The billing record reveals that no deferred amount, arrears disputed amount whatsoever was outstanding against the complainant upto October 2021 and the complainant paid the last bill amounting to Rs. 4871/- for the month of October 2021 on October 25, 2021.
- iv. The continued issuance of bills after confirmed disconnection of supply, and the failure to implement the Authority's clear and categorical directions, constitute non-compliance with NEPRA's regulatory orders and a violation of the relevant provisions of the Consumer Service Manual, particularly those dealing with billing after disconnection and restoration procedures.


6. In view of the foregoing analysis PESCO is hereby directed to:




- a) Withdraw all electricity bills issued to the Complainant after November 2021, i.e., after the removal of the HT line;
- b) Initiate and complete the process of shifting the Complainant's connection strictly in accordance with the applicable provisions of the Consumer Service Manual (CSM); and
- c) Refrain from charging or recovering the amount of Rs. 63,911/-, reflected as agency balance, as the same is not payable by the Complainant.

7. PESCO is further advised to ensure compliance with the above directions and to submit a compliance report within fifteen (15) days from the date of issuance of this decision.


(Lashkar Khan Qambrani)
Director (CAD)
Member, Complaints Resolution Committee


(Muhammad Irfan-ul-Haq)
Assistant Legal Advisor (ALA)
Member, Complaints Resolution Committee


(Naweed Ulahi Shaikh)
Director General (CAD)
Convener, Complaints Resolution Committee

31/10/25

CONSUMER AFFAIRS DEPARTMENT
NEPRA
Islamabad
(CAD)

Islamabad, October 31, 2025