



National Electric Power Regulatory Authority

ISLAMIC REPUBLIC OF PAKISTAN

NEPRA Head Office

Ataturk Avenue (East) Sector G-5/1, Islamabad.

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**Consumer Affairs
Department**

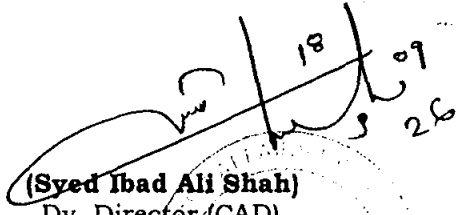
TCD.01/ ³⁵⁴⁰ -2026
September 18, 2026

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

Subject: **DECISION IN THE MATTER OF COMPLAINT FILED BY MR. MUHAMMAD BASHIR GUL, UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST PESCO REGARDING EXCESSIVE BILLING (A/C No. 30 26112 0301220)**
PESCO-PSH-58291-07-2025

Please find enclosed herewith the decision of NEPRA Complaints Resolution Committee (CRC) dated September 18, 2026, regarding the subject matter for necessary action.

Encl: As above


(Syed Ibad Ali Shah)
Dy. 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. Muhammad Bashir Khan,
Chamkani, Peshawar.
0319-5050500/ 0321-9120428



BEFORE THE
NATIONAL ELECTRIC POWER REGULATORY AUTHORITY
(NEPRA)

Complaint No. PESCO-PSH-58291-07-2025

Mr. Muhammad Bashir Khan, ... **Complainant**
Chamkani, Peshawar
Khyber Pukhtunkhwa.

Versus

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

Date of Hearing: July 07, 2026

On behalf of:
Complainant: Mr. Shehzad

Respondent: Mr. Kifayat Ullah (Revenue Officer, PESCO)

Subject: **DECISION IN THE MATTER OF COMPLAINT FILED BY MR. MUHAMMAD BASHIR GUL, UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST PESCO REGARDING EXCESSIVE BILLING (A/C No. 30 26112 0301220).**

DECISION

This decision shall dispose of the complaint filed by Mr. Muhammad Bashir Gul (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. The Complainant submitted that he holds a commercial connection for "Honey Market" located in Chamkani, Peshawar. He received an exorbitant amount of bill in July 2024 for 11520 units. However, the meter reading reflects 6,399 off-peak units and 1,261 peak units, which do not correspond to the billed 11,520 units. The complainant approached PESCO office but PESCO failed to redress grievances of the complainant. Subsequently, the complainant approached NEPRA for correction of his bill and redressal of his grievances. The matter was taken up with PESCO for submission of parawise comments/report. Thereafter, in order to probe further into the matter, a hearing was held on July 07, 2026 at NEPRA Provincial Office, Peshawar which were attended by representatives of both the parties who advanced their arguments. PESCO in its written/ verbal arguments submitted that a single CT-operated meter was installed at the Complainant's premises i.e. Honey Market. The Complainant later requested PESCO for provision of individual connections for each shop. Accordingly, individual connections were installed. At the time of installation of individual connection; final reading of 6,131 off-peak units and 1,210 peak units were recorded on the main meter. However, the main CT-operated meter was not removed from the premises and a temporary disconnection code was assigned. In the month of July 2024, the combined consumption of all individual

meters totaling 11,520 units was recorded on the meter and the same were erroneously billed against the main meter. PESCO further stated that an explanation letter was issued to the concerned official on 15-12-2025 for charging of wrong bills to the Complainant.

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:

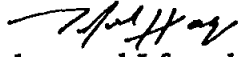
- (i) The Complainant was a commercial consumer of PESCO bearing reference No. 30 26112 0301220 with 160 kW sanctioned load. The connection was installed in a market. A CT operated meter was installed at the premises
- (ii) In February/ March 2024, the Complainant requested for provision of separate connections for each shop. Accordingly, PESCO installed single phase connections. The old CT operated meter against reference No. 30-26112-0301220 remained installed at site. PESCO declared the said meter as check meter. However, in the month of July 2024 PESCO processed the case for disconnection of the said connection/ meter. The record reveals that the final reading recorded on the impugned meter was 6131 off peak and 1210 peak dial upto July 18, 2024.
- (iii) However, due to non-removal of the CT operated meter and in the absence of allotment of disconnection code, the consumption recorded on the CT operated meter (now check meter) was charged by PESCO to the Complainant. These units were charged in duplicate of units already charged against the individual connections. The record reveals that 6158 off peak and 1214 peak reading dial upto the month of May 2024 was charged, while the meter was removed at reading dial of 6131 off peak and 1210 peak in July 2024. This reflects that the Complainant was charged excessive bill i.e. $(6158-6131) \times 40 = 1080$ off peak units and $(1214-1210) \times 40 = 160$ peak units upto the month of May 2024.
- (iv) Moreover, in the month of July 2024, the Complainant was charged bills upto reading dial of 6399 off peak and 1261 peak and in this way $(6399-6158) \times 40 = 9640$ and $(1261-1214) \times 40 = 1880$ totaling 11520 were again charged wrongly. This shows that PESCO charged excessive/ duplicate bills 10720 units for off peak segment and 2040 for peak segment totaling 12760 units, while the meter was disconnected at reading of 6131 off peak and 1210 peak and the connection was not in use.
- (v) PESCO did not remove the single meter and declared the same as check meter and charged duplicate billing of 12760 (10720 off peak and 2040 peak) units recorded on the check meter while the connection was not in use under the reference No. 30-26112-0301220. Additionally, PESCO has admitted in its report that the billing in July 2024 was made in error against the CT operated meter due to a clerical mistake. PESCO has also initiated disciplinary action against the officials for wrong billing. Moreover, PESCO has recovered an amount of Rs. 100000/- from the Complainant against the said disputed bill.

5. Foregoing in view, as admitted by PESCO that the units were charged in duplication due to mistake, therefore, PESCO is directed to withdraw 12760 (10720 off peak and 2040 peak) wrongly charged units against reference No. 30-26112-0301220 and also provide credit of already recovered amount of Rs. 100000 after

due verification of payment record. The revised bill be issue to the Complainant within thirty (30) days. 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


(Naveed Hameed Shaikh)

Convener, Complaints Resolution Committee /
Director General (CAD)

Islamabad, September 18 , 2026.

