



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/ 3481 -2026
September 15, 2026

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

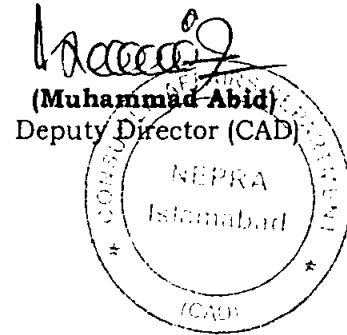
Subject: **DECISION IN THE MATTER OF COMPLAINT FILED BY MR. RAZA HUSSAIN,
DEPUTY GENERAL MANAGER (WORKS), M/S CHERAT CEMENT COMPANY
LIMITED, UNDER SECTION-39 OF THE REGULATION OF GENERATION,
TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997
AGAINST PESCO REGARDING WHEELING CHARGES AND T&D LOSSES.**
PESCO-NHQ-69260-02-26

Please find enclosed herewith the decision of NEPRA Complaints Resolution Committee (CRC) dated September 15, 2026, 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. Raza Hussain, Deputy General Manager (Works),
M/s Cherat Cement Company Limited,
1st Floor, Betani Arcade, Jamrud Road, Peshawar.
Cherat.site@gfg.com.pk
0923-569411-4/ 0915841373/ 0512344531





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

Complaint No. PESCO-NHQ-69260-02-26

Mr. Raza Hussain
DGM Works
M/s Cherat Cement Company Limited.

..... **Complainant**

Versus

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

..... **Respondent**

Date of Hearing: March 02, 2026

On behalf of:
Complainant: Mr. Raza Hussain

Respondent: Mr. Tahir Moeen CCO, PESCO
Mr. Hamayun DM MIRAD, PESCO
Syed Asif Raza Director, PEDO
Mr. Sahib Khan Director, PEDO

**Subject: DECISION IN THE MATTER OF COMPLAINT FILED BY MR. RAZA HUSSAIN
DGM WORKS, M/S CHERAT CEMENT COMPANY LIMITED UNDER SECTION 39
OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION
OF ELECTRIC POWER ACT, 1997 AGAINST PESCO REGARDING WHEELING
CHARGES**

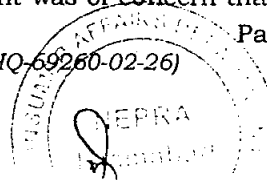
DECISION

This decision shall dispose of the complaint filed by Mr. Raza Hussain, DGM (Works), M/s Cherat Cement Company Limited (hereinafter referred to as "the Complainant" or "CCCL") 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. NEPRA received a complaint wherein the Complainant disputed wrong application of Use of System Charges (UoSC) and level of losses for the energy being wheeled only through PESCO's 132 kV distribution network. The matter was taken up with PESCO and hearing was held at NEPRA Head Office, Islamabad which was attended by representatives of PESCO, PEDO and CCCL. During the hearing, CCCL again submitted that its connection is being provided electricity at 132 kV only, however, PESCO is levying UoSC including charges for 11 kV network along with the 132 kV network. In response, PESCO relied upon provisions of Energy Wheeling Agreement (EWA) with Pakhtunkhwa Energy Development Organization (PEDO) which were not found substantiated in connection with levying of UoSC.

3. The case has been examined in detail in the light of the written/verbal arguments of the parties and applicable law. The following has been concluded:

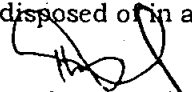
- (i) M/s Cherat Cement Company Limited having electricity connection under ref. No. 20-26220-0000109 is being provided electricity by PESCO through 132 kV network of PESCO under the wheeling agreement with the Pakhtunkhwa Energy Development Organization (PEDO). The Complainant was of concern that PESCO



is charging UoSC based on utilization of both 132 kV & 11 kV network and prayed for revision of above charges.

- (ii) The Authority vide its various determinations for PESCO regarding adjustment/indexation for consumer end tariff has approved different UoSC for 132 kV and 11 kV networks. Regarding the application of Use of System Charges (UoSC) and T&D losses, if a consumer is connected at 132 kV level, the UoSC along with T&D losses applicable at the 132 kV level shall be charged from the consumer. However, if a consumer is connected at 11 kV level, the UoSC along with T&D losses applicable at both 132 kV and 11 kV levels shall be charged from the consumer.
- (iii) Taking cognizant of above, levying of UoSC by PESCO against the Complainant- using only PESCO's 132 kV network- entailing UoSC applicable for both 132 kV & 11 kV network is not justified and are not liable to be paid by the CCCL. However, UoSC based on utilization of only 132 kV network as determined by NEPRA from time to time, are justified.

4. Foregoing in view, PESCO is directed to charge Use of System Charges (UoSC) and T&D losses against the Complainant only for 132 kV network as determined by the Authority. 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 Ulahi Shaikh)

Convener, Complaints Resolution Committee/
Director General (CAD)

Islamabad, September 15, 2026.

