



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/ 57411 -2024
December 31, 2024

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

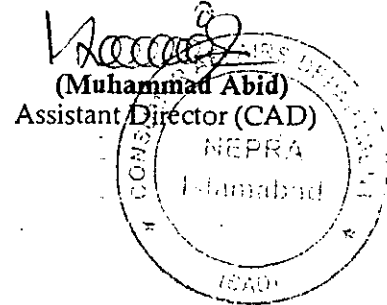
Subject:- **DECISION IN THE MATTER OF COMPLAINT FILED BY MR. ABDUL GHAFOOR, UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST PESCO REGARDING CORRECTION OF BILL (A/C# 14 20032 1229307). PESCO-NHQ-34699-02-24**

Please find enclosed herewith the decision of NEPRA Complaints Resolution Committee (CRC) dated December 31, 2024, regarding the subject matter for necessary action and compliance within twenty (20) days.

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. Abdul Ghafoor,
Postal Address:
Shan Plaza, Waqar Madina Travel,
Fazal-ul-Haq Road, Bule Area, Islamabad.
0333-3154499





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

Complaint No. PESCO-NHQ-34699-02-24

Mr. ABDUL GHAFOOR,
Shan Plaza, Wager Medina Travel,
Fazal-ul-Haq Road, Bule Area Islamabad.
Ph : 0333-3154499

..... Complainant

Versus

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

..... Respondent

Date of Hearing: May 7, 2024

On behalf of:

Complainant: Mr. Abdul Ghafoor

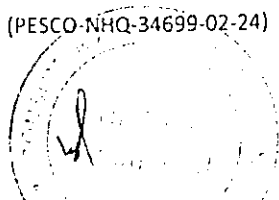
Respondent: Mr. Maaz Ahmed , XEN (Operations , D.I.Khan) PESCO

Subject: **DECISION IN THE MATTER OF COMPLAINT FILED BY MR. ABDUL GHAFOOR UNDER SECTION 39 OF THE REGULATION OF GENERATION TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT 1997 AGAINST PESCO REGARDING CORRECTION OF BILL (A/C No. 14 20032 1229307)**

DECISION

This decision shall dispose of the complaint filed by Mr. Abdul Ghafoor (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 regarding excessive billing by PESCO. The complainant in the complaint submitted that a solar system is installed at his guest house along with battery system to be used as a backup during the night to meet the electricity demand. The Complainant added that proper meter reading are not being taken by PESCO officials regularly due to which excessive bills are charged. Moreover, during the month of October 2023 to January 2024, PESCO did not issue bills despite the fact that electricity at the premises was being used, therefore, he approached PESCO for issuance of bills as per actual consumption and subsequently he paid bills in installment. The matter was taken up with PESCO for submission of report. In order to proceed, a hearing was held at NEPRA Head Office, Islamabad, which



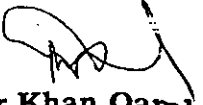
was attended by both the parties i.e. PESCO and the Complainant, wherein the matter was discussed in detail. During the hearing, it was revealed that the meter is installed inside the premises. Accordingly, PESCO officials were directed to carry out survey for verification of connected load, shift the meter outside the premises and install AMR meter as per PESCO policy and provide case related information/documents to arrive at a prudent decision, including meter reading snaps etc. Subsequently, PESCO reported that the electricity of the Complainant has been replaced and connected load at the premises has been found 16.5kW.


3. During the hearing, PESCO submitted that the transformer is installed inside the boundary wall of the premises. The Complainant stated that PESCO installed the transformer at present position in the year 2016 as per its own decision which is still installed at the same location. The reason behind installation of transformer inside the premises was to avoid theft of transformer. The Complainant added that he has no objection of PESCO installs / shifts the transformer at a safe location of its own choice to avoid theft of the transformer. The record reveals that PESCO charged a detection bill of 1752 units, amounting to Rs.19299/- in the month of October 2020 and 1752 units, amounting to Rs.55032/- in the month of December 2021. The Consumer Service Manual (CSM) provides that DISCO shall record videos / take photos in case of theft of electricity as evidence however, in the instant case, PESCO has charged detection bills and no evidence has been placed on record by PESCO. Moreover, PESCO has not reported any discrepancy of transformer bushes tempering. Further, PESCO has failed to provide snaps of meter reading.


4. The record reveal that the concerned SDO charged 876 units to 19 Nos consumers of batch No. 14, during the month of December 2021 including the Complainant (to whom 1752 units were charged). PESCO should have charged detection bills as per provisions laid down in Consumer Service Manual (CSM) if the consumers including the Complainant were involved in theft of electricity. However, prima facie, the bills have not been charged as per actual merit.

5. The Complainant has provided receipts which show that a solar system of 5kW was installed at the premises in March 2018 which was extended to 6kW in February 2021. A 25 MVA transformer is installed at site against sanctioned load of 6 KV. PESCO should have installed appropriate capacity transformer outside the premises at the time of grant of connection, however, the same was not done by PESCO.

6. Foregoing in view; PESCO is directed to withdraw the detection bills charged to the Complainant for 1752 units each charged in the months of October 2020 and December 2021. PESCO is further directed to remove the existing 25 KVA transformer and install a 10KVA transformer outside the premises at its own cost to avoid misuse of electricity. Compliance report be submitted within twenty (20) days.


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


(Muhammad Irfan Ul Haq)
Member, Complaints Resolution Committee/
Assistant Legal Advisor


(Naveed Illahi Shaikh)
Convener, Complaints Resolution Committee/
Director General (CAD)

31/12/24
COMPLAINTS RESOLUTION COMMITTEE
ISLAMABAD

Islamabad, December 31, 2024.